



  
**inspire**  
UNLOCKING POTENTIAL  
TRAINING ACADEMY  
BANGALORE

# GROUND HANDLING

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## 1 Aviation Security Awareness Program

### Course Description:

Program provides awareness of Aviation Security, threats to civil aviation security, and associated regulations.

### Course Objectives:

- Offer participants a greater understanding of threats to civil aviation.
- Understand regulatory, operational, and procedural requirements.
- Identify security hazards and associated risks.

### Course Duration - 1 Day Course Curriculum:

- Introduction to aviation security
- Threats to civil aviation security
- Acts of unlawful interference
- Two main functions of aviation security agencies
- Brief overview of aviation security measures, access control
- Protection & search of aircraft
- Standard operating procedures for controlling staff/ passenger entry
- Actions in case a suspect item is located

### Languages Offered:

- Arabic
- English

### Course Pre-Requisites:

- Nil

### Recommended For:

- Airlines personnel
- Ground handling agencies
- Logistics & cargo service providers
- Recent graduates interested in entering the air transport industry

### Certificate Issued By:

- Inspire Management Training Centre

### Fee

- USD 1500 + Flight Ticket + Hotel Accommodation Per Batch (A Batch is 12 - 18 Students)

## **2 Airside Safety Program**

### **Course Description:**

Program provides awareness of the precautions to be taken whilst working at the Airside area.

### **Course Objectives:**

- Understand airport environment terminology and equipment.
- Increase awareness of personal protective equipment.
- Understand aircraft turnaround activities and duties.
- Identify airside hazards.
- Deliver knowledge of airside emergencies and procedures to be followed.

### **Course Duration - 1 Day Course Curriculum:**

- Airport environment terminology and equipment
- Personal protective equipment
- Aircraft turnaround, airside driving, aircraft fueling
- Airside hazards
- Accidents and incidents on the airside area
- Airside emergencies and procedures

### **Languages Offered:**

- Arabic
- English

### **Course Pre-Requisites:**

- Nil

### **Recommended For:**

- Airlines personnel
- Ground handling agencies
- Logistics & cargo service providers
- Recent graduates interested in entering the air transport industry

### **Certificate Issued By:**

- Inspire Management Training Centre

### **Fee**

- USD 1500 + Flight Ticket + Hotel Accommodation Per Batch (A Batch is 12 - 18 Students)

### **3 Dangerous Goods Awareness Program**

#### **Course Description:**

Program provides awareness of Dangerous Goods, their classification, their handling, and associated emergency procedures.

#### **Course Objectives:**

- Possess greater awareness of dangerous goods.
- Understand regulatory, operational, and provision requirements.
- Be able to identify dangerous goods and associated risk.

#### **Course Duration - 1 Day Course Curriculum:**

- Introduction to dangerous goods
- Categories of dangerous goods
- Provision of carriage of dangerous goods
- Classification
- Marking and labelling
- Handling of dangerous goods and emergency procedures

#### **Languages Offered:**

- Arabic
- English

#### **Course Pre-Requisites:**

- Nil

#### **Recommended For:**

- Airlines personnel
- Ground handling agencies
- Logistics & cargo service providers
- Recent graduates interested in entering the air transport industry

#### **Certificate Issued By:**

- Inspire Management Training Centre

#### **Fee**

- USD 1500 + Flight Ticket + Hotel Accommodation Per Batch (A Batch is 12 - 18 Students)

## **4 Human Factors Awareness Program**

### **Course Description:**

Program provides awareness of Human Factors and how they relate to safety and efficiency.

### **Course Objectives:**

- Enable participants to reduce errors and violations and make the workplace safer.
- Provide insight to how participants can improve their efficiency.

### **Course Duration - 1 Day Course Curriculum:**

- Introduction to human factors
- Importance of human factors
- Safety
- Efficiency - Human performance and limitations
- Human information processing
- Well being of the operational personnel

### **Languages Offered:**

- Arabic
- English

### **Course Pre-Requisites:**

- Nil

### **Recommended For:**

- Airlines personnel
- Ground handling agencies
- Logistics & cargo service providers
- Recent graduates interested in entering the air transport industry

### **Certificate Issued By:**

- Inspire Management Training Centre

### **Fee**

- USD 1500 + Flight Ticket + Hotel Accommodation Per Batch (A Batch is 12 - 18 Students)

## 5 Aircraft Marshalling & Headset Training Program

### Course Description:

Program provides understanding of Aircraft Marshalling and Headset.

### Course Objectives:

- Understand regulatory, operational, and procedural requirements of aircraft marshalling and headset.
- Be able to identify hazards and associated risks.

### Course Duration - 2 Day Course Curriculum:

- Marshalling signals & guiding the aircraft to its parking slot
- Pushback operations
- Pushback equipment
- Role of communication in preventing accidents and incidents

### Languages Offered:

- Arabic
- English

### Course Pre-Requisites:

- Nil

### Recommended For:

- Airlines personnel
- Ground handling agencies
- Logistics & cargo service providers
- Recent graduates interested in entering the air transport industry

### Certificate Issued By:

- Inspire Management Training Centre

### Fee

- USD 3000 + Flight Ticket + Hotel Accommodation Per Batch (A Batch is 12 - 18 Students)

## 6 Turnaround Coordinator Training Program

### Course Description:

Program provides detailed description of duties and their relation in a chain of activities during aircraft turnaround.

### Course Objectives:

- Understand aircraft turnaround chain and typical turnaround process.
- Understand role of turnaround coordinator in managing the turnaround process.
- Be fully aware of the compliance with rules and regulations, which are a necessity to manage turnaround process safely.
- Be able to deliver safe and secure operation with punctuality.

### Course Duration - 2 Days Course Curriculum:

- Aircraft turnaround chain and typical turnaround process
- Key role of turnaround coordinator in managing the turnaround process
- Pre-planning required before arrival of aircraft or stand resource planning process
- Ramp turnaround servicing process
- Post-flight planning process

### Languages Offered:

- Arabic
- English

### Course Pre-Requisites:

- Three Year Ramp Operations Experience

### Recommended For:

- Airlines personnel
- Ground handling agencies
- Logistics & cargo service providers
- Recent graduates interested in entering the air transport industry

### Certificate Issued By:

- Inspire Management Training Centre

### Fee

- USD 3000 + Flight Ticket + Hotel Accommodation Per Batch (A Batch is 12 - 18 Students)



## 7 Emergency Response Management Program

### Course Description:

Program provides the essential activities revolving around Emergency Response Planning & Management.

### Course Objectives:

- Be aware of different aspects of emergency response.
- Understand plans and procedures of emergency response.
- Be aware of the different facets of family assistance as they pertain to an emergency response plan.
- Be able to effectively manage an emergency response plan.

### Course Duration - 2 Day Course Curriculum:

- Emergency response introduction and overview
- Plan development
- Command structure: The Airline Emergency Response Organization
- The Emergency Command Center and initial response
- Site response: investigation and technical support
- Airport response
- Family assistance: manifests, call centers, notification, site response, briefings, events, services, and Special Assistance Team (SAT)
- Media relations and corporate response issues
- Exercises and drills

### Languages Offered:

- Arabic
- English

### Course Pre-Requisites:

- Nil

### Recommended For:

- Airlines personnel
- Ground handling agencies
- Logistics & cargo service providers
- Recent graduates interested in entering the air transport industry

### Certificate Issued By:

- Inspire Management Training Centre

### Fee

- USD 3000 + Flight Ticket + Hotel Accommodation Per Batch (A Batch is 12 - 18 Students)

## **8 Safety Management Systems for Ground Operations**

### **Course Description:**

Program provides detailed knowledge of the Safety Management Systems and components.

### **Course Objectives:**

- Possess better understanding of the safety management systems as propounded by ICAO document 9859 (Safety Management Manual).

### **Course Duration - 2 Day Course Curriculum:**

- The concept of safety and its evolution
- Accident causation
- Errors and violations
- Safety culture
- The management dilemma
- Integration of management systems
- Safety reporting and investigation
- Safety data collection and analysis
- Hazards
- Safety indicators and performance monitoring
- Safety risk and safety risk management

### **Languages Offered:**

- Arabic
- English

### **Course Pre-Requisites:**

- Nil

### **Recommended For:**

- Airlines personnel
- Ground handling agencies
- Logistics & cargo service providers
- Recent graduates interested in entering the air transport industry

### **Certificate Issued By:**

- Inspire Management Training Centre

### **Fee**

- USD 3000 + Flight Ticket + Hotel Accommodation Per Batch (A Batch is 12 - 18 Students)

## 9 Aircraft Cabin Cleaning

### Course Description:

Program provides detailed knowledge of the Needs and techniques of cleaning the aircraft hygienically

### Course Objectives:

- Provide the required knowledge, skills and awareness of Aircraft Cabin Cleaning and importance Hygiene

### Course Duration - 2 Day Course Curriculum:

- Category of Cleaning
- Aircraft Cleaning
- Cockpit
- Cabin Attendance Seat
- Passenger Cabin
- Linings and Furnishing
- Galley Equipment
- Toilet System
- Flushing and toilet System
- Cabin Cleaning Materials and Hazards
- Fumigation
- Rodent Control
- Prevention of contamination

### Languages Offered:

- Arabic
- English

### Course Pre-Requisites:

- Nil

### Recommended For:

- Airlines Cleaning Staff

### Certificate Issued By:

- Inspire Management Training Centre

### Fee

- USD 3000 + Flight Ticket + Hotel Accommodation Per Batch (A Batch is 12 - 18 Students)

## 10 Aircraft Loading

### Course Description:

Program provides detailed knowledge on importance of accurate and safe aircraft loading, loading principle

### Course Objectives:

- To enable the participants to conduct off – loading/ loading of aircraft (Baggage, Mail Cargo and Special Loads)
- To provide requisite skill and knowledge to the participants to enable them to apply best practices to be safe, punctual and commercially successful in turnaround services
- To ensure comprehension and enable application of safety and punctuality aspects of loading operations

### Course Duration – 2 Day Course Curriculum:

- Aircraft Types, Access Doors, Dimension and Principles of aircraft loading
- Loading – Hold Limitations, Compartment Limitations Etc.
- Securing load insider aircraft
- Loading Narrow Body and Wide Body Aircrafts
- Unit Load Device (ULD)
- Loading Using Power Driver Units (PDU) inside Wide Body Aircraft
- Special Load and Handling of loads that require special attention;
- Loading Safety during aircraft fuelling
- Consequences and Reporting of load damage and spillage
- Irregularity/incident/accident reporting process

### Languages Offered:

- Arabic
- English

### Course Pre-Requisites:

- Nil

### Recommended For:

- Airlines Loading Staff

### Certificate Issued By:

- Inspire Management Training Centre

### Fee

- USD 3000 + Flight Ticket + Hotel Accommodation Per Batch (A Batch is 12 – 18 Students)

## **11 Ground Support Equipment - Tugs**

### **Course Description:**

Program provides detailed knowledge on importance safety GSE Operational Practices

### **Course Objectives:**

- Ensure the Equipment Operators receive required skills on the following
  1. Safe Operational Practices
  2. Proficient in the Equipment they are licensed for
- To ensure comprehension and enable application of safety and punctuality aspects of Equipment operations

### **Course Duration - 3 Day Course Curriculum:**

- Operational Safety Considerations
- Personal protective equipment
- Aircraft turnaround, airside driving,
- Accidents and incidents on the airside area
- Airside emergencies and procedures
- GSE Operation Marshalling requirements
- Adverse Weather Operations
- Motorized Equipment Operation
- Tugs Maintenance Considerations
- Driving Tugs in Baggage Make Up Area
- Driving Tugs in Airside
- Driving Tugs Near the Aircraft
- Positioning of Tugs

### **Course Pre-Requisites:**

- Basic knowledge of English language
- Driving License

### **Recommended For:**

- New Equipment Operators

### **Certificate Issued By:**

- Inspire Management Training Centre

### **Fee**

- USD 4500 + Flight Ticket + Hotel Accommodation Per Batch (A Batch 6 - 8 Students)

## 12 Ground Support Equipment - Passenger Steps

### Course Description:

Program provides detailed knowledge on importance safety GSE Operational Practices

### Course Objectives:

- Ensure the Equipment Operators receive required skills on the following
  1. Safe Operational Practices
  2. Proficient in the Equipment they are licensed for
- To ensure comprehension and enable application of safety and punctuality aspects of Equipment operations

### Course Duration - 3 Day Course Curriculum:

- Operational Safety Considerations
- Airport environment terminology and equipment
- Personal protective equipment
- Aircraft turnaround, airside driving,
- Accidents and incidents on the airside area
- Airside emergencies and procedures
- GSE Operation Marshalling requirements
- Adverse Weather Operations
- Passenger Steps Maintenance Considerations
- Driving Passenger Steps in Airside
- Prior to Positioning Passenger Steps to Aircraft
- Positioning of Passenger Steps
- Prior to Removing Passenger Steps
- Removing Passenger Steps

### Course Pre-Requisites:

- Basic knowledge of English language
- Driving License

### Recommended For:

- New Equipment Operators

### Certificate Issued By:

- Inspire Management Training Centre

### Fee

- USD 4500 + Flight Ticket + Hotel Accommodation Per Batch (A Batch 6 - 8 Students)

## **13 Ground Support Equipment – Ground Power Unit (GPU)**

### **Course Description:**

Program provides detailed knowledge on importance safety GSE Operational Practices

### **Course Objectives:**

- Ensure the Equipment Operators receive required skills on the following
  3. Safe Operational Practices
  1. Proficient in the Equipment they are licensed for
- To ensure comprehension and enable application of safety and punctuality aspects of Equipment operations

### **Course Duration – 3 Day Course Curriculum:**

- Operational Safety Considerations
- Personal protective equipment
- Aircraft turnaround, airside driving,
- Accidents and incidents on the airside area
- Airside emergencies and procedures
- GSE Operation Marshalling requirements
- Adverse Weather Operations
- Pre-Start Inspection Requirements
- Engine Start Procedure
- Mobilizing GPU Equipment
- AC Power Supply to Aircraft
- Disconnecting AC Power from the Aircraft
- Connecting DC Power to Aircraft
- Disconnecting DC Power from the Aircraft
- Emergency Shutdown

### **Course Pre-Requisites:**

- Basic knowledge of English language
- Driving License

### **Recommended For:**

- New Equipment Operators

### **Certificate Issued By:**

- Inspire Management Training Centre

### **Fee**

- USD 4500 + Flight Ticket + Hotel Accommodation Per Batch (A Batch 6 – 8 Students)

## **14 Ground Support Equipment – Water Cart**

### **Course Description:**

Program provides detailed knowledge on importance safety GSE Operational Practices

### **Course Objectives:**

- Ensure the Equipment Operators receive required skills on the following
  1. Safe Operational Practices
  2. Proficient in the Equipment they are licensed for
- To ensure comprehension and enable application of safety and punctuality aspects of Equipment operations

### **Course Duration – 3 Day Course Curriculum:**

- Operational Safety Considerations
- Personal protective equipment
- Aircraft turnaround, airside driving,
- Accidents and incidents on the airside area
- Airside emergencies and procedures
- GSE Operation Marshalling requirements
- Adverse Weather Operations
- Water Truck Servicing Control Panel
- Aircraft Servicing Control Panel
- Replenishing Aircraft Water Tank
- Water Tank Replenishment
- Testing Water System Operations

### **Course Pre-Requisites:**

- Basic knowledge of English language
- Driving License

### **Recommended For:**

- New Equipment Operators

### **Certificate Issued By:**

- Inspire Management Training Centre

### **Fee**

- USD 4500 + Flight Ticket + Hotel Accommodation Per Batch (A Batch 6 – 8 Students)



## 15 Ground Support Equipment - Toilet Cart

### Course Description:

### Course Objectives:

- Ensure the Equipment Operators receive required skills on the following
  3. Safe Operational Practices
  1. Proficient in the Equipment they are licensed for
- To ensure comprehension and enable application of safety and punctuality aspects of Equipment operations

### Course Duration - 3 Day Course Curriculum:

- Operational Safety Considerations
- Personal protective equipment
- Aircraft turnaround, airside driving,
- Accidents and incidents on the airside area
- Airside emergencies and procedures
- GSE Operation Marshalling requirements
- Adverse Weather Operations
- Toilet Truck Servicing Control Panel
- Aircraft Servicing Control Panel
- Flow Meter Reading
- Coupling Stowage
- Aircraft Emptying
- Aircraft Flushing and Replenishing
- Emptying Effluent Tank
- Water Tank Replenishment Course Pre-Requisites:
- Basic knowledge of English language
- Driving License

### Recommended For:

- New Equipment Operators

### Certificate Issued By:

- Inspire Management Training Centre

### Fee

- USD 4500 + Flight Ticket + Hotel Accommodation Per Batch (A Batch 6 - 8 Students)

## 16 Ground Support Equipment - High Loader

### Course Description:

Program provides detailed knowledge on importance safety GSE Operational Practices

### Course Objectives:

- Ensure the Equipment Operators receive required skills on the following
  1. Safe Operational Practices
  2. Proficient in the Equipment they are licensed for
- To ensure comprehension and enable application of safety and punctuality aspects of Equipment operations

### Course Duration - 3 Day Course Curriculum:

- Operational Safety Considerations
- Personal protective equipment
- Aircraft turnaround, airside driving,
- Accidents and incidents on the airside area
- Airside emergencies and procedures
- GSE Operation Marshalling requirements
- Adverse Weather Operations
- Equipment familiarizations and operations
- High Loader Maintenance Considerations
- Operator Pre-use Safety Check
- Driving High Loader in Airside
- Prior to Positioning High Loader to Aircraft
- Positioning of High Loader
- Prior to Removing high Loader
- Removing High Loader
- Aircraft in-plane Loading systems
- ULD/Pallet Operations Course

### Pre-Requisites:

- Basic knowledge of English language
- Driving License

### Recommended For:

- New Equipment Operators

### Certificate Issued By:

- Inspire Management Training Centre

### Fee

- USD 4500 + Flight Ticket + Hotel Accommodation Per Batch (A Batch 6 - 8 Students)

## 17 Ground Support Equipment - ACU

### Course Description:

Program provides detailed knowledge on importance safety GSE Operational Practices

### Course Objectives:

- Ensure the Equipment Operators receive required skills on the following
  3. Safe Operational Practices
  4. Proficient in the Equipment they are licensed for
- To ensure comprehension and enable application of safety and punctuality aspects of Equipment operations

### Course Duration - 3 Day Course Curriculum:

- Operational Safety Considerations
- Personal protective equipment
- Aircraft turnaround, airside driving,
- Accidents and incidents on the airside area
- Airside emergencies and procedures
- GSE Operation Marshalling requirements
- Adverse Weather Operations
- Standard Air-conditioning Parts
- Air Delivery Duct Assembly
- Control Panel
- ACU Operation
- Types of ACU (Manufacturers and Models)

### Course Pre-Requisites:

- Basic knowledge of English language
- Driving License

### Recommended For:

- Supervisors and Officer with Minimum 3 Year's Experience

### Certificate Issued By:

- Inspire Management Training Centre

### Fee

- USD 4500 + Flight Ticket + Hotel Accommodation Per Batch (A Batch 6 - 8 Students)

## 18 Ground Support Equipment - ASU

### Course Description:

Program provides detailed knowledge on importance safety GSE Operational Practices

### Course Objectives:

- Ensure the Equipment Operators receive required skills on the following
  1. Safe Operational Practices
  2. Proficient in the Equipment they are licensed for
- To ensure comprehension and enable application of safety and punctuality aspects of Equipment operations

### Course Duration - 3 Day

### Course Curriculum:

- Operational Safety Considerations
- Personal protective equipment
- Aircraft turnaround, airside driving,
- Accidents and incidents on the airside area
- Airside emergencies and procedures
- GSE Operation Marshalling requirements
- Adverse Weather Operations
- Air Starter Standard Parts
- Tail Pipe Connection
- Duct & Suffer Assembly
- Types of ASU (Manufacturers and Models)
- Starter Instrument Panel
- Pre-Start Check
- Starting the Vehicle
- Mobilizing and Connecting to Aircraft
- Shutting Down the Unit
- Disconnecting from Aircraft
- Emergency Shut off switch

### Course Pre-Requisites:

- Basic knowledge of English language
- Driving License

### Recommended For:

- Supervisors and Officer with Minimum 3 Years' Experience

### Certificate Issued By:

- Inspire Management Training Centre

### Fee

- USD 4500 + Flight Ticket + Hotel Accommodation Per Batch (A Batch 6 - 8 Students)

## 19 Ground Support Equipment – Aircraft Pushback

### Course Description:

Program provides detailed knowledge on importance safety GSE Operational Practices

### Course Objectives:

- Ensure the Equipment Operators receive required skills on the following
  1. Safe Operational Practices
  2. Proficient in the Equipment they are licensed for
- To ensure comprehension and enable application of safety and punctuality aspects of Equipment operations

### Course Duration – 3 Day

### Course Curriculum:

- Operational Safety Considerations
- Personal protective equipment
- Aircraft turnaround, airside driving,
- Accidents and incidents on the airside area
- Airside emergencies and procedures
- GSE Operation Marshalling requirements
- Adverse Weather Operations
- Tow Bar Push Back
- Two Bar-Less Push Back
- Battery Charging Procedure
- Driving Procedure
- Pushback Operating Procedure
- Pushback Shutdown Procedure
- Operator Pre-use Safety Check
- Aircraft Towing Procedure
- Aircraft/Ground Communication
- Aircraft Hand Signals
- Pushback Operation Assessment

### Course Pre-Requisites:

- Basic knowledge of English language
- Driving License

### Recommended For:

- Supervisors and Officer with Minimum 3 Years' Experience

### Certificate Issued By:

- Inspire Management Training Centre

### Fee

- USD 4500 + Flight Ticket + Hotel Accommodation Per Batch (A Batch 6 – 8 Students)

## **20 iConnect - Supervisory Skills & Service Excellence**

### **Course Description:**

- A Case study/Simulation based program to increase the effectiveness of Supervisors to achieve Service Excellence

### **Course Objectives:**

- Achieve Service Excellence and customer centricity through Organizational behavioral change management

### **Course Duration - 5 Days**

### **Course Curriculum:**

- Changing Face of a Customer
- Effective Communication
- People Management
- Emotional Intelligence and Customer Sensitization
- Team Work and Time Management
- Decision Making
- Going Beyond

### **Course Pre-Requisites:**

- Basic knowledge of English language
- Basic knowledge of computer use

### **Recommended For:**

- Supervisors and Officer with Minimum 3 Years' Experience

### **Certificate Issued By:**

- Inspire Management Training Centre

### **Fee**

- USD 7500 + Flight Ticket + Hotel Accommodation Per Batch (A Batch is 12 - 18 Students)

## **21 IConnect - Creating Customer Service Champions**

### **Course Description:**

- Innovative program designed in still Customer Service Orientation to Front Line Employees

### **Course Objectives:**

- Obtain Service Excellence and providing customer centricity through behavioral Training

### **Course Duration - 5 Days**

### **Course Curriculum:**

- Understanding the Passenger
- Effective Communication
- Changing Face of a Customer
- Customer Centricity
- Team Work and Time Management
- Accepting No Limits
- Simulation Based Workshops

### **Course Pre-Requisites:**

- Basic knowledge of English language

### **Recommended For:**

- New Hire Employees

### **Certificate Issued By:**

- Inspire Management Training Centre

### **Fee**

- USD 7500 + Flight Ticket + Hotel Accommodation Per Batch (A Batch is 12 - 18 Students)

## **22 IConnect – Airline Ground Operations - Campus to Corporate**

### **Course Description:**

Intensive Program on Airline Ground Operations, which Enable the Fresh Graduate to become a Ground Operations Officer with in 6 Months (3 Months Class Room and 3 Months on Job Training)

### **Course Objectives:**

- Fast Track Highly Motivated Fresh Graduate to Airline Ground Operations Supervisory Position
- Prepare participants to acquire necessary skills that are applicable Aviation Environment
- Provide applied skills training in Ground Operation Environment.

### **Course Duration – 90 Days + 90 Days OJT**

### **Course Curriculum:**

- Introduction to Aviation
- Health, Hygiene & Fire Safety
- Aviation Functional English
- Soft Skills
- Customer Service - Passenger Handling
- Customer Service - Baggage Handling
- Aviation Security Awareness
- Airside Safety Awareness
- Dangerous Goods Awareness
- Human Factors In Aviation
- Cargo Acceptance & Handling Awareness
- Ramp Handling Operations & Loading Supervision
- Basic Load Control Awareness
- GSE Equipment Operations
- Aircraft Turn Around Supervision
- Safety Management System
- Emergency Response Management
- Supervisory Skills
- On Job Training Course Pre-Requisites:
- Basic knowledge of English language
- Basic knowledge of computer use

### **Recommended For:**

- Entry-level general office personnel.
- Anyone wishing to improve his or her computer skills.

### **Certificate Issued By:**

- Inspire Management Training Centre



## **23 Soft Skills Training - General Office Administration Program**

### **Course Description:**

Offers tools and skills required to be proficient in office practices and software.

### **Course Objectives:**

- Enable participants to skillfully manage the administrative activities of any size business operation.
- Help make participants highly attractive to top employers.

### **Course Duration - 1 Day**

### **Course Curriculum:**

- Organizational skills
- Development of a keen eye for detail
- Understanding of administration principles

### **Course Pre-Requisites:**

- Basic knowledge of English language
- Basic knowledge of computer use

### **Recommended For:**

- General office personnel.
- Anyone wishing to improve his or her office administration skills.

### **Certificate Issued By:**

- Inspire Management Training Centre

### **Fee**

- USD 1500 + Flight Ticket + Hotel Accommodation Per Batch (A Batch is 12 - 18 Students)

## 24 Soft Skills Training – Customer Care Skills

### Course Description:

Delivers ways to equip personnel to provide quality service to customers. This is important because the company has to successfully combine the product with service to beat its competitors and meet customer expectations.

### Course Objectives:

- Provide participants with the knowledge, skills, and attitude required to master the art of providing excellent customer service.
- Grow the participants to be catalysts in the growth and success of their company by providing outstanding customer care.

### Course Duration – 1 Day

### Course Curriculum:

- Understanding customer's need or problem
- Dealing with customers
- Body language and tone of voice
- Increase customer satisfaction

### Course Pre-Requisites:

- Basic knowledge of English language

### Recommended For:

- Any employee who interacts with a customer, either an internal or external customer.
- Receptionists, technical support representatives, sales representatives, etc.

### Certificate Issued By:

- Inspire Management Training Centre

### Fee

- USD 1500 + Flight Ticket + Hotel Accommodation Per Batch (A Batch is 12 – 18 Students)

## 25 Soft Skills Training – Problem Solving

### Course Description:

- Designed to challenge participants to think through common and less common problems using a structured problem-solving process.

### Course Objectives:

- Provide participants with knowledge, tools, and techniques to be better at solving problems effectively and efficiently.
- Challenge participants to generate new and original solutions to problems.

### Course Duration – 1 Day

### Course Curriculum:

- Identifying the problem
- Brainstorming possible solutions to the problem
- Evaluating and assessing possible solutions
- Select the best solution

### Course Pre-Requisites:

- Basic knowledge of English language

### Recommended For:

- Individuals from different backgrounds who want to be able to solve simple and complex problems quickly and easily in the work environment.

### Certificate Issued By:

- Inspire Management Training Centre

### Fee

- USD 1500 + Flight Ticket + Hotel Accommodation Per Batch (A Batch is 12 – 18 Students)

## 26 Soft Skills Training – Grooming & Etiquette

### Course Description

Grooming, cultural sensitivity, and international etiquette are essentials in the arsenal of any successful operational personnel and managers in the global business environment. Customer and supplier relationships are required to be built and it is essential for each individual to be comfortable in engaging them anywhere in the world.

Course can easily be adjusted to incorporate any specific requirements as per client needs.

### Course Objectives:

- Provide participants with level of comfort that ensures that the staff is able to interact with customers and suppliers with ease in order to build relationships.

### Course Duration – 1 Day

### Course Curriculum:

- Workplace expectations
- Acceptable behaviors
- Appropriate business dress and grooming
- Verbal communication
- Telephone skills
- General professional deportment

### Course Pre-Requisites:

- Basic knowledge of English language

### Recommended For:

- Individuals who are required to work across cultures.

### Certificate Issued By:

- Inspire Management Training Centre

### Fee

- USD 1500 + Flight Ticket + Hotel Accommodation Per Batch (A Batch is 12 – 18 Students)

## 27 Soft Skills Training – Communication Skills

### Course Description:

Structured to cultivate effective communication skills, which can be the greatest asset to success in any sphere or business or work.

### Course Objectives:

- Provide participants tools and techniques required to project a confident image while communicating with anyone.
- Use the right tools to communicate the right messages at the right time.

### Course Duration – 1 Day

### Course Curriculum:

- Difference between verbal and nonverbal communication
- Understanding barriers to effective human communication
- Usage of words
- Speed of deliver of words
- Pitch modulation
- Body language

### Course Pre-Requisites:

- Basic knowledge of English language

### Recommended For:

- Individuals who want to be able to get ideas and thoughts across effectively.

### Certificate Issued By:

- Inspire Management Training Centre

### Fee

- USD 1500 + Flight Ticket + Hotel Accommodation Per Batch (A Batch is 12 – 18 Students)

## 28 Soft Skills Training – Presentation Skills

### Course Description:

Intensive, hands-on course where participants will learn skills relevant to creating attractive and effective business presentations, as well as a set of simple rules for best practice.

### Course Objectives:

- Teach participants how to combat their inhibitions and boost confidence.
- Show how to make presentations memorable, entertaining, and effective.

### Course Duration – 1 Day

### Course Curriculum:

- Overcoming presentation anxiety
- Modes of presentation
- Researching and structuring presentation content
- In-depth instruction of Microsoft PowerPoint use
- Effective delivery methods

### Course Pre-Requisites:

- Basic knowledge of English language
- Basic knowledge of Microsoft PowerPoint

### Recommended For:

- Any employee who needs to deliver presentations in their field of business and work.

### Certificate Issued By:

- Inspire Management Training Centre

### Fee

- USD 1500 + Flight Ticket + Hotel Accommodation Per Batch (A Batch is 12 – 18 Students)

## 29 Soft Skills Training – Interview Skills

### Course Description:

A job interview holds the key to a rewarding career and in today's business environment it is necessary for anyone wanting to succeed to have the requisite skill to face an interview with assurance.

### Course Objectives:

- Offer participants with proven techniques that can enable them to Project a confident self during an interview process.
- Equip participants with necessary interview skills.

### Course Duration – 1 Day

### Course Curriculum:

- Resume creation
- Cover letter
- Grooming and dress
- Practical interview situations exercises

### Course Pre-Requisites:

- Basic knowledge of English language

### Recommended For:

- Any individual preparing for an interview now or in the near future.

### Certificate Issued By:

- Inspire Management Training Centre

### Fee

- USD 1500 + Flight Ticket + Hotel Accommodation Per Batch (A Batch is 12 – 18 Students)

## 30 Soft Skills Training – Effective Teamwork

### Course Description:

Teamwork is extremely important to the success of any organization since all organizations are either big or small teams. It is essential to understand how to build and manage teams if the organization has to be successful in any venture that it may choose to undertake.

### Course Objectives:

- Provide participants with comprehensive knowledge on how to engineer and manage high performance teams to achieve organizational goals.
- Equip participants with a toolbox that has been designed by experts in the field of organizational behavior for building high performance teams.

### Course Duration – 1 Day

### Course Curriculum:

- Problem solving
- Accomplishing tasks efficiently
- Healthy competition
- Developing relationships
- Communication in teams
- Maximizing a team's strengths
- Team meetings
- Achieving a team's goals
- Team building
- Motivating the team
- Team decision making

### Course Pre-Requisites:

- Basic knowledge of English language

### Recommended For:

- Any employee working in an organization that works with other employees.

### Certificate Issued By:

- Inspire Management Training Centre

### Fee

- USD 1500 + Flight Ticket + Hotel Accommodation Per Batch (A Batch is 12 – 18 Students)



## 31 Soft Skills Training – Meeting Management

### Course Description:

- Focuses on implementing skills necessary to optimize the time that is spend with colleagues in meetings.

### Course Objectives:

- Enable participants to achieve the best possible Results from each and every meeting.
- Enable participants to spend less time in debates/ arguments in meetings.

### Course Duration – 1 Day

### Course Curriculum:

- Planning a meeting
- Understanding what goals are to be achieved
- Identification of the correct people
- Setting a time and agenda
- Creating a meeting strategy
- Evaluating the level of success in a meeting
- Summarizing the main point
- Keeping a record of meeting

### Course Pre-Requisites:

- Basic knowledge of English language

### Recommended For:

- Any employee who plans, holds, or attends a meeting in an organization.

### Certificate Issued By:

- Inspire Management Training Centre

### Fee

- USD 1500 + Flight Ticket + Hotel Accommodation Per Batch (A Batch is 12 – 18 Students)

## 32 Soft Skills Training - Decision-Making

### Course Description:

Mastering the art of critical decision-making is the key to improving life at home, at work, or in business. Everyone needs to understand that decision-making is a process, not a single event, resulting in the selection of a course of action among several alternative scenarios.

### Course Objectives:

Enable participants to understand the necessary components of a smart decision, to examine mistakes that might have been made in the past and sidestep potential mistakes in the future.

### Course Duration - 1 Day

### Course Curriculum:

- Choosing between options
- Evaluating decisions
- Deciding whether to go ahead with a decision
- Improving decision-making
- Group decision-making

### Course Pre-Requisites:

- Basic knowledge of English language

### Recommended For:

- Any employee who wants to make sounder choices that produce better results.

### Certificate Issued By:

- Inspire Management Training Centre

### Fee

- USD 1500 + Flight Ticket + Hotel Accommodation Per Batch (A Batch is 12 - 18 Students)

### **33 Soft Skills Training - Feedback**

#### **Course Description:**

Providing feedback for work that has been done is perhaps the most important aspect of every manager's activity. It drives the team to achieve higher results or it enables them to undertake course correction and improve.

#### **Course Objectives:**

- Offer participants techniques to ensure that feedback does not become a Negative activity and that it can be sharing of observations about work performance or work behaviors that in turn promotes recognition of achievement or improvement of performance.
- Encourage positive change within organization.

#### **Course Duration - 1 Day**

#### **Course Curriculum:**

- Making feedback a positive process and experience
- Being timely with feedback
- Making feedback regular
- Preparing your comments to give feedback
- Talking about positives
- Providing specific suggestions
- Following up

#### **Course Pre-Requisites:**

- Basic knowledge of English language

#### **Recommended For:**

- Managers and supervisors

#### **Certificate Issued By:**

- Inspire Management Training Centre

#### **Fee**

- USD 1500 + Flight Ticket + Hotel Accommodation Per Batch (A Batch is 12 - 18 Students)

## 34 Soft Skills Training - Leadership

### Course Description:

The most important function of management is helps to maximize and achieve organizational goals. Leaders in an organization initiate action, motivate people, and provide the correct guidance.

### Course Objectives:

- Enable participants to improve their performance by increasing their effective leadership skills and be ready to meet the difficult challenges of today's economy and business world.
- Help participants fulfil their potential through effective leadership skills training to boost their performance.
- Better lead a team, increase effectiveness as a manager, enhance team's collective potential, and improve team's performance.

### Course Duration - 1 Day

### Course Curriculum:

- What is leadership?
- Leadership styles
- Emotional intelligence
- Becoming a leader
- Communication skills
- Improving team performance

### Course Pre-Requisites:

- Basic knowledge of English language

### Recommended For:

- Managers

### Certificate Issued By:

- Inspire Management Training Centre

### Fee

- USD 1500 + Flight Ticket + Hotel Accommodation Per Batch (A Batch is 12 - 18 Students)

## **35 Soft Skills Training - Effective Delegation**

### **Course Description:**

Ability to delegate is one of the core indicators of success for the effective leaders. Clear, timely, and purposeful delegation can boost the productivity of individuals, teams, and organizations.

### **Course Objectives:**

Provide participants with an insight into what to delegate, when, to whom, and how.

### **Course Duration - 1 Day**

### **Course Curriculum:**

- Coaching and development techniques
- When to delegate
- Providing clear support and feedback
- Strategies to identify and overcome barriers to effective delegation
- Skills to deliver motivational and developmental feedback

### **Course Pre-Requisites:**

- Basic knowledge of English language

### **Recommended For:**

- Managers, supervisors, and employees working in teams.

### **Certificate Issued By:**

- Inspire Management Training Centre

### **Fee**

- USD 1500 + Flight Ticket + Hotel Accommodation Per Batch (A Batch is 12 - 18 Students)

## 36 Soft Skills Training - Email Writing

### Course Description:

Email communication is not just restricted to within the organization, but also goes above and beyond it to all the stakeholders outside your business or organization.

### Course Objectives:

- Guide participants in the acquisition of these most essential skills so as to enable them to project an image of professionalism through their emails.
- Write effective Emails.

### Course Duration - 1 Day

### Course Curriculum:

- Keeping the message focused
- Effective communication
- Email structuring
- Usage of words
- Proofreading
- Distinguishing between formal and informal situations
- Responding promptly

### Course Pre-Requisites:

- Basic knowledge of English language
- Basic knowledge of Email use

### Recommended For:

- Any employee who uses Email in daily work environment.

### Certificate Issued By:

- Inspire Management Training Centre

### Fee

- USD 1500 + Flight Ticket + Hotel Accommodation Per Batch (A Batch is 12 - 18 Students)



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