



# Participant Handbook

Sector  
**Aerospace and Aviation**

Sub-Sector  
**Airline**

Occupation  
**Loading and Unloading**

Reference ID: **AAS/Q0104, Version 1.0**  
**NSQF Level 3**



**Airline Baggage Handler**



**Shri Narendra Modi**  
Prime Minister of India

“ **Skilling is building a better India.  
If we have to move India towards  
development then Skill Development  
should be our mission.** ”





## 1.2.2 Types of Airline Personnel

### Flight Operation Personnel

This includes the following groups of airline staff:

- **Flight Crew:** This crew is responsible for the operation and safety of the aircraft and all persons aboard. It consists of the pilot-in-command and flight operations officer (co-pilot or first officer).



*Fig 1.2.2 (b) Flight Crew Staff*

- **Cabin Crew:** The cabin crew is responsible for safety in the cabin and for attending passengers in an aircraft during flight. It may include a flight service director, purser and flight/cabin attendants.



*Fig 1.2.2 (c) Cabin Crew Staff*

### 1.3.4 Aircraft and Parts of an Aircraft

**Aircraft:** An **aircraft** is a machine that is able to fly by gaining support from air. Aeroplanes, helicopters and dirigibles are types of aircrafts.

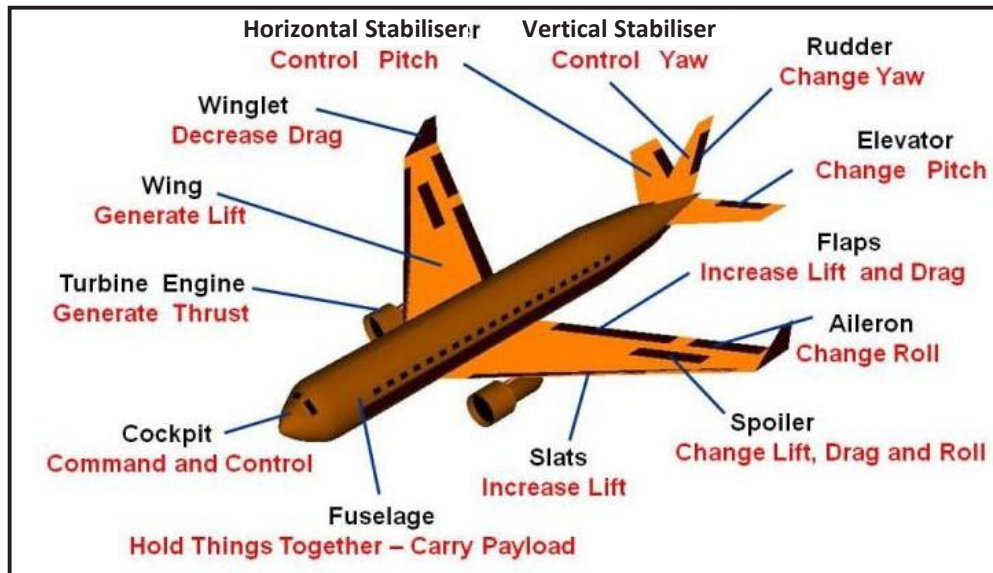


Fig 1.3.4 (a) Major Aircraft Components

**Fuselage:** Is the central body of an aircraft designed to accommodate the crew, passengers and cargo. It is this structure to which the wings, empennage, landing gears and engines are attached.

**Wings:** Are designed to generate a major part of the lift for an aircraft.

**Under carriage:** Undercarriage or landing gears are the structure that supports an aircraft on the ground and allows it to taxi, take off and land. Undercarriage consists of Main Landing Gears (MLG) and Nose Landing Gear (NLG).

**Horizontal stabiliser:** The horizontal stabiliser is attached to the aft portion of the fuselage and is positioned horizontally and it assists in balancing the aircraft.

**Vertical stabiliser:** The vertical stabiliser is also attached to the tail portion of the fuselage vertically and it assists in balancing an aircraft.

**Ailerons:** The ailerons are attached to the trailing edge of the wing on either side.

**Rudder:** The rudder is attached to the trailing edge of the vertical stabiliser.

**Elevators:** The elevators are attached to the trailing edge of the horizontal stabiliser. (Note: the ailerons, rudder and elevators together are termed as the primary control surfaces of an aircraft).

## 2.2.2 Foreign Object Debris

Foreign Object Debris (FOD) is any debris that may be ingested into an aircraft engine or that may damage other vehicles and equipment on the airfield. This debris could be natural or man-made.

This may include tools, equipment, aircraft parts, ice chunks, corrosive salt, sand, mud, tufts of grass or pieces of deteriorating surfaces on any airside surface which may get ingested into an aircraft engine or otherwise damage an aircraft.



Fig 2.2.2 (a) Foreign Object Debris

## 2.2.3 Disposing of Garbage and Debris

No person shall throw, deposit or knowingly leave any form of trash or garbage on the airfield except in a container provided for that purpose.

FOD bins are available on all aprons and are to be used for FOD only. The FOD bins are not to be used for general garbage.

Garbage/debris disposal trailers and equipment for handling/containing airline debris prior to disposal, such as: newspapers, food containers and daily-use disposal items. The trailers used for this purpose must be of a fully self-enclosed and should be closed after each use.

## Unit 3.1 Approaching the Aircraft

### Unit Objectives

**At the end of this unit, you will be able to:**

- Explain steps to approach the aircraft.
- Describe the marshalling signal to approach the aircraft.

### 3.1.1 Approaching an Arriving Aircraft

Before approaching the aircraft, make sure that:

1. Ground Service Equipment(GSE) shall approach the aircraft only when
  - The aircraft has stopped.
  - The nose wheels are chocked.
  - The anti-collision beacon is off.
  - The marshaller has given the “safe to approach” signal.



Fig 3.1.1 (a) Chocking of Nose Wheel



Fig 3.1.1 (b) Anti-collision Beacon Lights



### 3.2.1 Cargo Door Types

#### **Bulk Cargo Compartment:**

The bulk cargo compartment is at the end of the aircraft after main gear cabin. The bulk cargo compartment is used for the transport of the goods like vegetable, pets and other goods. The bulk cargo compartment is pressurised and is heated because it sometime contains animals and they need normal temperature and pressure to survive. The pets are normally carried in dog houses.



*Fig 3.2.1 (d) Bulk Cargo Door*



*Fig 3.2.1 (e) Bulk Compartment*

#### **Main Deck Nose Cargo Door:**

The nose cargo door is located at the front of a jumbo jet. It is used for loading and unloading long-sized cargo, horses, etc.



*Fig 3.2.1 (f) Nose Cargo Door*

### 3.3.1 Aircraft Loading/Unloading Equipment

#### Special precautions when using belt loader/sky loader:

- Ensure proper separation between articles on the conveyor belt to avoid jamming.
- Adjust the back of the conveyor belt correctly to avoid goods dropping from the belt.
- Handrails shall be deployed when a belt loader is used to gain access to the aircraft cargo holds; however caution shall be exercised where there is restricted clearance with the aircraft fuselage or engines.

#### ULD Loader:

It is a pallet or container used to load luggage, freight and mail on wide-body aircraft and specific narrow-body aircraft. It allows a large quantity of cargo to be bundled into a single unit.



Fig 3.3.1 (b) ULD Loader

#### Special precautions to be taken while using ULD Loader:

- Check that the ULD loader is serviceable before use.
- Never drive a ULD loader underneath the wing of an aircraft.
- ULD loaders should not come in contact with the aircraft. Position the ULD loader 2 in/5 cm away or until the proximity sensors stop the movement (if equipped).
- Do not open/close aircraft cargo compartment doors while standing on a ULD loader. Use technical steps or a belt loader with a raised side safety rail and deploy stabilisers if equipped.
- Constantly monitor the parts of the aircraft that may come into contact with the loader (e.g. edge of cargo hold opening, aircraft cargo door, control panel doors, fairings on fuselage and wings).
- Adjust the loader's front platform during loading as required when the aircraft's level varies as the load changes.

### 3.3.2 Supervisor's Responsibilities

While unloading of an aircraft, the loading supervisor or his/her representative is responsible for:

- Checking the inbound Loading Instruction Report (LIR) to ensure that all loads for that airport are unloaded.
- Checking for any load irregularities compared with the inbound LIR.
- Checking for any locks or restraints that have been left unsecured.
- Checking each hold, even those that the LIR indicates are empty.
- Completing an Aircraft Irregular Load Report (AILR) whenever an irregularity is found with an inbound load and submitting it to the appropriate departments.



*Fig 3.3.2 (a) Supervisor Inspecting Reports*

#### Terms:

- **Load control:** A function to ensure the optimum utilization of the aircraft capacity and distribution of load as directed by safety and operational requirements.
- **Load planning:** A part of load control.
- **Loading index:** An expression of the C or G of an aircraft after it has been fueled and loaded.
- **Loading:** Stowing load or ULD's on board the aircraft after it has been fuelled.
- **Loading Instructions:** Instructions given by load controller to the person responsible for aircraft loading.
- **Loading Report:** Signed loading instructions with any deviations recorded, passes back to load control for action as required.

## UNIT 5.2 Maintain Personal Presentation

### Unit Objectives

At the end of this unit, you will be able to:

- Learn the importance of personal hygiene and grooming at the workplace.
- Identify the rules and regulations your organisation has on personal hygiene and grooming.
- Meet and maintain standards for personal hygiene and grooming.
- Project a positive image by meeting appropriate standards of personal presentation.
- Identify and wear appropriate clothing for the workplace.

### 5.2.1 Personal Presentation at Workplace

There are three key areas to discuss concerning how one should look - i.e. how to present to customers:

1. Personal Hygiene
2. Dress Code
3. Grooming

**1. Personal hygiene:** One personal benefit of good hygiene is having better health. Clean body prevents illness and infection from bacteria or viruses. For example, the simple act of washing hands regularly is an effective way to keep germs from spreading. One would be much more likely to get sick if, he/she avoids washing the hands before eating.

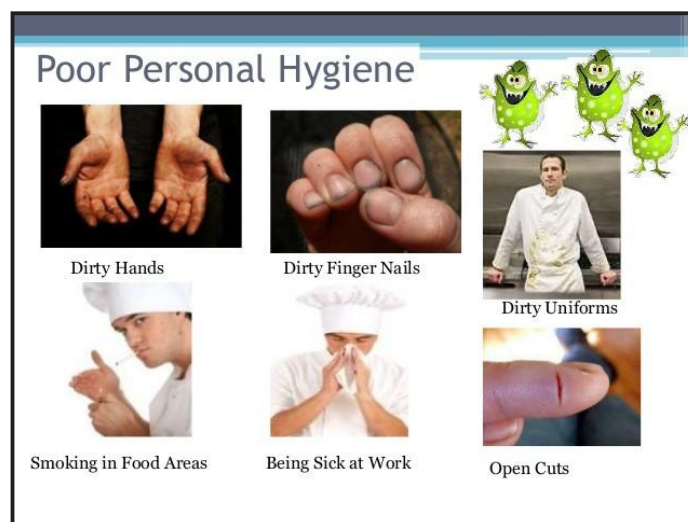


Fig 5.2.1 (a) Poor Personal Hygiene

### 5.3.1 Airline Personal Decision-Making Process

In this scenario, it is not permissible to remove the passengers on the basis that they are speaking Arabic, they appear to be of South Asian descent and are holding a book written in Arabic or another foreign language or appears to be the Quran. If the inquiry indicates that the passenger may pose a risk to the flight take an appropriate action in compliance with the law and established airline policy. If that results in removal of a passenger, it is important that the removal to be conducted respectfully and as discretely as possible. Alternatively, if the passenger in question does not pose a security risk, consider offering to move the third passenger to another seat or offering to book him on another flight.

#### Summary:

A passenger's race, colour, national origin, religion, sex or ancestry may not be the determinative factor in finding that a passenger may present a security or safety risk. Airlines should instead undertake a comprehensive analysis considering the totality of the circumstances. Airline personnel should take steps to conduct an objective, fact-based inquiry to ensure that a decision is reasonable and rational. If you conclude, after a fact-based inquiry, that a passenger may pose a safety or security threat and should be removed from a flight, it is important that the removal be conducted respectfully and with discretion. Always consider whether any situation may be resolved in a non-confrontational manner to avoid escalation. At all times, airline personnel should comply with the law and the airline's applicable policies and protocols.

#### Benefits for Employee in Team Work

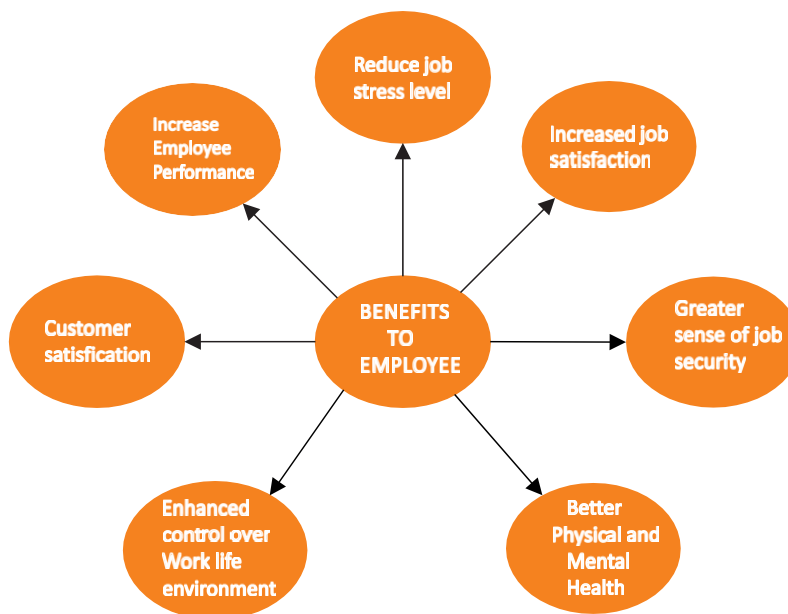


Fig 5.3.1 (a) Benefits of Team Work

### 5.3.4 Bullying

#### Minimum requirements for preventing Workplace Harassment

**Workers:** In relation to the harassment issue, workers have to prevent all types of harassment by communicating all company policies on workplace harassment to all workers and by pursuing effective remedial measures.

**Employers:** As a minimum, there are two primary actions that all employers should take to prevent and settle cases of workplace harassment:

- Develop, endorse and communicate a workplace harassment policy to all employees. The policy should be disseminated to all employees during recruitment and induction; and
- Take effective and appropriate remedial action if workplace harassment occurs.
- Employers/management are required to refrain from committing acts of harassment.
- Employers/management should contribute towards creating and maintaining a work environment that is free from harassment by regulating standards to eliminate all forms of harassment.

### 5.3.5 Work Priorities

In order to do the job effectively, planning helps to prioritise the tasks. Planning a day ensures meeting the goals and the deadlines. It helps to keep in line with what management is expecting. According to Business Alignment Strategies, prioritising the tasks keeps the performance at higher levels. It also helps to limit the interruptions and prevent wasting of time.

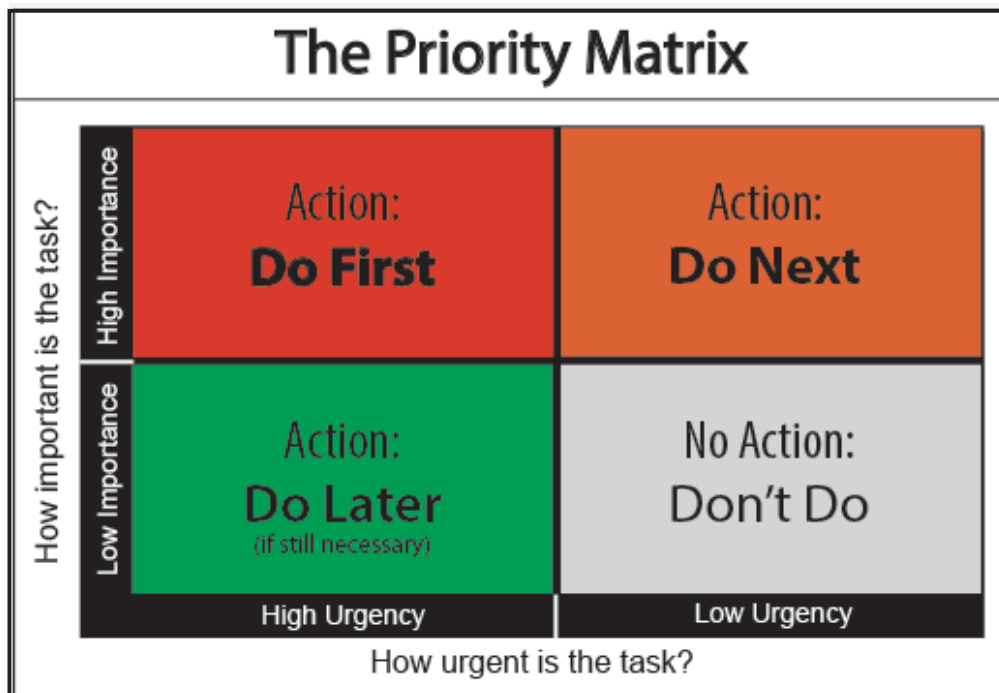


Fig 5.3.5 (a) Priority Matrix

## 6.3.2 Incident Reporting

**Injuries:** If there are injuries, the driver should immediately call the medical emergency hotline for assistance.



Fig 6.3.2 (c) Vehicle Accidents

### 3. Remain at scene of accident:

- Personnel involved in the accident shall remain at the scene until an authorised personnel arrives to handle the situation.



Fig 6.3.2 (d) Accident Scene

### 4. Preservation of Accident Scene:

- No vehicle or equipment involved in an accident should be removed until permission is granted by an APD officer or authorised personnel on-site.
- Vehicle involved in the accident may be moved so far as may be necessary to extricate persons or animals involved.



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