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## Leading in Ground Operations Safety Through Expertise Globally

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# Masterclass Workshop: Ground Operations Safety Compliance

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Duration: 2 Days [16 training hours]

Facilitators:

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**Overview:** This course will provide practical insights in how to apply observation techniques to maintain operational integrity through quality assurance and safety risk management.

**Objectives:** Given actual, operational scenarios, participants will be able to:

- Identify hazards
- Assess effectiveness of existing risk mitigation plans
- Generate recommendations for short / long-term improvements
- Learn techniques used for the mitigation of inherent risk exposures

### Outline:

- Introduction to safety risk management and safety assurance
- Scenarios for operational compliance/non-compliance
- Mock-up observations
- Methodology for the development of action plans
- Group exercise
- Presentations

### Evaluation:

Participants will participate in a pre and post assessment exercise and be required to deliver a brief presentation

### References: IATA AHM, IGOM

Additional information:

Participants may bring their laptops to facilitate learning & assignments. English is the level of instruction as such a good level of English proficiency is needed.

### Instructional aids:

Presentations, interactive discussions, testimonials & Q&A sessions.

### Target Audience:

This course is open to the public providing great benefit to:

- Current students
- Recent graduates
- Aviation professionals
- Aviation organizations (airlines, airport authorities, ground service providers, General Sales Agents with oversight in ground operations, aviation security firms)
- Insurance firms, brokers & underwriters providing aviation insurance services