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8.0 Training Standards

8.1 Training Requirements

8.2 Training Qualifications

8.3 Training Matrix

8.4 Quality Assurance

8.5 Training Records

8.6 Approved Trainers

Appendix A – Minimum Requirements for Warehouse, Ramp and Load Control

8. Training Standards

Revision: 8
Date: 25 November 2024

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Page	Date	Comment
28	29 November 2024	Training Matrix updated to align with the new job role/function category naming conventions.
29	29 November 2024	Table has been revised with new job role/function category naming conventions.
30	29 November 2024	Job Role/Function categories and descriptions have been revised, replacing the old categories A thru H.

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8.0 Training Standards

Note:

See DHLAGOM Regional Variations for applicable regional variations.

DHLAGOM **Americas Regional Variations** contains further information on NORAM training requirements including Airside Induction Training (AIT), Airside Operators Course (AOC) and additional SABLE training requirements.

Chapter 8. Training Standards uses the following naming conventions for trainers:

- **Airside Trainer:** Defined as per **8.6.1 - Candidate Profiles** (Point 1)
- **Trainer of the CIS ULD Build-Up course:** Defined as per **8.6.1 - Candidate Profiles** (Point 1a)
- **Senior Airside Trainer:** Defined as per **8.6.1 - Candidate Profiles** (Point 2)
- **Examining Trainer:** Defined as per **8.6.1 - Candidate Profiles** (Point 3)
- **Regional Head of Airside Training:** Defined as per **8.6.1 - Candidate Profiles** (Point 4)

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8.1 Training Requirements

1. **General**

The procedures mandated by Global Airside & Standards have been established in the interest of flight safety. Local DHL procedures for ramp handling and loading shall ensure a high level of proficiency for all staff engaged in these activities.

Please note that local or national requirements may mandate additional training courses, which must be completed in addition to the DHL-specific training. These local or national requirements shall always be followed.

2. **Mandatory Training as per Functional Role**

Mandatory training requirements are assigned based on Role/Function Categories, which consider specific duties, responsibilities, and operational areas. These categories ensure that each staff member receives training tailored to their role.

The Training Matrix provides a comprehensive overview of the mandatory courses for each Role/Function Category, covering essential airside training such as:

- ULD Operations: Build-up, breakdown, and/or transportation of ULDs.
- Ramp Operations: Aircraft handling, including loading, unloading, and/or movement.
- Load Control Operations: Weight and balance functions (load control).

Each category is further divided into three Function Levels:

- OPS: Operational functions, focusing on execution.
- SPV: Supervision functions, ensuring compliance and coordination.
- MGT: Management functions, with strategic oversight.

Important Note:

The mandatory training requirements outlined here apply specifically to the global airside training courses covered in this chapter, as well as safety and security training. These requirements do not cover all obligations. Local and national training requirements, including those addressing additional regulatory or operational needs, remain applicable. Additionally, specialized courses managed at the HUB, GTW, or country level, as listed in Section 6: Specialist Courses, may be required depending on specific station needs.

Staff must complete all assigned training, including On-the-Job Training (OJT) and checkout assessments, as outlined in the training matrix, before independently performing their roles. For further details, refer to Section **8.3.1 - Role/Function Categories**.

3. **Training Prior to Working Airside**

Prior to accessing the ramp for any reason, all staff must undergo an Airside Induction and Awareness course either ‘On line’ or classroom based. The exception to this is for individuals who only require temporary access to the ramp. These individuals shall be escorted at all times by a member of staff who has undergone Airside Induction and Awareness training. This course shall cover, as a minimum:

- The Airport Environment
- Safety and Security
- Human Factors
- Personal Safety
- Fire Safety
- Equipment Safety
- First Aid and Accident Reporting

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For all staff involved in aircraft turnaround operations, including aircraft loading and/or unloading, the following additional topics shall be covered:

- Preparation, Aircraft Arrival, Aircraft Un-loading, Aircraft Loading and Aircraft Departure
- Aircraft Ground Stability and Load Limitations

All staff requiring training as defined in this manual shall have completed the relevant course(s) prior to fulfilling their intended roles. This includes any mandatory on-the job (OJT) requirements such as those in the CIS ULD Build-up, Mass and Balance and Airside Supervision courses.

4. **Dangerous Goods Training**

DHL Staff:

Dangerous Goods Training is a mandatory requirement for nearly every operational role within DHL. Full details of Dangerous Goods Training requirements can be found on the Restricted Commodities Group (RCG) iShare site:

Global SOP Dangerous Goods Policy and Standards

3rd Party Staff:

Third-party staff who work on behalf of DHL and handle dangerous goods must ensure that they are certified in accordance with the International Air Transport Association (IATA) Dangerous Goods Regulations requirements for the specific role they will be performing.

It is the responsibility of the third-party staff and their employer to ensure that they have the necessary certifications and training to comply with all applicable regulations and standards. An appropriate Dangerous Goods license shall be held by any individual wishing to carry out a function in which Dangerous Goods training is mandated.

Details of Dangerous Goods training requirements are not documented in DHLAGOM 8.Training Standards but are still applicable to all relevant airside functions.

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8.1.1 Approved Courses

1. **DHL Global Airside Courses**

In addition to locally produced and administered airside training, Global Airside & Standards offers a range of comprehensive training courses. These combine theoretical training, theoretical assessments, practical demonstrations, on-the-job training (OJT), and a final evaluation phase known as the checkout. Courses are delivered through various methods, including classroom-based sessions, eLearning, or a blended approach. These courses are essential for the various role categories defined within airside operations, as detailed in the **8.3 - Training Matrix**.

Courses which fall under the remit of Global Airside are:

- Mass & Balance (including OJT)
- Mass & Balance Revalidation
- Airside Supervision (including OJT)
- Airside Supervision Revalidation
- ULD Build-up Advanced
- CIS ULD Build-up (including OJT)
- Airside Induction and Awareness (aka Ramp Safety Awareness)

Supplemental training modules:

- SMS (Safety Management System)
- Human Factors

Before on-the-job training on the Sable system may take place, trainees shall have attended, and passed, the Mass & Balance course.

After successful completion of the Mass & Balance course, it is a mandatory requirement for each participant to produce at least one live load-sheet in SABLE every 90 days to retain their certification. Staff members failing to comply with this requirement shall have their SABLE user rights revoked. It is the responsibility of local management to ensure that this requirement is adhered to.

Staff members exceeding the 90 day period are required to complete the Mass & Balance revalidation course (including OJT) prior to having their SABLE rights reinstated. Attending the revalidation course is only permitted in cases where the original Mass & Balance certification is within the 36 month validation period. Where the original certification has expired, the full Mass & Balance course is required, including OJT.

Participants who have successfully completed the ULD Build-Up Advanced course are not required to complete the CIS ULD Build-up course, however, the CIS ULD Build-up stamp (certificate) will only be given to those who have completed the CIS ULD Build-up course.

It is strongly recommended that any student wishing to attend the Airside supervision course should first attend, and successfully pass, the ULD Build-up Advanced course

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2. **Course Prerequisites**

Participants of these courses are required to meet certain prerequisites, which are considered minimum requirements for successful completion of the airside course.

It is recommended that participants complete these prerequisites before the start of the relevant course. However, if they are unable to do so, they may still attend the course but must understand that they may not perform their roles unsupervised until all the prerequisites have been completed.

Airside Supervision Course

- Must have a working Web Manuals account for access to DHL AGOM before being enrolled.
- Certified in CIS ULD Build-up (ULD Build-up Advanced course recommended)
- Certified in either the CIS DG Network Control & Ramp or CIS DG Loadplanner Ramp courses.
- Good working knowledge of the DHL operations airside environment

  Minimum of 3 days (3 shifts) on the ramp watching / participating in outbound operations.

- Good understanding and comprehension of English language
- Basic Computer Literacy

Mass and Balance Course

- Must have a working Web Manuals account for access to DHL AGOM before being enrolled.
- Certified in either the CIS DG Network Control & Ramp or CIS DG Loadplanner Office courses.
- Certified in CIS ULD Build-up course.
- Good working knowledge of the DHL operations airside environment

  Minimum of 3 days (3 shifts) on the ramp watching / participating in outbound operations.

- Good understanding and comprehension of English language.
- Basic Computer Literacy.

ULD Build-up Advanced Course

- Must have a working DHL AGOM login and Web Manuals account before being enrolled.
- Certified in either CIS DG Load or CIS DG Loader courses
- Good working knowledge of the DHL warehouse operations.

English Language Comprehension

To ensure the required levels of communication between aircrew and ground staff, the following courses shall be given in English:

- Mass & Balance
- Mass & Balance Revalidation
- Airside Supervision
- Airside Supervision Revalidation

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3. **Examination**

All the courses listed in **8.1.1 - Approved Courses** (Point 1) are subject to written examination, which will consist of either multiple-choice questions or longhand responses. The minimum passing score for these assessments is set at 80%, except for the CIS ULD Build-up course, which requires a minimum passing score of 90%."

After successful completion of an approved course, the candidate shall receive a certificate signed by the trainer and a member of Local or Regional Airside management as appropriate.

For the CIS ULD Build-up Course, the CIS sticker shall act as a certificate in the manner outlined above. Dates of attendance for individual participants shall be available via the local HR department or from the CIS Country Champion. Upon certification, the participant's details shall be registered in My Talent World Platform (or local equivalent).

If a participant is unable to achieve the minimum pass mark, it is recommended that they be allowed to attend the same course two more times (maximum three in total). If the candidate is unsuccessful in achieving the required mark after three attempts, they shall be deemed unsuitable for the position at that time and a decision shall be made by the relevant management team as to next steps.

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4. **On the Job Training (OJT)**

In order to validate the theoretical knowledge gained during classroom-based training, a follow up period of 'on the job' training (OJT) is required for certain courses (exceptions apply, see **8.3 - Training Matrix** for details). OJT shall follow directly after successful completion of the theoretical training and assessment.

During OJT, a nominated 'OJT Supervisor (Assessor)' (someone of suitable qualifications and demeanor) shall be appointed, and the trainee shall be considered as working under supervision as defined in **8.4 - Quality Assurance** (point 2) – Working Under Supervision (OJT Trainees and/or Temporary Workers).

Note: The following OJT requirements are the minimum quantities, however, if an individual is not performing to the required level of proficiency by the time the OJT has been completed, local management shall be informed, and a decision shall be made on how to proceed.

Once the OJT documentation has been completed as per above, it shall be returned as per **8.4 - Quality Assurance** (sub-section 3) – Retention of Training Records.

The following courses have an OJT element:

CIS ULD Build-Up – 6 ULD Builds

Once participants have successfully passed the theoretical assessment, they must then complete 6 individually, properly built ULDs, which reflect the typical ULD type and shipment profile of the location.

This practical OJT training shall be completed within **seven days after the theoretical training.**

The first 5 ULDs shall be built under guidance and supervision of a **"Build-Up buddy"**

Build-Up Buddy profile:

A Build-up Buddy can be anyone with the following experience and ability;

- Certified on the CIS ULD Build-up course
- Minimum 12 months experience in ULD build-up
- Open - assertive, communicative, positive, shows Passion, Can Do, Speed and Right First Time, experienced in providing feedback (e.g. AID)

The last (6th) ULD is to be built without assistance from the Build-up Buddy, which shall then be evaluated by;

- **Trainer of the course** or
- **ULD Build-Up Advanced trained employee;** (briefed by the trainer of the course)

This final ULD shall be evaluated and scored using the "CIS ULD Build-Up - Practical Training Evaluation Sheet"

Pass conditions:

The participant is considered to have passed the Practical Evaluation if the evaluated ULD build attracts no more than 2 points marked as "Training required"

Fail conditions:

The practical training is considered as failed if more than 2 points of the assessed scenario are marked as 'Training required'.

On failure, the participant will receive a second evaluation sheet and shall be required to build three (3) additional ULDs. Two (2) for further training (with the Build-up Buddy) and then a third to be evaluated using the second evaluation sheet.

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If the second assessment is also failed (by attracting more than 2 points), then the participant must attend the theoretical training again.

Airside Supervision – OJT and Checkout requirements

Recent updates to the Airside Supervision training and certification now offer operational certification for ramp supervision of all aircraft types, including the Aerologic B777F. Consequently, adjustments have been made to the On-the -job Training (OJT) and checkout processes. The certification pathways are as follows:

1. **Certification to Supervise All Aircraft Types Including Aerologic:** This certification covers supervision of all aircraft types, including the Aerologic B777F.
2. **Certification to Supervise All Aircraft Except Aerologic:** This certification allows supervision of all aircraft types except the Aerologic B777F.
3. **Supplemental Certification for Existing Ramp Supervisors to Supervise Aerologic B777F:** Designed for existing ramp supervisors seeking authorization to supervise Aerologic B777F operations.

Each certification path has specific OJT and checkout requirements that must be completed within one month of successfully completing the theoretical training and assessment. Details are provided in the table below:

Certification Path	**OJT Requirements**	**Checkout Requirements**	**Validity**
Certification to Supervise All Aircraft Types Including Aerologic	**Total: 10 Flights:** 2 x narrowbody aircraft, 5 x B777F (each operator at station should be included), 3 x widebody aircraft	**Total: 3 Flights:** 1 x Narrow body, 1 x B777F (any), 1 x B777F (Aerologic)	**36 Months** from completion of Airside Supervision course
Certification to Supervise All Aircraft Except Aerologic	**Total: 10 Flights:** Mix of narrow and widebody aircraft at station should be included	**Total: 1 Flight:** 1 x any aircraft	**36 Months** from completion of Airside Supervision course
Supplemental Certification for Existing Ramp Supervisors to Supervise Aerologic B777F	**Total: 8 Flights*:** 5 x B777F (each operator at station should be included), 3 x widebody aircraft *Applicable OJT flights already completed during Full Airside Supervision training shall count towards these OJT requirements.	**Total: 2 Flights:** 1 x B777F (any), 1 x B777F (Aerologic)	**36 Months** from completion of Airside Supervision course **Note:** Not from completion of the supplemental training.

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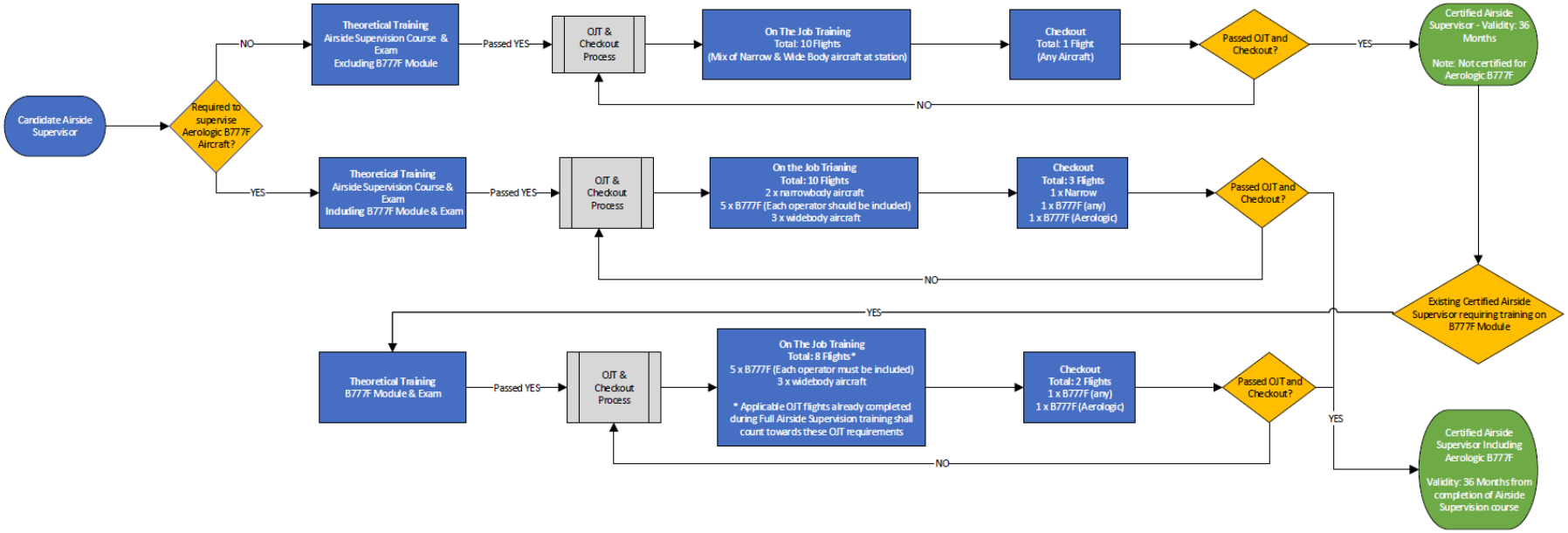
A visual representation of these pathways and their requirements is provided in the process flow map below:



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OJT & Checkout Documentation: OJT and Checkout flights shall be recorded using the 'Airside Supervisor On-the-Job Training (OJT) Checklist' and corresponding 'Airside Supervision Course – OJT Checkout Form' documents. Detailed guidance and assessment criteria are provided in the OJT checklist and corresponding checkout forms.

Additional Information:

- These documents offer a structured approach to evaluate Airside Supervisor candidates' performance during aircraft turnaround after successful completion of their theoretical Airside Supervision training. They outline key topics and activities to be assessed during the OJT and checkout process.
- Both the OJT Supervisor (Assessor) and the Airside Supervisor candidate are responsible for completing these documents.
- Minimum Requirements for OJT Supervisor (Assessor):
    - Hold Category E status as per DHL AGOM: 8. Training Standards (Training Matrix).
    - Possess a minimum of 12 months of experience as an Airside Supervisor.
    - Individuals conducting OJT and checkout oversight for Aerologic B777F aircraft operations must also be certified to supervise Aerologic B777F aircraft.
- Guidance for OJT Assessor: General and detailed guidance for each assessed activity can be found within the OJT and checkout documents.

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Mass & Balance – 5 live Loadsheets

Trainees shall produce a minimum of 5 (five) live loadsheets using the SABLE application within the first month of completing the Mass & Balance course. Each loadsheet shall be recorded in a document, which shall be signed by the supervising agent. Once completed, the document shall be submitted to the appropriate Senior Airside Trainer in order to receive full certification.

OJT shall comprise of a mix (where possible) of aircraft in a live environment appropriate to the station and appropriate to the training the trainee has received (e.g. additional training is usually required after the initial Mass & Balance course for complex, wide bodied aircraft).

5. **Safety & Security Training**

The following mandatory training courses are essential for all staff engaged in airside-related activities during both initial and recurrent training. The responsibility of scheduling and managing training records for these courses lies with the local station management.

Human Factors and Safety Management Systems (SMS)

Human Factors and Safety Management Systems (SMS) training can be delivered as a standalone course or as a supplementary module to one of the existing Global Airside Training Course listed in **8.1.1 - Approved Courses**, with attendance certifying staff.

In addition, the following specific SMS training topics shall be covered for personnel with assigned duties in the SMS (typically within the Safety Office):

1. Safety Risk Assessment:
    - Management of safety reports.
    - Hazard identification.
    - Hazard analysis.
    - Safety risk assessment.
    - Safety mitigation and risk management.
    - Development of safety action plans.
2. Safety Assurance:
    - Development of safety performance indicators.
    - Safety performance monitoring and measurement.
    - Safety auditing methodologies and techniques.

Safety Awareness Training

Safety Awareness Training is a mandatory component of all recurrent training sessions for staff engaged in airside-related activities. All ramp induction courses, whether tailored to local or regional needs, must include essential safety awareness training.

CIS Safety First Awareness

CIS Safety First Awareness training is a virtual course, conducted by a CIS trainer at the local station level, it provides an awareness of the Safety Management System (SMS) and promotes a culture of safety and risk mitigation.

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AVSEC Training

AVSEC (Aviation Security) training is a mandatory component of all initial and recurrent training sessions for staff engaged in airside-related activities. Conducted locally to ensure strict compliance with relevant legislation and regulations, it shall cover as a minimum;

- Security program of customer airline(s).
- Requirements of the civil aviation security authority of states.
- Requirements of the airport authority at stations.
- Organizational security awareness.
- Equipping staff to implement security controls effectively.
- Providing knowledge and skills to uphold aviation security standards and protocols.
- Preparing frontline, ground operation, and cargo staff to respond effectively to security threats.

It is imperative to document AVSEC Training procedures and ensure consistent implementation, following local regulations and coordinating with civil aviation and airport authorities. Oversight mechanisms will be established to guarantee uniform interpretation and application of local regulations. Additionally, compliance with ISAGO requirements, if applicable, should be maintained.

CIS Security Awareness

CIS Security Awareness training is a virtual course, conducted by a CIS trainer at the local station level or via digital training, it provides an awareness of security threats, risks, and their implications to our organisation. Recurrent theoretical training and assessment shall be conducted within 24 months to ensure ongoing proficiency.

Training for Global & Regional Airside Safety Management Staff

In addition to the standard safety training, Global and Regional Airside Safety Management staff must be trained in Safety Risk Assessment and Safety Assurance functions.

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8.1.2 Safety and Security Hiring Standards

The following minimum hiring standards have been established for local stations when selecting staff for safety and security responsible roles:

Educational Qualifications:

- Possession of a high school diploma or equivalent.
- Completion of relevant certifications or training in safety and security practices.

Experience:

- Preference for candidates with previous experience in safety and security roles.
- Consideration for candidates with relevant experience in related fields.

Cognitive Abilities:

- Demonstration of cognitive abilities through aptitude tests or assessments.
- Ability to think critically and make informed decisions under pressure.

Communication Skills:

- Strong verbal and written communication skills.
- Ability to effectively communicate with diverse stakeholders.

Problem-Solving Skills:

- Proven problem-solving capabilities, especially in safety-critical situations.
- Ability to analyze situations and implement effective solutions.

Teamwork and Collaboration:

- Ability to work collaboratively in a team environment.
- Demonstration of teamwork and coordination skills in previous roles.

Adherence to Safety Protocols:

- Understanding and commitment to strict adherence to safety protocols.
- Familiarity with safety regulations and procedures relevant to ground operations.

Ethical Standards:

- Commitment to upholding ethical standards and maintaining confidentiality.
- Alignment with the organization's values regarding integrity and ethical conduct.

Cultural Fit:

- Alignment with the organizational culture and values.
- Demonstration of cultural fit during the selection process.

Continuous Learning:

- Willingness to engage in continuous learning and training.
- Commitment to staying updated on the latest safety and security practices.

Background Check:

- Successful completion of a thorough background check.
- Clearance of any criminal history checks and security screenings.

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Physical Fitness:

- Physical fitness and capability to perform manual tasks associated with safety and security responsibilities.
- Ability to meet any physical requirements outlined for the role.

Regulatory Compliance:

- Awareness of and commitment to compliance with all relevant safety and security regulations.
- Familiarity with industry best practices in safety and security.

By adhering to these minimum hiring standards, local stations ensure the recruitment of personnel equipped with the essential qualifications, skills, and attributes necessary for the effective execution of safety and security responsibilities within our organisation.

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8.1.3 Specialist Courses

A number of additional courses are available within the network. It shall be noted, however, that these courses are managed on a local (HUB/GTW) and/or country level so shall be coordinated with the relevant local / regional Airside management teams.

Some of these courses follow an OJT format and do not have a formal training structure. Local management shall record who has received the relevant trainings for administration and regulatory purposes.

These courses are:

- Cargo-door Operations
- Hi-Loader Operations (K-Loader)
- Specialist GSE Operations (incl. De-icing and Push-back*)
- Head-Set Operators training
- Aircraft Marshalling
- Dangerous Goods**

* Courses require special arrangements

** For full information regarding Dangerous Goods Training, please see the Restricted Commodities Group (RCG) training information:

Global SOP Dangerous Goods Policy and Standards

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8.1.4 More information and On-Line Courses

A number of trainings are available online. Some of these trainings form a mandatory part of overall qualification for certain airside functions as defined in Appendix A – Training Qualifications.

Information on the courses available is listed at:

https://www.onlinedg.org/dhl-login.asp

https://howto.dhl.com/Learning%20Platform/Landing/Content/Home.htm

The following courses are available on-line:

- Airside Induction and Awareness (aka Ramp Safety Awareness)
- De-icer Theory
- Sable Introduction
- Cargo Handling
- Push-back Theory

8.1.5 Revalidation periods

The following re-validation periods shall apply:

- Mass & Balance Every 36 months
- Airside Supervision Every 36 months
- ULD Build-up Advanced Every 24 months
- CIS ULD Build-Up Every 24 months
- Airside Induction and Awareness Every 36 months

To obtain recertification, an individual whose training has expired must successfully complete the full version of the respective course.

8.1.5.1 Revalidation periods – extended absenteeism

Any staff member who has been absent from their position for a period of 3 months or more, shall prove their competence by successfully attending and passing either a revalidation course including exam and OJT (if available) or the full course including exam and OJT in order to maintain qualifications in the following areas:

- Mass & Balance & OJT
- Airside Supervision & OJT
- ULD Build-up Advanced & OJT
- CIS ULD Build-Up & OJT

8.1.5.2 Regular assessment

All safety critical functions shall, in addition to revalidation, be assessed at regular intervals as defined by local procedures, usually annually.

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8.1.6 Operation of Ground Support Equipment

Thorough and specialized training, tailored to the specific equipment used in daily operations, is mandatory for operators and handlers of Ground Support Equipment (GSE) to ensure safe and efficient operations.

Equipment operators shall be qualified based on both mental and physical requirements, and such qualifications shall be documented, serving as a permit to operate the relevant equipment.

Applicability:

The training for GSE is applicable to personnel involved in the operation, handling, and maintenance of the following Ground Support Equipment (GSE) types:

- Pushback
- Loaders
- Stairs
- Forklifts
- Baggage belts
- ULD loaders (Hi-Lo Loaders)
- Potable water units
- Toilet units
- ASU (Air Start Unit)
- ACU (Air Conditioning Unit)
- GPU (Ground Power Unit)

Training Elements

Training shall include theoretical instruction, assessment, and practical/on-the-job training (OJT) to ensure proficiency in the safe and effective operation of GSE.

Minimum Syllabus

The theoretical instruction component of the GSE training shall cover, at a minimum, the following:

1. Overview of Equipment Type
2. Familiarization of Operating Controls
3. Pre-operational Checks
4. Aircraft Approach and Removal

   Note: To include caution of aircraft damage during positioning and removal according to equipment type

5. Recording and reporting of damage
6. Connection and Disconnection from Aircraft
7. Operating Procedures
8. Emergency Procedures
9. Safety Precautions

Note:
In addition, it is essential to comply with all national and / or local regulations and requirements that apply to GSE training.

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Assessment Method

Upon completion of GSE training, a theoretical assessment shall be conducted to evaluate the trainees' understanding and knowledge of the covered topics, ensuring their proficiency in GSE operations.

Practical on-the-job training (OJT) shall also be a mandatory component, enabling trainees to gain hands-on experience and demonstrate proficiency in GSE operations.

Recurrency Period

Recurrent theoretical training and assessment, as well as practical assessment, shall be conducted within 36 months to ensure ongoing proficiency.

The training of Ground Support Equipment (GSE) and other equipment used in the warehouse shall be the responsibility of the local station, ensuring comprehensive training programs are implemented and followed to ensure safe and efficient operations.

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8.1.7 Change Management Process

Global Airside Training:

All Global Airside training courses undergo regular reviews to ensure their alignment with evolving standards and best practices.

Annual Training Course Reviews:

All Global Airside training courses shall undergo a full review of the training material every 12 months.

Course examination/assessments shall be reviewed & replaced within a period no greater than that of the required period of training recurrence.

Biannual Training Course Updates:

All Global Airside training courses shall also undergo a biannual update in order to align training materials with any changes to DHLAGOM and /or network procedures

Safety Critical Training Updates:

Identified critical training updates shall be implemented immediately and shall be communicated to all regional airside training departments and cascaded to all Airside, Senior Airside and Examining Trainers.

Local Airside Training:

In addition to the Change Management Process outlined for Global Airside-managed courses, local stations are required to establish and document a tailored process for their respective training programs. This process ensures continuous alignment with ISAGO requirements, industry standards, and best practices.

Local Training Program Review Mechanism

Periodic Reviews: Local stations shall conduct periodic reviews of their training programs, documenting the process to ensure ongoing relevance and compliance. This includes a comprehensive examination of training materials, with considerations for updates based on industry standards.

Regular Updates: Local stations are encouraged to document the process for regular updates to training programs, aligning with changes in DHLAGOM and network-specific procedures. This documentation aims to maintain a record of the currency and effectiveness of training content.

Immediate Implementation of Critical Updates: Documentation of the procedure for the prompt implementation of identified critical training updates is crucial. Develop a system to document communication to regional airside training departments and cascading information to Airside, Senior Airside, and Examining Trainers.

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8.2 Training Qualifications

Note:

The Categories mentioned in this chapter (e.g. Category ULD-OPS) refer to roles / functions within DHLs operation and are defined in DHL AGOM **8.3.1 - Role/Function Categories**.

Dangerous Goods Training requirements are not mentioned but are still applicable, see **8.1 - Training Requirements** (3. Dangerous Goods Training).

Safety and Security Training requirements are not mentioned here but are still applicable as per **8.1.1 - Approved Courses** (6. Safety and Security Training)

8.2.1 DHL Warehouse Staff (Category ULD-OPS)

In order to ensure an acceptable level of standardisation and efficiency amongst DHL stations, certain minimum requirements shall be recognised in the training of personnel with responsibilities for Cargo and ULD handling.

- Be assessed on recruitment, on their ability to do simple arithmetic accurately, neatly and quickly
- Have completed training and qualified in Cargo Handling and ULD Build-up functions

Warehouse staff directly involved in the build-up, break-down and/or transportation of ULD's shall, as a minimum, be certified to training Category ULD-OPS as defined in **8.3 - Training Matrix**.

Minimum Qualifications

Warehouse Staff shall attend and successfully pass the following courses:

- CIS ULD Build-Up (including OJT)
- Operator specific ULD Full (as required)

8.2.2 DHL Warehouse Supervisory Staff (Category ULD-SPV)

To demonstrate their competency to supervise Cargo and ULD Handling duties, all personnel shall be assessed on their ULD Handling and ULD Build-up proficiency as follows:

- Warehouse Supervisors shall complete an examination of the theoretical aspects of applicable Cargo and ULD Handling subjects as defined in Appendix A.
- After successful examination, complete a satisfactory period of practical training in the field under supervision of qualified personnel

Minimum Qualification:

Warehouse Supervisor shall attend and successfully pass the following courses:

- ULD Build-up Advanced (every 24 months)
- Operator specific ULD Full (as required)

Attendance of CIS ULD Build-Up is strongly recommended but not mandatory. CIS ULD Build-Up sticker shall not be issued upon completion of the ULD Build up Advanced course.

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8.2.3 DHL Ramp Supervisor (Category RMP-SPV)

In order to demonstrate their competency to fulfil ramp handling and loading functions, supervisory personnel shall be assessed for each aircraft type or groups of similar types/models as follows:

- Ramp handling supervisory personnel shall complete an examination of the theoretical aspects of ramp handling and loading of applicable subjects as defined in Appendix A.
- After successful examination, complete a satisfactory period of practical training in the field under supervision of qualified personnel

The theoretical part of the training shall include a test, with the passing grade being set at 80%.

After completion of the above and subject to final assessment, personnel may be considered qualified to fulfil:

- Supervisory responsibilities for ramp handling duties for the basic aircraft types

Personnel shall be continuously updated and re-assessed annually.

Minimum Qualifications:

Ramp Supervisor shall attend and successfully pass the following courses:

- Airside Supervision (every 36 months)
- ULD Build-up Advanced (every 24 months)
- Operator Specific Ramp Full (as applicable, every 36 months)
- Specialist Equipment & Tasks (as required)

Note:

It is strongly recommended that any student wishing to attend the Airside supervision course must first attend, and successfully pass, the ULD Build-up Advanced course.
It is also recommended that they attend and successfully pass the following courses:

- Mass & Balance (including OJT)
- Mass & Balance Revalidation (every 36 months)

Additional Qualification

- **B777F Aerologic Aircraft Supervision**

  An additional training module is available within the Airside Supervision course to certify ramp supervisors to supervise the turnaround operation of B777F Aerologic aircraft. This module includes both theoretical and practical components as described in the OJT Training - Airside Supervision section.

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8.2.4 Handling Agent Ramp Staff with Supervisory Responsibilities

DHL may allow handling agents staff to perform ramp handling and loading functions providing they possess the appropriate theoretical and practical qualifications listed in **8.2 - Training Qualifications** and **8.3 - Training Matrix**.

Ramp handling personnel shall be qualified for the types of aircraft operated by DHL.

DHL Station management may require additional training of handling agent ramp handling personnel for aircraft types not usually handled by the handling agent. In any event, Handling Agent staff shall be trained to the standards specified for DHL staff.

Ramp handling covers all functions in connection with the safe and efficient handling of aircraft. This includes the loading of aircraft and prior assembly of ULDs or bulk cargo.

The limit of responsibilities varies widely depending on the organisation of the carrier/agent concerned. However compliance with the above procedure is essential.

The training standards of 3rd Party handlers, and compliance thereof, shall form a part of any audit of 3rd Party handlers conducted by DHL.

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8.2.5 Load Master Performing Aircraft Turnaround Supervision Activities

When performing supervisor of an aircraft on/off load, a Load Master is deemed part of the aircraft turnaround team and is therefore required to be qualified to Category RMP-SPV standards as defined in DHL AGOM **8.3 - Training Matrix**.

Details of requirements when performing duties during the flight phase are defined in Airlines / Operators own Manuals.

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8.2.6 DHL Load Controller (Category LOD-OPS)

To demonstrate their competency to fulfil Load Control functions, all personnel shall be assessed for each aircraft type or groups of similar types/models as follows:

- Load Control personnel shall complete an examination of the theoretical aspects of applicable aircraft loading subjects as defined in **Appendix A – Minimum Requirements for Warehouse, Ramp and Load Control**.
- After successful examination, complete a satisfactory period of practical training in the field under supervision of qualified personnel. This shall be in the form of producing at least 5 (five) live load-sheets within 1 (one) month of completing the Mass & Balance Course. Each load-sheet shall to be recorded on a document, which shall signed by the supervising agent. The document shall be submitted to the Trainer in order to receive qualification.

The theoretical part of the training shall include a test, with the passing grade being set at 80%.

After completion of the above and subject to final assessment, personnel may be considered qualified to fulfil:

- Produce Load-sheets for the aircraft the training has qualified them for

Personnel shall be continuously updated and re-assessed annually.

To obtain qualifications on more complex aircraft, Load Controllers shall either have to complete on-the-job training, or attend a theoretical type rating course and complete on-the-job training.

Minimum Qualifications

Load Controllers shall attend and successfully pass the following courses:

- Mass & Balance (including OJT) (once only)
- Mass & Balance Revalidation (every 36 months)
- CIS ULD Build-up (theory only) (every 24 months)

Additional Qualification

- **B777F Aerologic Aircraft Load Control**
  A classroom-based course is available to certify Load Controllers to perform load control duties on Aerologic B777F aircraft. This course is provided on behalf of third-party operators and lasts between 1 to 3 days.

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8.2.7 3rd Party Handling Agent Staff with Load Control Responsibilities

DHL may accept handling agent's staff to perform Load Control and Load Planning functions providing they possess the theoretical and practical qualifications listed in **Appendix A – Minimum Requirements for Warehouse, Ramp and Load Control** – point 2

3rd party Load control agents shall be certified through attendance of the DHL Mass & Balance course as defined in **8.1.1 - Approved Courses**. Load Control personnel shall be qualified for the types of aircraft operated by DHL.

DHL Station management may require additional training of handling agent personnel for aircraft types not usually handled by the handling agent. In any event, handling Agent staff shall be trained to the standards specified for DHL staff above.

Load Control covers all functions in connection with the safe and efficient load planning of an aircraft, as well as all tasks associated with the production of a legal Load-sheet.

The limit of responsibilities varies widely depending on the organisation of the carrier/agent concerned. However, compliance with the above procedure is essential.

DHL shall audit handling agents' minimum once annually to ensure that the requisite standards are being maintained.

8.2.8 Temporary Warehouse Staff

Warehouse staff employed on a temporary basis in functions directly involved in the build-up, break-down and/or transportation of ULD's transported on our air network for a period of less than 40hrs in total may be exempt from training to training Category ULD-OPS criteria (See **8.3 - Training Matrix**). This is only permitted with the understanding that the temporary worker is working under direct supervision as defined in **8.4 - Quality Assurance** Point 2 – Working Under Supervision (OJT Trainees / Temporary Workers).

Temporary Warehouse staff directly involved in the build-up, break-down and/or transportation of ULD's transported on our air network for a period of more than 40hrs in total shall undergo training to the standard of training Category ULD-OPS as defined in **8.3 - Training Matrix**.

8.2.9 3rd Party (ACS) Staff Building ULDs for DHL Network Flights

ULDs which are being built by non-DHL staff with the intention of travelling on any aircraft in the DHL network shall, as a minimum, comply with DHLs build-up principles and standards. In order to ensure that the appropriate standards are applied, persons building or handling these ULDs shall hold valid certification as per Category ULD-OPS in **8.3 - Training Matrix**.

The training requirements shall be met by either of the following processes:

- The 3rd Party agents are certified via an external (to DHL) course which covers, as a minimum, the syllabus outlined for Operators in IATA ULD Technical Specifications Manual section 1.6 – Training Specifications. The course shall be submitted to DHL for review and approval.
- The 3rd Party agents are certified through DHLs CIS ULD Build-Up course.

Where it is not possible or feasible to mandate training, all ULDs coming from such facilities shall be fully inspected by a member of DHL staff before being accepted into the network. The DHL staff member shall be qualified to training Category ULD-SPV status as per DHL AGOM **8.3 - Training Matrix**. It shall be understood that acceptance of the unit confirms that the ULD conforms to all of DHLs standards as outlined in DHLAGOM **6. Cargo and ULD Handling**.

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Further details on inspecting ULDs built by 3rd party handlers can be found in DHLAGOM **6.0.1 - Acceptance and Checking of General Freight**

8.2.10 Specialist Staff

To operate specialist equipment such as High Loaders, Push-back vehicles and De-Icing equipment, staff shall undertake an approved course.

De-Icing training shall be in accordance with the latest edition of the matrix contained in the Association of European Airlines publication “Training recommendations and Background Information for De-icing / Anti-icing of Aircraft on ground which can be found at: **http://www.aea.be** or, for Continental USA, the FAA published procedures available at **http://www.faa.gov**

- De-icing operatives shall be re-validated every 12 months prior to the commencement of the de-icing programme
- Push back drivers shall be re-validated once every 12 months, however, to remain valid by type of aircraft they shall perform a push back on each type for which they are validated once every three months

Note:
The last point shall not apply to “one off” situations providing the driver is current on a similar size type and receives a full briefing from the Commander.

8.2.11 Other Staff

For training qualifications for any Airside staff member not already mentioned above, refer to DHLAGOM **8.3 - Training Matrix**.

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The Training standards for all staff covered by the definitions in DHL AGOM 8.Training Standards shall be applied as per the following matrix:

COURSE	Airside Spvr		Airside Spvr Revalidation	M & B		M&B Revalidation	ULD Build-up Advanced	ULD Build-up Advanced Revalidation	CIS ULD Build Up		CIS ULD Build-Up Revalidation		Operator specific M&B Full	Operator Specific Ramp Full	Operator Specific ULD Full	Airside Induction & Awareness	GSE Operations Training *
Elements →	Course	OJT	Course	Course	OJT	Course	Course	Course	Course and Demonstration†	OJT	Course and Demonstration†	OJT	-	-	-	-	-
Recurrence →	Once Only	Once Only	Every 36 months	Once Only	Once Only	Every 36 months	Once Only	Every 24 months	Once Only	Once Only	Every 24 months	Every 24 months				Every 36 Months	Minimum 36 months
Role/Function Category ↴																	
ULD - OPS									X	OJT	X	OJT			X - As Req'd	X Classroom or CBT	
ULD - SPV							X	X	R	OJT	R	OJT			X - As Req'd		
RMP - OPS									X	OJT	X	OJT		X - As Req'd			OJT
RMP - SPV	X	OJT	X	R	OJT	R	X	X	R	OJT	R	OJT		X - As Req'd			OJT
LOD - OPS	R	OJT		X	OJT	X			X	OJT	X	OJT	X - As Req'd				
LOD - SPV	R	OJT		X	OJT	X			X	OJT	X	OJT	X - As Req'd				
MGT - All Areas	R	OJT		R	OJT		R		R	OJT							
Notes													Revalidation as defined by Operator	Revalidation as defined by Operator	Revalidation as defined by Operator		Refresh as defined by equipment type
Duration	4 Days	N/A	3 Days	3 Days	N/A	2.5 Days	4 Days	2 Days	6 Hours + 1 Practical †	6 ULD Builds + Evaluation	6 Hours + 1 Practical †	6 ULD Builds + Evaluation	As defined by Operator	As defined by Operator	As defined by Operator	As per course given	As required

Role Category definition - AGOM 8.3.1

ULD-OPS	All persons involved in the build-up, breakdown, and/or transportation of ULDs for air transportation.
ULD-SPV	All persons performing supervision of ULD-OPS staff involved in the build-up, breakdown, and/or transportation of ULDs.
RMP-OPS	All persons involved in ramp operations and services related to aircraft handling (loading, unloading, and/or movement).
RMP-SPV	All persons performing supervision of RMP-OPS staff involved in aircraft handling.
LOD-OPS	All persons that have, as part of their duties, the responsibility to perform weight and balance functions (also known as load control).
LOD-SPV	All persons performing supervision of LOD-OPS staff performing weight and balance functions.

Key -

X	Mandatory
OJT	Mandatory On the Job Training
R	Recommended
OJT	Recommended On the Job Training
X	Mandatory if Ramp access is required for any reason (see AGOM 8.1)

Notes:

MGT - It is recommended that individuals classified under the MGT function level complete relevant training for their area at least once and remain updated on any changes in procedures and regulations.
Further information on role / function categories can be found in AGOM 8.3.1 - Role / Function Categories
Countries and/or Regions may apply stricter training requirements than those stated in the Training Matrix. Reducing the training requirements below those stated in the Training Matrix is forbidden.
*GSE Operations Training such as, but not restricted to, Highloader operation, Pushback, Marshalling as defined by DHL AGOM 8.1.2 or local regulations.
†The demonstration is a 1hr practical warehouse session led by the trainer and is a mandatory part of the 6 hr course.

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COURSE	SMS Awareness	Human Factors	CIS Safety First Awareness	CIS Security Awareness	AVSEC Training
Elements→	Standalone or part of Airside SPV/Ramp Safety Awareness course	Standalone or part of Airside SPV/Ramp Safety Awareness course	Digital or Classroom based	Digital or Classroom based	AS defined by local entity
Recurrence→	Every 36 months	Every 36 months	Once Only	Every 24 months	Initial + recurrent as per local requirement
Role Category↓					
ULD - OPS	X	X	X	X	X
ULD - SPV	X	X	X	X	X
RMP - OPS	X	X	X	X	X
RMP - SPV	X	X	X	X	X
LOD - OPS	X	X	X	X	X
LOD - SPV	X	X	X	X	X
MGT - All Areas	X	X	X	X	X
Duration	-	-	2 hours	1 hour 30 minutes	As defined by local entity

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8.3.1 Role/Function Categories

To address non-standard naming conventions across the DHL network, we have established role/function categories that define training requirements. These categories are based on two components: Operational Areas and Function Levels, outlined in the tables below.

The Role/Function Category table combines these elements to specify training requirements for different roles in airside operations.

Function Levels

Level	Description
OPS (Operational Functions)	Involves staff executing tasks for safe and efficient airside operations.
SPV (Supervision Functions)	Involves individuals who supervise and/or coordinate the daily activities of operational staff, ensuring compliance with procedures and safety standards while actively engaging in the airside operational environment.
MGT (Management Functions)	Involves strategic oversight, resource management, and decision-making to achieve operational objectives, without engagement in day-to-day operational tasks.

Operational Areas (Relevant to Airside Operations)

Area	Description
ULD	Build-up, breakdown, and/or transportation of ULDs destined for air transportation.
RMP	Ramp operations for aircraft handling (loading, unloading, and/or movement).
LOD	The performance of weight and balance functions (also known as load control).

Role/Function Categories

Category	Role/Function Description
ULD-OPS	All persons involved in the build-up, breakdown, and/or transportation of ULDs for air transportation.
ULD-SPV	All persons performing supervision functions of staff involved in the build-up, breakdown, and/or transportation of ULDs for air transportation.
RMP-OPS	All persons involved in ramp operations and services related to aircraft handling (loading, unloading, and/or movement).
RMP-SPV	All persons performing supervision functions of staff involved in aircraft handling.
LOD-OPS	All persons involved in weight and balance functions (also known as load control).
LOD-SPV	All persons performing supervision functions of staff performing weight and balance functions.

Notes:

- All role/function categories are based on duties and responsibilities, not job titles.
- An individual may fall under multiple role/function categories simultaneously.
- Roles such as investigators, trainers, and auditors may also require relevant training for airside activities and functions.

MGT - It is recommended that individuals classified under the MGT function level complete relevant training for their area at least once and remain updated on any changes in procedures and regulations.

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8.3.2 Guidance on Locally Managed Airside Training

In addition to the mandatory training as per role category, as defined in **8.3.1 - Role/Function Categories**, local stations are expected to provide comprehensive training to ensure staff competence in specific airside functions.

This section offers guidance on topics that shall be included in locally managed training programs. It is essential for local training to align with global standards and cover key areas necessary for safe and efficient airside operations.

1. Aircraft Handling Training:

   Personnel engaged in aircraft handling operations shall receive training on the following topics:

   - Irregularity/Incident/Accident Reporting Procedures
   - Manual Handling of Load
   - Safety during Aircraft Fuelling
   - Handling of Loads Requiring Special Attention
   - Loading Incompatibilities
   - Handling of ULDs
   - Operation of Aircraft Loading Systems/Securing of ULDs
   - Identification/Consequences of Malfunctions of In-Plane Loading Systems
   - Consequences of Load Damage and Spillage
   - Positioning and Operation of Loading and Servicing Equipment
   - Aircraft Movement Operations

2. **Aircraft Loading Training:**

   Personnel involved in aircraft loading, shall undergo training covering the following areas:

   - Principles of Aircraft Loading
   - Loading Incompatibilities
   - Handling of ULDs
   - Operation of Aircraft Loading Systems/Securing of ULDs
   - Identification/Consequences of Malfunctions of In-Plane Loading Systems
   - Consequences of Load Damage and Spillage
   - Positioning and Operation of Loading and Servicing Equipment
   - Load Notification to the PIC
   - Passenger Embarkation/Disembarkation Procedures
   - Standards of Aircraft Cleaning, Lavatory, and Potable Water Servicing
   - Airline-Specific Procedures (as Applicable)

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3. **Aircraft Ground Movement Operations Training:**

Personnel assigned duties and/or responsibilities in aircraft ground movement operations shall complete job-specific training covering the following subject areas, as applicable to assigned operational function(s):

- Aircraft ground movement operations:
  - Scope of operations
  - Principles, responsibilities
  - Practices, procedures
  - Hazards, risk assessment
  - Safety precautions
- Operation of equipment:
  - Nose gear tow bar tractor(s)
  - Nose gear towbar-less tractor(s)
  - Main gear tractor(s), if applicable
  - Tow bars
- Equipment-aircraft connect and disconnect procedures.
- Aircraft ground movement standard verbal communications (ground-flight deck):
  - Nose gear-controlled pushback and towing operations
  - Main gear-controlled pushback operations, if applicable
  - Power-back operations, if applicable
- Aircraft ground movement standard hand signals (ground-flight deck, ground-ground):
  - Nose gear-controlled pushback, towing operations
  - Main gear-controlled pushback operations, if applicable
  - Power-back operations, as applicable
- Aircraft marshalling:
  - Scope of operations, principles, responsibilities
  - Practices, procedures
  - Standard hand signals
  - Use of aircraft parking guidance system(s)
- Aircraft ground movement assistance:
  - Scope of activities, principles, responsibilities
  - Practices, procedures
  - Standard hand signals
- Airline-Specific Procedures (as Applicable)

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4. **Airside Driver Training:**

Personnel assigned duties and/or responsibilities who are required to operate vehicles and/or self-powered equipment in airside areas shall be in the possession of a valid driving license and shall complete job-specific training covering the following subject areas, as applicable to assigned operational function(s):

- General
    - Role and responsibilities of vehicle operators
    - Vehicle equipment standards
    - Hazards of airside driving
    - Reduced visibility procedures
    - Accident and incident reporting procedures
- Ramps (aprons), stands, and airside roads
    - Familiarization with ramp layout, operational stands, vehicle corridors, airside roads, aircraft taxi lanes
    - Airport rules, regulations, and/or procedures pertaining to airside vehicle operations
    - Procedures for crossing aircraft movement areas
    - Pedestrian crosswalk rules
- Manoeuvring area*
    - Identification of obstacle-free areas, limited access areas
    - Airport regulations and requirements
    - Air Traffic Control
    - Airport layout
    - Manoeuvring area driving
    - Radio communication requirements and procedures
    - Aircraft familiarization

        Note *: Applicable to vehicle Operators that require operational access to manoeuvring areas.
- Evaluation

5. **Revalidation Period:**

A minimum revalidation period of 36 months is established for locally managed airside training. This requirement ensures that personnel engaged in airside activities undergo regular assessments and refreshers to maintain proficiency in critical functions.

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6. **Extended Absenteeism and Requalification Training:**

Where an employee is identified as no longer meeting the performance standard or has been absent from their operational role for a prolonged period, requalification training shall be implemented. Requalification training aims to:

1. Address the identified gaps in performance.
2. Close these gaps effectively to return the employee to operational duties.
3. Document the requalification process.

A prolonged period, for the purpose of this policy, is defined as a minimum of 90 days of continuous absence from the operational role.

7. **Local Training Program Review:**

It is imperative that local training programs, including training provided by a third party, are subject to an annual review to ensure adherence to these guidelines. This aligns with the overarching commitment to maintaining high standards and consistency in airside operations globally.

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8.4 Quality Assurance

1. **General**

The responsible HR and/or training department at all DHL Stations shall have a quality assurance programme to ensure standardisation of training content and to maintain the currency of material used in the subject being trained. To this end regular training assessments shall be performed by the responsible manager for training, or their delegate and approval records kept for inspection by DHL or other Airline Quality Auditors as appropriate.

Trainers shall be trained and approved and conduct training courses regularly. All trainers shall be provided with relevant amendments and updates to training material including briefings when necessary.

2. **Working Under Supervision (On-The-Job Trainees and/or Temporary Workers)**

Note:

For the sake of simplification, both OJT Trainees and Temporary Workers shall be referred to as 'Trainees' in this sub-chapter. In this sub-chapter, the definition of 'OJT Supervisor' is a person who has been nominated to oversee the OJT of the individual(s) in question.

The OJT Supervisor shall assume full responsibility for the output of the trainee during the OJT period. This does not, however, absolve the trainee from any acts of wilful neglect or gross misconduct whilst under training supervision.

Whenever training standards calls for a staff member to work under supervision, the OJT Supervisor shall be of sufficient experience and have the necessary skills & training to undertake the role.

The OJT Supervisor shall ensure that the function being performed by the trainee is conducted in full accordance with the principles and methods detailed in the training material and that the trainee is in full compliance with all regulatory and DHL requirements. The OJT Supervisor shall give feedback and support to the trainee and shall conduct a final check on the output of any work function performed by the Trainee e.g., completed ULD build, completed Load-sheet etc.

Although supervision of a trainee on a 1-to-1 basis is not always practical, it shall be made clear to both the OJT Supervisor and the Trainee that the OJT Supervisor shall be always available during the Trainees working shift. If it is not possible for the same OJT Supervisor to remain with the trainee during his/her shift, then a suitable replacement shall be made available, and the trainee shall be made aware of the change.

3. **Retention and Distribution of Training Records**

Upon satisfactory completion of On-The-Job training, the OJT Supervisor shall complete a check-out form, and by their signature, certify that the Trainee is considered ready to work un-supervised. The OJT Supervisor shall forward the check-out form to the following:

- Local Human Resources / Training Department
- Americas SABLE Training Records will be sent to Americas Weight & Balance system administrator (**amsableadmins@dhl.com**)

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8.5 Training Records

All training records are administered and retained by the HR and/or Training Department of the entity any given trainee is contracted to.

Training records are to be checked at regular intervals by the respective HR administrator. Missing training records are tracked, and duplicates only issued with formal approval from the trainer. Training records shall be maintained for the length of employment plus 24 months.

Attendance sheets, training forms and certificates shall be such that information is clearly legible and accurately represented.

It is the responsibility of each local station to schedule and maintain oversight of training within their location. This includes coordinating training sessions, ensuring proper documentation, and monitoring compliance with training requirements. The local station training management shall take necessary steps to facilitate effective and timely training for their personnel.

All certificates shall be dated and signed by the instructor who performed the training. Certificates shall also be countered signed as appropriate.

- Airside Courses as defined in **8.1.1 - Approved Courses** (Point 1) - Member of Regional Airside Management team.
- Specialist (Local) Courses as defined in **8.1.1 - Approved Courses** (Point 8) – Local Head of Department

As the CIS function does not distribute certificates, the above requirement is not applicable for the CIS ULD Build-up course.

For the CIS ULD Build-up course, the CIS Country Champion (or appropriate) shall be notified of courses being held in their country and shall be provided with the details of each participant so their information can be captured in the My Talent World platform.

Note:

Additional requirements for the retention of Dangerous Goods Training records may apply, see Restricted Commodities intranet site for full details:

Global SOP Dangerous Goods Policy and Standards

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8.6 Approved Trainers

This section introduces the hierarchical framework and positions in our Airside Training Program. Our Approved Trainers are fundamental to upholding airside safety, efficiency, and compliance. The subsequent roles establish the core of our airside training system:

1. **Airside Trainer**

The essential frontline trainers responsible for delivering airside-related training sessions. They enhance participants' knowledge and skills in airside operations, ensuring safety and compliance.

1a. **Trainers of the CIS ULD Build-Up Course**

Specialized Airside trainers for the CIS ULD Build-Up Course, focusing on critical cargo handling skills and specialized knowledge.

2. **Senior Airside Trainer**

Experienced trainers who deliver specialized global airside courses. They mentor trainers, maintain compliance, and elevate training quality.

3. **Examining Airside Trainer**

Certifiers of trainers, upholding our standards by evaluating and certifying Airside and Senior Airside Trainers.

4. **Regional Head of Airside Training**

Oversees regional training initiatives, certifying trainers, reviewing materials, and ensuring compliance for an effective training framework.

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8.6.1 Candidate Profiles

1. **Airside Trainer**

Airside Trainers are essential members of the Airside Training Program who are responsible for delivering airside related training sessions to enhance the knowledge and skills of individuals involved in airside operations.

Key Responsibilities:

- Conduct airside training sessions following established curriculum and guidelines.
- Facilitate interactive training to promote effective learning and retention.
- Assess participant performance and provide constructive feedback
- Maintain accurate training records including attendance, evaluations, and certifications.
- Assist in developing and improving training materials
- Stay updated on industry regulations, best practices, and advancements.
- In-depth understanding of airside standards, regulations, and best practices.
- Deliver the 100% of the course(s) as designed

Candidate Profile:

To be eligible for the role of Airside Trainer, candidates should meet the following recommended criteria:

- Must be certified in the training they intend to deliver and possess comprehensive knowledge, both theoretical and practical, of the topics covered
- Minimum 6 months of Ramp experience.
- Working knowledge of the DHL network and business rules.
- Manager, supervisor, or lead experience.
- Prior facilitation experience.
- Ability to work independently and take initiative.
- Upholding the integrity and responsibility of Airside Training.

Appointment:

The appointment process follows the 'Airside Trainer Approval Process' as outlined in this chapter to ensure a thorough assessment of their qualifications, expertise, and training capabilities.

Airside Trainers may be appointed by the Examining Trainers or the Regional Head of Airside Training, or other designated authorities based on their qualifications, experience, and ability to fulfil the responsibilities of the role.

1a. **Trainers of the CIS ULD Build-Up course**

Airside trainers who wish to deliver the CIS ULD Build-Up course must meet the following additional requirements:

- Certification in ‘ULD Build-Up Advanced’’ as a participant
- Sound operational knowledge of DHLs warehouse activities
- Good presentation skills (preferably CIS Facilitation skills) with the use of all training aids
- Certified in either the CIS DG Load or CIS DG Loader courses

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2. **Senior Airside Trainer**

The role of a Senior Airside Trainer is instrumental in delivering advanced airside training and ensuring the highest level of competence. Senior Airside Trainers are certified to deliver one or more of the following specialized Global Airside Courses:

- Mass & Balance
- Airside Supervision
- ULD Build-up Advanced
- B777F courses

Key Responsibilities:

- Delivering training sessions for Global Airside Courses.
- Mentoring and providing guidance to Airside Trainers
- Ensuring compliance with training standards and conducting assessments to evaluate trainee performance.
- Collaborating with Examining Trainers and Regional Head of Airside Training in certifying candidate trainers for Global Airside Courses.
- Continuously improving training programs by incorporating best practices and staying updated on industry developments.
- Deliver the 100% of the course(s) as designed

Candidate Profile:

To be eligible for the role of Senior Airside Trainer, candidates should meet the following recommended criteria:

- Must be certified in the training they intend to deliver and possess extensive knowledge, both theoretical and practical, of the topics covered.
- Minimum 2 years of experience as an Airside Trainer.
- Strong understanding of airside operations, safety protocols, and regulatory requirements.
- Excellent communication and presentation skills.
- Previous experience in mentoring or supervising trainers.
- Demonstrated ability to deliver effective training programs.

Appointment:

The appointment process follows the 'Airside Trainer Approval Process' as outlined in this chapter to ensure a thorough assessment of their qualifications, expertise, and training capabilities.

Airside Trainers may be appointed by the Examining Trainers or the Regional Head of Airside Training, or other designated authorities based on their qualifications, experience, and ability to fulfil the responsibilities of the role.

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3. **Examining Airside Trainer**

Examining Trainers play a vital role in the Airside Training Program. They are responsible for evaluating and certifying candidate Airside and Senior Airside Trainers, ensuring adherence to training standards and maintaining the quality of training delivery.

Key Responsibilities:

- Certify Candidate Airside & Senior Airside Trainers
- Conduct Training Evaluations
- Maintain Training Standards
- Training Program Development

Candidate Profile:

To be eligible for the role of Examining Trainer, candidates should meet the following recommended criteria:

- Minimum of 3-5 years of relevant experience in airside operations.
- In-depth understanding of airside standards, regulations, and best practices.
- Demonstrated proficiency in training facilitation and evaluation techniques.
- Previous experience as an approved Airside or Senior Airside Trainer
- Strong knowledge of the training content and requirements for the specific courses they are assigned to evaluate.
- Excellent verbal and written communication skills.
- Ability to provide constructive feedback and guidance to trainers.
- Strong observation and evaluation skills to assess trainers' performance.
- Willingness to stay updated with industry trends, regulations, and training advancements.
- Commitment to professional development and enhancing training competencies.
- Ability to work collaboratively with trainers, managers, and stakeholders to maintain training standards and drive program improvement.

Appointment:

Examining Trainers may be appointed by the Regional Head of Airside Training of their respective geographical region. The Regional Head of Airside Training evaluates the qualifications, experience, and suitability of potential Examining Trainers to ensure they meet the necessary criteria.

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4. **Regional Head of Airside Training**

The Regional Head of Airside Training serves as the highest authority for their respective geographical region within the Airside Training Program. Their primary responsibility is to deliver train-the-trainer courses and certify candidate Examining Trainers, Senior Airside Trainers, and Airside Trainers. By leveraging their extensive expertise, they ensure the maintenance of training standards and the development of highly skilled trainers.

Key Responsibilities:

- Ensure Compliance and Standards
- Training Program Development
- Certify Candidate Trainers
- Review Training Materials

Candidate Profile:

To be eligible for the role, candidates are recommended to have the following experience:

- Certified in all Global & Regional Airside Courses.
- Minimum of 5 years of Ramp experience.
- Minimum of 4 years of Airside Training Facilitation experience.
- Experience in facilitating at least 2 Regional Airside Trainer Sessions.
- Participation in the development or refresh of Airside Training Course(s).
- Strong theoretical and practical knowledge of current Airside topics.
- Working knowledge of the DHL network and business rules.
- Managerial or supervisory experience.

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8.6.2 Airside Trainer Approval Process

Once a candidate has been selected based on the profile as defined in **8.6.1 - Candidate Profiles**, they shall complete the following training process:

1. **Attend** and successfully complete the course they wish to train as a student
2. Conduct a joint '**50/50**' training alongside an experienced Examining Trainer, or other nominated person, as approved by the Head of Regional Airside Training. This shall entail the qualifying trainer preparing and delivering a pre-agreed percentage of the training material to a 'live' group of participants as part of a formal course.
3. **Deliver 100%** of the course in front of a real class, with an Examining Trainer, or other nominated person, attending and evaluating.

Note: Step 2 may be repeated if the candidate trainer or examining trainer feels it is necessary

Throughout the qualification process, the candidate shall conduct themselves in a manner that establishes confidence with the Examining Trainer or other nominated person, demonstrating their ability to autonomously deliver the course to the required standards.

After successful completion of the Airside Trainer Approval process, the trainer shall receive a certificate stating the date of certification and the name of the course they are certified to train. Only after receiving this certificate shall the trainer commence training.

If the trainer wishes to commence training prior to receiving their certificate, they shall obtain written confirmation from the certifying trainer that they have successfully completed the Airside Trainer Approval process and that they are a certified trainer.

Note: With the approval of the Head of Regional Airside Training, Examining Trainers have the option to delegate their responsibilities to a suitable Senior Airside Trainer. This delegation must be documented in writing, and it is essential to retain a copy of the authorization for future reference.

CIS ULD Build-up course

For candidate trainers of the CIS ULD Build-up course, step 1 and 2 may also be completed by attending a Global Airside approved train-the-trainer workshop.

Trainers of the CIS ULD Build-up course shall receive a certificate confirming their certification as a trainer of the CIS ULD Build-up course. The CIS ULD Build-up sticker in the CIS Passport is **not** confirmation that a person is qualified to train the CIS ULD Build-up course.

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Obtaining approval to teach additional courses

To enable an approved trainer to deliver another course, the process outlined above shall be repeated for all new courses. Provisions may be made for trainers showing sufficient experience, skill, and subject comprehension, to complete the process in an accelerated process. These provisions must be documented in writing, and it is essential to retain a copy of the authorization for future reference.

Note: Trainers certified to deliver airside courses are also authorized to conduct the corresponding revalidation training.

Maintaining Trainer Certification

Upon successful completion of the qualification process, approved Airside & Senior Airside Trainers shall deliver at least 3 courses within the first 12 months of their approval, reducing to 2 courses every 12 months after that, to maintain their qualification(s).

Examining Trainers shall conduct a minimum of **2 courses every 12 months** for each course they are certified to train to maintain their Examining Trainer Status.

If any trainer is approved to deliver more than one course, they shall deliver at least **one of each course** they are approved for in a 12-month period.

All trainers shall comply with all procedures outlined in this section of the manual.

Trainers of the CIS ULD Build-up course shall attend a ULD Build-up Advanced course once every 24 months.

By maintaining their trainer certification, trainers are not required to complete any recurrent training for the courses they are approved to deliver.

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8.6.3 Audits for Trainers

All approved Airside, Senior Airside, and Examining Trainers shall be subject to periodic audits to assess the quality, conformity, and currency of the courses they deliver. Audits will be conducted at least once every 24 months and will be carried out by an Examining Airside Trainer.

Note: Examining Airside Trainers themselves will be audited by their respective Regional Head of Airside Training.

These audits may be conducted as part of the Regional Airside audit schedule or on an ad-hoc basis with explicit permission from Global or Regional Airside management.

Upon completion, the audit checklists will be signed by both the auditor and the audited trainer. A copy of the checklist will then be returned to the appropriate Regional Airside management for review and retention purposes.

This comprehensive quality assurance process ensures continuous improvement and compliance with training standards throughout the organization.

8.6.4 Annual Review

All approved Senior Airside Trainers and Examining Trainers* shall attend an annual meeting which shall be held to:

- Evaluate the performance of existing courses and the need for improvements
- Submit updates on any changes to rules, procedures or regulations
- Develop existing courses in line with regulatory or business requirements
- Consider any new training requirements
- Develop new courses or course modules as required.

The annual review shall also be used to inform trainers of part year's performance, performance targets and upcoming developments.

Individual trainers may in exceptional circumstances be excused from an annual meeting, subject to revision of training material.

Missing two consecutive annual reviews shall result in temporary revocation of training approval, reinstatement only possible after completion of an audit by an Examining Trainer.

Failure to attend three consecutive annual reviews shall result in permanent revocation of training approval, reinstatement only possible after completion of entire qualification process.

* The annual review meeting attendance may also extend to Airside Trainers based on Country or Regional requirements

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Appendix A – Minimum Requirements for Warehouse, Ramp and Load Control

1. **Ramp Supervisory Staff (Category RMP-SPV)**

To maintain a high level of standardization and efficiency across DHL stations, minimum requirements for the training of personnel involved in supervising Ramp Handling and Loading functions have been established.

General Training:

Upon recruitment, candidates will be assessed for their ability to perform simple arithmetic accurately, neatly, and quickly. Subsequently, they will undergo comprehensive training in both classroom and practical settings to acquire the theoretical knowledge and practical skills necessary for ramp handling and loading functions.

Minimum Required Training Subjects:

Airside Supervisor training is mandated to encompass, at a minimum, specific subject areas. Notably, all mandated subjects, as per IATA (HDL Table 5), are comprehensively addressed in the Airside Supervision, ULD Build up Advanced, and Dangerous Goods training courses, apart from the Aircraft Loading Systems subjects, which shall be locally administered.

The detailed list of these subjects is provided below for reference.

Terminology/Definitions:

- What is DHL AGOM
- Q-Pulse On-line Demonstration
- Aviation Terminology
- IATA Code Directory

Roles & Responsibilities

- Role of an Airside Supervisor
- Responsibilities of an Airside Supervisor
- Roles and Responsibilities of other departments
- Legal Obligations of an Airside Supervisor

Safety & Safety Management System

- Introduction to Safety and Safety Management Systems
- SMS Core Elements
- Safety Policy and Objectives
- Safety Risk Management
- Safety Assurance
- Safety Promotion
- Human Factors

Unit Load Devices & Cargo Handling

- ULDs, Cargo Handling and you
- ULD Serviceability Check
- The 8 Steps to Proper ULD Build
- Tie Down Strapping & Lashing
- Utilization of nets
- RCG Loading Incompatibilities
- Tie-down limitations and rules

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- Rejection criteria for damaged ULD and tie-down accessories
- Tagging

Aircraft Structural Load Limitations

- Basic knowledge of containerized holds resistance
- Area limitation (spreader floors)
- Loading Limitations

General Weight and Balance Proficiency and Awareness

- Terminology, operational codes, abbreviations
- Aircraft balance principles, consequences of improper aircraft loading
- Forces during flight
- Principles of loading
- Loading procedures
- Monocoque (combined) limitation
- Cumulative limitation
- Missing restraints limitation

Turnaround Coordination

- Safety
- GSE Positioning
- Areas of aircraft susceptible to damage by GSE
- Reporting of damage to aircraft caused by GSE
- Aircraft Turnaround
- Preparation
- Arrival
- Unloading of Aircraft
- Loading of Aircraft
- Departure

Documentation & Messaging

- Identifying the documents
- Flight Documentation Retention File
- Filing requirements
- Loading Paperwork
- Designation and numbering of aircraft holds
- Utilization of the loading paperwork (Load Plan, Loadsheet, Load Message, Offload Plan)
- Messaging Rules
- Loading/Offloading Messages
- Explanation of Movement Messages
- Delay and Diversion Codes
- NMIV

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Loading Error Workshop

- Aircraft Overview
- SABLE Overview (Standard vs Optional Loading Configurations)
- The Incident
- Workshop 1: Establish Root Causes
- Workshop 2: Identify Corrective Actions
- Workshop 3: Suggest Implementation Plan for Corrective Actions
- Questions & Answer Session
- Closing Remarks from the Instructor

Load Verification

- Why do we need a Load Verification process?
- What is Load Verification?
- Completing the Load Verification Sheet

Aviation Security

- Aircraft Security
- Aircraft Security Check
- Aircraft Security Search

Aviation Weather

- Operating in Adverse Weather Conditions
- De-icing
- Operational Impact

Aircraft Emergency Response

- What is an aircraft emergency?
- Information Flow
- Your Initial Response

Flight-Deck Etiquette & Communication

- General Communication
- Arrival and Departure Procedure
- Head-set Communications

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Dangerous goods training:

As a minimum, the following Dangerous Goods subjects shall be incorporated into the training program of an Airside Supervisor. Note that all Dangerous goods topics listed are covered in the relevant mandatory Competency based Dangerous Goods training for Airside Supervisors.

- Cargo IMP codes
- ULD and parcels labelling and marking
- Loading compatibilities
- Onboard accessibility
- Rejection criteria
- Emergency procedures

Operation of Aircraft loading systems:

Airside Supervisors responsible for tasks related to the operation of aircraft loading systems, involving the areas outlined below, must undergo local training before engaging in unsupervised activities.

Proficiency in these responsibilities may be acquired through a combination of formal training and/or on-the-job training (OJT), managed locally.

This training prerequisite ensures that personnel acquire the essential skills for the secure and efficient operation of aircraft loading systems, thereby enhancing overall efficiency and safety in airside operations.

- Opening and closing supervision of aircraft hold doors
- In-plane loading systems
- Operation of ULD restraints

2. **Ramp Non-Supervisory Staff (Category RMP – OPS)**

To ensure an acceptable level of standardization and efficiency in ramp handling and loading operations, certain minimum prerequisites shall be recognized for personnel working as Ramp Workers.
They shall:

Knowledge and Skills

- Basic numeracy skills
- Demonstrate good communication skills (verbal and written)
- Completion of a comprehensive training program, including relevant dangerous goods training specific to their assigned role functions

Safety and Security:

- Understanding and adherence to safety protocols, including those related to dangerous goods handling.
- Familiarity with relevant security procedures

Ramp Operations:

- General ramp safety awareness
- Attention to detail.
- Physically able to perform all required manual tasks.

Work Ethic:

- Positive work ethic
- Reliability and willingness to learn.

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3. Load Control Staff (Category LOD-OPS)

To maintain a high level of standardization and efficiency across DHL stations, minimum requirements for the training of personnel involved in Load Control functions have been established.

General Training:

Upon recruitment, candidates will be assessed for their ability to perform simple arithmetic accurately, neatly, and quickly. Subsequently, they will undergo comprehensive training in both classroom and practical settings to acquire the theoretical knowledge and practical skills necessary for load control functions.

Minimum Required Training Subjects:

Load Controller training is mandated to include, at a minimum, specific subject areas.
Notably, all mandated subjects, as per IATA (LOD Table 1), are addressed in the mandatory Mass & Balance, CIS ULD Build-up courses.

The detailed list of these subjects is provided below for reference.

Introduction:

- Terminology and Definitions

DHL Specific Procedures:

- DHL AGOM
- Q-Pulse
- Aircraft Specific Information
- Mass & Index Data
- Exercises
- Manual Load Sheet

SABLE Operations:

- Introduction to SABLE
- Logging on to SABLE
- Printer Settings
- Flight Screen
- Weight & Balance Screen
- Loading ULDs
- LIDO Flight Plan
- Adjusting Maximum Design Weights in SABLE
- Final checks and printing
- Example of Load Plan & Load Sheet
- Flight Trim Feedback

GOALS Integration:

- Introduction to GOALS
- ROLS Communicator
- SABLE GOALS Functionalities

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General Weight and Balance Proficiency and Awareness:

- Terminology, Definitions of Terms, Operational Codes, Abbreviations
- Aircraft Balance Principles, Consequences of Improper Aircraft Loading
- Aircraft Structural Load Limitations
    - Linear (Running Load) Limitation
    - Area Limitation (Spreader Floors)
    - Limitation per Compartment/Section/ULD Position
    - Monocoque (Combined) Limitation
    - Cumulative Limitation
    - Missing Restraints Limitation
- Unit Load Devices (ULD)
    - IATA Identification Codes
    - Gross Weight Limitations, Hold Restraint Requirements
    - Container/Pallets Build-up and Tie-down Limitations/Rules
    - Tagging
- Bulk Hold Loading
    - Load Spreading Rules
    - Load Restraint Rules: Nets, Tie-downs, Volume Restraint
- Load Sheet
    - Computation, Issuance, Checking (Electronic and Manual Modes)
    - Last Minute Change Procedures
- Balance Tables/Charts
    - Computation, Issuance, Checking (All Conventional Methods)
- Load Plan
    - Designation and Numbering of Aircraft Holds
    - Issuance and Checking (Electronic and Manual Modes)
- Loading Messages
    - Reading and Sending Standard Loading Messages

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4. **Warehouse Supervisory Staff (Category ULD-SPV)**

To ensure an acceptable level of standardisation and efficiency amongst DHL stations, certain minimum requirements shall be recognised in the training of personnel with supervisory responsibilities for Cargo and ULD handling. They shall:

- Be assessed on recruitment, on their ability to do simple arithmetic accurately, neatly, and quickly.
- Have completed training and qualified in Cargo Handling and ULD Build-up functions.

Consequently, and depending on the functions to perform, they shall have a good knowledge of:

Safety and Compliance:

- Ramp Safety
- Dangerous goods identification, loading, handling, and emergency procedures (See DHLAGOM **7. Dangerous Goods and Exceptions Handling**)
- Serviceability of aircraft Unit Load Devices (ULDs)
- Security regulations
- Consequences of load damage and spillage, prevention, and reporting
- Identification of consequences of malfunctions of loading systems (e.g., operating pallet lock)
- Captains briefing of load being carried

Cargo & ULD Handling:

- Principles of aircraft loading
- Positioning and operation of loading and servicing equipment
- Special load procedures - loads requiring special attention
- Loading incompatibilities
- Movement control (Aircraft movement messages, delay codes, etc.)
- ULD and bulk weighing procedures
- ULD control
- Operation of aircraft loading systems/securing of ULDs
- Precision timing schedules

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5. **Warehouse Non-Supervisory Staff (Category ULD-OPS)**

To ensure an acceptable level of standardization and efficiency in cargo and ULD handling operations, certain minimum prerequisites shall be recognized for personnel working in the Warehouse. They shall:

Knowledge and Skills:

- Basic numeracy skills
- Demonstrate good communication skills (verbal and written)
- Completion of a comprehensive training program, including relevant dangerous goods training specific to their assigned role function

Safety and Security:

- Understanding and adherence to safety protocols, including those related to dangerous goods handling.
- Familiarity with relevant security procedures

ULD and Cargo Handling Operations:

- General ULD & Cargo Handling awareness
- Attention to detail.
- Physically able to perform all required manual tasks.

Work Ethic:

- Positive work ethic
- Reliability and willingness to learn

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6. **Specialist Ramp Staff**

In order to ensure an acceptable level of standardisation and efficiency amongst DHL stations, certain minimum requirements shall be recognised in the training of personnel operating specialised equipment such as High Loaders, Push-back vehicles, De-Icing equipment etc. Personnel designated for the operation of specialised equipment shall:

- Be assessed on selection, on their ability to operate heavy and complicated machinery safely.
- Be trained in the field in the practice of operating the specific equipment.

Specialist equipment operations includes the following:

- Marshalling
- Communication with Airline Loadmaster / Ground Handling / Airside Supervisor.
- Positioning and operation of loading and servicing equipment
- Special load procedures - loads requiring special attention
- Identification of consequences of equipment malfunctions
- Operation of De-icing equipment
- Operation of Push-back vehicle
- Operation of High Loader
- Operation of Self-propelled stairs
- Operation of Air Starter Unit
- Operation of any other specialist equipment as required

7. **Other Staff**

For training qualifications for any Ramp staff member not already mentioned above, refer to DHL AGOM **8.3 - Training Matrix**.

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