

# DIPLOMA IN GROUND HANDLING

KPT: N/840/4/0057 (05/26) MQA: PA 14205

In this programme, students are trained to handle both people and cargo and to work in various job roles in the areas of airport handling, cargo and transportation, passenger handling, and customer service. They will have knowledge of the principles and operational procedures utilised by the aviation industry.

Students will have a chance to work overseas since this industry is around the world.

<b>INTAKE</b>	Monthly intake throughout the year
<b>DURATION</b>	2 Years 6 Months
<b>ENTRY REQUIREMENTS</b>	Pass SPM with at least three (3) credits with any subject and pass in Bahasa Melayu and History or its equivalent
<b>JOB OPPORTUNITY</b>	Passenger Handling Officer, Customer Service Officer, Cargo Handling Officer, Baggage Handling Officer, Fares & Ticketing Officer, Aircraft Marshaller

## COURSE STRUCTURE

### YEAR 1

- Introduction to Ground Handling
- Aviation English
- Basic Computer Concept
- Penghayatan Etika & Peradaban
- Principles of Logistics
- Ground Handling Management
- Aviation Safety & Security
- Airport Management
- Ticketing & Reservation (CRS)
- Principle of Accounting & Finance
- Professional Ethics in Malaysia

### YEAR 2

- Aviation Human Factors
- Baggage Handling Service & Systems
- Resources and GSE Management
- Emergency Response Planning
- Unit Load Device (ULD) Handling
- Ramp Operation & Safety
- Air Law & Regulations
- Aircraft Weight & Balance

### YEAR 3

- Industrial Training

## INNOVATIVE INTERNATIONAL COLLEGE

Unit GL35, Main Lobby, Block C,  
Kelana Square, Jalan ss7/26,  
47301 Petaling Jaya, Selangor