2017
In-House Training

www.omanairports.co.om
إن تدريب الشباب وتأهيلهم ليأخذوا مواضعهم بكل جدارة، في شتى ميادين العمل هو أمر بالغ الأهمية، وواجب وطني تقع مسؤوليته على عاتق كل مواطن عماني. فبدون التدريب والتأهيل واستمرار صقل المهارات النافعة، وتنمية الخبرات المفيدة، يصبح التعليم في حد ذاته غير ملبي لجميع متطلباتنا الأساسية، فالصناعة التي نسعى إلى إقامتها وتطويرها، ونجد في توفير كافة الوسائل والسبل لتشجيعها، تحتاج لتوطينها إلى كوادر مدربة وأيد عاملة ماهرة من أبناء البلد.

حضرة صاحب الجلالة السلطان قابوس بن سعيد المعظم
حفظه الله ورعاه
CEO’s Message

Dear colleagues

After compliments;
There is no doubt that this year will be exceptional for the company at all levels, and on the qualification and training level in particular. In 2016, we completed a critical stage of training and qualification in our ambitious company culminated in a large number of internal and external training courses.

This shows the great interest management pays for human resources and embodiment of its belief in the central role of training and qualification to improve the standards of our success, God willing. The programs offered by Training and Qualification Center mentioned in this booklet have been designed with care and responsibility in order to improve the quality of work towards achieving the goals of our new vision, i.e. to make our airports among the best 20 airports in the world by 2020. Therefore, I invite you all to take advantage of the Center’s programs designed to achieve this ambition and to ensure that we march in the right direction and contribute in the implementation of the comprehensive national vision inspired by the thought of our beloved leader His Majesty Sultan Qaboos bin Said. In this way, we can all as individuals and institutions continue on the path of mastery and diligence.

Best wishes for success
Aimen bin Ahmed Al-Hosni
OAMC aspires to be a world class organization in airport management and related businesses. OAMC recognizes that in order to do this we require world class staff. Learning and Development is key to this. OAMC pledge to help you as an employee to continue to grow and improve through training and development. All courses will be of the highest standard, delivered by recognized and approved providers, all of whom are highly experienced in the relevant fields. Just as we expect the best from you; you in turn can expect the best from us when it comes to your own professional development. The Learning and Development Centre is responsible for coordinating the selection, content, structure and delivery of learning programs for OAMC employees. The majority of the learning and development offerings are course based however there are also offerings delivered as on the job training and coaching programs. OAMC Learning and Development requirements are determined by OAMC’s current and forecasted business activities and aim to ensure professional development and effectiveness in the areas such as:

- Security
- HSE
- Technical Services
- Aviation & Operations
- Soft Skills

Ali Abdullah Al-Eisri
L&D Manager
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We Value

Commitment
Excellence
Respect
Teamwork
Opportunity

2017
In-House Training
Development Programs

To develop young Omanis as airport professionals by providing them with the key skills and the ability to work in critical roles within Oman airports. This initiative will play a vital part in ensuring that ASAS program supports Oman Airport vision.

A Professional Development Program host the company’s capabilities to be part of an IATA Professional Scheme. Program Participants are awarded an IATA Professional Diploma upon successful completion of four (4) training courses.
A package of various different programs designed especially for OAMC staff and the stockholders working in the airport premises to enhance the serviceability, process ability, capabilities and knowledge about the impeccable airport experience.

An intervention to develop customer experience culture at OAMC airports. This learning journey targeted all employees across the organization. To achieve the maximum benefits, the training delivered in three different levels.
SOFT SKILLS TRAINING
A cluster of personality traits that characterize employees' working relationships within an organizational setting.
Business Report Writing (Advanced)

**Duration**: 3 Days  
**Pre-requisite**: NIL  
**Target Group**: Staff who are required to write key documents which will support management reporting or decision-making.

**Objectives:**
- Understand the importance of performance standards, goals and objectives.  
- Identify the different types of reports.  
- Use several techniques to prepare for writing a report.  
- Use mind mapping to organize the ideas of a report.  
- Identify the anatomy of a report and write its content.  
- Make a revision checklist for revising a report.  
- Assess their performance in applying the steps of writing a report.

**Training Content:**
- What Reports are all about?  
- Steps of Creating a Report:  
  - Step (1): Prepare the Report  
  - Step (2): Organize the Report  
  - Step (3): Write the Report  
  - Step (4): Revise the Report  
  - Step (5): Produce the Report  
  - Step (6): Save & Send the Report  
- Report Constructive Self-Assessment Checklist
Business Report Writing (Intermediate)

Duration: 3 Days
Pre-requisite: NIL
Target Group: Staff who is involving in a role to write reports.

Objectives:
- Create reader-friendly layouts to highlight important information.
- Establish the correct scope and depth for a document.
- Know how to write effective reports.
- Develop Individual Strengths and Qualities in Writing.
- Present information in an organized and structured way so as to achieve a specific objective.
- Express ideas with confidence and clarity.

Training Content:
- Introduction to Written Communication
- Purposes of Reports
- Types of Reports
- Reports Vs. Other Business Documents
- Planning the Report
- Writing and Creating the Report
- Scheme and diagram (chart)
- Graphs and charts
- Mind map
Change Management

**Duration**: 2 Days  
**Pre-requisite**: NIL  
**Target Group**: All Employees

**Objectives:**
- Learn how to accompany change processes and get familiar with the nature of change.
- Learn how to support staff in rough times of change.
- Deal with fear and resistance and motivate people in unstable situations.
- Give direction through visionary work – the Art of Storytelling.
- Learn how to analyze and then present your change proposal with ease.
- Learn how to communicate change effectively before, during and after the change process.
- Execute your change process according to the eight steps of change.
- Implement change tools in daily business.
- Organize transition phases

**Training Content:**
- The relationship between change, improvement and innovation.
- Cultures that support change.
- Continuous improvement.
- Initiating and leading change.
- Pre-empting change.
- Recognizing resistance.
- The need for communication to overcoming barriers.
- Implementing change.
- Analyzing and assessing impact and Monitoring success
Competency Based Recruitment

Duration: 2 Days  
Pre-requisite: NIL  
Target Group: Competency-based Recruitment is suitable for HR professionals and line managers with recruitment responsibilities

Objectives:
- assess the advantages and limitations of a competency based approach to recruitment  
- define competency requirements in a way that could be used in recruitment  
- design an interview framework based on competencies  
- search for, recognize and judge evidence of competence in an interview  
- structure an assessment center based on competence -

Training Content:
- Competencies and approach requirements  
- What difference it may make to the way you attract and select staff  
- Examples of competencies  
- Links to the business, the culture and HRM/HRD systems  
- Framing your competency framework for recruitment  
- Advertising for competent people  
- Designing your selection processes  
- Stereotyping and gender issues  
- How to select or create competency-based assessments  
- Identifying potential  
- Identifying, recording and judging evidence of competence  
- Planning the next steps towards a recruitment approach.
Employability Skills for Work Excellence

**Duration**: 5 Days  
**Pre-requisite**: NIL  
**Target Group**: Junior members of staff requiring workplace development

**Objectives:**
- Achieving personal effectiveness and success at work.
- Developing good personal communication skills.
- Developing team skills and positive working relationships.
- Getting things done, organizing the workplace and time management.
- Working to maintain safety and security in the workplace

**Training Content:**
- Effective communication skills.
- Managing own role and work related behaviors
- Building positive working relationships
- Managing stress and personal feelings
- Presentation skills
- Problem solving and decision making
- Getting things done, organizing the workplace and time management
- Creative and critical thinking
- Dealing with difficult people and conflict situation
- Writing effective emails
Duration: 5 Days
Pre-requisite: NIL
Target Group: This program is designed to junior and middle level employees to develop their operational management and leadership capabilities and to encourage a deeper understanding of the requirements necessary to superior performance.

Objectives:

- develop personal leadership, interpersonal skills and business awareness to create the conditions under which OAMC staff can achieve high performance, and continue to improve performance year on year.
- develop operational management and leadership capability, and a deeper understanding of how to enhance the quality of work.

Training Content:

- What Makes an Effective Leader.
- Team Work and Team Building.
- Managing the Workplace - Getting the work done.
- How to Build Collaboration in the Work Group.
- Time Management.
- Problem Solving and Decision Making.
Duration: 5 Days
Pre-requisite: LEAD 1 or 3 years Experience
Target Group: Staff with 3+ working experience or staff completed LEAD level 1 one year ago.

Objectives:
- This training program is designed to further develop the Leadership Skills of Oman Airports Management Company’s staff. By the end of the program the delegates will have a broader and deeper range of Knowledge and Skills, giving them more confidence to empower, develop and inspire their teams to achieve the best possible output.

Training Content:
- Revision – what makes an effective leader
- How leaders influence others?
- Identifying leadership roles
- Situational leadership - developing situational theories
- Leadership in action (action-centered leadership)
- Motivation
- Effectively communication
- Developing and managing teams – building on the foundation
- Coaching, mentoring, and delegation
- Problem solving & decision making.
LEAD 3

Duration : 5 Days
Pre-requisite: LEAD 2 or working in Senior level
Target Group: Staff working in senior managerial positions and staff who attended LEAD 1 and LEAD 2 programs.

Objectives:
• Developing strategic leadership skills.
• Be able to guide and direct the organization to achieve its aims and objectives in an ethical manner.
• Align the workforce to achieve heightened performance and increased bottom-line results.

Training Content:
• Exploring the Access Environment.
• Building Tables.
• Retrieving the Data You Want.
• Working with Forms.
• Designing Reports.
Microsoft Access 2013

Duration : 4 Days
Pre-requisite: NIL
Target Group: Staff with large amount of data.

Objectives:
• Provide an easily accessible database management and programming tool for home and small business use.
• Learn how to Retrieve Data from Access 2013 Database.
• Learn how to Work with Forms to allow for add / edit / deletion of data from Access databases
• Learn how to Design Reports for Easier analysis in Microsoft Access 2013.

Training Content:
• Exploring the Access Environment.
• Building Tables.
• Retrieving the Data You Want.
• Working with Forms.
• Designing Reports.
Microsoft Excel (Advanced)

Duration : 5 Days
Pre-requisite: Some knowledge in Excel Functions
Target Group: Staff who has some background in excel functions and need to work with lots of data and wish to gain hands on experience by using Microsoft Excel to manage, edit, and print data.

Objectives:
- Apply advanced functions, including logical, financial, statistical, and database functions.
- Use data tables to explore the effects of different input values on a formula.
- Find answers fast with Excel’s easy-to-use «what-if» tools, goal seek and solver.
- Save time and reduce errors by automating your routine Excel tasks with macros.

Training Content:
- Working with Large worksheets
- Hiding and unheeding information
- Splitting windows and freezing panes
- Printing large worksheets
- Advance formatting
- Conditional formatting
- Working with styles and templates
- Working with advanced functions and formulas
- SUMIF, HLOOKUP, VLOOKUP
- Searching in VLOOKUP
- 3D formulas & cell referencing
- Pivot tables
Microsoft Excel (Intermediate)

Duration: 3 Days
Pre-requisite: NIL
Target Group: Staff who need to work with data and wish to gain hands on experience by using Microsoft Excel to manage, edit, and print data.

Objectives:
- Editing and formatting the cell in worksheets.
- Grouping and filtering data
- Earn how to write formulas and use math operators.
- Perform calculations in an Excel worksheet using basic and advance functions
- Summarizing data using special functions
- Creating and modifying professional charts.
- Creating and working with pivot tables and pivot charts.

Training Content:
- Managing & Formatting Workbooks and Worksheets
- Advanced Formatting
- Advanced Formulas
- Working with Lists
- Working with Illustrations
- Visualizing Your Data
- Working with Formula’s, Function’s and Referencing
- Smart Working
- Working with Data
OAMC Awareness Program

**Duration:** 5 Days

**Pre-requisite:** NIL

**Target Group:** New OAMC Joiners

**Objectives:**
- Build confidence about self and the organization
- Gain a general knowledge about OAMC’s policies & missions
- Create the feeling of belongings and loyalty
- Familiarize the new employee with the jobs and the environment

**Training Content:**
- Aviation.
- HSE (Health, Safety and Environment).
- Roles & Responsibilities.
- Security.
- Customer Service.
- Performance Management.
- ICT Applications.
Orginazational Behaviour – Building
An Aviation Culture

Duration: 3 Days
Pre-requisite: NIL
Target Group: All Employees

Objectives:

- Understand the concepts of organizational behavior and its application in managing people especially in an aviation environment. To know how to define Personality and Individual differences.
- Explore the relationships among the various components of organizational behavior and their effectiveness.
- Implement the ways of improving ethical behavior within the organization at all the levels.
- Understand how to work closely with other stakeholders in an airport / aviation environment.

Training Content:

- Introduction/Importance of Organizational Behavior
- Management Functions
- Foundations of Individual Behavior
- Personality and Behavior in Organizations
- Emotions and Moods in the Workplace
- Attitudes and Values in the Workplace
- Ethics in the Workplace
- Employee Motivation
- Individual Decision Making in Organizations
- Workforce Diversity
- Organizational Communication in Business
- Airport Collaborative Decision Making
- Organizational Design and Structure
- Organizational Culture
6 Sigma (yellow belt)

**Duration**: 5 Days  
**Pre-requisite**: NIL  
**Target Group**: Senior staff, Project members.

**Objectives:**
- Provides participants with an overview of Six Sigma.  
- Provides the tools and operational methods to define and manage Six Sigma.  
- Identify techniques in an easy-to-understand way that allows learners to apply them.

**Training Content:**
- Lean and Six Sigma (concept, background, why we do this at OAMC, case study examples).  
- Define stage and presentation of basic tools.  
- Develop project definition including problem statement and desired state / project target.  
- Measurement stage and basic measurement tools.  
- Analyzing collected data, identify data gaps to be closed.
السكرتارية الإلكترونية وإدارة المكاتب

المدة: 3 أيام
المتطلب: غير مطلوب
الفئة المستهدفة: إداريي المكاتب

الأهداف التعليمية:

- التعريف بالمفهوم الحديث للعمل المكتبي والإدارة المكتبية مع التركيز على توضيح الواجبات والمسؤوليات والمهام الأساسية لمديري المكاتب.
- الاتصال الكفيف للتميز في الأداء.
- تأسيس المهارات والقدرات الإدارية والسلوكية بالأسلوب الذي يرفع من فعالية الأداء للأعمال المكتبية.
- تزويد المشاركين بأحدث الوسائل والأساليب التكنولوجية المستخدمة في إدارة المكاتب وتنمية قدراتهم الفنية والإدارية على استخدامها.

محتوى الدورة:

- معرفة قدراتك الإدارية والعقلية والنفس العمل في ظل الحكومة الإلكترونية العمادية التخطيط وبناء خطط العمل عمليات الكتابة الإدارية إدارة وتنسيق وجدولة أعمال المدير إدارة وتنسيق أعمال البريد الصادر والوارد إدارة المكالمات الهاتفية إدارة وتنسيق وجدولة الزائرين والمراجعين تنظيم الاجتماعات تمارين متقدمة باستخدام مايكروسوفت وورد الإدارة الإلكترونية المتقدمة للتنسيق باستخدام مايكروسوفت أوتلوك أمن وسرية المعلومات والبيانات الورقية والالكترونية ومنع الاختراقات التواصل الفعال وطرق التأثير على الآخرين والتعامل مع صعبى المسار.
ICT
TRAINING
A cluster of personality traits that characterize employees working relationships within an organizational setting
Administering and Maintaining Windows 7

**Duration:** 5 Days  
**Pre-requisite:** Familiarity with computer hardware, Experience supporting previous versions of the Windows operating system, Basic TCP/IP knowledge, Basic Windows and Active Directory knowledge  
**Target Group:** ICT

**Objectives:**
- This Windows 7 training course focuses on successful configuration of the IT Pro tools and applications that ship with Windows 7. The professionals will learn to identify technical problems that can occur in the organization’s client computers and discover the Windows 7 tools used to monitor and maintain those computers. By the end of this course, you will have installed and configured a Windows 7 desktop that is secure and on the network, while focusing on five main troubleshooting areas: operating system, hardware, networking, security, and applications.

**Training Content:**
- Introducing Windows 7  
- Installing Windows 7  
- Configuring and Managing Windows 7 Settings  
- Customizing the Windows 7 User Interface  
- Managing Windows 7 in the Workgroup  
- Integrating Windows 7 with Active Directory  
- Windows 7 Networking  
- Windows 7 Remote Access and Mobile Computing  
- Working with File Systems  
- Securing Windows 7  
- Windows 7 Backup and Recovery  
- Troubleshooting and Monitoring Windows 7  
- Running and Troubleshooting Applications on Windows 7
Call Centre Management (for IT staff)

Duration: 5 Days
Pre-requisite: NIL
Target Group: Service Desk

Objectives:
- Identify the types of requests they most frequently receive while manning the help desk.
- Outline and implement steps for active listening.
- Define four specific communication styles people demonstrate most frequently when interacting with others.
- List responses they should provide and those they should avoid when trying to resolve users’ issues.
- Comprehend the importance of keeping emotions in check when dealing with difficult people. Practice stress reduction techniques to minimize the possibility of anxiety, anger, and job burnout.
- Identify the components of clearly written email solutions for users, knowledgebase entries for co-workers, and incident reports for their supervisors.
- List workplace features and practices that contribute to or detract from a positive work experience at the help desk.
- Develop a personal action plan for the purpose of implementing positive changes in attitude, productivity, and overall well being.

Training Content:
- Creating First Impressions
- Handling Customers
- Powerful Communication Skills
- Customer Analysis:
- Calming Upset Customers
- Telephone Etiquettes
- The Right Attitude in Dealing with People
- Managing Your Time for Peak Efficiency
Data Mining Techniques

Duration: 5 Days
Pre-requisite: NIL
Target Group: ICT

Objectives:
- Introduction
- Overviewing Data Mining Concepts
- Understanding the Data Mining Process
- Introducing Oracle Data Miner 11g Release 2
- Using Classification Models
- Using Regression Models
- Performing Market Basket Analysis
- Using Clustering Models
- Performing Anomaly Detection
- Deploying Data Mining Results

Training Content:
- Introduction
- Overviewing Data Mining Concepts
- Understanding the Data Mining Process
- Introducing Oracle Data Miner 11g Release 2
- Using Classification Models
- Using Regression Models
- Performing Market Basket Analysis
- Using Clustering Models
- Performing Anomaly Detection
- Deploying Data Mining Results
Implementing and Configuring Cisco Identity Services Engine Bootcamp v1.3

Duration : 5 Days
Pre-requisite: NIL
Target Group: ICT

Objectives:
- Describe Cisco ISE architecture, installation, and distributed deployment options
- Configure Network Access Devices (NADs), policy components, and basic authentication and authorization policies in Cisco ISE
- Implement Cisco ISE web authentication and guest services
- Deploy Cisco ISE profiling, posture and client provisioning services
- Describe administration, monitoring, troubleshooting, and TrustSec SGA security
- Configure device administration using TACACS+ in Cisco ISE

Training Content:
- Introducing Cisco ISE Architecture and Deployment
- Cisco ISE Policy Enforcement
- Web Authentication and Guest Services
- Cisco ISE Profiler
- Cisco ISE BYOD
- Cisco ISE Endpoint Compliance Services
- Cisco ISE with AMP and VPN-Based Services
- Working with Network Access Devices
- Cisco ISE Design (Self-Study)
- Configuring Third Party NAD Support (Optional/Self-Study/Reference)
Implementing Cisco Catalyst 6500 Series Switches v1.0

Duration: 5 Days
Pre-requisite: Cisco CCNA® level knowledge is recommended - either ICND1 and ICND2 or CCNABC
Target Group: ICT

Objectives:
- Recognize the Cisco Catalyst 6500 Series Switches product family, specifically the Cisco Catalyst 6500 Series Switches chassis and components
- Plan and implement virtual switch services into a solution, given a specific requirement.
- Evaluate the security features that are available on the Cisco Catalyst 6500 Series Switches to identify which features should be implemented into a solution.
- Evaluate the service-level and network-level high availability of the Cisco Catalyst 6500 Series Switches and how to use the Cisco IOS In-Service Software Upgrade feature.
- Understand the processes, tools, and resources for troubleshooting the network infrastructure, interconnectivity, and operations.

Training Content:
- Cisco Catalyst 6500 Series Switches Architecture
- Core Technologies on the Cisco Catalyst 6500 Series Switches
- Cisco Catalyst 6500 Monitoring and Operations
Implementing Cisco IP Telephony and Video Part 1 v1.0(CIPTV-1)

Duration : 5 Days
Pre-requisite: Working knowledge of fundamental terms and concepts of computer networking, including LANs, WANs, and IP switching and routing, Ability to configure and operate Cisco routers and switches and to enable VLANs and DHCP
Target Group: ICT

Objectives:

- Describe the role of Cisco Unified Communications Manager in a Cisco Collaboration Solution, including its functions, architecture, deployment and redundancy options, and how to deploy endpoints, users and Cisco IP Phone Services.
- Describe the functions and the purpose of a dial plan and how to implement on-cluster calling.
- Provide an introduction to QoS with emphasis on the QoS components often referred to as the QoS toolkit, that are used to provide services for various business applications. Describe how to configure MGCP, H.323 and SIP gateways.
- Describe the types of media resources that Cisco Unified Communications Manager supports, how to configure Cisco Unified Communications Manager server software-based media resources and how to implement Cisco hardware-based media resources.

Training Content:

- Cisco Unified Communications Manager Introduction
- Dial Plan Introduction and Implementation of Single-Site On-Cluster Calling
- Implementation of Single-Site Off-Cluster Calling
- Media Resources
- Audio and Video Conferencing
- Quality of Service
Implementing Cisco IP Telephony and Video Part 2 v1.0

Duration: 5 Days
Pre-requisite: Working knowledge of converged voice and data networks, Ability to configure and operate Cisco Unified Communications Manager in a single-site environment, CIPTV1 attendance is required.
Target Group: ICT

Objectives:
- Describe multisite deployment issues and solutions, and describe and configure required dial plan elements
- Implement call-processing resiliency in remote sites by using Cisco Unified SRST, MGCP fallback
- Implement bandwidth management and CAC to prevent oversubscription of the IP WAN
- Implement Device Mobility and Cisco Extension Mobility
- Describing Cisco VCS and Cisco Expressway Series Deployment Options
- Deploy users in Cisco VCS environment
- Implement ILS, GDPR and CCD

Training Content:
- Multisite Deployment Implementation
- Centralized Call-Processing Redundancy Implementation
- Bandwidth Management and CAC Implementation
- Implementation of Features and Applications for Multisite Deployments
- Cisco VCS and Cisco Expressway
- GDPR and CCD
Implementing Cisco Unified Communications Security v1.0 (UCSEC)

Duration: 5 Days
Pre-requisite: Voice and data networks, network Security, Cisco IOS gateways, Cisco Unified SRST gateways, and Cisco Unified Border Element, Cisco Unified Communications Manager and Cisco Unified Communications Manager Express, Cisco IOS Firewall and Cisco ASA Firewalls, CCNP®,
Target Group: completed Red Hat System Administration I (RH124)

Objectives:
- Identify vulnerabilities in Cisco Unified Communications networks and describe security strategies, cryptographic services, PKI, and VPN technologies
- Implement network infrastructure security features
- Implement Cisco Unified Communications Manager and Cisco Unified Communications endpoint security features
- Implement network infrastructure security features

Training Content:
- Vulnerabilities of Cisco Unified Communications Networks and Security Fundamentals
- Network Infrastructure Security
- Cisco Unified Communications Manager and Endpoint Security Features
- Secure Cisco Unified Communications Integration and Features
Interconnecting Cisco Networking Devices V2.0, Part I (ICND1 V2.0)

Duration: 5 Days
Pre-requisite: Basic Windows navigation and keyboard literacy skills, Basic Internet usage skills, Basic IP addressing knowledge
Target Group: ICT

Objectives:
- Describe network fundamentals and build simple LANs
- Establish Internet connectivity
- Expand small- to medium-sized networks with routing enabled
- Configure, manage and monitor Cisco devices
- Describe IPv6 basics

Training Content:
- Building a Simple Network
- Establishing Internet Connectivity
- Building a Medium-Sized Network
- Network Device Management and Security
- Introducing IPv6
Managing Networks with Prime Infrastructure v2.2

Duration: 5 Days
Pre-requisite: NIL
Target Group: Network and Communications Engineers

Objectives:
- Cisco Prime Infrastructure Overview
- Inventory Management
- Map the Network
- Role-Based Access Control
- Configuration Management
- Compliance Management
- Services Management
- Monitor and Troubleshoot
- System Administration

Training Content:
- Prime Infrastructure CLI and GUI access
- PI Server Configuration
- Populate the network Inventory
- Manage the Network Inventory
- Manage PI Grouping
- Manage Device Software Images
- Manage Wireless Maps: static and generated
- Manage Network Topology Maps
- Create a Virtual Domain with a Domain Administrator
- Manage Device Configuration archives
- Manage Wired-Device Templates
- Manage Wireless-Device Configurations
- Provision Controller and Access Points with the Converged Access Workflow
- Create Compliance Profiles, Run Audit Reports, and Fix noncompliant devices
- Run PSIRT and EOx Reports
- Manage AVC and QoS Service Discovery
- Discover DMVPN Operational Status
- And more ..
Red Hat System Administration II (RH135)

**Duration**: 5 Days  
**Pre-requisite**: NIL  
**Target Group**: completed Red Hat System Administration I (RH124)

**Objectives:**
- Red Hat System Administration II (RH135) focuses on the key tasks needed to become a full time Linux administrator. This course goes deeper into enterprise Linux administration including file systems and partitioning, logical volumes, SELinux, firewalls, and troubleshooting. Attending both Red Hat System Administration I and Red Hat System Administration II can help you in your preparation for the Red Hat Certified System Administrator exam (EX200), which is included in this version of the course.

**Training Content:**
- Installation using Kickstart  
- Manage filesystems and logical volumes  
- Manage scheduled jobs  
- Access network filesystems  
- Manage SELinux  
- Control firewalls  
- Troubleshooting
Red Hat System Administration I (RH124)

**Duration**: 5 Days

**Pre-requisite**: perform essential Linux administration tasks including installation, establishing network connectivity, managing physical storage, and basic security administration.

**Target Group**: Network and Communications Engineers

**Objectives:**

- Red Hat System Administration I provides a foundation for students wishing to become full-time Linux system administrators by introducing key command line concepts and other enterprise-level tools. These concepts are further developed in the follow-on course, Red Hat System Administration II (RH134).

**Training Content:**

- Introduction to the command line
- Managing physical storage
- Learning how to install and configure software components and services
- Establishing network connections and firewall access
- Monitoring and managing processes
- Managing and securing files
- Administrating users and groups
- Accessing Linux file systems
- Installing and using virtualized systems
- Reviewing the system log files and journal
SQL Training

Duration: 5 Days
Pre-requisite: NIL
Target Group: completed Red Hat System Administration I (RH124)

Objectives:
- To provide the knowledge and skills needed to retrieve and update data held in a relational database.

Training Content:
- Course Introduction
- RELATIONAL DATABASE CONCEPTS
- RETRIEVING DATA WITH THE SELECT STATEMENT
- AGGREGATE FUNCTIONS
- JOINING TABLES
- BASIC SUBQUERIES AND SET OPERATORS
Troubleshooting and Supporting Windows 7 in the Enterprise

Duration: 5 Days
Pre-requisite: Microsoft Active Directory principles and management, Microsoft Windows Server 2008 fundamentals, Microsoft Windows Client fundamentals
Target Group: Network and Communications Engineers

Objectives:
- This course is designed for Information Technology (IT) professionals who have experience with Windows XP and Windows Vista and work as Windows 7 Enterprise Desktop Support Technicians (EDSTs) in Tier 2 support environments. The goal of this training is to enable these individuals to support the Windows 7 operating system and solve technical troubleshooting problems in a Windows 7 and Windows Server 2008 R2 networking environment.

Training Content:
- Implementing a Troubleshooting Methodology
- Troubleshooting Startup Issues
- Using Group Policy to Centralize Configuration
- Troubleshooting Hardware Device, Device Driver, and
- Troubleshooting Network Connectivity Issues Module 6: Troubleshooting Remote Connectivity Issues
- Troubleshooting Logon and Resource Access Issues
- Troubleshooting Security Issues
- Troubleshooting Operating System and Application Issues
Voice Over IP Foundations

**Duration**: 5 Days  
**Pre-requisite**: Microsoft Active Directory principles and management, Microsoft Windows Server 2008 fundamentals, Microsoft Windows Client fundamentals  
**Target Group**: Network and Communications Engineers

**Objectives:**
- Identify vulnerabilities in Cisco Unified Communications networks and describe security strategies, cryptographic services, PKI, and VPN technologies
- Implement network infrastructure security features
- Implement Cisco Unified Communications Manager and Cisco Unified Communications endpoint security features
- Implement network infrastructure security features

**Training Content:**
- Vulnerabilities of Cisco Unified Communications Networks and Security Fundamentals
- Network Infrastructure Security
- Cisco Unified Communications Manager and Endpoint Security Features
- Secure Cisco Unified Communications Integration and Features
Web Services Using C# and ASP.Net Training

Duration : 5 Days
Pre-requisite: NIL
Target Group: ICT

Objectives:
• Gain a comprehensive understanding of the philosophy and architecture of Web services and Service Oriented Architecture
• Acquire a working knowledge of creating and consuming Web services using the .NET Framework and Visual Studio
• Attain a detailed knowledge of the building blocks of Web services, including XML, SOAP and WSDL
• Understand issues in the ASP.NET programming model, such as caching, data handling and state management
• Use WSE to implement advanced Web services protocols
• Understand the principle of Web services security and implement authentication on both the server and client

Training Content:
• What Are Web Services?
• Web Services Fundamentals
• Developing ASP.NET Web Services
• Web Service Clients
• ASP.NET Web Services Programming Model
• XML Serialization
• More about SOAP
• More about WSDL
• Data Access with Web Services
• WSE and Web Services Security
XML Programming

Duration : 5 Days
Pre-requisite: Basic PC operating system navigation skills, Basic Internet usage skills, Basic address knowledge
Target Group: Network and Communications Engineers

Objectives:
• Identifying and locating the management features available in the Configuration Manager console
• Identifying and using the tools available to monitor and troubleshoot a Configuration Manager site
• Configuring resource discovery, role-based administration and device collections
• Configuring and managing data and status message queries
• Configuring and managing MS SQL Server Reporting Services in Configuration Manager
• Distributing content to distribution points
• Deploying programs to Configuration Manager

Training Content:
• Overview of System Center 2012 R2 Configuration Manager
• Discovering and Organizing Resources
• Managing the Configuration Manager Client Agent
• Managing Inventory and Software Metering
• Querying and Reporting Data
• Managing Software Distribution and Deployment by Using Packages and Programs
• Creating and Deploying Applications
• Deploying Additional Application Types
• Deploying and Managing Software Updates
• Implementing Endpoint Protection by Using System Center 2012 R2 Configuration Manager
• Managing Operating Systems Deployment
• Managing Compliance Settings and Profiles
• And more ..
Airport
Business
& Operations
Aims to gain a comprehensive overview about all essential areas of an airport. It allows to give an overview about the fundamental aspects of airport operations, management, and business performance.
ADP & AVP-Standards and Regulations

Duration: 5 Days  
Pre-requisite: NIL  
Target Group: C&C/AOPS

Objectives:

• Upon Completing this course, the candidate would be able to have a complete familiarity about the meaning of Airfield Driving Rules and the issuance of ADPs for all Airfield drivers and users. As well, it would help the candidate in having an insight in all regulations and rules associated with an airfield management, with a description on the processes associated with all administrative requirements.
• Moreover, the candidate would be able to have a complete familiarity about the requirements of obtaining an Airfield Vehicle Permit and the rules set to organize the issuance and administration of such permits.
• As well, it would help the candidate in having an insight in AVP types, and vehicle requirements, insurance needs and responsibilities of the operator. It would provide the candidate with an in-depth understanding on inspection phases and maintenance planning.

Training Content:

Airside Driving Permit:
• ADP National Regulations
• Airport Certification and Audit
• Fitness Form
• Assessment Criteria
• Basic Rules
• Safety Rules
• Driving and Escort Rules

Airside Vehicle Permit:
• AVP National Regulations
• Airport Certification and Audit
• Function of AVP
• Types of AVP
• Condition of AVP Use
• Vehicle Maintenance
• Obstacle Lights
• And More..
Advance Tendering

**Duration**: 3 Days  
**Pre-requisite**: NIL  
**Target Group**: Staff involved in Contracting and procurement procedural

**Objectives:**
- Plan, prepare and effectively implement a project in your organization
- Define objectives and assess risks
- Set up implementation phases
- Assign roles and responsibilities in order to optimize the use of resources
- Plan and control the budget
- Manage changes and trouble shooting
- Monitor quality
- Assess project implementation

**Training Content:**
- Develop a project management plan, define scope, and determine project requirements
- Know how to use recognized tools and techniques to create a project baseline
- Develop a comprehensive project risk response
- Know how to monitor time and cost performance during project execution
- Communicate project progress effectively and enhance your ability to manage a project team
Aircraft Weight and Balance

Duration: 5 Days  
Pre-requisite: NIL  
Target Group: DAR Team, AFS, and OPS

Objectives:
- Understand the basic principles of flight related to aircraft weight and balance  
- Become familiar with terms used in the field  
- Understand and identify the various weights used in the compilation of a load-sheet  
- Construct indexes and understand their use  
- Become familiar with the design of trim charts  
- Review the standard IATA manual load-sheet and drop line trim chart and the IATA standard electronic data processed load-sheet

Training Content:
- Basic theory of flight  
- Aircraft weights  
- Basic aircraft weight  
- Aircraft operating weight  
- Aircraft structural and limiting weights  
- Theory of balance  
- Balance theory applied to aircraft  
- Load-sheet compilation  
- Drop line trim chart and its function  
- The manual load/trim sheet and the standard IATA EDP Load/trim sheet
Airfield Operations – Level 2

Duration: 5 Days
Pre-requisite: NIL
Target Group: AOPS

Objectives:

• Basic knowledge gained to thoroughly understand advanced business model associated with running an effective airfield operation.
• As well, it would help candidate in developing the theoretical knowledge and gain required skills and capabilities in running airfield operations form a managerial perspective.
• Moreover, it would enable the candidate in exploring into airfield issues and challenges, certification and compliance, project management, and planning and development areas.

Training Content:

• Aerodrome Projects Management
• Accident investigation
• Aerodrome Liability
• Aerodrome Licensing/Certification
• Aircraft Stand and Slot Allocation
• Airfield Issues and Challenges
• Airfield Pavement Engineering
• Airfield Works
• Airport Fees
• Cargo Operations
• Helicopter Operations
• Human Factors
• Irregular Operations (IROPS) and Contingency Planning
• Meteorology
• Navigational Aids
• Notice to Airmen (NOTAMs)
• Parallel Runways
• Rescue & Fire Fighting – Incident Zoning
• And more..
Airline Operations for Airport Staff

Duration : 5 Days
Pre-requisite: NIL
Target Group: AOPS/TOPS

Objectives:

- Upon Completing this course, the candidate would be able to understand briefly the operational working concept of Airlines and Ground Operations.
- As well, it would help the candidate in understanding all aspects of Airline Management, their planning, execution concepts and associated procedures.

Training Content:

- Airline Corporate Management
- Airline Station Management
- Roles and Responsibilities of the Station Manager
- Decision Levels of Airline Management
- Planning and Operations
- Airline Revenue Management
- Irregular Operations Management (IROPS)
- Airport Facilitation used by Airlines
- Terminal Activates
- Emergency Response Plan (ERP)
- Baggage Handling Process
- Service Delivery Concept
- Safety and Security Procedures
- Relationship with Airport Operator
- Relationship with Airport Stakeholders
- Airlines Operators Committee (AOC)
Airport Business Simulation

Duration: 5 Days
Pre-requisite: NIL
Target Group: Corporate, Finance, Aviation, Commercial, Compliance, Readiness

Objectives:
- Understanding the Value Chain of an Airport
- Identifying key strategic priorities
- Making strategic initiatives a priority
- The importance of investing in infrastructure, processes, systems and people
- The importance of attracting airlines to an airport
- Understanding the concept concerns of increased dwell time within the concourse
- How to influence dwell time
- Acknowledging the needs of passengers who needs assistance

Training Content:
- Vulnerabilities of Cisco Unified Communications Networks and Security Fundamentals
- Network Infrastructure Security
- Cisco Unified Communications Manager and Endpoint Security Features
- Secure Cisco Unified Communications Integration and Features
Airport Collaborative Decision Making

**Duration**: 5 Days  
**Pre-requisite**: NIL  
**Target Group**: Airport professionals

**Objectives:**
- Define and understand the key principles of A-CDM
- Establish an A-CDM project.
- Analyze and identify possible project risks and how to mitigate these risks.
- Use performance measures to determine the success of an A-CDM project.
- Review case studies and discuss best practices for post implementation activities.

**Training Content:**
- Understanding A-CDM
- A-CDM and Capacity
- A-CDM and Environment
- Setting up an Airport CDM project
- Low-cost Carriers and Airport CDM
- Airport CDM Implementation
- Project Risks and Mitigation
- Success Measures: Objectives – Set, Implement, Validate, Review
- Airport CDM and Adverse Conditions
Airport Emergency Planning & Crisis Management

Duration : 4 Days
Pre-requisite: NIL
Target Group: Staff Dealing with Emergency response

Objectives:
• Design modern SOA and apply SOA-specific methodologies, technologies and standards
• Analyze your organization to map it as a “set of services”
• Develop logical models for your SOA
• Convert your SOA design into a buildable specification
• Orchestrate services to create new applications

Training Content:
• The ‘basics’ - terminology; regulation; best practice; concepts.
• The ‘surrounding community’.
• Command, Control, Co-ordination & Communication – incl. crisis response centers.
• Humanitarian Assistance – including Call / Contact / Information Centre.
• Airport & Ground Handling Agent Emergency Response – an overview.
• Conceivable Crisis & Risks at Airport.
• Crisis Communications & Management.
• Crisis Management and Emergency Response Plans.
• Aircraft Related Emergencies.
• Non-aircraft Related Emergencies.
• Case Studies & Analysis of Emergency Planning & Crisis Management from leading
Airport Extreme Weather Operations and Planning

Duration: 5 Days
Pre-requisite: NIL
Target Group: HCE, Compliances, DART, MCT

Objectives:
- Understand how adverse weather conditions produce complications
- Build response and action plans that address the risks your airport faces
- Minimize the impact of disruption and quickly return to normal operations
- Strengthen cooperation between departments and operations to become more efficient in planning and response
- Improve the allocation of resources, equipment and staff

Training Content:

The impact of weather conditions and other sources of disruption
- Storms, heavy rain and floods
- Extreme cold and heat
- Strong winds
- Low visibility situations

Resource and operations planning
- Developing a response plan and action plan
- Equipment, staff and special training
- Testing readiness
- Continuous improvement through self-assessment
- Returning to normal operations

Communication and collaboration with third parties
- Stakeholders you should involve
- Communicating through the media

Airside operations
- Runway operations
- Ramp and passenger handling
- Current and future regulations
Airport Kerbside and Surface Access Operations Management

Duration       : 5 Days
Pre-requisite: NIL
Target Group: TOPS

Objectives:

• Upon Completing this course, the candidate would be able to have a complete familiarity about the Kerbside and Surface Access Management.
• As well, it would help the candidate in getting a broad understanding about all designing, planning and operation aspects of an airport Kerbside.
• Moreover, it would provide the candidate in getting a broad understanding about Ground Access modes and facilities with emphasis on revenue generation through performance and service measures with satisfaction levels.

Training Content:

• Air Passenger Processing - From Home to Gate
• Airport Kerbside Planning and Design
• Airport Landside Operations and Air Service
• Airport Roadways
• Airport Terminal Kerbside Planning
• Curb Space at Airport Terminals
• Estimates of Terminal Kerbside Frontage Requirements
• Evaluating Performance and Service Measures for the Airport Landside
• General Landside Access
• Ground Access to Airports
• Guidelines for Evaluation of Airport Landside Vehicular Traffic and Pedestrian Characteristics
• Intermodal Ground Access to Airports
• Measuring Airport Landside Capacity
• Assembly Points Planning
• Planning Ground Transportation Facilities for Airports
• And more ..
Airport Operations Report Writing Techniques

**Duration**: 3 Days  
**Pre-requisite**: NIL  
**Target Group**: AOPS/TOPS

**Objectives:**
- Upon Completing this course, the candidate would be able to have a complete familiarity about the means of Operational report writing with some useful techniques.
- As well, it would help the candidate in Understanding how to write comprehensive reports associated with all aspects of airfield areas.

**Training Content:**
- Accident & Incident Preliminary reports  
- Analysis Reports  
- Comprehensive Reports  
- Daily Reports  
- Designing a concept of Reporting System  
- Effective Suggestion Reports  
- Handover Reports  
- Investigation Reports  
- Monthly Reports  
- Report Writing Tips  
- Safety Reports  
- Security Breach Reports  
- Statistical Reports  
- Successful Report Writing  
- Use of GPS Systems
Airport Queue and Flow Management

Duration : 3 Days  
Pre-requisite: NIL  
Target Group: TOPS/IDO

Objectives:

- Upon Completing this course the candidate would be able to understand the issues related to Airport Queues and the appropriate techniques would be adopted for a smooth flow management.
- As well, it would help the candidate in understanding the Queue types, configurations, waiting and process timings, and cost and revenue impacts.

Training Content:

- Queue Management System  
- Airport Waiting Time  
- Manual Measurement of Passenger Services  
- Estimation of Airport Facilities  
- Queue Types  
- Queue Configurations  
- Measuring Queue Times  
- Passenger Flow Management Systems  
- Real time KPI's  
- Stakeholder Identification/Analysis  
- Priority Segregation  
- Effective Queue Management  
- Enhancing Passenger Experience  
- Passenger Traffic Overview  
- Use Machines To Cut The Queues At Airport Arrivals  
- Customer Path Analysis  
- Future Travel Experience  
- Waiting Time vs Airport Revenue  
- And more..
Airport Revenue Generation

Duration: 3 Days
Pre-requisite: NIL
Target Group: Staff involved in a commercial or finance role at airports

Objectives:
• Identify global best practices to optimize airport revenue generation.
• Improve planning, design and management of concessions and services.
• Identify all forms of revenue sources including airline, non-aeronautical, and through third-party service providers.
• Understand the challenging environment and evolving business models that encourage airport to focus on revenue generation.

Training Content:
• Airport revenue introduction
• Airport Market knowledge
• Marketing strategy at airports
• Activity and revenue forecasting.
• Business development.
• Concession management.
Aviation Law for Airport Professional

Duration: 3 Days
Pre-requisite: NIL
Target Group: Airport Managers, Other key professionals that require to handle international and other law as part of their duties

Objectives:
- Design modern SOA and apply SOA-specific methodologies, technologies and standards
- Analyze your organization to map it as a “set of services”
- Develop logical models for your SOA
- Convert your SOA design into a buildable specification
- Orchestrate services to create new applications

Training Content:
- The ‘basics’ - terminology; regulation; best practice; concepts.
- The ‘surrounding community’.
- Humanitarian Assistance – including Call / Contact / Information Centre.
- Airport & Ground Handling Agent Emergency Response – an overview.
- Conceivable Crisis & Risks at Airport.
- Crisis Communications & Management.
- Crisis Management and Emergency Response Plans.
- Aircraft Related Emergencies.
- Non-aircraft Related Emergencies.
- Case Studies & Analysis of Emergency Planning & Crisis Management from leading
Aviation/Airline Business Simulation

**Duration**: 5 Days
**Pre-requisite**: NIL
**Target Group**: Airfield, Terminal, Flight Information, AOCC, Commercial

**Objectives:**
- The simulation involves teams of participants who manage their own small airline and compete with other teams for market share. Following a realistic business process, participants make all the decisions involved as they would in real life. Teams run a number of business cycles, and after each cycle they draft and analyze the financial records of their business.
- Throughout the programme, the learnings in the simulation are related to an actual working situation. The accounting documents used in the simulation are customized to reflect an airline's own company's financial terminology and formats.
- The process is engaging, participative and fun, but also realistic - no dice - just decisions and consequences.

**Training Content:**
- An understanding of the value drivers in an airline business.
- An awareness of the highly competitive environment which they operate in and therefore the necessity of having a unique competitive advantage (e.g. customer service, safety).
- A deep understanding of the key decisions that impact on load factors and yield management:
  - (price decisions and seats availability in the different classes).
  - Understand the importance of the quality and capacity of maintenance.
  - The imperatives of generating sufficient load factors on new routes are emphasized.
- Experience of the need to generate sufficient margin to fund and dilute fixed costs.
- An importance of effective utilization of assets, importance of minimizing turnaround time, matching aircraft type to different routes.
- Delegates will be aware of the imperative of managing controllable costs.
Business Acumen simulations

Duration: 5 Days  
Pre-requisite: NIL  
Target Group: All staff

Objectives:
• allows various strategic and operational business decisions, such as how big an operation they want to manage, which customer segments to target, their desired product mix, optimal procurement, how many employees should be hired/trained, and what margin they need to achieve to cover costs. Also, Working Capital management, Cash Flow and more customer understanding and accurate forecasting, are key learnings.

Training Content:
• Intro to Finance  
• Financial Statements  
• Board Simulation/Simulation Mechanisms  
• Simulation Cycles
CAA Compliance with ICAO SARPS

Duration: 5 Days
Pre-requisite: NIL
Target Group: Senior and Managers

Objectives:

- Be conversant in essential concepts of international laws and regulations applicable to civil aviation
- Assess different models, then make balanced decisions and plans to update existing civil aviation laws and regulations
- Develop a State aviation legal and regulatory reform project management plan including terms of reference and project requirements
- Use strategies to gain the support of key stakeholders
- Manage change and communicate project progress effectively
- Structure the legal and regulatory framework so as to facilitate its amendment and improvement.

Training Content:

- Developing a project plan and terms of reference
- Setting up a project management team
- Comparing different model civil aviation laws and regulations
- Developing the structure of the civil aviation legal and regulatory framework
- Determining national policies to influence the civil aviation legal and regulatory framework
- Sources of international laws to determine obligations related to safety, security and air transportation
- Essential provisions of civil aviation law
- Technical regulations to ensure safe, secure and sustainable civil aviation operations
- Economic regulations to promote access, efficiency and development of air transportation
- Communications plans and staff training plans
Contract Management (Advanced)

Duration: 5 Days
Pre-requisite: Some Knowledge in Contracts
Target Group: Contracting Professionals, Procurement Professionals, Commercial Professionals

Objectives:

- Improve the impact of corporate goals and objectives.
- Lead your enterprise to smarter analysis, execution and processes.
- Improve workforce morale through higher levels of investment in skills development.
- Ensure more efficient and effective targeting of learning and development investments.

Training Content:

- Introduction
- Introductory Module on Commercial Excellence
- Personal / Inter-Personal Skills
- Business Acumen
- Technical
Contract Management (Basic)

Duration : 2 Days
Pre-requisite: NIL
Target Group: Contracting Professionals, Contract Administrators, Procurement Professionals, Supply Chain Management Professionals, Commercial Managers

Objectives:
- Make a greater contribution to corporate goals and objectives
- Achieve smarter analysis, execution and processes
- Companies experience increased workforce status and morale through visible investment in their development
  Companies ensure the best targeting of investment dollars.

Training Content:
- What is a contract?
- Why have a contract?
- How to form / develop a contract?
- Types of Contract
- Contract Management
- Contract structure with written commercial contracts
- Termination of contract / enforcing a contract / methods to include to assist e.g. KPI’s, penalties, rewards etc
Finance for Non-Finance Professionals

Duration: 3 Days
Pre-requisite: NIL
Target Group: Staff involved in contracting and procurement procedural.

Objectives:
- Understand fundamental business finance concepts.
- Understand the Difference between financial Accounts and Management Accounts
- Analysis and interpret financial statement.
- Know the differences between profit statement, balance sheet and cash statement.

Training Content:
- Module (01) Analyzing and Interpreting Financial Statements
- Module (02) Management Accounting
- Module (03) Risk & Return in the Valuation Model
- Module (04) Strategic Management Accounting
FISO Revalidation Course

**Duration**: 3 Days  
**Pre-requisite**: NIL  
**Target Group**: Regional airport staff

**Objectives:**
- To impart the required theoretical knowledge and practical skills enabling the candidate to pass the AGCS ROCC written examination and practical examination.
- To impart the required knowledge of subject matter enabling candidates to pass the CAA FISO examinations in the subjects of Air Law & Procedures and Meteorology & Navigation.

**Training Content:**
- Air Law & Airspace
- Meteorology
- Navigation & Flight Planning
- Equipment & AFTN
- FIS Procedures & Phraseology
- Emergencies
- Simulator Sessions
Human Factors in Aviation

Duration: 3 Days
Pre-requisite: NIL
Target Group: all Airport staff

Objectives:
- Understand the contribution of human factors in aviation accidents and incidents
- Understand relevant requirements
- Understand how performance is affected by Human Factors
- Identify strategies for reducing or controlling Human Error.
- Understand Threat & Error Management strategies for individuals and teams
- Understand the basic requirements for effective HF training
- Address how HF can assist the risk management practices
- Identify ways of achieving safety culture
- Understand how HF principles should be applied in an aviation organization
- How an airport operates including structures, planning, sales and services
- The interaction among the core aviation stakeholders

Training Content:
- Introductory Module
- Production Game
- Introduction to HF
- Human Factors objectives / principles
- Human Factors Models
- Error prevention & detection
- Task Module
- Task & situation characteristics
- Unsafe acts
- Situation Awareness (personal & team)
- Individual Module
- Professionalism
- Knowledge and experience
- Memory
- Complacency
- Stress – Fatigue
- Team Module
- Teamwork
- Cooperation
- - Communication/Coordination
- And more..
Insight to ICAO Annex 14 - Volume 2 & 1

Duration: 5 Days  
Pre-requisite: NIL  
Target Group: ALL Airside Users

Objectives:

- Upon Completing this course, the candidate would be able to understand the uses of ICAO Annex 14 to ensure that the SARPs are maintained.
- As well, it would help the regulators and airport operators in conducting aerodrome audits. Moreover, it would provide the candidate with the technical understanding on the implementation of ICAO Annex 14 SARPs and ensure compliance.

Training Content:

- Introduction to Annex 14  
- Chicago Convention 1944  
- ICAO Annexes  
- Standards vs. Recommended Practices (SARPs)  
- General  
- Aerodrome Data  
- Physical Characteristics  
- Obstacle Restrictions and Removal  
- Visual Aids for Navigation  
- Visual Aids for Denoting Obstacles  
- Visual Aids for Denoting Restricted Use Areas  
- Electrical Systems  
- Aerodrome Operational Services, Equipment, and Installations.  
- Aerodrome Maintenance  
- Practical Building of an Airport  
- Practical Sessions  
- Competency Checks
Internal Aviation Audit

Duration: 4 Days
Pre-requisite: NIL
Target Group: airport staff working on airside and terminal areas and who wish to effectively prepare for audits and inspection visits from civil aviation and other compliance and regulatory authorities.

Objectives:
- The Internal Aviation Audit (Aviation Audit Preparation) Course is designed to equip participants with the necessary skills and knowledge to successfully, prepare, manage and close out an audit by a Regulator or User. This 4-day course comprises both theoretical training and practical exercises which challenges candidates to think about how this training applies to their own roles and responsibilities.

Training Content:
- To understand each audit type and their purpose;
- To understand the relationship between the Auditor than the Auditee;
- To define the roles and responsibilities of the Audit Management Team;
- To fully consider any logistical support required before, during and after an audit;
- To undertake a ‘Gap Analysis’ of the areas to be audited, and to implement strategies to manage weaknesses;
- To actively manage a team of auditors throughout the audit program;
- To negotiate on audit findings and disposition to achieve the best possible outcome for the auditee;
- To coordinate, prepare, peer review and respond to audit findings, and;
- To evaluate both the audit, and the management of it to gain any learnings from;
Introduction to Aviation & Airport Business

Duration: 2 Days  
Pre-requisite: NIL  
Target Group: All Airport staff

Objectives:
- The significance of aviation and airports
- The regulatory framework of aviation and airports
- The dynamic nature of the aviation industry
- The challenges and concerns of stakeholders in aviation
- The strengths and limitations of the aviation industry
- How an airline operates
- How airports run as business
- How an airport operates including structures, planning, sales and services
- The interaction among the core aviation stakeholders

Training Content:
- The aviation industry as a dynamic system
- The global perspective of aviation
- The airport business as a series of sequential processes
- The international context of the airport environment
- The core aviation stakeholders and the interaction among them
- Trends, prospects, opportunities, limitations and challenges for the industry
- Core industry principles: safety, security, efficiency, customer orientation
- The importance of the industry for the development of the country
Managing Aviation Policy and Regulation

Duration: 5 Days
Pre-requisite: NIL
Target Group: Senior and Managers

Objectives:
- Be up to date in aviation economic regulation trends
- Be more competent in developing aviation policy
- Advocate aviation policy more effectively
- Apply commercialization best practices

Training Content:
- Aviation economic regulation
- Civil aviation regulation
- Aviation policy and its development
- Level of Service policy
- How to draft civil aviation policy
- Review of various aviation regulatory regimes
- Airport and air navigation services economic regulation
- How to develop a policy communications plan
- Policy advocacy
- Policy implementation including commercialization
Project Management

Duration: 3 Days
Pre-requisite: NIL
Target Group: Project Managers or project coordinators who wish to advance in their project management skills

Objectives:
- Plan, prepare and effectively implement a project in your organization
- Define objectives and assess risks
- Set up implementation phases
- Assign roles and responsibilities in order to optimize the use of resources
- Plan and control the budget
- Manage changes and trouble shooting
- Monitor quality
- Assess project implementation

Training Content:
- Develop a project management plan, define scope, and determine project requirements
- Know how to use recognized tools and techniques to create a project baseline
- Develop a comprehensive project risk response.
- Know how to monitor time and cost performance during project execution
- Communicate project progress effectively and enhance your ability to manage a project team
Radiotelephony Techniques for Airfield Users
Level 2 & 1

Duration : 5 Days
Pre-requisite: NIL
Target Group: All Airside Users

Objectives:

- Upon Completing this course, the candidate would be able to have a complete familiarity about the usage of RT Techniques being as an Airfield Ground Staff.
- As well, it would help the candidate in Understanding how to use basic terminologies using letters, numbers and times.
- Moreover, it would provide the candidate with the uses of aircraft call signs, and emergency procedures, with in-depth simulation on different airport layouts.

Training Content:

Level 1:
- Aviation English
- General Phraseology
- Transmitting Technique
- Transmission of Letters/Numbers/Time
- Standard Words and Phrases
- Identification Of Aeronautical Stations
- Aircraft Call Signs
- Aerodrome Phraseology
- Emergency Procedures
- Radio Simulation

Level 2:
- ICAO Level 4
- Occupations in the Aviation industry
- Aircraft Types and Structure Awareness
- Airport Area Awareness
- Phases of flight Vs Communication
- Language of flying
- Theory of flight
- And more ..
RWY /TWY Incursion and excursion prevention and investigation

Duration : 3 Days
Pre-requisite: NIL
Target Group: HCE, Compliances, DART, MCT

Objectives:

- Knowledge and understanding the process, principles and business practices for implementation of safe-runway operations
- Cognitive skill by undertaking a safe runway problem analysis and exercise reasonable judgment in assessing these.
- Practical skill by selecting and using appropriate methods for safe-runway mitigating measures.
- Professional and transferable skills by working to deadlines both individually with initiative and enterprise, and with teams showing evidence of Local Runway Safety Team skills.

Training Content:

- Day one focuses on airport operator, ANSP and airline operator’s best practices on preventing runway incursions.
- Day two focuses on airport operator, ANSP and airline operator’s best practices on preventing runway excursions.
- The last day focuses on working together in runway safety teams.
**Service Level Agreements**

**Duration**: 5 Days  
**Pre-requisite**: NIL  
**Target Group**: Staff involved in ensuring effective service delivery, whether provided by external suppliers or in internal support functions.

**Objectives:**
- Plan & draft a range of service level agreements & construct & control contract negotiations & disputes.  
- Manage customer expectations.  
- Articulate how quality SLAs should be included within the Procurement processes.  
- Negotiate service level agreements with internal and external suppliers.  
- Document appropriate quality outcomes from service contracts.  
- Evaluate the likely results from alternative service performance frameworks.

**Training Content:**
- Principles and Functions of Service Level Agreements  
- Key Elements of Service Level Agreements.  
- Drafting Your Service Level Agreement.  
- Managing the In-life SLA.  
- Using a Scorecard Approach to SLA Management.
Service Quality Implementation for Airports

Duration : 3 Days
Pre-requisite: NIL
Target Group: AOPS/TOPS

Objectives:

• Upon Completing this course, the candidate would be able to have a complete familiarity about the quality related aspects of an airport with emphasis on ACI’s Airport Service Quality (ASQ) and its benchmarking criteria.
• As well, it would help the candidate in understanding the methods of quality assessments with passenger expectation from airport services.
• Moreover, It would enlighten the candidate on Tourism/Airport relationship with regards to a service quality and the methods of quality assurance.

Training Content:

• Definition of Quality
• IATA Level of Services
• Airport Service Quality (ASQ) Guidelines
• Airport Service Quality Monitor
• The Impact of Airport Service Quality Dimension on Overall Airport Experience and Impression
• Evaluation Of The Airport Service Quality
• Methods Of Assessment Of The Quality Of Airport Services And Airport Performance
• Assessment Of The Airport Service Quality
• Criteria For Measuring The Airport Service Quality
• Gap Analysis Model For Improving Airport Service Quality
• Competing Through Quality
• Management of Change
• Quality Assurance
• High Service Quality vs Low Service Quality
• Airport Benchmarking
• Passengers’ expectations of airport service quality
• And more..
Terminal Operations – Level 2

Duration : 5 Days
Pre-requisite: NIL
Target Group: ALL Airside Users

Objectives:

- Upon Completing this course, the candidate would be able to have a complete familiarity about the planning and management aspects of airport terminal with advanced information on functional areas and associated systems.
- As well, it would help the candidate in understanding impacts of airport facilities and means of enhancement and developments to mitigate the raised issues.
- Moreover, it would enlighten the candidate in building relationship and enhancing communication among airport stakeholders, while developing KPIs, SOPs, Plans and Standards.

Training Content:

- Airport Service Quality
- Airport Systems
- Dealing with Unruly Passenger
- Emergency Crisis Management
- Environmental Impact and Green Airports
- Key Performance Measurement
- Main Entities in Terminal Management
- Passenger Service Management
- Passenger Terminal Development
- Public Relations Management
- Revenue Generation
- Stakeholder Relationship
- Terminal Change Management
- Terminal Contingency Plans
- Terminal Performance Standards
- Terminal Security Measures
- Terminal Standard Operating Procedures
- Terminal Disruption Action Plan
- Terminal IROPS Plan
Aviation
Maintenance
All Trainings that is related to Information and Communication Technology department, such as programming, networking, service disk, and new technologies of famous organizations.
AGL Maintenance Management (AGLPlus 3)

**Duration**: 5 Days  
**Pre-requisite**: NIL  
**Target Group**: AGL management, AGL engineering supervisors and maintenance management likely to be AGL & PAPI Technicians (Senior, assistant and routine), Airport systems Engineers and Senior airport systems engineers

**Objectives:**
- AGLPlus 3 provides an in-depth overview of various AGL operation and maintenance aspects, procedures, tools, equipment and practices. With an overriding focus on airside safety, the session explains the differences between corrective and preventive maintenance systems and their impact on airport operations, establishing a typical state-of-the-art maintenance structure depending on the installed base (including the function description). It helps define the roles and responsibilities of each member of the AGL maintenance team (including the competency management) and builds awareness of “Health & Safety” cases, to establish a professional H & S plan.

**Training Content:**
- Definition of Maintenance (preventive and corrective)  
- Maintenance structure  
- Functions description  
- Operational and Maintenance Planning  
- Corrective and Preventive (conditional/scheduled) maintenance procedures  
- Documentation management  
- Competency management  
- Tools and Equipment  
- Spare parts management  
- Airside Safety, AGL and High Voltage Safety Procedures and Regulations
AGL Maintenance Management (AGLPlus 4)

Duration: 5 Days
Pre-requisite: NIL
Target Group: Personnel involved in the installation, maintenance, commissioning and operations of AGL products and systems likely to be AGL & PAPI Technicians (Senior, assistant and routine), Airport systems Engineers and Senior airport systems engineers.

Objectives:
- AGLPlus 4 provides specialized maintenance and operator training on ADB products and systems that is tailor-made to meet your needs and specifications, and is delivered in accordance with international standards as established by ICAO and other national bodies.

Training Content:
- EL1-: Elevated Lights (-1day session)
- IN1-: Inset Lights (-1day session)
- FLA1-: Flashing System (-2day session)
- JO1-: Cables and Jointing (-1day session)
- POW1-: MCR-2) 3day session
- POW2-: CRE/Vis (-2day session)
- PAP1-: PAPI system (-1day session)
- AGL High Voltage Safe Working Procedures
- PLC Training
- Competency management training
- ALCS & SCADA System
- And any other topics related to the AGL industry that you might need
AGL Maintenance Management (AGLPlus 5)

**Duration**: 9 Days  
**Pre-requisite**: NIL  
**Target Group**: Personnel involved in engineering and design of AGL equipment likely to be senior PAPI & AGL technicians, airport systems engineers, senior airport system engineers and manager handling airport systems

**Objectives:**
- AGLPlus 5 provides a 9-day introduction to AGL design, products and system characteristics and specifications to meet international standards such as ICAO as well as national standards prescribed by bodies such as FAA, EUROCONTROL, EASA, NATO, UK CAA and STAC

**Training Content:**
- Applicable Standards  
- Airfield Operating Categories (in terms of AGL requirements)  
- Typical configurations and working principles  
- Functions and applications  
- Electrical engineering  
- Applications engineering and design (e.g. Approach configuration, profile, etc)  
- Typical specifications  
- Mounting systems  
- Systems design
Airport Maneuvering Area Operation & Safety

Duration: 3 Days
Pre-requisite: Driving license, ADP license
Target Group: All employees used airport maneuvering area

Objectives:
• Train airport staff involved in ground operations and refresh the skills of your current staff
• Provide common knowledge base to all staff to cooperate safely and respond to incidents and accidents
• Reduce the risk of accidents and ramp damages

Training Content:
• The airport environment & communication system
• Aircraft ground support equipment
• Maneuvering area Security and Safety
• Severe weather conditions.
• Traffic rules at the ramp
• Accident and incident reporting
Airside Radio & Walki Talki Communication

**Duration:** 2 Days  
**Pre-requisite:** Driving license, ADP license  
**Target Group:** This course is designed for all employees used Airside radio & walki talki communication

**Objectives:**

- Understand the approved Call Signs of the station being addressed and the originator making the call.
- Understand the current Location of the originator making the call.
- Understand the Direction, where to proceed.
- Understand The Intension of proceeding to the maneuvering area.
- Full Familiarization of Transmitting Technique
- Understand Transmission of Numbers and Letters used in walki talki communication
- Understand Standard Words and Phrases used in walki talki communication
- Full Familiarization of Airside Radio Call Signs

**Training Content:**

- The airport environment & communication system
- Driving at the Maneuvering Area Maneuvering area
- Composition of Messages in Airside radio & walki talki communication
- Transmitting Technique
- Transmission of Numbers and Letters
- Standard Words and Phrases used in Airside radio & walki talki communication.
- Airside Radio Call Signs
- Typical Radio Messages at MCT Airport
- Communication Loss Procedures
- General Rules and tips when driving at Maneuvering Area
Apron Flood Lighting – Installation and Maintenance

Duration : 3 Days
Pre-requisite: NIL
Target Group: AGL & PAPI Technicians (Senior, routine and assistants), airport system engineers and senior airport system engineers

Objectives:

- Installation of apron flood lighting, requirements, lux level requirements, maintenance perspectives and associated standards

Training Content:

- Installation conditions and pre-requisites of apron flood lighting – both high masts and low masts.
- Identification of different apron bay stands.
- Lighting requirements.
- Lux level standards.
- Maintenance perspectives of apron flood lighting & associated standards.
Autodesk AutoCAD

**Duration**: 10 Days  
**Pre-requisite**: Working knowledge Microsoft Windows  
**Target Group**: Engineers, supervisors (specified architect, civil & MEP)

**Objectives:**
- The courses will be delivered in an accelerated learning format. Participants will engage in a mixture of activities including case studies, practical planning activities, and syndicate reviews. Accelerated learning dramatically improves the retention of knowledge and ensures that difficult technical concepts are presented in an entertaining and easily understandable way.
- During the course each participant will identify personal learning points and develop a personal action plan, to ensure that they maximize the impact of the training. These courses will provide invaluable skills and be an enjoyable learning experience.

**Training Content:**
- Exploring the Interface.
- Creating First Drawing.
- Setting Up and Using the Drafting Tools.
- Organizing Objects with Blocks and Groups.
- Keeping Track of Layers and Blocks.
- Editing and Reusing Data to Work Efficiently.
- Mastering Viewing Tools, Hatches, and External References.
- Introducing Printing, Plotting, and Layouts.
- Adding Text to Drawings.
- Using Fields and Tables.
- Using Dimensions.
- Using Attributes.
- Copying Existing Drawings from Other Sources.
- Advanced Editing and Organizing.
- Laying Out Printer Output.
- Making “Smart” Drawings with Parametric Tools.
- Using Dynamic Blocks.
- Drawing Curves.
- Getting and Exchanging Data from Drawings.
- Creating 3D Drawings.
DC Power Plant & Batteries

Duration: 3-2 Days
Pre-requisite: NIL
Target Group: Electrical Technicians

Objectives:
• This course is for personnel responsible for battery systems in substations, power plants and in other systems that require emergency DC power and to carry out safely maintenance and troubleshooting.
• Identify types of batteries and their operating principles, Understand battery maintenance and testing techniques, Identify and correctly use various types of test equipment and hand tools, Utilize Standard & Recommended Practice for Maintenance, Testing and Replacement of Vented Lead-Acid Batteries.

Training Content:
• Introduction
• Battery design
• Basic battery facts
• Comparison of Lead-Antimony and Lead-Calcium Batteries
• Battery safety precautions
• Common causes of battery failure
• Specific Gravity and Hydrometer Readings
• Temperature
• Using the Voltmeter
• Battery maintenance/management plan
• Diagnostics and troubleshooting
• Corrective maintenance
• Preventive maintenance
Deiseal Generator & Rotating Equipment
Operation and Maintenance

**Duration:** 3 Days

**Pre-requisite:** Basic Technical Skills

**Target Group:** All employees involved in the Operations and Maintenance of Diesel Engine Generator

**Objectives:**

- Consolidate and update understanding of the Diesel Engine Components and Auxiliaries.
- Able to maintain the engine in safer way and will make more effective contribution to the operation of machinery.
- Learn the basics of Engine operating value evaluation and maintenance planning.
- Special focus is on the economic aspects of Engine Operation and Utilization.
- Understand the Diesel Generator vibration problems and vibration stress and how to reduce it.
- Understand the modern Diesel Engine Electronic Management System.
- Troubleshooting of Diesel Engine Generator & Its Auxiliaries System.
- Understand the Best practices for rotating machinery
- Understand the Preventative maintenance needed for DG and rotating equipment

**Training Content:**

- Overview on Diesel Engine
- Diesel Engines Components
- Diesel Engine Auxiliary Systems
- Combustion Process
- Power Generation
- Diesel Engine /Generator Operation
- Common Problems for Diesel Engine
- Diesel Engine / Generator Maintenance
- Troubleshooting of Diesel Engine
- Selecting pumps to operate in best flow range
- Site power sizing guidelines
- DG & rotating equipment System component design audit guidelines
- DG & rotating equipment System stability modification best practices
- Practical seal monitoring guidelines
- Seal gas systems, intermediate and separation systems
- Essential PM items to assure optimum reliability
- The concept of Component Condition Monitoring for DG & rotating equipment
Facility Planning and Management

Duration: 5 Days
Pre-requisite: NIL
Target Group: Electrical & Mechanical Technicians

Objectives:

- To understand the totality of facilities management as a consolidation of exercises of different functions in facility maintenance and how these affect the quality of life in a building.
- Identify key factors that contribute to effective and efficient property maintenance practices.

Training Content:

Defining Facility Management
- Role & Responsibilities of the Facility employees.
- Facility Management Main Activities
- Challenges and Risks

Strategic Facility Planning
- Developing Facility Management Strategy
- Retaining Services In-House versus Outsourcing
- Facility Management Strategic Options
- Service Level Agreements

Facility Management Information System
- Building Automation Systems
- Types of Controllers
- Considerations for FMIS
Heavy Equipment & trucks maintenance
(Vehicles hydraulic & electrical maintenance)

Duration : 3 Days
Pre-requisite: Basic Technical Skills
Target Group: All employees involved in the Operations and Maintenance of Heavy Equipment’s. Operators and Technicians.

Objectives:
- Understanding of the special equipment Components and Auxiliaries.
- Understand the importance of daily, check, weekly check maintenances.
- Understand the dashboard warning symbols and their meaning.
- Understand the difference between orange warning and red warning and action accordingly.
- The procedures to perform checks before and after operation.
- To able to operate, monitor, and maintain Equipment on safe way as per manufacturer’s specifications.
- Basis understanding of hydraulic symbols and their meaning.
- Basin understanding of electrical symbols and their meaning.
- To be able to read and understand maintenance charts.

Training Content:
- Details on Heavy Equipment components used in Airport.
- Details on Heavy Equipment safety operation and maintenance.
- Equipment Auxiliary Systems.
- Common Problems for Heavy Equipment’s.
- Maintenance charts and check lists.
- Hydraulic and electrical charts symbols.
- Dashboard warning lights and symbols meaning.
- Warning meaning and importance.
- Troubleshooting of Heavy equipment’s fault codes.
- Maintenance check list, weekly, monthly, and annually.
- Major Maintenance components, intervals and quantities.
Marine Boats and Engines Maintenance.

Duration : 5 Days
Pre-requisite: Basic Technical Skills
Target Group: all employees involved in the Operations and Maintenance of Marine Boats and Marine Applications, Operators and Technicians

Objectives:
- Understanding of the Marine Components and Auxiliaries.
- Understand the importance of daily, check, weekly check maintenances.
- Understand Marine application components and auxiliary and seawater cooling system.
- Understand the importance of Maintenance on water and after getting boat out of water.
- Understand the dashboard warning symbols and their meaning.
- Understand the use of anticorrosion preventive maintenance.
- Understand the operation Navigation system and related errors.
- The procedures to perform checks before and after operation.
- To be able to operate, monitor, and maintain Boat on safe way as per manufacturer’s specifications.
- To be able to check and maintain Marine Engines in and out of water.
- Basic understanding of Navigation symbols and their meaning.

Training Content:
- Overview on Marine Boat.
- Overview on Marine Boat components.
- Overview on Marine Boat safety operation and maintenance.
- Overview on Marine Boat Auxiliary Systems.
- Common Problems for Marine Boat.
- Anodes and anticorrosion.
- Special Maintenance on sea and on stations to prevent corrosion of body.
- Maintenance schedule and check lists.
- Hydraulic and electrical charts symbols.
- Dashboard warning lights and symbols meaning.
- Warning meaning and importance.
- Troubleshooting of equipment’s fault codes.
- Maintenance check list, weekly, monthly, and annually.
- Major Maintenance components, intervals and quantities.

Duration: 5 Days
Pre-requisite: Basic Technical Skills.
Target Group: All employees involved in the Operations and Maintenance of HVAC system.

Objectives:
- Maintain and troubleshoot HVAC systems
- Understand and apply the psychometric chart
- Design for good air quality
- Perform basic load calculations
- Initiate an effective inspection and maintenance program
- Minimize forced outages and prevent serious damage to HVAC equipment
- Provide an overview of the legislative requirements plus the essential steps and responsibilities for the maintenance and repair of HVAC Systems
- Outline the technologies available for the efficient energy management using HVAC systems
- Demonstrate the ability to apply thermodynamic principles in relation to HVAC
- Demonstrate the ability to calculate the space heating load
- Demonstrate the skills in measuring the capacity of a capacitor

Training Content:
- HVAC Design, Maintain and troubleshoot
- The chilled water systems.
- Chilled water flow rates & piping sizing.
- Chilled water pumps selection.
- Building Management System and Control System
- DX system piping sizing.
- Typical piping connections «DX units, chillers, pumps, AHU»s and FCU»s».
- Insulation thickness & the criteria for condensation prevention.
- Duct sizing
- Maintain and troubleshoot & Cold stores design
- The heat load of the cold room. (Chilling, frozen products, Potato and Onions)
- Cold stores design
- Pre-cooling. «Wet cooling».
- Selection of the refrigeration system components.
- The insulation panels and doors.
Pump Technology (Centrifugal and Positive Displacement)  
Operation, Control, Troubleshooting and Maintenance

**Duration:** 5 Days  
**Pre-requisite:** Basic Technical Skills  
**Target Group:** Operations and Maintenance of the Pump, maintenance of positive displacement/centrifugal pumps, professionals managing and supervising personnel involved in the operation and maintenance of pumps.

**Objectives:**
- Gain and understand the Basics & Principles of Centrifugal Pump
- Gain a thorough understanding of the operating characteristics of (Centrifugal and Positive Displacement)
- Learn in detail all the diagnostic techniques and inspections required of critical components of Centrifugal and Positive Displacement
- Understand thoroughly all the tests required for the various types of Centrifugal and Positive Displacement
- Determine all the maintenance and troubleshooting activities required to minimize the downtime and operating cost of reciprocating, rotary, and centrifugal pumps
- Gain a detailed understanding of the various methods used to repair and refurbish reciprocating, rotary, and centrifugal pumps
- Learn the various methods used to maximize the efficiency, reliability, and longevity of reciprocating, rotary, and centrifugal pumps

**Training Content:**
- Pump operation and theory
- Design aspects of Centrifugal pumps
- Performance comparisons
- Special purpose pumps
- Pump characteristic curves
- Performance testing
- Centrifugal pump maintenance and troubleshooting
- Pump maintenance of Centrifugal pump
- Pump troubleshooting of Centrifugal pump
- Pump inspections.
- Hands-on exercise disassembly and reassembly of a centrifugal pump including (Practical)
- Hands-on exercise Live Performance Test of a centrifugal pump (practical)
Scheduling, planning, implement the MEP Maintenance

Duration: 5 Days  
Pre-requisite: NIL  
Target Group: Maintenance/ Mechanical Technicians

Objectives:
• Be familiar with update maintenance (RCM, etc.)  
• Function of test and step by step planning and maintenance methods  
• Read and understand work orders, prepare estimates, and interpret technical manuals and safety data sheet  
• Differentiate between the types of MEP and connection lines and type of lines and pressures  
• Recognize the name of new scheduling the maintenance procedures

Training Content:
• Improve methodology of Maintenance  
• Develop Mechanical skills  
• Understanding the Nature of Maintenance Activities & Organizing Accordingly
Sewage & Plumbing Networks Operation & Maintenance

**Duration**: 5 Days

**Pre-requisite**: Basic Technical Skills.

**Target Group**: Operations and Maintenance of Sewage & plumbing networks, installation and maintenance in sewage and plumbing systems, operation and maintenance of Sewage & plumbing system

**Objectives:**
- Gain and understand the Basics & Principles of plumbing systems.
- Gain and understand the Basics & Principles of sewage systems.
- Understand the key design considerations for building plumbing systems.
- Understand the key design considerations for sewage systems.
- Understand how to apply codes and standards for sewage & plumbing systems.
- Make sound materials selection decisions.
- Select specific equipment and corresponding piping.
- Understand why and when specialized piping is used.
- Understand the Preventative maintenance needed for sewage & plumbing systems.
- Understand the Predicative maintenance needed for sewage & plumbing systems.
- Gain knowledge to describe the inputs, outputs and functioning of drainage/sewerage systems

**Training Content:**
- Theory of Fixture, Sewer, Vent, and Drain Pipe Sizing
- Sewers and Drains: Fixtures, Drains, and Vents
- Domestic Hot and Cold Water Piping Systems
- Domestic Water Ancillary Systems
- Sump and Ejector Pumps
- Hydronic Systems used in plumbing & waste networks.
- Cross Connection Control and Backflow Prevention in plumbing & sewage system.
- Plumbing and sewage System Materials Selection
- Plastic Piping for Waste, Vent, Drains, Sewers, and Water (Interior and Exterior) used in plumbing system.
- Copper Tubing used in plumbing system
Trouble Shooting Procedures & Methods for LV Electrical Systems

Duration : 3 Days  
Pre-requisite: NIL  
Target Group: Electrical Technicians

Objectives:
• This course is designed to increase the awareness of the required diagnostic skills of engineers and maintenance teams on Modern Power systems. The course will revolve around maintenance, troubleshooting and fault finding techniques used in today’s modern systems

Training Content:
• Types of fault and factors affecting fault levels  
• Maintenance of electrical equipment  
• Managing maintenance  
• Safety  
• Balanced and unbalanced faults  
• Safe working practices and isolation procedures  
• Electrical systems and components  
• Fault identification  
• Circuit breakers and capacities  
• Earthing introduction  
• Earthing systems  
• Earth bonding Predictive Maintenance  
• Preventative Maintenance  
• Reactive Maintenance and Troubleshooting  
• Condition monitoring  
• Electrical Testing for Troubleshooting  
• Cable fault locating  
• AC Machine components and problem solving  
• Maintainability of electrical equipment
Understanding Fire Alarm Detection, Control & Monitoring systems

Duration: 3 Days
Pre-requisite: NIL
Target Group: Electrical Technicians

Objectives:

• To understand the way in which a large fire alarm system would be connected and zoned so that candidates learn how the devices fit into the system, how they function and the way in which they should be configured, connected, tested and maintained.

Training Content:

• Identify the main connections, component parts and indications on typical fire panels
• Identify the required end of line (EOL) terminations and the cabling requirements for mains supplies and detectors etc
• Recognise the various types of detectors used in fire alarm systems
• Read and understand a typical schedule for a large fire alarm system
• Identify the dangers involved in incorrectly connecting detectors and Manual Call Points (MCPs)
• Connect a fire alarm panel (using EOLs) to a variety of detectors, sounders, MCPs etc
• Find faulty detectors, cabling, configuration errors, etc on a simulated system
• Test and inspect a fire alarm system using walk tests, making measurements, testing for functionality of detectors etc
Understanding Single Line Diagrams & Control Circuits of LV Electrical systems

Duration : 3 Days
Pre-requisite: NIL
Target Group: Electrical Technicians

Objectives:
- Describe the various types of electrical drawings
- Appreciate the importance of single line diagrams
- Analyse the various electrical ladder drawings
- Explain the operation of the electrical equipment using wiring and schematic diagrams
- Recognize the symbols in electrical drawings

Training Content:
- Importance and relevance of drawings
- Categories of electrical drawing and their characteristics
- Purposes served by different type of electrical drawings
- International electrical symbols and drawings
- Applications and functions of relays, contactors and Timers
- Importance of CTs and VTs information in electrical drawings
- Single line diagram versus three line diagram
- Protective devices coordination in single line diagrams
- Wiring diagrams of motor starters
- Interpreting and tracing single diagrams of an electrical installation
- Troubleshooting an electrical installation with reference to the electrical blueprint
- Designing control circuits
- Interlock control circuits
- Protective relays and timers ladder diagrams
- Fail safe designs
**Water Cooled chiller operation, maintenance & energy efficiency**

**Duration**: 5 Days  
**Pre-requisite**: Basic Technical Skills  
**Target Group**: All employees involved in the Operations and Maintenance of Air Conditioning Equipment

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**Objectives:**

- Understanding the construction of an water-cooled chiller
- Understanding the effects of ambient temperature on the capacity of an air-cooled chillers.
- Understanding the various types of low & high -ambient controls for water-cooled chillers.
- Learning the List the periodic maintenance procedures common to most water-cooled chillers.
- Understanding the water-cooled condenser maintenance procedures
- Learning the function of cooling towers and spray ponds and the factors that affect their capacities.

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**Training Content:**

- Condenser capacity, construction.
- Pump down circuit
- Ambient controls
- Receivers; Pressure-relief devices; Maintenance
- Water-regulating valves, Strainers & Maintenance
- Inspection; Troubleshooting
- Cooling tower spray pond function capacity
- Cooling tower types
- Cooling tower controls
- Cooling tower maintenance, and troubleshooting
- Air-circulation
- Water-circulation systems
- Capacity control
- Freezing condition operation
- Refrigerant Maintenance; Troubleshooting
Occupational HSE
Aims to develop a positive health and safety culture, where safe and healthy working becomes second nature to everyone
AED and First Aid

Duration: 3 Days
Pre-requisite: NIL
Target Group: Staff who are first responders to medical or injury emergencies in the work place.

Objectives:
- Define the principles of first aid response.
- Provide the necessary first aid until arrival of qualified medical personnel.
- Possess the essential skills to deal with emergencies.
- Retain essential lifesaving skills

Training Content:
- Build basic worksheet formulas and correct them.
- Name cells and ranges for use in formulas.
- Use the Data Validation and Conditional Formatting features.
- Use basic worksheet functions like SUM, MIN, MAX, COUNTA, AVERAGE and SUBTOTAL.
- How to look-up and merge table data using key worksheet functions like VLOOKUP, MATCH, INDEX and INDIRECT.
- Summarize data using key worksheet functions like SUMIF, SUMIFS, COUNTIF and COUNTIFS.
- How to data mine worksheet text using key worksheet functions like LEFT, RIGHT, MID, SEARCH, LEN, REPLACE, TRIM and CLEAN.
- How to create professional business charts including combining different chart types in one chart.
Airport Incident/Accident Investigation

**Duration**: 3 Days  
**Pre-requisite**: NIL  
**Target Group**: Managers and supervisors, safety personnel, quality personnel, incident/event investigators, members of safety committees – anybody involved in designing, implementing, managing or evaluating an incident investigation/reporting system.

**Objectives:**

**Understand**:
- The relevant Regulatory Requirements
- Models of human error and human error management
- Taxonomies of human and organisational errors
- How occurrence data can inform risk management
- The dynamics and statistics of organisational change

**Implement** an Incident Investigation System including:
- Reporting systems
- Investigating approaches and techniques
- Analysing occurrences
- Generating appropriate recommendations
- The process of implementing, generating and following-up change
- Disseminating information and providing feedback
- Integrating Incident Investigation in a SMS

**Training Content:**

- Basic error models and taxonomies used in aviation
- Incident investigation and SMS
- The Boeing REDA process
- Human factors and incident causation
- Benefits of an Incident Investigation System
- Incident Investigation System outline
- Typical reasons for failures
- Monitoring and assessing the system
- The role of the management in an Incident Investigation System
- Encouraging reporting
- Just Culture
- Investigation principles and practices
- Investigation Skills
- Interviewing skills
- Root cause analysis
- Developing recommendations
- Report writing
Construction Safety

**Duration**: 3 Days  
**Pre-requisite**: NIL  
**Target Group**: Construction workers or any other workers who need to enter a construction worksite.

**Objectives:**
- Recognise the common safety hazards at construction site
- Know the preventive measures to be adopted
- Confident in working at height
- Understand the importance of observing safety signs and safe work procedures
- Know their rights and responsibilities

**Training Content:**
- Identify legal obligations in workplace safety and health
- Identify hazards in a construction site
- Understand the Permit-to-Work system
- Practice safety precautions when working with different hazards
- Competent in wearing Personal Protective equipment (PPE)
- Respond in case of fire emergency
- Understand and respond to all industrial safety signs
- Working safely at height
- Knowing the dangers and precautionary measures associated with confined space operations
Electrical Safety

Duration: 4 Days
Pre-requisite: Basic knowledge of AC and DC electrical systems
Target Group: Basic knowledge of AC and DC electrical systems

Objectives:
- Explain the hazards of electricity and their effects
- Interpret applicable regulations
- Understand hazardous energy control as required by OSHA for utilities
- Explain installation of temporary grounding for personal protection
- Utilize safe work practices for work on or around substation equipment, transmission equipment and overhead lines
- Select appropriate personal protective equipment for a variety of applications
- Identify the functions of a substation grounding system
- Identify the requirements for an electrical safety inspection of an industrial, utility or utility-like installation following a comprehensive checklist

Training Content:
- Introduction
- Hazards of Electricity
- Electrical Safety Regulations and Standards
- Deenergized Work for Utilities
- Personal Protective Grounding
Food Hygiene and Safety

Duration: 3 Days
Pre-requisite: NIL
Target Group: OAMC staff

Objectives:
- This training program is designed to provide participants with the information, skills and principles of public safety requirements in dealing with, transporting, or storing of food stuff in order to prevent all form of risks related to it.

Training Content:
- Introduction to food safety
- Hazard Analysis and Critical Control Points (HACCP)
- Methods of prevention of risks related to food in storage and transportation operations.
Hazard Identification & Risk Management
Training for Airports

Duration: 3 Days
Pre-requisite: NIL
Target Group: All Staff

Objectives:
- Ensure company complies with regulatory requirements related to risk management for Airports
- Contribute to an improved picture of company hazards
- Improve the quality of risk assessments
- Utilize risk assessments to make safety-related and operation-related decisions
- Ensure risk assessment improves the way that the company manages safety and the effectiveness of the Airport’s SMS

Training Content:
- Airports SMS and risk management – regulatory requirement and practical applications
- Risk management process
- When to perform risk assessment
- Hazard identification methods
- Using tools to calculate and mitigate risks
- Management decisions to secure realistic control of risks
- Several practical exercises in risk assessments
IOSH Working Safely

Duration: 2 Days
Pre-requisite: NIL
Target Group: All staff

Objectives:
- It focuses on why health and safety is important, and how individuals can make a real difference to the wellbeing of themselves and others through changing their behavior.

Training Content:
- Introducing working safely
- Defining hazard and risk
- Identifying common hazards
- Improving safety performance
- Protecting our environment
IOSH Managing Safely

Duration: 5 Days
Pre-requisite: NIL
Target Group: Line Managers

Objectives:
• Give them the knowledge and tools to tackle the health and safety issues they are responsible for and take decisions accordingly.

Training Content:
• Introducing Managing safely
• Assessing risks
• Controlling risks
• Understanding your responsibilities
• Identifying hazards
• Investigating accidents and incidents
• Measuring performance
• Protecting our environment
Risk Assessment for The Aviation Industry

Duration : 2 Days
Pre-requisite: NIL
Target Group: Anyone with responsibility for undertaking risk assessments, particularly line managers, supervisors and safety representatives

Objectives:

- Risk assessment training may be undertaken on your premises, tailored to your business and using your own templates.
- Meet legal duties to carry out 'suitable and sufficient' risk assessments

Training Content:

- An introduction to risk assessment
- Legal requirements
- Hazards
- Risks
- Objectives of risk assessments
- The five stages of risk assessment
- Practical exercises.
Safety Leadership Course

Duration : 1 Days
Pre-requisite: NIL
Target Group: All Airport staff

Objectives:
- To highlight the role of leaders in the organizations’ safety performance
- Be able to review risk assessments and the recommended controls
- To introduce the leaders’ legal accountability towards safety

Training Content:
- Introduction to health & safety management
- The legal aspect of health and safety management
- Promoting a positive safety culture
- The role of human factors in health and safety management
- Balancing Financial performance Vs. Safety performance: case studies
- Evaluating risk assessment of hazards
**Work Place inspection**

**Duration**: 1 Days  
**Pre-requisite**: NIL  
**Target Group**: Anyone with responsibility for undertaking risk assessments, particularly line managers, supervisors and safety representatives

**Objectives:**
- This course will teach you how to effectively prepare, conduct, and document workplace inspections.

**Training Content:**
- Explain how inspections contribute to workplace health and safety  
- Identify common workplace hazards  
- Describe how employers, supervisors, workers, and health and safety committee members contribute to the inspection process  
- Participate in the preparation of inspection checklists/protocols for your workplace  
- Conduct more effective workplace inspections
Aviation Rescue and Fire Fighting
Involves the response, hazard mitigation, evacuation and possible rescue of passengers and crew of an aircraft involved in (typically) an airport ground emergency.
Defensive Driver Training Blue Light

Duration: 5 Days
Pre-requisite: NIL
Target Group: Staff who drive in a variety of situations and their duties to various response and high speed pursuit situations.

Objectives:
- To equip the student with the necessary skills to drive vehicles safely in a variety of situations ranging from normal patrol duties to various response and high speed pursuit situations.
- To develop the skills and abilities to drive 4 x 4 vehicles in a safe manner on public roads.

Training Content:
- Demonstrate advanced driving skills
- Prepare and drive vehicles at high speed
- Drive vehicles at high speed on motorways & multi-lane Carriageways
- Undertake an emergency response using a vehicle
- Avoid skids when driving an emergency service vehicle
- Undertake an emergency response using a Specialist vehicle
Fire Nebosh

Duration: 10 Days
Pre-requisite: NIL
Target Group: Managers and supervisory staff who need to ensure that their organization meets its responsibilities under fire safety legislation.

Objectives:
- Proves that you have an essential skill for the modern workplace. This is an ideal first step towards other higher level NEBOSH qualifications.
- Organizations who seek to implement a basic health and safety training program, thereby ensure employees have an understanding of the principles of risk control so as to reduce the number of accidents and incidents resulting in cost saving for the business.

Training Content:
- Legal requirements for health and safety at work
- Implementation of health and safety management systems and managing fire safety
- Identification of workplace fire hazards
- Methods of fire hazard control
- Practical application of knowledge and understanding via a fire assessment
- Carry out fire risk assessments of most low risk workplaces and identify the range of fire protective and preventative measures required. It is therefore also suitable for people moving into fire safety adviser roles.
Incident management system

Duration : 10 Days
Pre-requisite: NIL
Target Group: Operational team leaders involved in emergency rescue operations

Objectives:

• Lead an emergency response team during an incident
• Control and command the team effectively
• Effective Communications and Telecommunications

Training Content:

• Background on an Incident Command System (ICS)
• Factors Affecting an Emergency Management System
• Emergency Operations, Strategies and Tactics
• Preplanning of emergency operations
• Emergency incident size-up and evaluation
• Issues involved in responding to terrorism incidents
• Structure and Functions of an ICS
• Roles and responsibilities of an incident commander, executive and command staff
• Effectiveness of an ICS
• Multi-agency operations
• Maintaining control of the emergency and incident site
• Planning and operations
• Logistics and finance
Rescue from high level

Duration: 5 Days  
Pre-requisite: NIL  
Target Group: Experienced fire fighter who have background about basic rescue operation

Objectives:

- A working knowledge of equipment identification and selection, anchoring and rigging techniques, packaging, and mechanical advantage systems.
- The focus is on confined space and high angle rope rescue.
- Understanding the importance of protecting themselves while conducting a rescue, will be able to employ basic safe and efficient rescue techniques, and could potentially save the life of a co-worker or friend in a survival situation.

Training Content:

- Equipment identification
- Rescue Knots
- Anchoring and Rigging Systems
- Patient Packaging & Management
- Lowering/Belay & Haul Systems
- Tripod Operations
- Rescue from a fall
- Confined Space Awareness
- Respiratory Operations
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