



PHS Training & Development Manual

Fourth Edition

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Training & Development Manual Approval

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1 INTRODUCTION

The manual is intended as a standard source of reference for training process, the intent being, to streamline & improve the training process. The review and updating process of Training & Development Manual is carried out at the end of each year.

It is divided into three parts:

- Pre-Training
- Execution
- Post Training

The manual is available at all relevant locations for reference.

2 ABBREVIATIONS

| | | |
|----------------|---|--|
| PHS | = | Passenger Handling services |
| DQC | = | Departmental Quality Control |
| DCS | = | Departure Control System |
| SSCI | = | Sabre Sonic Airport Check-in International |
| TNA | = | Training Need Analysis |
| IATA | = | International Air Transport Association |
| DGR | = | Dangerous Goods Regulations |
| CI | = | Chief Instructor |
| MANAGER | = | Manager |
| PTC | = | PIA Training Center |
| OJT | = | On Job Training |
| DGR-B | = | Dangerous Goods Regulations – Basic |
| DGR-A | = | Dangerous Goods Regulations – Awareness |
| DGR-R | = | Dangerous Goods Regulations – Refresher |
| SOP | = | Standard Operating Procedure |
| GM | = | General Manager |
| TGS | = | Technical Ground Support |
| SMS | = | Safety Management System |

3 .TRAINING POLICY

We are committed to provide effective & efficient training as per the requirement & job specification of the PHS Ground Handling Operations Personnel to deliver excellent customer service at all times through our trained & dedicated operational teams/service providers by constantly identifying customers' needs & expectations in order to create a positive first impression. This vision or commitment has the support of PIA management & our sectional heads. We are constantly engaged in improving our service standards by focusing on quality & standard training.

Since training is a part of our ongoing career development plan, the main objective of training is to ensure that aircraft operates in safe and expeditious manners. This objective can only be achieved if the staff/officials engaged in the provision of services are adequately trained, equipped and skilled with regards to the functions they are required to perform. Our training is focused on developing knowledge and skills (both technical & interpersonal) through innovative learning strategies in collaboration & coordination with all concerned. It is our constant endeavor to enable our front line service providers as well as staff & officials who work in support areas or back rooms to build, maintain & increase a strong & loyal customer relationship in order to meet new challenges & responsibilities head on.

Compliance to Safety & Quality Standards is the cornerstone of Pakistan International Airline at all times & at all levels. PIA is committed to provide safe environment or maintain safe regulatory regime for its customers, employees & vendors by meeting & exceeding applicable flights & ground operations, engineering & maintenance, occupational, environmental & food safety standards.

PIA management at all levels is committed to ensure that its employees understand & comply with these safety standards, & are sufficiently trained, skilled & equipped to perform their assigned tasks & recognize & control safety hazards in their routine work environment.

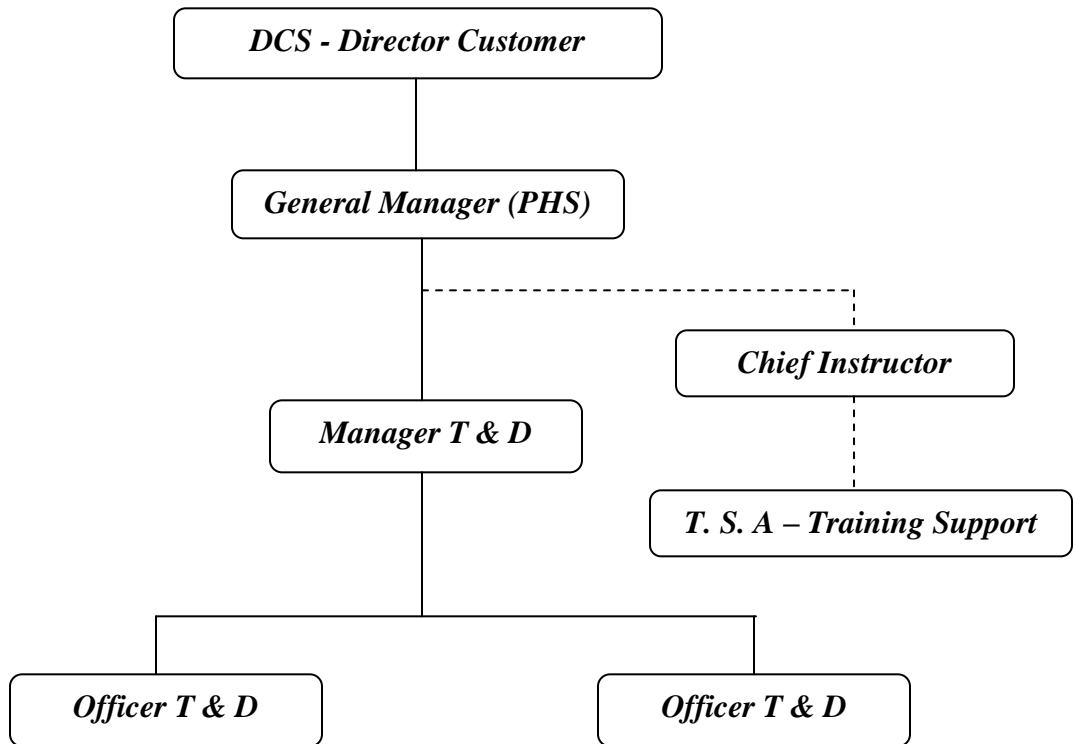
The objective of Safety Management Training is to ensure that PHS staff & officials possess the required knowledge, skills and experience to perform their assigned tasks safely and efficiently & recognize & report safety hazards, incidents that help reduce or has the potential to reduce the level of operational safety to an acceptable level in accordance with established Safety & Quality Standards.

Since SMS training is an element of the safety promotion component of the SMS framework, we employ a systematic approach to manage safety risks & continually improve the level of Safety & Quality. Special emphasis is placed on safety trainings so that the employees can play a key role in this process by identifying hazards in their work place & mitigate safety risks as a part of everyday activity.

In a shared responsibility, each employee must act safely & report safety incidents & occurrences without the fear of punitive action being taken against them.

Our training policy is also extended to and addresses the third party (Ground Handling Agent) training needs as & when required on DCS (Departure Control System).

4. Organogram of Training & Development Section



5. LIST OF COURSES

Basic / Initial Training

| S.No | Name of Course | Duration | Regulated Training & Certificates - cards |
|------|--|----------|---|
| 1 | Basic Passenger Handling | 3 Weeks | ✓ |
| 2 | Customer Care | 2 Days | - |
| 3 | Sabre Sonic Check – in (SSCI) | 5 Days | ✓ |
| 4 | World Tracer Management | 5 Days | ✓ |
| 5 | DGR | 5 Days | ✓x◇ |
| 6 | Ramp Safety & Human Factor Training | 2 Days | x◇ |
| 7 | Human Factor | 1 Day | ✓◇ |
| 8 | Security Training for frontline personnel | 1 Day | - |
| 9 | Mass & Balance | 2 Weeks | ✓◇ |
| 10 | Loading / Unloading | 5 Days | ✓ |
| 11 | DGR Awareness | 2 Days | ✓ |
| 12 | DGR Awareness & Ramp Safety / Human Factor for Baggage Attendants (Urdu Version) | 2 Days | - |
| 13 | ULD Orientation / Pallet Building | 2 Days | - |
| 14 | Passenger Services Awareness | 5 Days | ✓ |
| 15 | Safety Management System | 1 Day | - |

Re-current / Refresher Training

| S.No | Name of Courses | Duration | Refresher Frequency | Regulated Training & Certificates - cards |
|------|-------------------------------|----------|-------------------------------------|---|
| 1 | Passenger Handling | 3 Days | On demand | ✓ |
| 2 | Customer Care | 1 Day | 2 Years | - |
| 3 | Sabre Sonic Check-In (SSCI) | 3 Days | On demand | - |
| 4 | Dangerous Goods Regulations | 3 Days | Within 02 year of previous training | ✓◇ |
| 5 | Ramp Safety & Human Factor | 1 Day | 2 Years | x◇ |
| 6 | Human Factor | 1 Day | 2 Years | x◇ |
| 7 | Mass & Balance (Revalidation) | 1Day | 2 Years | -◇ |
| 8 | World Tracer Management | 2 Days | On demand | - |

Note: On demand training is based on as and when required by the stations.

Above mentioned symbol depicts

- ✓ Certificates
- x Cards
- ✓x Cards & Certificates
- ◇ Regulated Training
- Nil

6. Pre-Training

6.1 TRAINING NEED ANALYSIS

Purpose

Training need Analysis identifies to help develop meaningful training programs for each calendar year.

b) Responsibilities:

Training & Development section conducts the Training Need Analysis in coordination & consultation with Station Managers and Sectional Heads.

a) Procedure:

1. Taking the view from the top of current training and development needs of the organization and evaluating the same in line with the requirement of the division.
2. Holding meetings with Station Managers and Sectional heads to discuss precise training requirements and training needs to determine learning objectives / outcomes.
3. Aligning the individual's needs to ensure that they are in harmony with the Organization's vision/goal and incorporate the same in the training program.
4. Evaluating and monitoring the training imparted in order to make recommendations for the follow up training so that, learning may be transferred to performance.
5. Seek feedback from the Station Managers and Supervisors regarding the effectiveness of training imparted.
6. Evaluate recommendations / post training feedback for developing subsequent training program.

6.2 IDENTIFYING LEARNING STREAMS AND PLANNING TRAINING SCHEDULE

a) Purpose

Using the appropriate Training Need Analysis methodology, learning streams are identified and used as a basis for training programs. Each learning stream meets identified training needs by using a variety of learning modes to cater for individual learning styles.

b) Responsibilities:

Manager Training & Development has got the approved annual training program by General Manager (PHS).

c) Procedure:

- 1- As a result of follow up of the Training Need Analysis, learning streams are identified which form the basis of training program /schedule for a particular calendar year. The following learning streams form the basis of all training programs such as:
 - Administration and Policy
 - Personal Development
 - Management
 - Education and Training
 - Induction
 - Information Technology
 - Technical
2. Training is categorized effectively into the above learning streams, allowing the staff to participate in training and development activities that are focused. Crossover areas are combined into one.
3. The training programs are discussed and approved by the General Manager (PHS).
4. The program for each calendar year is flashed to all Station Managers at domestic stations/airports at the beginning of the year. (The training year for PHS varies due to Hajj Operation each year. No trainings are conducted during the pre and post Hajj period).
5. The training program for the coming month is flashed in the last week of the current month.
6. The program is subject to change in case there is an urgent requirement of an unscheduled training program by a Station or from the Management.

7. EXECUTION PHASE

7.1 PROCEDURE FOR NOMINATIONS

a) Purpose:

To identify and nominate PHS staff and /or officers for the planned training program from different areas as per their Job description/specification

b) Responsibilities

Manager Training & Development and Station Managers concerned.

d) Procedure;

- 1 Training & Development section puts forward the training programs to all the Station Managers.
- 2 The Station Managers in different areas circulate the nominations against the same program.
- 3 Shift Station Managers recommends the nominations and forward them to the Station Manager for approval.
- 4 The nominations received are cross checked with the training record maintained at the PHS Unit and Training & Development section.
- 5 Nominations can be turned down by Manager Training & Development PHS section if a participant's record indicates that:
 - She/he has failed the course.
 - She/he has previously attended the same course.
 - She/he has previously dropped out of the course half way.
 - She/he does not meet the criteria for a specific course or has been nominated frequently.
- 6 Each station is required to nominate at least one participant per shift for each course. Moreover, station manager should ensure that the participants travel on the last outgoing flight.

The lists of final nominations for each course are specified as per the existing job description as communicated by the stations to Manager Training & Development PHS section at least a week prior to the commencement of the course .Last minutes changes in nominations are to be avoided.

The basic and in depth training requirements vary for the individuals working in different areas, whereas stations are required to follow the prerequisite of trainings and the participants should have successfully completed the courses as per the training requirements (specified in TDMS) for different work areas.

| | | |
|---|--|---|
| TERMINAL MANAGER Passenger Handling Services Customer Care SSCI DGR Safety Management System World Tracer Management | FLIGHT SUPERVISOR Passenger Handling Services Customer Care SSCI DGR Safety Management System Security for frontline staff | CHECK-IN STAFF Passenger Handling Services Customer Care SSCI DGR Safety Management System Security for Frontline Staff |
| LOADING SUPERVISOR / STAFF Passenger Handling Services DGR Safety Management System Loading & Unloading on Aircraft Ramp Safety & Human Factor | LOAD MASTER Mass & Balance Steady state DGR Safety Management System | BOARDING STAFF Passenger Handling Services Customer Care SSCI DGR Safety Management System Security for frontline staff |

7.2 SYLLABI DESIGN & COURSE CONTENTS

a) Purpose

The purpose for this procedure is to ensure that the training program planned for a particular audience meets the training requirements of the department for a calendar year.

b) Responsibilities

Chief Instructor (PHS) & Manager Training & Development (PHS)

c) Procedure

- 1 Training syllabus is customized and revised for a particular course audience by Manager Training & Development (PHS) in consultation with Chief Instructor (PHS).
- 2 The Passenger Service Training Unit (PHS) deputs a subject specialist for specific areas. In case of non-availability of an Instructor in a particular area, visiting, faculty is invited for the operational staff /officers working, at the airport.
- 3 Course contents are reviewed and updated periodically by the Passenger Service Training unit (PHS) in consultation with Manager Training & Development as per requirements of the, IATA, CAA and ICAO by the end of each year.
- 4 The Chief Instructor (PHS) ensures that the course material provided to the participants is current and up-to-date & the methodology used for the conduct of a particular subject training should be appropriate for the same.

7.3 TRAINING AS PER JOB DESCRIPTION/Job SPECIFICATION

a) **Purpose:**

To identify and nominate PHS staff and officers for the planned training program from different areas as per their job specifications.

b) **Responsibilities**

Manager Training & Development and Station Managers concerned.

e) **Procedure:**

- 1 Training & Development Section forwards the training programs to all the Station Managers.
- 2 The Station Manager circulates this training program in different areas for nominations.
- 3 Shift Station Managers recommend the nominations and forward the same to the Station Manager for approval.
- 4 The nominations received are cross checked with the training record maintained at the PHS Unit and Training & Development section.
- 5 A nomination can be turned down by the Manager Training & Development PHS section if a participant's record indicates that:
 - He/she has previously attended same course.
 - He/she has previously dropped out of the course half way.
 - He/she does not meet the criteria for a specific course or is nominated frequently.
- 6 Each station is required to nominate at least one participant from each shift for each course. Moreover, the station concerned must ensure that the participants travel on the last outgoing flight.

The lists of final nominations for each course are communicated by the stations to the Training & Development section at least a week prior to the commencement of the course. Last minute changes in nominations are to be avoided.

7.4 Examination Policy

At the end of the course a written test is conducted to evaluate the understanding of the trainee for which the following process is adopted.

Preparation of Question Papers

As per syllabus, a question paper of 100 marks is prepared by the Course Instructor to evaluate the trainees and check the effectiveness of the training.

Examination Procedure

The Passenger Services Instructor at PTC Examination Hall conducts examinations of all Passenger Services Courses. However Chief Instructor Passenger Service may carry out a random check to monitor the examination process. Examination is conducted on the last day of every subject / Course.

Examination Procedure

The examination is conducted on the following courses:

| | |
|---------------------------------------|---|
| – Passenger Services (Basic) | – Mass & Balance (Basic) |
| – SSCI (Basic) | – Loading & Unloading (Basic) |
| – WTM-World Tracer Management (Basic) | – Dangerous Goods Regulations (Refresher) |
| – DGR (Basic) | – Mass & Balance (Revalidation) |
| – Passenger Service (Awareness) | – Passenger Service (Refresher) |

Pass / Fail Policy

The students exhibit their competency level by appearing in final written test of **100%** marks for basic and recurrent trainings, student is assessed by an oral and written quiz during the training sessions except for DGR refresher training.

For Passenger Service Courses each individual has to secure **75%** marks, below which the student would be considered as failed.

Any candidate attending *Basic “Weight and Balance”* and securing between 60-70% marks will be declared deferred and can re-appear for examination after a gap of 15 days.

A candidate failing to score 75% on second attempt will have to attend the complete course again.

A candidate scoring less than 60% can re-appear in the exam after re-attending and passing the complete basic course. Such a candidate will either PASS or FAIL (deferred status will not apply).

Criteria to determine effectiveness of training

- Examination
- Course assessment by trainees

- Post training effectiveness.(Through Manager Training & Development-PHS)

8. TRAINING SYLLABI

8.1 SABRE SONIC CHECK-IN (SSCI)

Purpose:

To train maximum number of staffs and officers in converting system from ACSI to SSCI discipline within the limited time frame enabling the participants to understand and operate the Sabre Sonic Check-in international system / Supervisory functions and gain the maximum output from SSCI specialist.

Responsibilities:

- Chief Instructor Passenger Service Training Unit
- SSCI Instructor

Target Audience:

- All Passenger Handling Services Staff / Officers and newly inducted Staff/Officers

Duration of the Course:

- Three Days

Pre Requisites:

- Participants must have successfully completed Basis Passengers Service Course and fully aware of the computer operation.

Course Outline:

- **Over View / Benefits of Sabre Sonic Check-in International (SSCI)**
- **Flight Tab**
 - List Label
 - Flight Details Label
 - Counts Label
 - Arrival Reports
- **Check-in Tab**
 - Check-in Label
- **Check-in Tab**
 - Passenger Lists Label
 - Upgrade / Downgrade Label
 - Boarding Pass Label

- Stand by Label
- **Practice**
- Working on a flight from beginning to end
- **Check-in Tab**
- Baggage Tags Label
- Check-in History Label
- **Seat Tab**
- Block / Unblock Label
- Return Release Label
- **Boarding Tab**
- Update Count Label
- Gate Agent Label
- Free Text Count Label
- Passenger Manifests
- **Operations Tab**
- Update Flight Label
- Stub / Overfly Label
- Change Equipment Label
- Flight / Gate Edit Label
- Revenue Re-book Label
- PDC Statistics Label
- **ESV**
- Introduction to Enhanced Synchronization of VCRs
- **PRS Seat Map**
- PRS Seat Map
- Block / Unblock / PRS Assignment
- Inbound PRS Control Table
- **Training Aids**
- Lesson Plan
- Ms. Power Points Slides
- Markers

- White Board
- Instructor's Notes
- Multimedia
- OHP (If Required)

- **Assessment:**
 - Quiz / Class Participation / Case Studies

- **Certificate:**
 - On successful completion of the course, the trainees will be issued Certificate.

8.02 SMS AWARENESS SYLLABUS

SCOPE

The scope of Safety Management System is to emphasize that each individual involved in the provision of Passenger Handling Services chain clearly understands & recognizes his individual responsibility to give maximum service, information and assistance to passengers.

Purpose:

To train maximum number of PHS staffs and officers in SMS discipline within the limited time frame enabling the participants to understand and implement the Safety Management System / Supervisory functions.

Responsibilities:

- Chief Instructor Passenger Service Training Unit
- Safety Management System Instructor

Target Audience:

- Passenger Handling Services Staff / Officers

Duration of the Course:

- One Day

Pre Requisites:

- Participants must have successfully completed Basis Passengers Service Course and performing duties at operational areas of PHS.

Course Outline:

Over View / definition of SMS
Incidents / Accidents and learn lessons.

- Safety Policy of PIA
- Fundamentals of SMS
- Components of SMS
- Safety process

- Hazard Identification
- Risk Management
- Management of Change
- Organization Safety Standards
- Global / National Regulations
- Safety Assurance
- Overview

Training Aids:

- Lesson Plan
- MS Power Points Slides
- Markers
- White Board
- Instructor's Notes
- Multimedia
- OHP (If Required)

Assessment:

Quiz / Class Participation / Case Studies

8.03 RAMP SAFETY & HUMAN FACTOR SYLLABUS

PURPOSE:

The overall purpose of this training is to familiarize The participants with the ramp safety rules and regulations, & to introduce them to the concept of human factor involved in Ramp Safety.

TARGET AUDIENCE:

All staff and officers including managers requiring basic foundation in Ramp safety & an introduction to human factors

DURATION: 02 days**PRE-REQUISTES:**

Participants must have experience of Ramp handling, which includes Operation of various Ramp Equipments & loading / unloading of different aircrafts.

COURSE OUTLINE:

- The objective of Ramp Safety Training:
- Creating safety culture.
- Airport ramp Safety rules, procedures & driving skills
- Safe operating procedure & day to day ramp operation.
- Accident and incident.
- Personal protection equipments & different weather conditions.
- Hazard on Ramp
- Foreign object damage.
- Marking & Hand Signals used on ramp.
- Dangerous goods & their safe handling.
- Tactics & techniques to prevent injuries.
- Different types of fire. Fire hazard, fire protection & first aid.

Human factor Awareness.

- Motivation, Attitude & Teamwork
- Communication skills & training
- Stress at work.
- The effects of drugs & alcohol addicts.
- Health caring safety measure.
- Body & Mind coordination
- Planning
- Work load management.
- Decision making.
- Fatigue
- Adequate rest.

- Equipment / Human interface
- Ergonomics.

LEARNING OBJECTIVES:

By the end of the program participants will be able to:

- Reduce incidents of staff injury, equipment and aircraft damage.
- Develop an awareness of human factors involved in ramp safety.
- Learn the skills required to recognize and correct safety hazards.
- Obey ramp marking and signs and apply all ramp safety rules and procedures.
 - Understand and principles involved in creating a safety culture.
 - Learn the skills required to improve personal safety habits.

Resources / Materials:

- Lectures
- Role play
- Practical activities
- Handouts
- TPs
- Films

Assessment:

Performance evaluation during training programme, role plays and Class Quiz

Certificate / Card:

On successful completion of this course, the trainees will be awarded Certificates.

8.04 HUMAN FACTORS SYLLABUS

PURPOSE:

To improve human performance that can help an industry to learn & avoid commercial aviation accident rates.

TARGET AUDIENCE:

For all employees working in operational areas (Load Planers, Loading and PHS/RSD Personnel's)

DURATION: (02 days)

PRE-REQUISTES:

Participants must have experience of Ramp Handling Functions, which includes operation of various Ramp Equipment & loading / unloading of different aircraft.

COURSE OUTLINE:

- History of Human Factor.
- Salient points.
- Symptoms of the disease called human factor.
- Elements influencing performance:
 - Motivation.
 - Attitude
 - Communication skills
 - Human behavior
 - Stress
 - Ergonomics
 - Fatigue
 - Time pressure
 - Drugs & Alcohol
 - Management pressure.
 - Team work.
 - Reasons for safety improvements
 - Accidents Hull loss, Fatal Accidents.& incidents
 - Accident Types
 - Awareness of Risk

Resources / Materials:

- Lectures
- Slides/ TPs
- Movies
- Handout

Assessment:

Performance evaluation during training program, role plays and Class Quiz

Certificate / Card:

NIL

8.05 CUSTOMER CARE (Refresher) SYLLABUS

PURPOSE:

To assist participants:

- Gain customers' loyalty. Develop Customers' loyalty.

Retain customers' loyalty.

- Become a key person in the creation of long lasting relationship between the customers and the organization.
- Learn how to identify customers' needs/expectations & trust.
- Acquire the required skills to handle customers efficiently, professionally & commercially.

TARGET AUDIENCE: PHS personnel

DURATION: (01 Day)

COURSE OUTLINE:

- Importance of the role as a quality service provider
- Personality
- Attitude
- Need for attitude development.
- Customer service & its importance
- Benefits of quality customer service
- Welcome to customers.
- Responding effectively to customers' needs
- Communication barrier
- Verbal and non-verbal communication
- Improving his listening habits
- Dealing with difficult customers
- Don't ever forget customers?

Resources / Materials:

- Lectures
- Discussion
- Role Plays
- PCs
- Multimedia

Assessment:

Performance evaluation during training program, role plays and Class Quiz

Certificate/ Card:

Nil

8.06 CUSTOMER CARE SYLLABUS

PURPOSE:

To assist participants:

- To ensure maximum customer satisfaction at Check-in/ Departure/ Arrival points of contact with airline and its representatives,
- To create favorable impression of the PIA so that the customer is happy to travel on PIA again
- To add to PIA revenue by providing a standard of customer service which is so high that it helps to keep existing customer and to attract new ones,

TARGET AUDIENCE:

All frontline staff/officers of PIA working at airport those require fundamental skills in order to interact effectively with Customer.

DURATION: 02 days

PRE-REQUISITE:

All Staff / Officer engaged at every point in direct contact with the customers.

COURSE OUTLINE:

- Quality, Product, Delivery Systems & Service in PIA
- Service with Smile Phenomena
- Service Standards
- Service up and down Phenomena
- Managing Expectations (Over and Under Phenomena)
- Managing Customer's Experiences
- Phenomena of Blame, Shame, Justify
- Phenomena of Taking Personal Responsibility
- What is Customer Service
- Assumption of Competency Phenomena
- Six Techniques for providing good Customer Service
- Multicultural Customer Service
- What is Customer
- The high cost of losing a Customer
- What drives Customer away
- Bad Customer Service
- 15 bad Customer Service points
- Bad news and good news in Customer Service
- Attitude Development
- Argument and Valid Argument
- Conclusions to Argument
- 10 customer delighted habits

Resources / Materials:

- Lectures
- Discussion
- Role Plays
- Exercises
- Multimedia
- Handout
- Movies

Assessment:

Performance evaluation during training program, role plays and Class Quiz

Certificate/ Card:

Nil

8.07 IATA Dangerous Goods Regulations (Basic) Syllabus

PURPOSE:

This course is intended to assist participants (PHS Load Planners / Loading Personnel) how to maneuver Loading / Offloading of consignments of Dangerous Goods and place it on board an Aircraft.

OBJECTIVES:

To make participants aware of risks involved and apprise them of detailed understanding of the regulations so that they can make decisions and be Able to consult the DGR Manual

TARGET AUDIENCE:

All Load Planner, Loading and PHS/RSD Personnel

DURATION: 05 Days

PRE-REQUISITES:

The participants should have successfully completed Basic Passenger Service Course, Mass & Balance Control Course.

COURSE OUTLINE:

- What is DGR?
- General Philosophy
- Categories of Dangerous Goods
- Basic of DGR
- Applicability
- Training Requirement
- Shippers Responsibility
- Operators Responsibility
- Limitations
- Precedence of Hazard
- Packing Groups
- Hidden Dangerous Goods
- Identification
- Provision of Dangerous goods by Passenger and Crew
- List of Dangerous goods
- Packaging
- Packaging type Codes
- Material Type Codes
- Marking & Labeling
- Loading & Stowage
- Compatibility
- Provision of Information
- Emergency Procedures

- Performance Test
- NOTAC/NOPIIC
- Emergency Response Procedures
- Competent Authorities

LEARNING OUTCOME:

On successful completion of training, load planners and loading personnel will be able to:

1. Define Dangerous Goods
2. Understand the limitation of Dangerous Goods
3. Know the origin of current regulation
4. Identify the classes of Dangerous Goods
5. Look for hidden hazard in cargo
6. Recognize the various types of packaging
7. Recognize package use and package specification marking
8. Recognize the need for package inspection
9. Inspect each package for leakage or damage before loading into a ULD or bulk loading on aircraft
10. Understand the special provision for Passenger and Crew
11. Inspect each ULD for evidence of leakage or damage before loading on an aircraft
12. Recognize / identified hazard / handling labels application to Dangerous Goods
13. Apply specific storage and handling procedure for Dangerous Goods
14. Correctly certify the above information to the pilot-in-command
15. Understand the requirement to report incident / accident and mis-declarations involving Dangerous Goods
16. Apply the appropriate emergency procedure action as per emergency response matrix

Resources / Materials:

- Lecture / Discussion / Practical Activities (Exercise)
- Current IATA DGR manual / Handout / Transparencies / Charts / Film / ICAO
- Emergency response guide dock 9481-AN/928

Assessment:

Written Test / Performance evaluation during training program and Class Quiz

Certificate:

On successful completion of this course, the trainee will be awarded “Certificates” and “DGR Card,” immediately the date for Refresher.

8.08 LOADING/UN-LOADING AIRCRAFT SYLLABUS

PURPOSE:

To enable participants to load/unload aircrafts automatically and manually within standard ground time

TARGET AUDIENCE:

All staff with the responsibility to load/off load aircraft at airports

DURATION:

(05 Days)

PRE-REQUISITES:

Participants should have successfully completed Basic Passenger Service. Loading/Off loading of Aircraft and Ramp Safety courses, the participants must have 3-4 years experience of aircraft loading at airport.

COURSE OUTLINE:

- Duties and responsibilities
- Layout of loading areas
- ULD configurations Auto/Manual loading
- Special loads

LEARNING OUTCOME:

By the end of the program the participant will be able to:

- Refer loading manuals to find out volume and capacities of cargo holds for use of various ULD configurations.
- Position required ULDs, manpower and equipments prior to commencement of loading/unloading of the aircraft.
- Marshal the loading equipment, receive and see off. The aircraft.
- Raise and lower restraint latches.
- Prepare compartment for automatic container loading and semi automatic pallet loading.
- Load/Unload aircraft manually in case of UN serviceability of auto loading system.
- Load/unload ULD's as per loading advice. Load/Unload bulky and heavy cargo.
- Load / Unload live animals
- Load / Unload Automobile
- Load / Unload perishables
- Load / Unload Dangerous Goods.
- Write ULD identification codes on arrival and departure.
- Coordinate with GCO (Ground Control Operation), Cargo and other units.

Resources / Materials:

- Lectures/discussions/practical activities
- IATA AHM / Handouts / TPs / Films / Forms

ASSESSMENT:

Written Test / Performance evaluation during training program and Class Quiz

Certificate / Card:

On successful completion of this course, the trainees will be awarded Certificates.

8.09 BASIC PASSENGER HANDLING/ SERVICE SYLLABUS

PURPOSE:

To enable participants to perform basic functions of PHS at Domestic and International Airports with regard to Passengers, Baggage and Ramp Handling.

TARGETS AUDIENCE:

All newly inducted PHS staff / Officers with the responsibility to perform basic Passenger Service Functions

DURATION:

Three weeks

PRE-REQUISITES:

Knowledge of reading, writing and speaking of English language is desirable.

COURSE OUTLINE:

Week -1

Orientation 02 Days

- History of Aviation
- ICAO
- CAA
- IATA
- IATA Conference
- PIA History
- Aviation Language
- World Geography
- Countries, Capitals, & Three letters city codes
- Domestic Capitals & Three letter city codes
- Currency Codes
- Airlines Codes

Passenger Handling – 02 Days

- Job description & Check-in list for Briefing Staff / Counter Supervisor
- Handling Procedure of accepting Fire Arms
- Handling of Special Baggage / Passenger
- Piece Concept
- Arrival function
- Transfer Function & Handling Procedures
- Interline Function
- Layover
- Handling Procedures for VIPs / CIPs / Large Groups
- Nature of Delays
- Handling Procedures for Delayed Flights / Diverted Flights Due weather / Cancelled Flight

- Handling and Accepting Blind Passenger
- Handling Sick/Invalid Passengers under Normal & Emergency Circumstances
- Handling Stretcher Cases
- Carriage of Expectant Mothers
- Handling and Accepting Unaccompanied Minor
- Handling “Seeing – Eye Dogs” with Blind Passengers
- Ground Feeding
- Accepting Inadmissible Passengers
- Accepting Deportee Passengers
- Acceptance of Fire Arms/Ammunition and Sharp Edged Weapons
- Acceptance of Falcons for Carriage in the Cabin
- Handling Sick Passengers Requiring Constant Supply of Therapeutic Oxygen
- Transportation of Physically Incapacitated Passengers
- Denied Boarding & its Compensation
- Handling Passengers on Cancelled/Diverted and Delayed Flights
- Handling Passengers on Flights Delayed/Diverted due to Fog
- Announcement of Delayed Flight due Technical, Operational and Weather Reasons
- Handling Diverted, Delayed and Technical Flights
- Acceptance and Carriage of Service Dogs on Flights to and from the United States
- Complimentary Up Gradation of Passenger(S) at Airport on FT Basis
- Authenticity of Travel Document for all Flights into and out of the U.S
- Offloading Passenger falling ill After Check-In
- Emergency During Flights (Death on Aircraft , Birth on Aircraft)
- Handling Procedures for Denied Passenger

Revenue Documents – 01 Day

- Terms & Definitions
- Revenue Documents
- Type of Revenue Documents
- Types of Coupons & Disposals
- Awareness to Revenue Documents
- TKT – Passenger Ticket & Baggage Check / E-Ticket
- MCO – miscellaneous Charges Order
- EBT – Excess Baggage Ticket
- FIM – Flight Interruption Manifest
- AWB – Airway Bill
- PTA – Pre Paid Ticket Advice
- Infant & Child
- Discounts
- Special Fees & Charges Code
- Primary / Nested Classes
- RBD – Reservation Booking Designators

IATA Dangerous Goods Regulations Awareness – 01 Day

- What is DGR?
- General Philosophy
- Categories of Dangerous Goods
- Basic of DGR
- Applicability
- Training Requirement
- Shippers Responsibility
- Operators Responsibility
- Limitations
- Precedence of Hazard
- Packing Groups
- Hidden Dangerous Goods
- Identification
- Provision of Dangerous goods by Passenger and Crew
- List of Dangerous goods
- Packaging
- Packaging type Codes
- Marking & Labeling
- Provision of Information
- Emergency Procedures
- Performance Test
- NOTAC/NOPIIC
- Emergency Response Procedures

Ramp Handling – 02 Days

- Introduction / Objectives
- Airport Management
- Category and Types of Equipment and their use
- Loading Principles
- Specific duties and responsibilities of loading /unloading staff on ramp
- Handling of baggage / cargo during loading /unloading
- Fuelling with passengers onboard or during embarkation/disembarkation
- Ground De-icing/Anti-icing
- Safety (Passenger , Staff ,Equipments , Aircraft
- Definition of ULD/Pallets/Nets
- Loading Capacity of Aircraft (Type wise)
- LDM / CPM /UCM
- Dangerous Goods Marshalling
- Handling of DGR

Baggage Handling – 02 Days

- Terms & Definitions
- Types of Baggage Tags
- Function of Baggage Handling Unit
- Causes & Prevention for Loss baggage
- Causes & Prevention for Damage baggage
- Free Carriage Articles
- PIA Liability for loss of Baggage
- Baggage Handling Procedures
 - Types of Claims
 - Service Claims
 - Documents required for Claims Settlement
 - Claim settlement procedures
 - Lost baggage claim procedures
 - Operational Crew
 - Staff
 - Pilfered Baggage Claims
 - Interim relief / transportation expenses
 - Compensation

SSCI (Basic) – 05 Days

Overview / Definition of SABRE / SSCI

Introduction of Integrated System

- SSCI – Initialization of Slight
- SSCI – Passenger Name Processing (GNL, PNL & GPEL)
- SSCI – Creation of GD (General Declaration)
- SSCI – Flight Information
- SSCI – Seats Map Display
- SSCI – Passenger check-in Activities
- SSCI – Passenger Editing Activities
- SSCI – Flight Inventory Displays
- SSCI – Passenger List Displays
- SSCI – Passenger Information List
- SSCI – Positive Boarding Control (PBC)
- SSCI – Configuration Change / Re-accommodation
- SSCI – Passenger Transfer (GCPT)
- SSCI – Post Departure Checkout Activities (PDC)
- SSCI – Awareness and Understanding E-Ticket in SSCI / RES Mode
- SSCI – Usage of FMH / PCS Manuals
- SSCI – Usage of TIMATIC
- SSCI – Display / Understanding / Creation of PNR in RES Mode
- SSCI – Duties and Responsibilities of Check-in Staff
- SSCI – Duties and Responsibilities of Flight Supervisors
- SSCI – Preparation of a Flight for a smooth and Errorless Processing

- SSCI – TTY Messages (Telexes & DPRs)
- E-Border (UK) / TSA (USA & Canada)
- API-Advanced Passenger Information (BAH,DOH,MCT,DXB & KSA)

LEARNING OBJECTIVES:

By the end of the training participants will be able to:

- Understand the Role & functions of IATA, ICAO and CAA Pakistan.
- Identify continents, oceans, counties & cities.
- Define freedom of Air granted by ICAO
- Calculate actual and total flying time.
- Understand and apply city, capital and currency codes.
- Use OAG and TIM or TIMATICH professionally for latest news and changes regarding Health, Custom, Passport, Visa, Currency regulations and travel planning.
- Identify various revenue documents and their components.
- Calculate validity of passenger's tickets and other revenue documents.
- Handle customer politely, courteously, efficiently and professionally in helpful manner.
- Coordinate with different passenger service units at airport.
- Identify and use various baggage tags and labels.
- Examine vigilantly all necessary travel documents.
- Aware integrated system of SSCI, its necessity and benefits.
- Perform the check-in and editing functions.
- Retrieve and insert different passenger/service related information.
- Create various messages using SSCI.
- Guide/assist passengers correctly after check-in.
- Accept special passengers and passenger with reduced mobility.
- Allocate seats according to passenger's choice and PIA policy
- Handle no show, no record, over booked and mishandled passengers.
- Provide services to passengers of delayed flight.
- Handle inadmissible passengers and deportees.
- Provide assistant to arrival passengers and ensure prompt and correct baggage delivery.
- Segregate and transfer promptly interline and online baggage upon arrival.
- Collect and dispose off, aircraft documents, check sheet items.
- Differentiate the checked, unchecked, in-bond and mishandled baggage and ensure appropriate disposal/action.
- Compare free baggage allowances and IATA free articles.
- Differentiate and use various tags and labels.
- Identify unclaimed baggage and forward it to claiming station.
- Identify the causes for loss and damage to baggage and take preventive measures.
- Read and write messages using IMP codes concerning airport service functions.

- Answer queries about claims and interim relief and take appropriate action.
- Prepare General Declaration, Passenger Manifest, and Check Sheet
- Handover and collect aircraft document on departure and arrival and ensure correct and prompt disposal.
- Identify ramp areas and its markings.
- Follow safety rules on ramp.
- Understand and utilize the loading capacity and passenger seating as per the configuration of each aircraft.
- Prepare load message and loading advice form and take appropriate action accordingly.
- Load and unload the aircraft according to the loading principle.
- Identify and utilize ULDs and ramp equipments.
- Marshal the equipment when it is in safety circle.
- Determine excess baggage and execute Excess Baggage Ticket.
- Search missing baggage, locate and take electronic tracer action when necessary.
- Identify classes of Dangerous Goods and their hazards.
- Establish the priorities of the movement on ramp.

Resources / Materials:

- Lecture / Role play / Practical activities.
- Handouts / Labels and Tags / Forms / Manuals / Flip Chart / Fare tables / Transparencies / Films Specimen / TTY Message / PCs

ASSESSMENT:

Written Test / Evaluation during training / Class room Quiz

Certificate / Card:

On successful completion of this course, the trainees will be awarded Certificates.

8.10 WORLD TRACER MANAGEMENT (Basic) SYLLABUS

PURPOSE:

This course is intended to familiarize the participants with all aspects of the World Tracer Baggage Management which relate to the baggage service functions.

World Tracer - The industry-standard, fully-automated system for tracing lost and mishandled passenger Baggage. It is used by over 400 leading airlines and ground-handling companies worldwide. The system Searches for a match of the same tag number in any delayed bag report (AHL) that is in the World Tracer Database.

TARGET AUDIENCE:

Baggage Service and Check-in Personnel

DURATION:

05 Days

PRE-REQUISITES:

The participants must have successfully completed Basic Passenger Service Course

OBJECTIVES:

To enable the participants to create record in the World Tracer System for Initial baggage discrepancies and to retrieve and Amend Data pertaining to Missing, Found, Damage and Pilfered Baggage active in the system files, Reports and generated by the system and how to take appropriate actions.

COURSE OUTLINE:

- Introduction to World Tracer Management
- Transaction & Element
- Create / Display / Amend Files
- Found Baggage
- Missing Baggage
- Damage and Pilfered Baggage
- Action Files
- Close File
- Group Transactions
- Supplemental Transactions
- Management / Station Reports

Learning Objectives:

By the end of the course, participants will be able to fully understand and make the correct entries to:

- Create Files
- Display Files
- Amend File Transaction
- Suspend Tracing
- Matches

- Action File
- Close File
- Found Property

Resources / Materials:

- Lecture and Practical activities
- World tracer Training Manual
- Exercise Sheets
- Multimedia
- Handout

ASSESSMENT:

Written test / Performance evaluation during training Program

Certificate / Card:

On successful completion of this course, the trainees will be awarded Certificates.

8.11 DGR (REFRESHER)

PURPOSE:

This course is intended to assist participants (PHS Load Planners / Loading Personnel) & familiarize them with how to maneuver Loading / Offloading of consignments of Dangerous Goods and place it on Aircraft.

OBJECTIVES:

To make participants aware of risks involved and apprise them of the detailed understanding of the regulations so that they can make decisions and be able to consult the DGR Manual.

TARGET AUDIENCE:

All Load Planner, Loading and PH/RSD Personnel's

DURATION: 03 Days

PRE-REQUISITES:

The participants should have successfully completed Basic Passenger Service Course, Mass & Balance Control Course.

COURSE OUTLINE:

- What is DGR?
- General Philosophy
- Categories of Dangerous Goods
- Basic of DGR
- Applicability
- Training Requirement
- Shippers Responsibility
- Operators Responsibility
- Limitations
- Precedence of Hazard
- Packing Groups
- Hidden Dangerous Goods
- Identification
- Provision of Dangerous goods by Passenger and Crew
- List of Dangerous goods
- Packaging
- Packaging type Codes
- Material Type Codes
- Marking & Labeling
- Loading & Stowage
- Compatibility
- Provision of Information
- Emergency Procedures
- Performance Test
- NOTAC/NOPIC
- Emergency Response Procedures
- Competent Authorities

LEARNING OUTCOME:

On successful completion of this training, load planners and loading personnel will be able to:

- Define Dangerous Goods
- Understand the limitation of Dangerous Goods
- Know the origin of current regulation
- Identify the classes of Dangerous Goods
- Look for hidden hazard in cargo
- Recognize the various types of packaging
- Recognize package use and package specification marking
- Recognize the need for package inspection
- Inspect each package for leakage or damage before loading into a ULD or bulk loading on aircraft
- Understand the special provision for Passenger and Crew
- Inspect each ULD for evidence of leakage or damage before loading on an aircraft
- Recognize / identified hazard / handling labels application to Dangerous Goods
- Apply specific storage and handling procedure for Dangerous Goods
- Correctly certify the above information to the pilot-in-command
- Understand the requirement to report incident / accident and mis-declarations involving Dangerous Goods
- Apply the appropriate emergency procedure action as per emergency response matrix

Resources / Materials:

- Lecture / Discussion / Practical Activities (Exercise)
- Current IATA DGR manual / Handout / Transparencies / Charts / Film / ICAO Emergency Response Guide (Doc 9481-AN/928)

Assessment:

Written Test / Performance evaluation during training program and Class Quiz

Certificate:

On successful completion of this course, the trainee will be awarded certificate and “DGR Card,” immediately the date for Refresher.

8.12 WORLD TRACER MANAGEMENT (REFRESHER)

PURPOSE:

This course is intended to familiarize the participants with all aspects of the World Tracer Baggage Management which relate to the baggage service functions.

TARGET AUDIENCE:

Baggage Service and Check-in Personals

DURATION:

02 Days

PRE-REQUISITES:

The participants must have successfully completed Basic Passenger Service Course

OBJECTIVES:

To enable the participants to create record in the World Tracer System for Initial baggage discrepancies and to retrieve and amend data pertaining to Missing, Found, Damage and Pilfered Baggage active in the system files, reports and generated by the system and how to take appropriate actions.

COURSE OUTLINE:

- Introduction to World Tracer Management
- Transaction & Elements
- Create / Display / Amend Files
- Found Baggage
- Missing Baggage
- Damage and Pilfered Baggage
- Action Files
- Close File
- Group Transactions
- Supplemental Transactions
- Management / Station Reports

Learning Objectives:

By the end of the course, participants will be able to fully understand and make the correct entries to:

- Create Files
- Display Files
- Amend File Transaction
- Suspend Tracing
- Matches
- Action File
- Close File
- Found Property

Resources / Materials:

- Lecture and Practical activities
- World tracer Training Manual
- Exercise Sheets
- Multimedia
- Handout

ASSESSMENT:

Written test / Performance evaluation during training Program

CERTIFICATE/ CARD:

NIL

8.13 IATA Dangerous Goods Regulations Awareness /Human Factor & Ramp Safety for Baggage Attendants (Urdu Version)

PURPOSE:

This course is developed to give awareness to Baggage attendants related to Dangerous Goods/Human Factor/Ramp Safety while performing duties on Ramp.

TARGET AUDIENCE:

Baggage Attendants (PHS)

DURATION:

2 Days

PRE-REQUISITE:

Knowledge of reading, writing and speaking of URDU language is desirable.

OBJECTIVES:

To enable participants aware of risks involved and apprise detailed understanding of the regulations /What Is DGR/Define Dangerous Goods/ Marking & Labeling(Identification of Handling and Hazard Labels / Loading & Stowage of Dangerous Goods and acquaint them the concept of Human factor/Ramp Safety while performing their duties on Ramp.

COURSE OUTLINE:

Dangerous Goods:

- Introduction to Dangerous Goods
- Define Dangerous Goods
- Accidents /Incidents due to Dangerous Goods
- Classes of Dangerous goods
- Identification of Hazard and Handling Labels
- Inspection of Dangerous Goods during loading/Unloading
- Accidents/Incidents Reporting
- Emergency Response Procedures

Ramp Safety:

- Safety Environment
- Safety Hazards
- Ramp Handling
- Important Precautions
- Safety of Staff /Equipments/Aircraft
- Baggage and Load Handling
- Instructions and Safety from Fire
- Wheel fire
- Precautions for Aircrafts with propellers

- Control Tower and Light Signal.

Human Factor:

- History of Human Factor
- Salient points.
- Symptoms of the disease called human factor.
- Elements influencing performance
- Motivation.
- Attitude
- Communication skills
- Human behavior
- Stress
- Ergonomics
- Fatigue
- Time pressure
- Drugs & Alcohol
- Management pressure.
- Reasons for safety improvements
- Accidents Hull loss, Fatal Accidents.& incidents
- Awareness of Risk

Resources / Materials:

- Lectures
- Slides/ TPs
- Movie
- Handout
- Discussion

Assessment:

Performance evaluation during training program and Class Quiz

Certificate / Card: NIL

8.13 **Dangerous Goods/Human Factor & Ramp Safety for
Baggage Attendants (Urdu Version)**



پی آئی اے ٹریننگ سینٹر
پیسینجر سروس ٹریگ یونٹ

نصاب 11.11 خطرناک اشیاء/ انسانی عوامل/ ریمپ سیفٹی

مقصد: یہ کورس ہیج اٹینڈنٹ کیلئے تیار کیا گیا ہے تاکہ ان کو خطرناک اشیاء/ انسانی عوامل/ ریمپ سیفٹی کے بارے میں آگاہی ہو سکے۔

دورانیہ: دو دن

بنیادی شرائط: آگاہی لکھنا، پڑھنا اور بولنا

نصاب کے نکات:

- ☆ تعارف خطرناک اشیاء
- ☆ تعریف خطرناک اشیاء
- ☆ خطرناک اشیاء کی وجہ سے حادثات
- ☆ خطرناک اشیاء پڑھانے کی وجہ
- ☆ خطرناک اشیاء کی اقسام
- ☆ خطرے کے لیبلز اور ہینڈلنگ لیبلز کی پہچان
- ☆ خطرناک اشیاء کو اتارنے یا چڑھانے سے پہلے ان کی جانچ پڑتال کی اہمیت
- ☆ خطرناک اشیاء کی لوڈنگ خاص قسم کی کارگو کے ساتھ
- ☆ کسی بھی واقع یا حادثہ کی صورت میں مطلع کرنا
- ☆ خطرناک اشیاء کی لکچ اور ڈیج ہونے کی صورت میں ہنگامی اقدامات

انسانی عوامل:

نصاب کے نکات:

☆ انسانی عوامل کی تاریخ

☆ حقائق

☆ انسانی لغزش ایک مرض ہے

☆ کام پر اثر انداز ہونے والے عوامل

☆ تحریک

☆ رویہ

☆ گفتگو کا فن

☆ انسانی رویہ

☆ دباؤ

☆ مشقت

☆ وقت کا دباؤ

☆ منشیات

☆ انتظامیہ کا دباؤ

☆ حفاظتی اقدامات میں بہتری کیوں ضروری ہے

☆ حادثات و واقعات، مکمل بربادی، شدید حادثات

☆ خطرات کا علم

ریپ سیفٹی:

نصاب کے نکات:

☆ درانیہ: دودن

☆ نصاب کے نکات:

☆ حفاظتی ماحول پیدا کرنا:

☆ حفاظت کے دشمن:

☆ ریپ ہینڈلنگ:

☆ احتیاطی تدابیر:

☆ اسٹاف کی حفاظت:

☆ ایکویپمنٹ کی حفاظت:

☆ جہاز کی حفاظت:

☆ بگ اور لوڈ ہینڈلنگ:

☆ آگ سے بچاؤ اور حفاظت:

☆ ویل فائر:

☆ سیکھے والے جہاز اور احتیاطی تدابیر:

☆ کنٹرول ٹاور اور لائٹ سگنل:

تدریسی عمل: لیکچر، فلم، تصویری ذرائع، تقاریر

حصول نتائج:

اس کورس کو کرنے کے بعد سامعین کو خطرناک اشیاء/ انسانی عوامل/ ریپ سیفٹی سے آگاہی ہوگی اور ایبلز کی پہچان بھی، جس سے

مسافر اور جہاز کی بحفاظت نقل و حمل میں مدد ملے گی۔

CERTIFICATE/ CARD:

NIL

8.14 PASSENGER SERVICES (REFRESHER) SYLLABUS

PURPOSE:

- To enable participants to perform basic functions of airport service at Domestic and International Airports concerns passengers, baggage and ramp handling.
- To create favorable impression of the PIA so that the customer is happy to travel on PIA again
- To add to PIA revenue by providing a standard of customer service which is so high that it helps to keep existing customer and to attract new ones,

TARGETS AUDIENCE:

All frontline staff/officers of PIA working at airport those require fundamental skills in order to interact effectively with Customer to perform basic airport service functions.

DURATION: Three days

PRE-REQUISITES: Knowledge of reading, writing and speaking of English language is desirable.

COURSE OUTLINE:

Day 1

- History of Aviation /Aviation Language
- Countries, Capitals, & Three letters city codes
- Domestic Capitals & Three letter city codes
- Currency Codes /Airlines codes to perform basic airport service
- customer service / Importance of customer service
- Job description & Check-in list for Briefing Staff / Counter Supervisor
- Handling Procedures for Delayed Flight / Diverted Due weather / Cancelled Flight
- Handling and Accepting Blind Passenger
- Handling Sick/Invalid Passengers under Normal & Emergency Circumstances
- Handling Stretcher Cases
- Carriage of Expectant Mothers
- Handling and Accepting Unaccompanied Minor
- Handling “Seeing – Eye Dogs” with Blind Passengers
- Ground Feeding

Day 2

- Accepting Inadmissible Passengers
- Accepting Deportees
- Acceptance of Fire Arms/Ammunition and Sharp-edged Weapons

- Acceptance of Falcons for Carriage in the Cabin
- Handling Sick Passengers Requiring Constant Supply of Therapeutic Oxygen
- Transportation of Physically Incapacitated Passengers
- Denied Boarding & its Compensations
- Handling Passengers on Cancelled/Diverted and Delayed Flights
- Handling Passengers on Flights Delayed/Diverted due to Fog
- Announcement of Delayed Flight due Technical, Operational and Weather Reasons
- Handling Diverted, Delayed and Technical Flights
- Acceptance and Carriage of Service Dogs on Flights to and from the United States
- Complimentary Up Gradation of Passenger(S) at Airport on FT Basis
- Authenticity of Travel Document for all Flights into and out of the U.S
- Offloading Passenger falling ill After Check-In

Day 3

- Emergency During Flights (Death on Aircraft , Birth on Aircraft)
- Handling Procedures for Denied Boarding Passengers
- Handling of Special Baggage / Passenger
- Piece Concept, PIA revenue documents
- Issuance of Excess Baggage Ticket
- AOC
 - Aircraft Fuelling with passenger on board or during embarkation/disembarkation
 - Anti icing/de icing

Written test

RESOURCES/ MATERIAL:

- Lecture / Role play / Practical activities.
- Handouts / Labels and Tags / Forms / Manuals / Flip Chart / Fare tables / Transparencies / Films Specimen / TTY Message / PCs

ASSESSMENT:

Written Test / Evaluation during training / Class room Quiz

Certificate / Card:

On successful completion of this course, the trainees will be awarded Certificates.

8.15 PASSENGER SERVICES AWARENESS SYLLABUS

PURPOSE:

- To enable participants to perform basic functions of airport service at Domestic and International Airports concerns passengers, baggage and ramp handling.
- To create favorable impression of the PIA so that the customer is happy to travel on PIA again
- To add to PIA revenue by providing a standard of customer service which is so high that it helps to keep existing customer and to attract new ones,
-

TARGETS AUDIENCE:

All PHS frontline staff/officers working at airport & requiring fundamental skills in order to interact effectively with Customers to perform basic airport service functions.

DURATION:

5 Days

PRE-REQUISITES:

Knowledge of reading, writing and speaking of English language is desirable.

COURSE OUTLINE:

- History of Aviation
- Aviation Language
- Countries, Capitals, & Three letters city codes
- Domestic Capitals & Three letter city codes
- Currency Codes
- Airlines codes to perform basic airport service
- Job description & Check-in list for Briefing Staff / Counter Supervisor
- Handling Procedure of accepting Fire Arms
- Handling of Special Baggage / Passenger
- Piece Concept
- Arrival function
- Transfer Functions & Handling Procedures
- Interline Functions
- Layover Procedures
- Handling Procedures for VIPs / CIPs / Large Groups
- Nature of Delays
- Handling Procedures for Delayed Flight / Diverted Due weather / Cancelled Flight

- Handling and Accepting Blind Passenger
- Handling Sick/Invalid Passengers under Normal & Emergency Circumstances
- Handling Stretcher Cases
- Carriage of Expectant Mothers
- Handling and Accepting Unaccompanied Minor
- Handling “Seeing – Eye Dogs” with Blind Passengers
- Ground Feeding
- Accepting Inadmissible Passengers
- Accepting Deportee Passengers
- Acceptance of Fire Arms/Ammunition and Sharp Edged Weapons
- Acceptance of Falcons for Carriage in the Cabin
- Handling Sick Passengers Requiring Constant Supply of Therapeutic Oxygen
- Transportation of Physically Incapacitated Passengers
- Denied Boarding & its Compensation
- Handling Passengers on Cancelled/Diverted and Delayed Flights
- Handling Passengers on Flights Delayed/Diverted due to Fog
- Announcement of Delayed Flight due Technical, Operational and Weather Reasons
- Handling Diverted, Delayed and Technical Flights
- Acceptance and Carriage of Service Dogs on Flights to and from the United States
- Complimentary Up Gradation of Passenger(S) at Airport on FT Basis
- Authenticity of Travel Document for all Flights into and out of the U.S
- Offloading Passenger falling ill After Check-In
- Emergency During Flights (Death on Aircraft , Birth on Aircraft)
- Handling Procedures for Denied Passenger
- Emergency During Flights
- Death on Aircraft
- Birth on Aircraft
- Handling Procedures for Denied Passenger
- Fuelling with passenger on board or during embarkation/disembarkation
- Airport Management
- Safety of Equipment, Passenger and Aircraft
- Baggage Handling, Types of Tags
- Causes and Prevention of loss of baggage
- Causes and Prevention of damage of baggage

RESOURCES/ MATERIAL:

- Lecture / Role play / Practical activities.
- Handouts / Labels and Tags / Forms / Manuals / Flip Chart / Fare tables / Transparencies / Films Specimen / TTY Message / PCs

ASSESSMENT: Written Test / Evaluation during training / Class room Quiz

Certificate / Card: On successful completion of this course, the trainees will be awarded Certificates.

8.16 DGR- AWARENESS SYLLABUS

PURPOSE:

This course is intended to give awareness and assist participants (Load Planners / Loading Personnel) of the PHS in order to familiarize them with how to maneuver Loading / Offloading of consignments of Dangerous Goods and place it on an Aircraft.

OBJECTIVES:

To make participants aware of risks involved and apprise them of the detailed understanding of the regulations so that they can make decisions and be able to consult the DGR Manual.

TARGET AUDIENCE:

All Load Planner, Loading and PHS/RSD Personnel's

DURATION: 02 Days

PRE-REQUISITES:

The participants should have successfully completed Basic Passenger Service Course, Mass & Balance Course.

COURSE OUTLINE:

- Introduction / Objectives
- What are Dangerous Goods?
- Basis of DGR
- Training Requirement
- General Philosophy
- Shippers Responsibility
- Operation Responsibility
- Classification
- Limitations
- Recognition of Hidden Dangerous Goods
- Provision of Passenger and Crew
- Exercise No.1 on Dangerous Goods
- Review
- List of Dangerous Goods
- Marking on Dangerous Goods Package
- Hazard / Handling Labels
- NOTAC/NOPIC
- Emergency Response Chart

LEARNING OUTCOME:

On successful completion of this training, load planners and loading personnel will be able to:

- Define Dangerous Goods
- Understand the limitation of Dangerous Goods
- Know the origin of current regulation
- Identify the classes of Dangerous Goods
- Look for hidden hazard in cargo
- Recognize the various types of packaging
- Recognize package use and package specification marking
- Recognize the need for package inspection
- Inspect each package for leakage or damage before loading into a ULD or bulk loading on aircraft
- Understand the special provision for Passenger and Crew
- Inspect each ULD for evidence of leakage or damage before loading on an aircraft
- Recognize / identified hazard / handling labels application to Dangerous Goods
- Apply specific storage and handling procedure for Dangerous Goods
- Correctly certify the above information to the pilot-in-command
- Understand the requirement to report incident / accident and mis-declarations involving Dangerous Goods
- Apply the appropriate emergency procedure action as per emergency response matrix

RESOURCES/ MATERIAL:

- Lecture / Discussion / Practical Activities (Exercise)
- Current IATA DGR manual / Handout / Transparencies / Charts / Film / ICAO

Emergency response guide dock 9481-AN/928

Assessment:

Performance evaluation during training program and Class Quiz

Certificate:

Nil

8.17 RAMP SAFETY / HUMAN FACTOR (REF) SYLLABUS

PURPOSE:

The overall purpose of this training is to familiarize the participants
The ramp safety rules and regulations, & introduces them to the
concept
Of human factor in ramp safety.

TARGET AUDIENCE:

All staff and officers including managers requiring basic foundation in
Ramp safety & an introduction to human factors

DURATION:

01 day

PRE-REQUISTES:

Participants must have experience of Ramp handling, which includes
Operation of various Ramp Equipments & loading / unloading of
different aircrafts.

COURSE OUTLINE:

- The objective of Ramp Safety Training:
- Creating safety culture.
- Airport ramp Safety rules, procedures & driving skills
- Safe operating procedure & day to day ramp operation.
- Accident and incident.
- Personal protection equipments & different weather conditions.
- Hazard on Ramp
- Foreign object damage.
- Marking & Hand Signals used on ramp.
- Dangerous goods & their safe handling.
- Tactics & techniques to prevent injuries.
- Different types of fire. Fire hazard, fire protection & first aid.

Human factor awareness:

- Motivation, Attitude & Teamwork
- Communication skills & training
- Stress at work.
- The effects of drugs & alcohol addicts.
- Health caring safety measure.
- Body & Mind coordination
- Planning
- Work load management.
- Decision making.
- Fatigue
- Adequate rest.
- Equipment / Human interface
- Ergonomics.

LEARNING OBJECTIVES:

By the end of the program participants will be able to:

- Reduce incidents of staff injury, equipment and aircraft damage.
- Develop an awareness of human factors involved in ramp safety.
- Learn the skills required to recognize and correct safety hazards.
- Obey ramp marking and signs and apply all ramp safety rules and procedures.
- Understand and principles involved in creating a safety culture
- Learn the skills required to improve personal safety habits.
-

RESOURCES/ MATERIAL:

- Lectures
- Role play
- Practical activities
- Handouts
- TPs
- Films

Assessment:

Performance evaluation during training program and Class Quiz

Certificate / Card:

Nil

8.18 ULD Orientation / Pallet Building Syllabus

PURPOSE

By the end of the course the participants will be able to perform their specific duty with better understanding & awareness.

TARGET AUDIENCE:

All PHS personnel responsible for air-transportation of baggage in ULDs, particularly staff & officers dealing with Pallets & Containers.

DURATION: 03 days

COURSE OUTLINE:

- Introduction /Identification / description of ULDs
- Aircraft types & contours / limitations
- Loading principals
 - (a) Use of Equipment
 - (b) Loading baggage in A/C ULD
 - (c) Securing baggage in A/C ULD.
- Marking & Identification (PTO)
- Handling of ULDs
 - (1) A/C containers handling
 - (2) A/C pallet handling
 - (3) General Requirement
 - (4) WT
 - (5) Area load/ running load
 - (6) C of G location
 - (7) Contour
 - (8) Baggage/Cargo stacking
- Handling ULDs including nets (PLTs Net, Divider net & separator net) lashing belts, shoring, Tie down and Tied down equipment etc.
- Aircraft cargo restraints and Pallet loader in context to ULDs
- Inspection & Damage Limits (**Categories of Damage, Damage Reporting, Damage limits**)
- Awareness of Repaired ULDs & its maintenance (**ULD Maintenance, ULD's Safety, ULDs Repairs**)
 - Specific commodities
 - OJT

RESOURCES/ MATERIAL: Lectures / Practical activities / Handouts/ TPs

Assessment:

Performance evaluation during training program and Class Quiz

Certificat/ Card : Nil.

8.19 Sabre Sonic Check-in (REF) Syllabus

PURPOSE:

To train maximum PHS staff and officer in SSCI discipline, SSCI refresher is designed within the limited time frame enabling participants to understand and operate the Sabre Sonic Check-in System/Supervisory Functions and gain the maximum from the SSCI specialists and discussion on daily issues.

TARGET AUDIENCE:

PHS Staff / Officers

DURATION:

Three Days

PRE-REQUISITES:

The participants having successfully completed the Basic Passenger Service Course/SSCI Basic and are fully aware of the computers operation

Overview / Definition of SABRE / SSCI**Introduction of Integrated System**

- SSCI – Initialization of Slight
- SSCI – Passenger Name Processing (GNL, PNL & GPEL)
- SSCI – Creation of GD (General Declaration)
- SSCI – Flight Information
- SSCI – Seats Map Display
- SSCI – Passenger check-in Activities
- SSCI – Passenger Editing Activities
- SSCI – Flight Inventory Displays
- SSCI – Passenger List Displays
- SSCI – Passenger Information List
- SSCI – Positive Boarding Control (PBC)
- SSCI – Configuration Change / Re-accommodation
- SSCI – Passenger Transfer (GCPT)
- SSCI – Post Departure Checkout Activities (PDC)
- SSCI – Awareness and Understanding E-Ticket in SSCI / RES Mode
- SSCI – Usage of FMH / PCS Manuals
- SSCI – Usage of TIMATIC
- SSCI – Display / Understanding / Creation of PNR in RES Mode
- SSCI – Duties and Responsibilities of Check-in Staff
- SSCI – Duties and responsibilities of Flight Supervisor
- SSCI – Preparation of a Flight for a smooth and Errorless Processing
- SSCI – TTY Messages (Telex & DPRs and daily issues)

- E-Border (UK) / TSA (USA & Canada)
- API-Advanced Passenger information (BAH,DOH,MCT,DXB & KSA)

Resources / Materials:

- PCs
- White Board
- Handouts
- Multimedia

Assessment:

Verbal Test / Performance evaluation during training program and Class Quiz

Certificate / Card:

Nil

8.20 SMS AWARENESS Syllabus

PURPOSE:

To train maximum PHS Staff and officers in SMS discipline within the limited timeframe. Enabling these participants to understand and Implement the Safety Management System/Supervisory Function.

RESPONSIBILITIES:

- Chief Instructor Passenger Service Training Unit
- SMS Instructor

TARGET AUDIENCE:

PHS & Cargo Staff / Officers

DURATION:

One (1) day

PRE-REQUISITES:

Participant successfully completed the Basic Passenger Service Course and performing duty at operational areas of PHS.

COURSE OUTLINE:

Overview / Definition of SMS
Incidents /Accidents and learned lessons.

- Safety Policy of PIA
- Fundamentals of SMS
- Components of SMS
- Safety Process
- Hazard Identification
- Risk Management
- Management Of Change
- Organization Safety Standards
- Global /National Regulation
- Safety Assurance
- Overview

Training Aids:

- Lesson Plan
- PPPT Slides
- Markers
- White Board

- Instructor's Notes
- Multimedia
- OHP (if required)

Assessment:

Quiz / Class Participation /Case Studies

| |
|-----------------------------|
| Revision #:01 23-10-2014 |
|-----------------------------|

Certificate: Nil

8.21 SABRE SONIC CHECK-IN (SSCI)

PURPOSE:

To train maximum Staff and Officers in a converting system from ACSI to SSCI discipline is within the limited time. Enabling these participants to understand and Operate the Sabre Sonic Check-in International System/Supervisory Function and gain the maximum from the SSCI specialists.

RESPONSIBILITIES:

- Chief Instructor Passenger Service Unit
- SMS Instructor

TARGET AUDIENCE:

All Passenger Services Staff/Officers Newly inducted Staff/Officers.

DURATION:

Three (03) Days

PRE-REQUISITES:

The participants having successfully completed the Basic Passenger Service Course and are fully aware of the computers operation

COURSE OUTLINE:

- Overview / Benefits of Sabre Sonic Check-in International (SSCI)
- Flight Tab
 - List Label
 - Flight Details Label
 - Counts Label
 - Arrival Reports.
- **Check-in Tab**
 - Check-in Label
- **Check-in Tab**
 - Passenger Lists Label
 - Upgrade/Downgrade Label
 - Boarding Pass Label
 - Standby Label
- **Practice**
 - Working a Flight from Beginning to End

Check-in Tab

Bag Tags Label

Check-in History Label

Seat Tab

Block/Unblock Label

Return Release Label

Boarding Tab

Update Count Label

Gate Agent Label

Free Text Count Label

Passenger Manifests

Operations Tab

Update Flight Label

Stub/Overfly Label

Change Equipment Label

Flight/Gate Edit Label

Revenue Rebook Label

PDC Statistics Label

ESV

Introduction to Enhance Synchronization of VCR

PRS Seat Map

PRS Seat Map

Block/Unblock/PRS Assignment

Inbound PRS Control Table

Training Aids:

- Lesson Plan
- PPPT Slides
- Markers
- White Board
- Instructor's Notes
- Multimedia
- OHP (if required)

Assessment:

Quiz / Class Participation /Case Studies

Certificate: Nil

9. POST TRAINING

9.1 POST TRAINING FEEDBACK

a) Purpose

In order to ensure and determine the continuous improvement and effectiveness of trainings, Post Training Feed Back Forms are collected from the stations on quarterly basis by Manager Training & Development PHS.

b) Responsibilities

SSM, DSMs, Supervisors, Station Manager and Manager Training & Development are responsible for maintaining Post Training Feedback Forms.

c) Procedure:

To evaluate the effectiveness of the training acquired after the training, and relating to the employees work performance:

1. The Area In charge/supervisor shall ensure the filling in of Post Training Feedback Form.
2. The Area In charge/Supervisor shall ensure to interview the individual who have recently completed the training.
3. The Section-1 & 2 deals with Trainer / Training Event / Activity, whereas the section-2 supports Trainee and training events.
4. Response Definition/Marks: E – Excellent = 5 VG -Very Good = 4 G- Good = 3 F -Fair = 2 NT –Need Training = 1 P = Poor
5. For each statement tick the circle which best reflects in In-charge view on a scale of 1 to 5.
6. In Section-2, If the individual secured less than 20 Marks will be reevaluate by another Supervisor or Station Training Coordinator and incase reassessed marks remains below 20, he/she will go through the training again.
7. This Training Feedback Form shall be used for all Basic, Refresher and Awareness Scheduled and unscheduled Courses on quarterly basis each year.
8. The evaluated employees against the criteria in the form shall be signed by Area In-charge and Station manager .The forms will be forwarded to Training & Development PHS section. The original copy shall be sent to Manager T & D and second copy must be retained by the Station concerned for audit purpose.
9. The final Post Training analysis will be done by Manager Training & Development.

10. COORDINATION WITH PIA TRAINING CENTRE

10.1 COORDINATION WITH PIA TRAINING CENTRE

a) Purpose

To coordinate and convey departmental training requirements of PHS unit at PTC

b) Responsibilities

Manager Training & Development (PHS) and Chief Instructor (PHS)

c) Procedure

- 1 Manager Training & Development (PHS) and Chief Instructor (PHS) unit are in constant touch with each other regarding training & development activities.
- 2 Meeting between the two is also held as and when required.
- 3 Formal meetings are recorded and the minutes are circulated to the Principal PTC and General Manager (PHS).

10.2 REVISION AND UPDATE OF SYLLABI

a) Purpose:

To incorporate changes in the existing courses in accordance with the new directives / relevant procedures/revision issued from PIA management.

b) Responsibilities:

All sectional heads of PHS, Manager Training & Development, Station Managers, Chief Instructor (PHS), and Course facilitators.

c) Procedure:

1. All sections are required to forward copies of procedure/directives/revision pertaining to ground handling operations to Manager Training & Development and Chief Instructor (PHS).

Chief Instructor (PHS) ensures that the changes are incorporated in the relevant Course (s).

10.3 DEVELOPMENT OF SUBJECT SPECIALIST

a) Purpose

To help the participants gain maximum knowledge & skills from particular Passenger Service Course.

b) Responsibilities

Principal PIA Training Centre, Chief Instructor (PHS), General Manager (PHS) and Manager Training & Development.

c) Procedure

- 1- The (PHS) unit ensures that subject specialists are developed from amongst the teaching faculty available and in case of non availability, visiting faculty should be called in from the station
- 2- Subject specialists must be chosen from the following areas:
 - Mandatory Safety courses DGR, Ramp Safety and Security
 - Baggage Services
 - Ramp Services
 - World Tracer
 - Sabre Sonic Check-in International
 - Customer Care
 - Mass & Balance

The Chief Instructor (PHS) ensures that the Subject specialist is well versed and current in his/her knowledge of the subject and is able to transfer that knowledge & experience through interesting methodology.

10.4 OBSERVATION OF TRAINING

a) Purpose

To ensure classroom training is being conducted at PTC as per the requirements of the job being performed by the PHS staff & officers. Also to ensure that the classroom training is in conformity with the syllabus designed for a particular course.

b) Responsibilities:

Training & Development section in coordination with DQA section.

c) Procedure

At Station

- 1- The Station Manager deposes officers to conduct random checks and ensure that the procedures taught and discussed in training are being followed during employees work performance at the station.
- 2- The monitoring officer highlights his observance regarding any non-conformity of the standard operating procedure during employees work performance for corrective action.

AT PTC:

- 3- The methodology being used by the PTC instructors must be appropriate to the level of understanding of the participants.

10.5 REFRESHER TRAINING CONDUCTED AT STATIONS

a) Purpose

In order to train maximum number of staff in a particular discipline within limited timeframe of work and expenses these trainings are conducted by:

- a) Flight Operations department for revalidation of Mass & Balance licenses
- b) Manager Facilitation for Visa training.

b) Responsibilities

Station Managers, Manager Flight Operations, Shift Station Managers, Manager Training & Development and Chief Instructor (PHS) Manager Facilitation are responsible for training & development of the PHS staff & officers.

c) Procedure

1. This procedure explains the cycle for training conducted at domestic airports.
2. The following Refresher / Revalidation courses are conducted at Domestic Airports.
 - Mass & balance (Revalidation of license)
 - SSCI
 - Visa Training
 - DGR (refreshers)Duration 1 to 3 Days
- Customer Care
- Announcements
Duration 1 to 2 Days3. A subject specialist of the department / section concerned is sent to the Station for these refresher trainings / revalidation.
4. Manager Training & Development get these trainings arranged in coordination with Station Managers and Chief Instructor (PHS) (for Refreshers) Manager Flight operations (for revalidation of licenses at Domestic & International stations). And Manager Facilitation (for Visa training).

10.6 INDUCTION TRAINING

Induction Training refers to safety training which the employee receives when he/she begins to work with a company or business.

a) Purpose

This training is customized to train the new entrants in PHS section.

b) Responsibilities

Manager Training & Development, C.I (PHS), sectional heads of PHS and Station Managers

c) Procedure

- 1 Manager Training & Development plans training program for the new entrants in coordination with PIA Training Centre.
- 2 They are then sent to PHS unit at PTC for three weeks Passenger Services training.
- 3 The new entrants are attached with different Sections of PHS, for familiarization (one-week with each section)

Note:

The Basic Passenger Training of new entrants may be conducted at their stations depending upon the station's requirement.

This Training is conducted for three weeks; if the participants are from other cities then the training hours are increased.

10.7 THE TRAINING OF EXTERNAL SERVICE PROVIDERS OR GROUND HANDLING PERSONNEL

a) Purpose

The purpose is to identify the trainings validity of external ground handling agent or external service provider responsible for providing ground handling, fuelling and ice/de-icing service at Domestic/Foreign Station.

b) Responsibilities

- Manager Training & Development
- Station Manager (International & Domestic)
- Manager Handling Agreements

c) Procedure

- a. Station Manager (Domestic & International station) shall ensure that the Handling Agent's staff and or external service providers assigned to perform handling of PIA flights at Terminal / Ramp side has acquired the following requisite training.
 - Passenger Service
 - Dangerous Goods Regulations (Basic and recurrent)
 - Ramp Safety & Human Factor
- b. The Station Manager shall also ensure that the staff of External Service Provider assigned to perform aircraft ground de-icing /anti-icing operations for PIA has completed their initial and recurrent trainings in accordance with the requirements of the airline and/ or local regulatory authority.
- c. Manager Handling Agreements will coordinate with respective Station Manager for acquiring training record of ground handling agent and / or service provider on the requirement of Manager Training & Development.

Note: The Initial and recurrent training in case of DGR shall be in accordance with requirements of the airline and applicable regulatory authority on a frequency not less than once during every 36-month period.

11. SAFETY TRAININGS (BASIC & REFRESHER) CONDUCTED AT PIA TRAININGS CENTRE AND STATIONS.

11.1 SAFETY TRAINING DANGEROUS GOODS REGULATIONS (Basic, Awareness & Refresher)

a) Purpose:

To train PHS check in agents, flight supervisors, and loading personnel in (!) Awareness of Dangerous Goods (2) Handling of Dangerous Goods, including radioactive materials (3) and Emergency Procedures to be carried out in the event of an incident/incident involving Dangerous Goods.

b) Responsibilities

Chief Instructor (PHS) (Instructor teaching the course must be certified by CAA) Station Managers and Manager Training & Development

c) Procedure

1. DGR Course is an essential part of training & classified as under:
 - Basic (Duration 5 days) validity two years
 - Refresher (Duration 3 days)
 - Awareness (Duration 2 Days)
2. The nominations for the Basic training are recommended as per the procedure clearly stated in the Standing Operating Procedure for nominations.
3. The nominations for the refresher training are forwarded from Manager Training & Development. Training is scheduled and conducted every month for those who have successfully cleared their **“IATA Dangerous Goods Regulations Basic Training** and are due for DGR Refresher.
4. The pass percentage for course is 75 %.(this is in line with PIA Training Centre examination policy), the Chief Instructor (PHS) issues certificates and DGR Cards on successful completion of course.
5. In case of failure in DGR (Refresher), the staff has to take the re-test within specified period (twenty days to one month). During this period he should not be deployed for the handling of dangerous goods.

Note: *The DGR Refresher training is conducted once within two Years of the previous training.*

11.2 SAFETY TRAINING (TECHNICAL GROUND SUPPORT)

a) Purpose

To train Technical Ground Support personnel, deputed at different areas on the Ramp.

b) Responsibilities

General Manager (PHS), Manager Training & Development, Corporate Safety division and Chief Instructor (PHS).

c) Procedure

1. Safety training is an essential part of every training program. This training is classified as:
 - Initial (Duration 2 days)
 - Refresher (Duration 1 day and conducted every year)
2. The nominations for this training are recommended as per the procedure stated in the Standing Operating Procedure for nominations.
3. Chief Instructor (PHS) issues the successful participants, the TGS safety cards and intimate to Manager Training & Development & DQC.
4. The results are also forwarded to the Station Managers concerned, for information.

Note:

PHS Personnel (staff & officers) working on the Ramp are at times called for Refresher Training after completion of one year.

11.3 SAFETY TRAINING “MASS AND BALANCE”

(Basic & Refresher)

a) Purpose

To train Passenger services personnel on preparation of Trim sheet/Load Sheet.

b) Responsibilities

Manager Flight Operation, Station Managers

c) Procedure

1. The duration of the Basic training is two weeks. The training is conducted by Flight Operation Engineers of the Flight Operation Department
2. The Basic training is conducted at PTC.
3. Licenses are issued to the qualifying participants by the Manager Flight Operations.
4. The validity of license is two years. Revalidation training is also conducted by the Operation Engineers for International and Domestic Stations.
5. List of qualifying participants along with their license number is forwarded to Training & Development section for record.
6. A record of this training is also maintained in the Flight Operations department.

11.4 Dangerous Goods /Ramp Safety/Human Factor (Urdu Version) for Baggage Attendants.

a) Purpose

To train permanent Baggage Attendants/Loaders and operators or staff acquired from outsourced service providers (contractual/daily wages staff), deputed for Loading/Un loading aircraft.

b) Responsibilities

Manager Training & Development and Chief Instructor (PHS)

c) Procedure

1. Safety training is an essential part of every training program. This training is classified as:

Duration: (2 days)

2. The nominations for this training are recommended as per the procedure stated in the SOP for nominations.
3. Chief Instructor (PHS) issues TGS safety cards to the successful participants under intimation to Manager Training & Development.
4. The results are also forwarded to the Station Managers concerned for information.

Note: - The Training Material offered to the Baggage Attendants is in Urdu Language.

11.5 RAMP SAFETY & HUMAN FACTOR TRAINING (For PHS & TGS PERSONAL)

a) Purpose

To train PHS personnel and TGS operators, deputed at different areas on the Ramp.

b) Responsibilities

GM (PHS), DGM RSD, Manager Training & Development, Corporate Safety Division and C.I (PHS) are responsible for having PHS staff & officers trained on the subject training.

c) Procedure

1. Safety training is an essential part of every training program. This training is classified as:
 - Initial (Duration 2 days)
 - Refresher (Duration 1 day and conducted every year)
2. The nominations for this training are recommended as per the procedure stated in the SOP for nominations.
3. Chief Instructor (PHS) issues the successful participants the Ramp Safety Cards and intimates to Manager Training & DQC.
4. The results are also forwarded to the Station Manager concerned, for information.

Note:

Personnel working on the Ramp are at times called for Refresher Training after completion of one year.

12. TRAINING RECORDS

12.1 TRAINING RECORDS

a) Purpose

To maintain records of training conducted at (1) PTC (2) Domestic Airports (3) and Other Institutes.

b) Responsibilities

Chief Instructor (PHS) at PTC and Station Manager concerned with a copy to Manager Training & Development.

c) Procedure

1. PTC maintains and updates the training records of all participants. The records include the following:
 - Registration forms
 - Attendance Sheet
 - Grading sheet/ Test Result
 - Evaluation forms
 - Photocopies of the certificates
 - Summary of the courses
2. Copies of attendance sheet along with the Test Results are forwarded to Manager Training & Development.
3. The trainees' attendance and their results are recorded by Training Support Assistant (Passenger Service Training Unit), at PTC for information system immediately after the completion of the course.
4. The photocopies of the certificates are forwarded to Deputy General Manager HR (PHS) to be placed in the training file/record of the individual concerned by Chief Instructor PHS.
5. **PTC:** The training record, trainees' attendance and their results are recorded in PIA Training Centre Information System by TSA immediately after the completion of the course. These records are kept in the PTC Information system for three years, later burned in CDs. The manual records/files are kept in the office of the Chief Instructor (PHS) for three years and later placed in the PTC Store.
6. **Manager Training & Development:** The attendance, grading and results records are forwarded to Training & Development section by PTC through email and immediately upon receiving these training records are placed in TDMS-Training Database Management System.
7. A backup of TDMS can be referred to PIA Backup Manual.

12.2 RECORDS OF HANDLING AGENT'S PERSONNEL

a) Purpose

To maintain training record of the personnel employed by the Handling Agent

b) Responsibilities

Handling Agreements section, Station Managers concerned, Flight Operations Department and Training & Development section

c) Procedure

1- Station Managers ensure that the Handling Agent's staff has acquired the following requisite/essential safety training:

- Basic Passenger Service
- Dangerous Goods Regulations Basic
- Mass & Balance (this training is conducted by the PIA Flight Operations department and the record of the training are forwarded by them).
- Ramp Safety Courses

Note:

Training Records must be maintained in the office of respective Station Managers. Manager Handling Agreements will coordinate with respective station managers for acquiring necessary training records of airline's ground handling agents or external service providers on the requirement of Manager Training & Development.

12.3 The Training of External Service Providers or Ground Handling Personnel

a) Purpose

The purpose is to identify the trainings validity of external ground handling agents or external service providers responsible for providing ground handling anti-icing/de-icing service at Domestic/foreign Station.

b) Responsibilities

- Manager Training & Development
- Station Manager (International & Domestic)
- Manager Handling Agreements

c) Procedure

d. Station Manager (Domestic & International station) shall ensure that the Handling Agent's staff and /or External Service Providers assigned to perform handling of PIA flights at Terminal / Ramp side have acquired the following requisite trainings:

- ◆ Basic Passenger Service
- ◆ Dangerous Goods Regulations (Basic and recurrent)
- ◆ Ramp Safety & Human Factors

e. The Station Manager also ensures that the staff of external service providers assigned to perform aircraft ground de-icing /anti-icing operations (if required) for PIA has completed their initial and recurrent trainings in accordance with requirements of the airline and/ or local regulatory authority (if required).

f. Manager Handling Agreements will coordinate with respective station manager for acquiring training record of ground handling agent and / or service provider on the requirement of Manager Training & Development.

Note: The Initial and recurrent trainings in case of "*Dangerous Goods Regulations*" shall be in accordance with requirements of the airline and applicable regulatory authority on a frequency not less than once during every 36-month period.

The Initial and recurrent training in case of aircraft ground de-icing/anti-icing operations shall be retained by Station Manager concerned.

13. APPENDICES



Post Training Feedback Form

Training & Development Section (PHS)

PHS/TRG/R-01/2015

To determine the effectiveness of our training efforts we need feedback from you. Your comments will help us further improve our training program. Please take a few minutes to fill in this form. It is important. Your feedback, whether it is praise or constructive criticism, will help us to ensure that the courses offered are interesting, effective and informative. All comments will be considered and treated as confidential.

Course Title (Basic/Refresher/Awareness) _____ Course Date: From ___/___/___ Till ___/___/___

D A N G E R O U S G O O D S R E G U L A T I O N S

Name of Participant _____ P-No. _____

Section-1 About the Trainer / Training Event / Activity

| Response Definition: P = Poor F = Fair G = Good VG = Very Good E = Excellent | P | F | G | VG | E |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <i>For each statement tick the circle on a given scale that best suits/reflects your views.</i> | | | | | |
| 1. The Instructor(s) covered the important topics given in the course contents. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. The Instructor(s) covered the topics in sufficient detail. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. The Instructor(s) kept the direction focused on the topic & generated the interest of the class. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. The Instructor(s) refocused the discussion when it began to distract. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. The Instructor(s) created an atmosphere in which all participants felt free to ask questions. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. The Instructor(s) responded to the learner's questions with appropriate and relevant answers. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7. The Instructor(s) asked participants questions which led to a lively and relevant discussion. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Section - 2 Trainee / Training Event

| | | | | | |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 8. Is he/she aware of accessing the Corporate Manuals through intranet? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 9. Can he/she recognize various classes/divisions & types of packaging of Dangerous Goods? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 10. Does he/she know how to access required information through IATA DGR Manual? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 11. Can he/she correctly certify the Dangerous Goods on board the aircraft to the Pilot (NOTAC)? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 12. Is he/she fully competent to understand the importance of reporting incidents/accidents involving Dangerous Goods independently? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 13. Can he/she identify & detect Hidden Dangerous Goods that may be taken on board the aircraft as a checked baggage or shipped as a general cargo? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 14. Does he/she recognize/identify hazard & handling labels/markings & IMP (Interline Message Procedure)? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 15. Is he/she competent enough to inspect each ULD for leakage, spillage or damage before boarding on an aircraft & capable to apply the appropriate Emergency Response Procedures as per Emergency Response Matrix? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Supervisor's Comments: _____

| | | |
|------------------------------|------------------|----------------|
| Supervisor's Name: _____ | P-No: _____ | Station: _____ |
| Signature: _____ | | |
| Verified by Station Manager: | | |
| Name: _____ | Signature: _____ | |

Note: If an individual secures less than 50% marks, he/she will be re-evaluated by another Supervisor or Station Training Coordinator and in case re-assessed marks remain below 50%, he/she will go through the same training process again. (For further reference, please see PHS Training & Development Manual as a reference). This Post Training Feedback Form shall be used for Basic, Refresher, and Awareness Scheduled and unscheduled courses quarterly each year. The original copy shall be sent to Manager Training & Development and second copy must be retained by Station for Audit purpose.

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Post Training Feedback Form

Training & Development Section (PHS)

PHS/TRG/R-03/2015

To determine the effectiveness of our training efforts we need feedback from you. Your comments will help us further improve our training program. Please take a few minutes to fill in this form. It is important. Your feedback, whether it is praise or constructive criticism, will help us to ensure that the courses offered are interesting, effective and informative. All comments will be considered and treated as confidential.

Course Title (Basic/Ref/Awareness) _____ Course Date: From ___/___/___ Till ___/___/___
 S A B R E S O N I C C H E C K I N S Y S T E M

Name of Participant _____ P-No. _____

Section-1 About the Trainer / Training Event / Activity

| Response Definition: P = Poor F = Fair G = Good VG = Very Good E = Excellent | P | F | G | VG | E |
|---|---|---|---|----|---|
| <i>For each statement tick the circle on a given scale that best suits your views.</i> | ○ | ○ | ○ | ○ | ○ |
| 1. The Instructor(s) covered the important topics given in the course contents. | ○ | ○ | ○ | ○ | ○ |
| 2. The Instructor(s) covered the topics in sufficient detail. | ○ | ○ | ○ | ○ | ○ |
| 3. The Instructor(s) kept the direction focused on the topic & generated the interest of the class. | ○ | ○ | ○ | ○ | ○ |
| 4. The Instructor(s) refocused the discussion when it began to distract. | ○ | ○ | ○ | ○ | ○ |
| 5. The Instructor(s) created an atmosphere in which all learners felt free to ask questions. | ○ | ○ | ○ | ○ | ○ |
| 6. The Instructor(s) responded to the learner's questions with appropriate and relevant answers. | ○ | ○ | ○ | ○ | ○ |
| 7. The Instructor(s) asked participants questions which led to a lively and relevant discussion. | ○ | ○ | ○ | ○ | ○ |

Section - 2 Trainee / Training Event

| | | | | | |
|---|---|---|---|---|---|
| 8. Is he/she aware of Check-in/Supervisory Procedures as per Corporate Manual? | ○ | ○ | ○ | ○ | ○ |
| 9. Is he/she aware of accessing the Corporate Manual through Intranet? | ○ | ○ | ○ | ○ | ○ |
| 10. Does he/she show Courtesy while performing Check-in activity? | ○ | ○ | ○ | ○ | ○ |
| 11. Is he/she fully familiarized with the Command Line and Graphical User Interface (Interact)? | ○ | ○ | ○ | ○ | ○ |
| 12. Is he/she fully competent to understand SSCI EDITs and can perform Editing activities? | ○ | ○ | ○ | ○ | ○ |
| 13. Is he/she aware of PBC-Positive Boarding Control and can perform it independently? | ○ | ○ | ○ | ○ | ○ |
| 14. Is he/she aware and understand Electronic Ticket in SSCI/RES? | ○ | ○ | ○ | ○ | ○ |
| 15. Is he/she familiarized with onward connections and Baggage Routing activity? | ○ | ○ | ○ | ○ | ○ |
| 16. Is he/she aware and can fulfill the Duties and Responsibilities of Check-in/Supervisory activity? | ○ | ○ | ○ | ○ | ○ |

Supervisor's Comments:

| | | |
|------------------------------|------------------|----------------|
| Supervisor's Name: _____ | P-No: _____ | Station: _____ |
| Signature: _____ | | |
| Verified by Station Manager: | | |
| Name: _____ | Signature: _____ | |

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Post Training Feedback Form

Training & Development Section (PHS)

PHS/TRG/R-05/2015

To determine the effectiveness of our training efforts we need feedback from you. Your comments will help us further improve our training program. Please take a few minutes to fill in this form. It is important. Your feedback, whether it is praise or constructive criticism, will help us to ensure that the courses offered are interesting, effective and informative. All comments will be considered and treated as confidential.

Course Title (Basic/Ref/Awareness) _____ Course Date: From ___/___/___ Till ___/___/___

L O A D I N G A N D U N L O A D I N G A I R C R A F T

Name of Participant _____ P-No. _____

Section-1 About the Trainer / Training Event / Activity

| Response Definition: P = Poor F = Fair G = Good VG = Very Good E = Excellent | | | | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| For each statement tick the circle on a given scale that best suits/reflects your views. | P | F | G | VG | E |
| 1. The Instructor(s) covered the important topics given in the course contents. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. The Instructor(s) covered the topics in sufficient detail. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. The Instructor(s) kept the direction focused on the topic & generated the interest of the class. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. The Instructor(s) refocused the discussion when it began to distract. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. The Instructor(s) created an atmosphere in which all participants felt free to ask questions. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. The Instructor(s) responded to the learner's questions with appropriate and relevant answers. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7. The Instructor(s) asked participants questions which led to a lively and relevant discussion. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Section – 2 Trainee / Training Event

| | | | | | |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 8. Is he/she aware of accessing the Corporate Manuals through intranet? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 9. Is he/she trained on "Ramp Safety", "Human Factor" & "Safety Management System" & fully Understands the principles & procedures for balancing the aircraft while loading & unloading? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 10. Is he/she aware of the procedures for aircraft door operation, auto loading system & Load restraint system? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 11. Does he/she know in detail about the safety of the aircraft & safe operational practices in aircraft Handling & exercise care with regard to safety while loading on the aircraft? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 12. Does he/she know how to read & understand loading advice properly realizing the serious Consequences of improper aircraft loading? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 13. Is he/she fully familiarized with the orientation & configuration & handling of the Unit Load Device according to the types of aircraft i.e.(limitation per compartment/section/ULD position)? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 14. Does he/she know in detail about LIR (Loading Instruction/Report) designation & numbering of aircraft holds, issuance & checking of electronic & manual modes, load sheet & balance charts? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 15. Is he/she competent enough to handle loads that require special attention & can read & send standard loading messages to onward connecting stations & final destinations? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Supervisor's Comments:

| | | |
|------------------------------|------------------|----------------|
| Supervisor's Name: _____ | P-No: _____ | Station: _____ |
| Signature: _____ | | |
| Verified by Station Manager: | | |
| Name: _____ | Signature: _____ | |

Note: If an individual secures less than 50% marks, he/she will be re-evaluated by another Supervisor or Station Training Coordinator and in case re-assessed marks remain below 50%, he/she will go through the same training process again. (For further reference, please see PHS Training & Development Manual as a reference). This Post Training Feedback Form shall be used for Basic, Refresher, and Awareness scheduled and unscheduled courses quarterly each year. The original copy shall be sent to Manager Training & Development and second copy must be retained by Station for Audit purpose.

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Post Training Feedback Form

Training & Development Section (PHS)

PHS/TRG/R-07/2015

To determine the effectiveness of our training efforts we need feedback from you. Your comments will help us further improve our training program. Please take a few minutes to fill in this form. It is important. Your feedback, whether it is praise or constructive criticism, will help us to ensure that the courses offered are interesting, effective and informative. All comments will be considered and treated as confidential.

Course Title (Basic/Ref/Awareness) _____ Course Date: From ____/____/____ Till ____/____/____

W O R L D T R A C E R M A N A G M E N T

Name of Participant _____ P-No. _____

Section-1 About the Trainer / Training Event / Activity

Response Definition: P = Poor F = Fair G = Good VG = Very Good E = Excellent NT= Need Training

| For each statement tick the circle on a given scale that best suits/reflects your views. | P | F | G | VG | E |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1. The Instructor(s) covered the important topics given in the course contents. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 2. The Instructor(s) covered the topics in sufficient detail. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 3. The Instructor(s) kept the direction focused on the topic & generated the interest of the class. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 4. The Instructor(s) refocused the discussion when it began to distract. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 5. The Instructor(s) created an atmosphere in which all participants felt free to ask questions. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 6. The Instructor(s) responded to the participants questions with appropriate and relevant answers. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 7. The Instructor(s) asked participants questions which led to a lively and significant discussion. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Section – 2 Trainee / Training Event

| | | | | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 8. Is he/she aware of accessing the Corporate Manuals through intranet & familiarized with Baggage Handling Procedures defined in the Corporate Manual? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 9. Is he/she fully aware of the procedures for creating & amending & closing AHL/OHD/DPR/FWD files & other Display files related to tracing passenger's baggage involving different situations? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 10. Does he/she know about the process of passenger & baggage reconciliation & able to explain it independently? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 11. Is he/she technically skilled at tracing system & procedures for dealing with damaged baggage? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 12. Does he/she understand the importance of customers to the airline & the need of Baggage Service office staff/officials to have excellent communication & customer service skill while assisting passengers with baggage mishandling complaints? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 13. Is he/she familiarized to identify the opportunities of baggage theft to occur & how to minimize them? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 14. Does he/she know the purpose & functions of baggage handling office & able to issue a manually created PIR/AHL independently? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 15. Does he/she know as to how to maintain an RFP(Register Found Property) file at station? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Supervisor's Comments:

| | | |
|------------------------------|------------------|----------------|
| Supervisor's Name: _____ | P-No: _____ | Station: _____ |
| Signature: _____ | | |
| Verified by Station Manager: | | |
| Name: _____ | Signature: _____ | |

Note: If an individual secures less than 50% marks, he/she will be re-evaluated by another Supervisor or Station Training Coordinator and in case re-assessed marks remain below 50%, he/she will go through the same training process again. (For further reference, please see PHS Training & Development Manual as a reference). This Post Training Feedback Form shall be used for Basic, Refresher, and Awareness Scheduled and unscheduled courses quarterly each year. The original copy shall be sent to Manager Training & Development and second copy must be retained by Station for Audit purpose.

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