

# Vendor Ramp training



## Facilitator Guide

### Welcome to the Alaska Airlines Vendor Ramp Training Program

This Facilitator Guide is your tool that will guide you through facilitating the Alaska Airlines Vendor Ramp Training program. Begin with this guide prior to every class as you will find all content revisions posted here. If there is a revision date listed in the modules below, print the revised module prior to starting your class to ensure you have the most up-to-date content.

### Training Expectations

There are three parts to the Vendor Ramp Training Program. You and your ramp service agents are responsible to be proficient in all of the content in each part of the training program. All materials you will need to facilitate your class are located on the Instructor Materials webpage:

[http://alaskasworld.com/airportsvc/eCourses\\_Exams/RSA101/Instructor\\_Ven](http://alaskasworld.com/airportsvc/eCourses_Exams/RSA101/Instructor_Ven)

\*\*Agents must have a GreenLight ID and password prior to beginning training.

### Part One: Pre-Class Learning

There are 5 modules in the pre-class package. Each button on the pre-class learning page outlines who those modules are applicable to. Your employees should take only those modules that are applicable to your vendor category. Modules should be completed individually prior to beginning part two.

#### Vendor Categories

- Major: Large air carriers such DL, AA, UA, and US
- Regional: Regional carriers such as Horizon and Penair
- Ground Handling Services such as DGS, Menzies, ATS, and Swissport

[http://alaskasworld.com/airportsvc/eCourses\\_Exams/RSA101/PreClass\\_Ven](http://alaskasworld.com/airportsvc/eCourses_Exams/RSA101/PreClass_Ven)

### Part Two: In-Class Learning

Lesson plans are provided to you for each of the 34 in-class learning modules. These lesson plans cover everything from safety to unloading/loading the aircraft to human factors to aircraft arrival/departure to dangerous goods. The lesson plans are listed in numeric order and must be facilitated in that order. Some items are task specific and may not apply to your station.

We recognize that many of our vendors have extensive training in 737 jet operations; others may be trained for regional prop or jet aircraft only; and some may have little or no aircraft handling training at all. To accommodate our vendors' varying degrees of training, we have created two types of lesson plans to help you facilitate Alaska's training. One is a fully scripted plan; the other is a basic outline. Both are available for your use, along with slides for visual aid and online presentations to assist learning. Regardless of which lesson type you choose to use, you must ensure that your students fully understand the policies and procedures addressed in each module. Remember, you are responsible for your student's understanding of all content in each of the modules.

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**Full Lesson Plan:** These lesson plans provide a scripted lesson along with several activities and learning tools to ensure your agents grasp the concepts being taught. These lesson plans are ideal for vendors that have limited or no knowledge of 737 or jet aircraft operations.

**Outline:** In addition to the full in-class lesson plan, we have provided a structured outline of the lesson plan content. While the content is identical to the full lesson plan, it provides a concise training experience while highlighting important safety points and Alaska's business differences.

## Lesson Plan Agenda:

01 – Approaching the Aircraft	<i>Revised 6/27/11</i>
02 – Jet Engine Hazard	<i>Revised 6/27/11</i>
03 – Circle of Safety	<i>Revised 6/27/11</i>
04 – Foreign Object Debris	<i>Revised 11/9/11</i>
05 – Human Factors eCourse	<i>Revised 7/29/11</i>
06 – Emergency Response eCourse	<i>Revised 7/29/11</i>
07 – Aircraft Arrival – Set Up	<i>Revised 6/27/11</i>
08 – Aircraft Arrival – Positioning Lines and Gate Situations	<i>Revised 6/27/11</i>
09 – Aircraft Arrival – Roles and Responsibilities	<i>Revised 8/4/11</i>
10 – Aircraft Unload – Planning and Prep	<i>Revised 11/9/11</i>
11 – Aircraft Unload – Staging	<i>Revised 4/28/11</i>
12 – Aircraft Tipping Prevention	<i>Revised 11/9/11</i>
13 – Aircraft Unload – Unload Procedures	<i>Revised 11/9/11</i>
14 – Aircraft Unload – Main Deck Procedures (AK Only)	<i>Revised 8/5/11</i>
15 – Aircraft Unload – Cargo Compartment Cleanliness	<i>Revised 11/9/11</i>
16 – Safety Reporting	<i>Revised 8/5/11</i>
17 – Passengers on the Ramp	<i>Revised 4/28/11</i>
18 – Aircraft Loading – Planning and Prep	<i>Revised 8/5/11</i>
19 – Aircraft Loading – Load Integrity eCourse	<i>Revised 8/2/11</i>
20 – Aircraft Loading – Lower Compartment Loading Procedures	<i>Revised 11/9/11</i>
21 – Aircraft Loading – Baggage Security.PPBM	<i>Revised 4/28/11</i>
22 – Aircraft Security eCourse	<i>Revised 8/2/11</i>
23 – Aircraft Loading – Lower Compartment Tie Down Requirements	<i>Revised 4/28/11</i>
24 – Aircraft Loading – Main Deck Procedures (AK Only)	<i>Revised 5/24/11</i>
25 – Aircraft Departure – Set up for Pushback	<i>Revised 8/5/11</i>
26 – Aircraft Departure – Preparation for Pushback	<i>Revised 5/24/11</i>
27 – Aircraft Departure – Final Aircraft Walk Around	<i>Revised 4/28/11</i>
28 – Aircraft Departure – Roles and Responsibilities	<i>Revised 8/2/11</i>
29 – Stormwater Pollution Prevention eCourse	<i>Revised 8/2/11</i>
30 – Air Carrier Access Act eCourse	<i>Revised 8/2/11</i>
31 – Mobility Aid eCourse	<i>Revised 8/2/11</i>
32 – APU Attendant eCourse	<i>Revised 8/2/11</i>
33 – Dangerous Goods eCourse	<i>Revised 8/2/11</i>
34 – Forklift Training eCourse (AK Only)	<i>Revised 8/2/11</i>

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If a lesson plan calls for a trainer-facilitated online activity, they can be found on the Instructor Materials page. Your lesson plans detail how to use these tools.

All online learning courses that happen during the in-class learning can be found in GreenLight. Students will need to login to GreenLight to complete these courses.



Throughout the lesson plans you will find a marker that looks like this:

This marker indicates a section of the training is VERY important or shows a difference in the way Alaska Airlines does business. Pay close attention to all of these markers. They should NEVER be passed over.

You will also see markings that indicate “**Seattle and State of Alaska only / Seattle and Anchorage only**” - these items only apply to those stations. If you are not working in one of those locations you can by-pass that section of the material.

## **Part Three: Ramp Practical Training (OJT)**

The Ramp Practical Training (RPT) is the hands on training portion of this course. You are required to go through every checklist with your employee group. The checklists outline each task and if that task is applicable to your vendor category. Use the checklists to:

- Review of the material covered in class.
- Ensure that agents are knowledgeable in the subject matter and /or have successfully demonstrated the ability to perform the task.
- Provide hands-on training with an aircraft to ensure agents learn an important Alaska difference.

There are items in the RPT checklist that are highlighted with the differences marker. Ensure your agents are comfortable with these differences; if not, have them practice and demonstrate the task at an aircraft.



Several items in the RPT checklist are NOT covered in the classroom portion, and will be noted as **New Material**. Take note of these items and ensure the concept is demonstrated or simulated. These items are part of the training qualification and cannot be skipped.

\*\*As the station trainer, you are taking responsibility for ensuring your agents have completed the necessary OJT checklists with your supervision. Upon OJT completion, you are certifying that both the agent and you as the trainer are confident in their ability to perform the given tasks.

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## RPT Checklists & Corresponding Course Codes

RPT Checklist or Module Name	GreenLight Course	Revision Date	Instructor Code
Classroom Completion Quiz <i>If you instructed the trainee to complete the optional "Unload Procedures" exercise, enter the "completed" code. If they were not instructed to complete, enter the "bypassed" code.</i>	Basic Ramp Service	N/A	RSA10138VEN2 (completed) RSA10139VEN1 (bypassed)
End GSE Training	Basic Ramp Service	N/A	Select "Vendor" - no code required
Unload Aircraft	Basic Ramp Service	10/6/11	RSA11163ARR
Lower Compartment Load	Basic Ramp Service	10/6/11	RSA11146LOW
Expectations	Basic Ramp Service	10/6/11	RSA11131EXP
Safety	Safety Policy Review	10/6/11	RSA11192SAF
Arrival	Aircraft Arrival Qualification	11/9/11	RSA11125ARR
Pushback Departure	Aircraft Departure Qualification	11/9/11	See Aircraft Departure Quiz
Transit Departure <i>for stations without pushback only</i>	Aircraft Departure Qualification	10/6/11	See Aircraft Departure Quiz
Aircraft Departure Quiz <i>verify trainee completed either Pushback Departure or Transit Departure module</i>	Aircraft Departure Qualification	N/A	RSA11102ADQ
Main Deck Load/Unload <i>AK Only</i>	ULD Handling	11/9/11	RSA11189MAI
Forklift Operation – OJT <i>AK Only</i>	ULD Handling	10/6/11	Manually credit XTR838

## Course Code Completion

GreenLight will automatically feed the required courses below based on your vendor qualification group.

<p><b><u>eCourses:</u></b> Students will complete these courses individually from the "My Training" page in GreenLight:</p> <ul style="list-style-type: none"> <li>• Security Procedures (RSA104)</li> <li>• APU Attendant (RSA105)</li> <li>• Dangerous Goods Awareness (RSA165)</li> <li>• Load Integrity (RSA316)</li> <li>• 737-400 Combi Ballast (RSA326) <i>AK and SEA Only</i></li> <li>• Human Factors (XTR806)</li> <li>• Emergency Response (XTR808)</li> <li>• Air Carrier Access Act (XTR812)</li> <li>• Mobility Aid Training (XTR814)</li> <li>• FOD Awareness (XTR815)</li> <li>• Stormwater Pollution Prevention (XTR817)</li> <li>• Forklift Operation (XTR828) <i>AK Only</i></li> </ul>	<p><b><u>OJT Completion:</u></b> After you have facilitated the lesson plans and students have completed the OJT checklists, they will login to their "My Training" GreenLight page to complete OJT surveys to receive credit for the following courses:</p> <ul style="list-style-type: none"> <li>• Basic Ramp Service (RSA101)</li> <li>• ULD Handling (RSA118) <i>AK only</i></li> <li>• Safety Policy Review (RSA119)</li> <li>• Aircraft Arrival Qualification (RSA152)</li> <li>• Aircraft Departure Qualification (RSA153)</li> </ul> <p>Following the completion of each OJT survey, the trainer will provide a code to be entered by the student to verify and certify the course is completed.</p>
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## **Training Activities:**

The courses below are task specific and are taught utilizing OJT style training. Add students to the applicable GreenLight Student Group first if necessary, and then when training has been completed, manually enter credit.

- Forklift Operation - OJT (XTR838) *Complete OJT checklist, then manually enter credit. Ensure the "Assessed By" field is completed with trainer's name.*
- Pushback Driver Qualification (RSA159) *Train using CSM pushback/departure procedures – Vol. 3, Section 8.100 – Flight Departures - Aircraft Departure Procedures*
- Lavatory Service (XTR818) *Training procedures located in CSM Vol. 6, Section 2.400 – Training Course Descriptions – Lavatory Servicing*

## **Recurrent eCourse Back Credit**

Upon completion of the entire training program, provide Airport Services with student and course information to ensure the Recurrent eCourses are credited to each student. Once the student has completed all eCourses, e-mail the following information to **Jacque Fauber** at [jacque.fauber@alaskaair.com](mailto:jacque.fauber@alaskaair.com).

Student name

eCourses completed

Date of completion

Assessed by (trainer's name)

## **Training Materials & Supplies**

- Large Post-It paper and pens
- White board and pens
- Flash Cards (found on In Class Instructor page)
- Marshaling wands
- 737-400 and 737-NG bypass pins
- Dangerous Goods video

## **Technical Requirements**

- GreenLight login and password
- Internet Explorer 6.0 or higher
- Microsoft PowerPoint (instructor only)
- Adobe Flash
- Adobe Acrobat PDF Reader
- ActiveX
- Java
- Speakers for audio presentations
- Headphones for student eCourses