

Ancillary Services



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Ancillary Services

SYLLABUS

UNIT I

Ground Handling Services – Role and Responsibilities of Ground Handlers – Ground Handling: Self Handling vs.

Outsourcing – Ground Handling: Case Studies at India and Abroad – IATA Ground Handling Council

UNIT II

Passenger Services – Passenger Handling: Departure Concourse – Passenger Handling: Transit and Arrivals –

Passengers' Baggage Handling – Specialized Handling of Passengers: VVIPs, VIPs, Physically Challenged

UNIT III

Cargo Services – Cargo Services at Export Shed – Cargo Services at Import Shed – Cargo Services at Transit

Shed – Cargo Aircraft Handling, Air Cargo – Concept – Cargo Handling – Booking of Perishable Cargo and Live

Animals – Industry Relation – Type of Air Cargo – Air Cargo Tariff, ratios and Charges – Airway Bill, Function,

Purpose, Validation

UNIT IV

Other Services: Responsibilities – Catering: Preparation, Escort and Security, Inter-terminus Transfers – Medical

Services, Accommodation and Hospitality, Information Dissemination – Airport Operations – Airport

Management

UNIT V

Aviation Security: Infrastructural Requirements – Planning and Design Considerations for Security at Airports –

Annex 17: SARPs (Standard and Recommended Practices) – Access Control and Alarm Monitoring Mechanisms,

Security Screening Infrastructure and Procedures – In Flight Safety & Security

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