



Ecole des Escales

**TRAINING
CATALOG**

CUSTOMER SERVICES

- 3 CUSTOMER RELATIONS
 - Understanding the Handicap

- 4 CUSTOMER SERVICE AGENT
 - Check-in function
 - Boarding function
 - FAPEX

- 7 DCS -AMADEUS ALTEA DCCM
 - Check-in function
 - Boarding function
 - Flight Management

- II BAGGAGE FUNCTION
 - Supervision
 - WorldTracer
 - BobView

DISABLED PASSENGERS HANDLING (PAPMR)

TERMS AND CONDITIONS	Relevant personnel	Personnel in direct contact with customers
	Duration	3 hours and 30 minutes
	Prerequisite	None
	Languages	French or English
	Pedagogy	Method: Classroom-based Means: Animations Exercises
	Formation and success follow-up	Attendance sheet Training certificate/certificate signed by the representative of the training organization
	Evaluation	Test at the end of the training course (80% passing grade)
	Refresher	RAPMR e-learning untutored: 1 hour, every 3 years
CONTENT OF THE TRAINING	Supervisory means	Trainer duly qualified and authorized in accordance with Air France regulations in force and with recognized teaching skills
	Participants	1 minimum / 10 maximum
	Objectives	Take into account the specific needs of disabled and reduced mobility customers, and respond to them with appropriate attitudes and communication
	Content	Definition of disability The Caring Relationship <ul style="list-style-type: none"> - The 5 attitudes - Words and attitudes adapted to people with disabilities Words and attitudes <ul style="list-style-type: none"> - Motor handicap - Intellectual disability - Visual disability - Hearing disability Regulation
REGULATION	Applicable regulation	Regulation (CE) n°1107/2006 of the European Parliament and of the Council of 5 July 2006
PRACTICAL INFORMATION	Place	Roissy, Orly
	Price	Please Please contact us for further informationfor further information
	Date	Please Please contact us for further informationfor further information
	Contacts	01.41.56.06.00
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ALTEA CHECK-IN PASSENGER HANDLING BASICS (BPAL1)

TERMS AND CONDITIONS

Relevant personnel	Personnel in charge of passengers' check-in
Duration	3 days or 21 hours
Prerequisites	Dangerous Goods BEMD9
Languages	French or English
Pedagogy	Method: Classroom-based Means: Animations Exercises
Formation and success follow-up	Attendance sheet Training certificate/certificate signed by the representative of the training organization
Evaluation	One at the beginning and another one at the end of the training course (80% passing grade)

CONTENT OF THE TRAINING

Supervisory means	Trainer duly qualified and authorized in accordance with Air France regulations in force and with recognized teaching skills
Participants	1 minimum / 12 maximum
Objectives	At the end of the training, the trainees will be able, within the framework of our commercial policy, to check in our customers and their luggage, inform our customers and apply the general Air France procedures using the ALTEA tool
Content	The unmissables of a customer service agent Contract and transport classes The ALTEA tool Check-in of a customer Check-in of a customer and their baggage Duty-free and taxations Customers with particularities Seat assignment and other specific features EBB (End-to-End check-in) The VBD (Voluntary Denied Boarding) and the DBC (Denied Boarding Compensation) and Transfert The go show customer Passengers Company The local specificities

PRACTICAL INFORMATION

Place	Roissy,Orly
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ALTEA BOARDING PASSENGER HANDLING BASICS (BPAL2)

TERMS AND CONDITIONS

Relevant personnel	Personnel in charge of the boarding procedure
Duration	1 day or 7 hours
Prerequisites	Dangerous Goods BEMD9
Languages	French or English
Pedagogy	Method: Classroom-based Means: Animations Exercises
Formation and success follow-up	Attendance sheet Training certificate/certificate signed by the representative of the training organization
Evaluation	Test at the end of the training course (80% passing grade)

CONTENT OF THE TRAINING

Supervisory means	Trainer duly qualified and authorized in accordance with Air France regulations in force and with recognized teaching skills
Participants	1 minimum / 12 maximum
Objectives	Know how to manage boarding by following the safety and security procedures and instructions, by keeping in mind the importance of teamwork
Content	The boarding agent's environment and tasks Preparation for boarding The posting, the announcements and the boarding Finalization of the boarding

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EXTERNAL STAFF ALTEA TRAINING (FAPEX)

TERMS AND CONDITIONS

Relevant personnel	External boarding staff and flight check-in AF
Duration	1 day or 7 hours
Prerequisite	Have used Altea functions for less than 10 months or have followed 120eSTART, 120eACCEP and 120eBOARD
Language	French
Pedagogy	Method: Classroom-based Means: Animations Exercises
Formation and success follow-up	Attendance sheet Training certificate/certificate signed by the representative of the training organization
Evaluation	At the end of the training course (80% passing grade)

CONTENT OF THE TRAINING

Supervisory means	Trainer duly qualified and authorized in accordance with Air France regulations in force and with recognized teaching skills
Participants	4 minimum / 12 maximum
Objectives	Formation in Altea of the check-in and boarding of customers intended for the external personnel
Content	The Altea environment Navigation Peripherals information about flights Check-in of guests and their baggage Air France specificities Boarding of the customers

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GETTING STARTED FULL FLIGHT MANAGEMENT UNDER ALTEA DC-CM (eSTART)

TERMS AND CONDITIONS

Relevant personnel	Personnel in charge of passenger's check-in
Duration	E-Learning: 30 minutes
Prerequisite	None
Langue	French
Pedagogy	Method: E-Learning Means: Animations Exercises
Formation and success follow-up	Attendance sheet Training certificate/certificate signed by the representative of the training organization
Evaluation	Test at the end of the training course (80% passing grade)

CONTENT OF THE TRAINING

Supervisory means	None
Participants	1 minimum / 12 maximum
Objectives	Know of to use the main functionalities of the DCS Altea Departure Control Customer Management (DC-CM) in order to better understand this IT tool and to access the additional training modules
Content	Presentation of the Altea DC-CM tool Presentation of the options offered by the system Presentation of the navigation in DCS

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ALTEA DC-CM ACCEPTING THE CUSTOMER (eACCEP)

MODALITIES

Staff	Agents in charge of the “Check-in” feature
Duration	E-Learning: 1 day or 6 hours
Prerequisite	eSTART Check-in Generalities
Language	French
Teaching	Method: E-Learning Means: Explanations Exercises
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	At the end of the training course (80% passing grade)

CONTENT OF THE TRAINING

Supervisory staff	None
Participants	1 minimum / 12 maximum
Aims	Knowing and mastering all specific features of check-in with Altea DC CM (Departure Control – Customer Management) Mastering the “Customer” tool and the linked menus
Contents	Check-in of the various types of customers Baggage check-in and pricing Taking into account the seat desiderata Check-in until final destination with a connection station (EBB) Managing overbooked flights Transferring a passenger to another flight Printing documents

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ALTEA DC-CM BOARDING THE CUSTOMER (eBOARD)

TERMS AND CONDITIONS

Relevant personnel	Personnel in charge of the boarding procedure
Duration	E-Learning: 2 hours
Prerequisite	Basics about boarding eSTART
Language	French
Pedagogy	Method: E-Learning Means: Animations Exercises
Formation and success follow-up	Attendance sheet Training certificate/certificate signed by the representative of the training organization
Evaluation	Test at the end of the training course (80% passing grade)

CONTENT OF THE TRAINING

Supervisory means	None
Participants	1 minimum / 12 maximum
Objectives	Know how to use all the specific features of boarding in Altea DC-CM Mastering the use of the « Boarding » tab and associated menus
Content	Preparation of the opening of the workstation Presentation of cases of ineligibility for boarding Flight displays Presentation of the boarding and "disembarkation" of customers Printing of end of flight documents

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FULL FLIGHT MANAGEMENT PASSENGER HANDLING TRAINING COURSE (FPGCV)

TERMS AND CONDITIONS

Relevant personnel	Personnel in charge of flight handing
Duration	4 days or 28 hours
Prerequisite	Altéa Modules: eSTART, eACCEP, eBOARD
Languages	French or English
Pedagogy	Method: Classroom-based Means: Animations Exercises
Formation and success follow-up	Attendance sheet Training certificate/certificate signed by the representative of the training organization
Evaluation	One at the beginning and another one at the end of the training course (80% passing grade)

CONTENT OF THE TRAINING

Supervisory means	Trainer duly qualified and authorized in accordance with Air France regulations in force and with recognized teaching skills
Participants	2 minimum / 12 maximum
Objectives	At the end of the training, trainees will be able to manage completely a flight under ALTEA, from D-2 preparation to D-D closure
Content	The operation of the Altea tool The digital data of the flight The commercial preparation of the flight The technical preparation of the flight The treatment of clients on irregular flights The treatment of flights irregularities of assisted companies The preparation of complex flights The CFM tool for managing customer flows Management of secondary resources The tracking agent Flight preparation, analysis and follow-up by the tracking agent The Onload Particularities

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BAGASSIST TRAINING (eBEBAG)

TERMS AND CONDITIONS

Relevant personnel	Personnel in charge of the Baggage Service
Duration	E-Learning: 3 hours
Prerequisite	None
Language	French or English
Pedagogy	Method: E-Learning Means: Animations Exercises
Formation and success follow-up	Attendance sheet Training certificate/certificate signed by the representative of the training organization
Evaluation	None

CONTENT OF THE TRAINING

Supervisory means	None
Participants	1 minimum / 12 maximum
Objectives	Being able to create modify and close files for any type of baggage incident Being able to issue rerouting messages and delivery orders Knowing and be able to use the main functions of the BagAssist tool
Content	Presentation of the main functionalities of the tool Explanation about how to handle baggage incidents Study of the optimization of the luggage search

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CDG STOPOVER BASICS BAGGAGES TRAINING (FBLL)

TERMS AND CONDITIONS

Relevant personnel	Personnel in direct contact with customers in charge of the handling of baggage incident files
Duration	3 days or 21 hours
Prerequisite	None
Langue	French
Pedagogy	Method: Classroom-based Means: Animations Exercises
Formation and success follow-up	Attendance sheet Training certificate/certificate signed by the representative of the training organization
Evaluation	Test at the end of the training course (80% passing grade)

CONTENT OF THE TRAINING

Supervisory means	Trainer duly qualified and authorized in accordance with Air France regulations in force and with recognized teaching skills
Participants	1 minimum / 12 maximum
Objectives	Knowing the procedures and regulations in force about the handling of a baggage incident Being able to carry out the operational handling depending on the type of incident Being able to create, modify and close AHL, OHD and DPR file via the WorldTracer tool
Content	Presentation of the regulations and procedures in force Handling a located missing baggage: AHL Handling an excess baggage: OHD Handling a damaged or pilfered baggage file: DPR Handling rerouting: RUSH and labelling Description and consulting matches on WorldTracer Searching and reading the history of baggage incidents files

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WORLD TRACER ACTION FILE (PBACF)

MODALITIES

Staff	Staff in charge of the Baggage Service
Duration	Face-to-face: 2 days or 14 hours
Prerequisite	None
Languages	French or English
Teaching	Method: Face-to-face Means: Explanations Exercises
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Test at the end of the training course (80% passing grade)

TRAINING COURSE CONTENTS

Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known
Participants	1 minimum / 12 maximum
Aims	Being able to analyse, handle, operate and transfer the match suggestions while respecting the logic of match production and the score calculation Being able to use the related screens and operations
Contents	Presentation of the mail service Study of the match suggestions for unclaimed baggage Explanation of the logic of match production Identification and handling of warning messages

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BAGGAGES TRACING (eBEBOB)

TERMS AND CONDITIONS

Relevant personnel	Personnel who must use the Bobview tool in the context of their professional activities
Duration	E-Learning: 30 minutes
Prerequisite	None
Languages	French or English
Pedagogy	Method: E-Learning Means: Animations Exercises
Formation and success follow-up	Attendance sheet Training certificate/certificate signed by the representative of the training organization
Evaluation	Test at the end of the training course (80% passing grade)

CONTENT OF THE TRAINING

Supervisory means	None
Participants	6 minimum / 12 maximum
Objectives	Being able to use the main functions of the Bobview reporting tool and knowing how to use the information
Content	BAG tab ULD tab Rush/Missing tab Flight

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BAGGAGE TRAINING FOR EXTERNAL STAFF (FBPEX)

MODALITIES

Staff	External personnel working in baggage services and handling baggage incidents
Duration	E-Learning tutored : 4 days , 28 hours
Prerequisite	None
Language	French and English
Teaching	Method : E-Learning tutored Means : Animations Exercises
Training follow-u	Attendance sheet Training certificate/certificate signed by the representative of the training organization
Test	Test at the end of the training course (80% passing grade)



TRAINING COURSE CONTENTS

Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known
Participants	4 minimum / 12 maximum
Aims	Taking care of processing the baggages irregularities, understanding and managing the messaging service (Action File) by using the WorldTracer tool in accordance with the Air France values and procedures
Contents	Baggage service organisation and WorldTracer The located or not baggage files The AHL, OHD, DPR files The Action File Lost Property Summarising exercise The assessment

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AIRSIDE OPERATIONS

- 17 AIRCRAFT TURNAROUND COORDINATION
- Turnaround coordination (K) - Outstation
 - Introduction to DCS - Outstation
- 19 LOAD CONTROL FUNCTION
- Weight and Balance (D1/D3)
- 21 RAMPSIDE
- Arrival function
 - Loading function
 - Aircraft Service
 - Departure function
 - Push-back function
 - Towing function
 - Cockpit assistance during aircraft towing function
 - De/Anti-icing function
- Live animals transportation 
 - Palettizing & tie-down 

RAMP HANDLING ACTIVITIES COORDINATION BASICS (BTAGK)

Duration	Face-to-face: 2 days or 14 hours
Prerequisite	ATEX fire prevention and risks Safety rules Occupational Health and Safety – newcomer Raising awareness of Quality Ramp Driving Licence SMS BCMDG
Language	French or English
Teaching	Method: Classroom Means: Teaching method Exercises
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Validating test (80% good answers minimum)
Refresher course	No refresher course is necessary but mandatory check mandatory every 3 years (30min eCTF5B)
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known
Participants	1 minimum / 10 maximum
Aims	At the end of the training course, the trainees will be able to: Co-ordinate the tasks of the various participants to ramp handling activities on an Air France flight, making the connection with the CLD and the cabin crew
Contents	Presentation of the agent in charge of the coordination of the loading documents The aircraft and safety Weights and balances Loading basics The loading instruction report Load sheet and the messages Loading incidents

Applicable regulation AHM 514/515, AHM 615/616, AHM 590

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AGENT K ADAPTATION TOOL (AOCGK)

Target New agent K

Duration	Face-to-face: 1 day or 7 hours
Prerequisite	ATEX risks and fire prevention Safety rules Occupational Health and Safety – Newcomer Raising awareness of Quality Ramp Driving Licence Aircraft knowledge in terms of ground handling and structure SMS (Safety Management System) BTAGK MD08
Language	French or English
Teaching	Method: Face-to-face Means: Explanations Exercises
Training follow-up	Attendance sheet
Test	Validating test (80% good answers minimum)
Refresher course	No refresher course is necessary but mandatory check mandatory every 3 years (30min eCTF5B)
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known
Participants	3 minimum / 10 maximum
Aims	At the end of this training course, the trainees will be able to use the tools in order to realise their functions of agent in charge of the Loading Document Coordination.
Contents	The environment The departure function Reporting Finalisation
Applicable regulation	AHM 514/515, AHM 615/616, AHM 590
Place	Roissy, Orly, on site
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WEIGHT AND BALANCE E-LEARNING (e-BEWAB)

MODALITIES

Participants	Personnel in charge of Load Control function
Duration	E-learning: 3 hours
Prerequisite	None
Language	French or English
Training type	Method: E-Learning Means: Exercises
Training monitoring	Attendance sheet Training course qualifying to the preparation of the Weight and balance BTWAB face-to-face module
Test	Qualifying test (80% passing grade)
Refresher course	None
Supervisory staff	Trainee is autonomous

TRAINING COURSE CONTENTS

Participants	6 minimum / 12 maximum
Objective	Trainees will be able to identify the various interlocutors of ramp handling activities. Knowing how to identify the aircraft weights knowing the specificities of an aircraft and its holds
Contents	The airport environment The regulatory framework Aircraft presentation Sequencing of ramp handling activities Aircraft weight Holds Balance

REGULATION

Applicable regulation	AHM 311/453, AHM 322/330, AHM 332, AHM 420, AHM 505, AHM 510, AHM 513, AHM 536/537, AHM 514/515, AHM 519, AHM 516/517/591, AHM 551, AHM 560, AHM 583/587/588, AHM 590, AHM 904 et ULD Regulation
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BASICS – WEIGHT AND BALANCE – D1/D3 (BTWAB)

MODALITIES

Participants	Personnel in charge of the Load Control function
Duration	9 days or 63 hours
Prerequisite	Pass the test “E-learning weight and balance (e-BEWAB) Dangerous Goods Basics – (BTMDG (Cat.10)
Language	French or English
Training type	Method: Classroom training Means: Teaching method Exercises
Monitoring of training	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Qualifying test (80% pass the test)
Refresher course	Refresher course – weight and balance (RTWBM) every 3 years
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known
Participants	6 minimum / 08 maximum
Objective	Trainees will be able to issue the usual loading documents, in manual mode.
Contents	Air France loading regulation Aircraft weights Fuel, balance Load Holds Human factors The sequencing rules Baggage types Loading limitations Loading instruction report (manual and automatic) Load sheet Handling the various aircraft types of the AF fleet

TRAINING COURSE CONTENTS

REGULATION

Applicable regulation AHM 311/453, AHM 322/330, AHM 332, AHM 420, AHM 505, AHM 510, AHM 513, AHM 536/537, AHM 514/515, AHM 519, AHM 516/517/591, AHM 551, AHM 560, AHM 583/587/588, AHM 590, AHM 904 and ULD Regulation

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AIRCRAFT ARRIVAL THEORETICAL BASICS (BSTAR)

MODALITIES

Target	Ramp agent
Duration	Face-to-face: 1 day or 7 hours
Prerequisite	ATEX risks and fire prevention Safety rules Occupational Health and Safety – Newcomer Raising awareness of Quality Ramp Driving Licence Aircraft knowledge in terms of ground handling and structure SMS (Safety Management System) BCMDG (Dangerous Goods)
Language	French or English
Teaching	Method: Face-to-face Means: Explanations Exercises
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Validating test (80% good answers minimum)
Refresher course	No refresher course necessary but mandatory check every 3 years, practical and theoretical (CSF08).
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known

TRAINING COURSE
CONTENTS

Participants	1 minimum / 2 maximum
Aims	At the end of this training course, the trainees will be able to perform aircraft arrival operations, in accordance with the safety rules and the procedures in effect, using the associated equipment.
Contents	Presentation of the agent's role and perimeter Parking stands Operation proceedings Used equipment Prevention of the accidents caused by the engines and propellers Knowledge and abiding by the fire safety rules Ground marking meaning Clearing the area around the aircraft Hand signals

REGULATION

Applicable regulation	IGOM 3.1 Ramp safety in Aircraft Handling, IGOM 3.4 Hand Signals, IGOM 4.1 Aircraft Arrival, IGOM 4.2 Aircraft Chocking, IGOM 4.3 Aircraft Coning, IGOM 4.4 Aircraft doors, AHM 633, AHM 904
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Place	Roissy, Orly, on site
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PRACTICAL
INFORMATION

AIRCRAFT ARRIVAL SERVICE BASICS (BSAXX)

MODALITIES

Target	Ramp agent
Duration	Face-to-face: 2 days or 14 hours
Prerequisite	BSTAR (Aircraft Arrival Theoretical Basics)
Language	French or English
Teaching	Method: Face-to-face Means: Explanations Exercises
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Validating test (80% good answers minimum)
Refresher course	Theoretical check through a questionnaire with 80% good answers minimum. Practical and theoretical check on the field (CSF08)
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known

TRAINING COURSE CONTENTS

Participants	1 minimum / 2 maximum
Aims	At the end of this training course, the trainees will be able to perform the arrival operations in accordance with the safety rules and the procedures in effect, using the associated equipment.
Contents	Presentation Arrival operation, field practice Field practice

REGULATION

Applicable regulation	IGOM 3.1 Ramp safety in Aircraft Handling, IGOM 3.4 Hand Signals, IGOM 4.1 Aircraft Arrival, IGOM 4.2 Aircraft Chocking, IGOM 4.3 Aircraft Coning, IGOM 4.4 Aircraft doors, AHM 633, AHM 904
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AIRCRAFT ARRIVAL SERVICE ADAPTATION (ASAXX)

MODALITIES

Target	Ramp agent
Duration	Face-to-face: 1 day or 7 hours
Prerequisite	BSTAR (Aircraft Arrival Theoretical Basics) BSAXX (Arrival Practical Basics per reference Aircraft type)
Language	French or English
Teaching	Method: Face-to-face Means: Explanations Exercises
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Validating test (80% good answers minimum)
Refresher course	Theoretical check through a questionnaire with 80% good answers minimum. Practical and theoretical check on the field (CSF08)
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known

TRAINING COURSE CONTENTS

Participants	1 minimum / 2 maximum
Aims	At the end of this training course, the trainees will be able to perform the arrival operations in accordance with the safety rules and the procedures in effect, using the associated equipment.
Contents	Presentation Arrival operation, field practice Field practice

REGULATION

Applicable regulation	IGOM 3.1 Ramp safety in Aircraft Handling, IGOM 3.4 Hand Signals, IGOM 4.1 Aircraft Arrival, IGOM 4.2 Aircraft Chocking, IGOM 4.3 Aircraft Coning, IGOM 4.4 Aircraft doors, AHM 633, AHM 904
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AIRCRAFT SERVICE ADAPTATION

SELF-PROPELLED PASSENGER BOARDING STAIRS (ASEPA)

MODALITIES

Target	Ramp agent
Duration	Face-to-face: 1 hour and 30 minutes
Prerequisite	ATEX risks and fire prevention Safety rules Occupational Health and Safety – Newcomer Raising awareness of Quality Ramp driving licence Aircraft knowledge in terms of structure and handling SMS (Safety Management System)
Language	French or English
Teaching	Method: Face-to-face Means: Explanations Exercises
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Validating test (80% good answers minimum)
Refresher course	Mandatory check of the aircraft arrival function (CSF08) For staff only qualified function 8bis: Training course not recurrent but mandatory check for the setting and removal of the cabin access means (code CSF08Bis).
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known
Participants	1 minimum / 2 maximum
Aims	At the end of the training course, the trainees will be able to set and remove type ABS580-3 and/or SPS 9 self-propelled passenger boarding bridges in accordance with the safety rules and the procedures in effect.
Contents	The safety rules Equipment identification Field practice
Applicable regulation	IGOM 3.1 Ramp safety in Aircraft Handling, IGOM 3.4 Hand Signals, IGOM 4.1 Aircraft Arrival, IGOM 4.2 Aircraft Chocking, IGOM 4.3 Aircraft Coning, IGOM 4.4 Aircraft doors, AHM 633, AHM 904
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TRAINING COURSE
CONTENTS

REGULATION

PRACTICAL
INFORMATION

BOARDING BRIDGE BASICS (BSPXX)

MODALITIES

Target	Staff in charge of setting and removing a boarding bridge at Terminal S3
Duration	Face-to-face: 3 days or 21 hours
Prerequisite	ATEX risks and fire prevention Safety rules Occupational Health and Safety – Newcomer Raising awareness of Quality Ramp driving licence Aircraft knowledge in terms of structure and handling SMS (Safety Management System)
Language	French or English
Teaching	Method: Face-to-face Means: Explanations Exercises
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Validating test (80% good answers minimum)
Refresher course	Every 3 years
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known

TRAINING COURSE CONTENTS

Participants	1 minimum and maximum
Aims	At the end of the training course, the trainees will be able to set and remove a passenger boarding bridge in accordance with the safety rules and the operations instructions of the ADP Group
Contents	Identifying the characteristics of a boarding bridge and taking into account the elements that may affect flight safety when setting a boarding bridge. Boarding bridge presentation The safety rules and the boarding bridge use Field practice

REGULATION

Applicable regulation	IGOM 3.1 Ramp safety in Aircraft Handling, IGOM 3.4 Hand Signals, IGOM 4.1 Aircraft Arrival, IGOM 4.2 Aircraft Chocking, IGOM 4.3 Aircraft Coning, IGOM 4.4 Aircraft doors, AHM 633, AHM 904
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PRACTICAL INFORMATION

Place	Roissy
Price	Please contact us for further information
Date	Please contact us for further information
Contacts	01.41.56.06.00
E-mail	mail.ecoledescales.commercial@airfrance.fr

AIRCRAFT SERVICE ADAPTATION, MANOEUVRING DOORS (ASPXX)

MODALITIES

Target	Ramp agent
Duration	Face-to-face: 1 hour
Prerequisite	BSTMP (Theoretical Basics on handling cabin doors)
Language	French or English
Teaching	<p>Method: Face-to-face</p> <p>Means: Explanations Exercises</p>
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Evaluation	Validating test (80% good answers)
Refresher course	None
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known
Participants	2 minimum / 4 maximum
Aims	At the end of this training course, the trainees will be able to open and close the cabin doors in accordance with the safety rules and the procedures in effect.
Contents	Listing the opening and closing operations for the A320 aircraft family cabin doors. Realising the opening and closing of the cabin doors

TRAINING COURSE CONTENTS

REGULATION

Applicable regulation IGOM 3.1 Ramp safety in Aircraft Handling, IGOM 3.4 Hand Signals, IGOM 4.1 Aircraft Arrival, IGOM 4.2 Aircraft Chocking, IGOM 4.3 Aircraft Coning, IGOM 4.4 Aircraft doors, AHM 633, AHM 904

Place	Roissy, Orly, on site
Price	Please contact us for further information
Date	Please contact us for further information
Contacts	01.41.56.06.00
E-mail	mail.ecoledesescalles.commercial@airfrance.fr

PRACTICAL INFORMATION

ORLY OUEST TERMINAL BOARDING BRIDGES BASICS (BSPOW)

MODALITIES

Target	Staff in charge of the setting and removal of a passenger boarding bridge at Orly
Duration	Face-to-face: 3 days or 21 hours
Prerequisite	ATEX risks and fire prevention Safety rules Occupational Health and Safety – Newcomer Raising awareness of Quality Ramp driving licence Aircraft knowledge in terms of structure and handling SMS (Safety Management System)
Language	French or English
Teaching	Method: Face-to-face Means: Explanations Exercises
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Validating test (80% good answers minimum)
Refresher course	Every 3 years
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known

TRAINING COURSE CONTENTS

Participants	1 minimum and maximum
Aims	At the end of this training course, the trainees will be able to drive any kind of boarding bridge of the Orly platform
Contents	Theoretical presentation of the types of boarding bridges affected (SOVAM/THYSEN / TIANDA) Field practice with bridges docking and undocking the aircraft

REGULATION

Applicable regulation	IGOM 3.1 Ramp safety in Aircraft Handling, IGOM 3.4 Hand Signals, IGOM 4.1 Aircraft Arrival, IGOM 4.2 Aircraft Chocking, IGOM 4.3 Aircraft Coning, IGOM 4.4 Aircraft doors, AHM 633, AHM 904
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PRACTICAL INFORMATION

Place	Orly
Price	Please contact us for further information
Date	Please contact us for further information
Contacts	01.41.56.06.00
E-mail	mail.ecoledesescalles.commercial@airfrance.fr

AIRCRAFT SERVICE BASICS, THEORETICAL MANOEUVRING CABIN DOORS (BSTMP)

MODALITIES

Target	All agents
Duration	Face-to-face: 1 hour
Prerequisite	ATEX risks and fire prevention Safety Rules Occupational Health and Safety – Newcomer Raising awareness of Quality Ramp driving licence Knowledge of the aircraft in terms of structure and operations SMS
Language	French or English
Teaching	Method: Face-to-face Means: Explanations Exercises
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Validating test (80% good answers required)
Refresher course	None
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known

TRAINING COURSE CONTENTS

Participants	2 minimum / 4 maximum
Aims	At the end of this training course, the trainees will be able to open and close the cabin doors of an aircraft in accordance with the safety rules and the procedures in effect.
Contents	The agent's role The agent's function Security rules Safety rules Opening and closing cabin doors with and without a crew on board

REGULATION

Applicable regulation	IGOM 3.1 Ramp safety in Aircraft Handling, IGOM 3.4 Hand Signals, IGOM 4.1 Aircraft Arrival, IGOM 4.2 Aircraft Chocking, IGOM 4.3 Aircraft Coning, IGOM 4.4 Aircraft doors, AHM 633, AHM 904
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PRACTICAL INFORMATION

Place	Roissy, Orly, on site
Price	Please contact us for further information
Date	Please contact us for further information
Contacts	01.41.56.06.00
E-mail	mail.ecoledescales.commercial@airfrance.fr

BULK LOADING BASIS (BCVRA)

MODALITIES

Target	Ramp agent
Duration	Face-to-face: 2 days or 14 hours
Prerequisite	ATEX risks and fire prevention Safety rules Occupational Health and Safety – Newcomer Raising awareness of Quality Ramp Driving Licence Aircraft knowledge in terms of ground handling and structure SMS (Safety Management System)
Language	French or English
Teaching	Method: Face-to-face Means: Animations Exercises
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Validating test (80% good answers minimum)
Refresher course	Non recurring training but mandatory check every 3 years (CSF12V)
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known

TRAINING COURSE CONTENTS

Participants	1 minimum / 4 maximum
Aims	At the end of this training course, the trainees will be able to identify the transported loads, to perform a tie-down in accordance with the airline rules in terms of safety and procedures during loading operations on bulk aircraft and/or compartment aircraft.
Contents	Identifying and recognising a situation that may pose a threat during loading/unloading operations Identifying the transported loads Safely using the equipment available at the station

REGULATION

Applicable regulation AHM 310, AHM 311, AHM 322/330/332/333, AHM 345, AHM 420, AHM 431, AHM 453/454, AHM 501/505, AHM 510, AHM 513, AHM 514/515, AHM 536/537, AHM 583/587, AHM 650, AHM 904, IGOM 3.1, IGOM 4.4, IGOM 4.5, ULD Regulation

Place	Roissy, Orly, on site
Price	Please contact us for further information
Date	Please contact us for further information
Contacts	01.41.56.06.00
E-mail	mail.ecoledescales.commercial@airfrance.fr

PRACTICAL INFORMATION

BASICS ON LOADING MECHANISED HOLDS (BCXX)

MODALITIES	Target	Ramp agent
	Duration	Face-to-face: 2 days or 14 hours
	Prerequisite	BSTSM (Theoretical Basis on Loading Mechanised Holds)
	Language	French or English
	Teaching	Method: Face-to-face Means: Explanations Exercises
	Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
	Test	Validating test (80% good answers minimum)
	Refresher course	Non recurring training but mandatory check every 3 years (CF12M)
	Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known
	Participants	1 minimum / 2 maximum
TRAINING COURSE CONTENTS	Aims	At the end of the training course, the trainees will be able to perform the loading and unloading operations in accordance with the safety, loading rules and the procedures in effect
	Contents	Identifying the steps and procedures of a loading Performing the loading/unloading of the aircraft holds in accordance with the safety, loading rules and the procedures in effect Demonstrate the acquired knowledge
REGULATION	Applicable regulation	AHM 310, AHM 311, AHM 322/330/332/333, AHM 345, AHM 420, AHM 431, AHM 453/454, AHM 501/505, AHM 510, AHM 513, AHM 514/515, AHM 536/537, AHM 583/587, AHM 650, AHM 904, IGOM 3.1, IGOM 4.4, IGOM 4.5, ULD Regulation
PRACTICAL INFORMATION	Place	Roissy, Orly, on site
	Price	Please contact us for further information
	Date	Please contact us for further information
	Contacts	01.41.56.06.00
	E-mail	mail.ecoledesescalas.commercial@airfrance.fr

MECHANISED HOLDS LOADING ADAPTATION (ACXX)

MODALITIES

Target	Ramp agent
Duration	Face-to-face: 1 day or 7 hours
Prerequisite	BSTSM (Loading Theoretical Basics on Mechanised Holds) BCXXX (Loading Basics on Aircraft Type Mechanised Holds)
Language	French or English
Teaching	Method: Face-to-face Means: Explanations Exercises
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Validating test (80% good answers minimum)
Refresher course	Non recurring training but mandatory check every 3 years (CF12M)
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known

TRAINING COURSE CONTENTS

Participants	1 minimum / 2 maximum
Aims	At the end of the training course, the trainees will be able to perform the loading and unloading operations in accordance with the loading, safety rules and the procedures in effect
Contents	Identifying the steps and procedures of a loading Performing the loading/unloading of the aircraft holds in accordance with the loading, safety rules and the procedures in effect Demonstrate the acquired knowledge

REGULATION

Applicable regulation AHM 310, AHM 311, AHM 322/330/332/333, AHM 345, AHM 420, AHM 431, AHM 453/454, AHM 501/505, AHM 510, AHM 513, AHM 514/515, AHM 536/537, AHM 583/587, AHM 650, AHM 904, IGOM 3.1, IGOM 4.4, IGOM 4.5, ULD Regulation

PRACTICAL INFORMATION

Place	Roissy, Orly, on site
Price	Please contact us for further information
Date	Please contact us for further information
Contacts	01.41.56.06.00
E-mail	mail.ecoledescales.commercial@airfrance.fr

OVERSEEING LOADING C2 BASICS (BCCR2)

MODALITIES

Target	New C2 agents
Duration	Face-to-face: 1 day or 7 hours
Prerequisite	ATEX risks and fire prevention Safety rules Occupational Health and Safety – Newcomer Raising awareness of Quality Ramp Driving Licence Aircraft knowledge in terms of ground handling and structure SMS (Safety Management System) Aircraft's Loading training
Language	French or English
Teaching	Method: Face-to-face Means: Explanations Exercises
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Validating test (80% good answers minimum)
Refresher course	Every 3 years with a mandatory test (eRECR2).
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known

TRAINING COURSE CONTENTS

Participants	4 minimum / 10 maximum
Aims	Helping themselves with the general regulation, safety rules, tools and equipment set by the airline, the trainee will have to analyse, organise and become aware of the responsibilities linked to their new function: overseeing loading.
Contents	Loading supervisor and their environment Containers and identification Holds Loading Human factors

REGULATION

Applicable regulation	AHM 310, AHM 311, AHM 322/330/332/333, AHM 345, AHM 420, AHM 431, AHM 453/454, AHM 501/505, AHM 510, AHM 513, AHM 514/515, AHM 536/537, AHM 583/587, AHM 590, AHM 591, AHM 650, AHM 904, IGOM 3.1, IGOM 4.4, IGOM 4.5, ULD Regulation
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PRACTICAL INFORMATION

Place	Roissy, Orly, on site
Price	Please contact us for further information
Date	Please contact us for further information
Contacts	01.41.56.06.00
E-mail	mail.ecoledesescalas.commercial@airfrance.fr

BAGGAGE RECONCILIATION SYSTEM THEORETICAL BASICS (BSRN1&2)

MODALITIES	Target	Ramp agent
	Duration	Face-to-face: 1 day or 7 hours
	Prerequisite	ATEX risks and fire prevention Safety rules Occupational Health and Safety – Newcomer Raising awareness of Quality Ramp Driving Licence Aircraft knowledge in terms of ground handling and structure SMS (Safety Management System) Loading oversight - BCCR2
	Language	French or English
	Teaching	Method: Face-to-face Means: Animations Exercises
	Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
	Test	Validating test (80% good answers minimum)
	Refresher test	Every 3 years, competence check (CSFSRB)
	Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known
	Participants	1 minimum / 2 maximum
TRAINING COURSE CONTENTS	Aims	At the end of the training course, you will be able to carry out a flight, by using the appropriate functionalities of the Nomade tool
	Contents	Safety and regulation Functional outline in roll-call mode Reminder of baggage natures Nomade presentation Discovering the various menus Flight reconciliation Functional outline of BOB TRACK A field practice
PRACTICAL INFORMATION	Lieu	Roissy, Orly, on site
	Price	Please contact us for further information
	Date	Please contact us for further information
	Contacts	01.41.56.06.00
	E-mail	mail.ecoledesescalas.commercial@airfrance.fr

TOILET DRAINING AND POTABLE WATER THEORETICAL BASICS (BSTEV)

MODALITIES

Target	Ramp agents
Duration	Face-to-face: 2 hours
Prerequisite	ATEX risks and fire prevention Safety Rules Occupational Health and Safety – Newcomer Raising awareness of Quality Ramp driving licence Knowledge of the aircraft in terms of structure and operations
Language	French or English
Teaching	Method: Face-to-face Means: Explanations Exercises
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Validating test (80% good answers required)
Refresher course	Theoretical check with questionnaires and validated practical and theoretical check on the field (CF10V and CF10E).
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known
Participants	2 minimum / 10 maximum
Aims	At the end of this training course, the trainees will be able to drain, rinse and pre-supplying of the toilets and/or to safely supply potable water every aircraft type of the Air France fleet at your station.
Contents	Safety rules in the ERA The Foreign Object Debris The personal protective equipment The Fire Safety perimeter The aircraft damages Human factors

TRAINING COURSE CONTENTS

REGULATION

Applicable regulation AHM 440, AHM 360, AHM 632, AHM 635, AHM 650, AHM 904

PRACTICAL INFORMATION

Place	Roissy, Orly, on site
Price	Please contact us for further information
Date	Please contact us for further information
Contacts	01.41.56.06.00
E-mail	mail.ecoledesescalles.commercial@airfrance.fr

POTABLE WATER THEORETICAL AND PRACTICAL BASICS (BSEAU)

MODALITIES

Target	Ramp agents
Duration	Face-to-face: 4 hours
Prerequisite	BSTEV (Potable Water and Toilet Draining Theoretical Basics)
Language	French or English
Teaching	Method: Face-to-face Means: Explanations Exercises
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Validating test (80% good answers required)
Refresher course	Theoretical check with questionnaires and validated theoretical and practical check on the field (CF10E).
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known.

TRAINING COURSE CONTENTS

Participants	2 minimum / 3 maximum
Aims	At the end of this training course, the trainees will be able to supply potable water to every aircraft type of the Air France fleet in accordance with the airline regulation.
Contents	Locating and identifying the service panels Using the equipment, applying the filling procedures Using the equipment Positioning the equipment Supplying potable water to an aircraft Demonstrating their BSEAU knowledge

REGULATION

Applicable regulation AHM 440, AHM 360, AHM 632, AHM 635, AHM 650, AHM 904

PRACTICAL INFORMATION

Place	Roissy, Orly, on site
Price	Please contact us for further information
Date	Please contact us for further information
Contacts	01.41.56.06.00
E-mail	mail.ecoledesescalas.commercial@airfrance.fr

TOILET DRAINING AIRCRAFT SERVICE BASICS (BSVIT)

MODALITIES

Target	Ramp agents
Duration	Face-to-face: 1 day or 7 hours
Prerequisite	BSTEV (Toilet Draining and Potable Water Theoretical Basics)
Language	French or English
Teaching	Method: Face-to-face Means: Explanations Exercises
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Validating test (80% good answers required)
Refresher course	Theoretical check with questionnaires and validated practical and theoretical check on the field (CF10V).
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known

TRAINING COURSE CONTENTS

Participants	1 minimum / 2 maximum
Aims	At the end of this training course, the trainees will be able to safely drain, rinse and pre-supplying of the toilets on every aircraft type of the Air France fleet.
Contents	Locating the service panels Using equipment, applying the draining, rinsing and pre-supplying procedures Using the associated equipment Positioning the equipment Performing a draining, rinsing or pre supplying on an aircraft Demonstrate their BSVIT knowledge

REGULATION

Applicable regulation AHM 440, AHM 360, AHM 632, AHM 635, AHM 650, AHM 904

PRACTICAL INFORMATION

Place	Roissy, Orly, on site
Price	Please contact us for further information
Date	Please contact us for further information
Contacts	01.41.56.06.00
E-mail	mail.ecoledesescales.commercial@airfrance.fr

AIRCRAFT DEPARTURE THEORETICAL AIRCRAFT SERVICE BASICS (BSTDP)

MODALITIES	Target	Ramp agent
	Duration	Face-to-face: 1 day or 7 hours
	Prerequisite	ATEX risks and fire prevention Safety rules Occupational Health and Safety – Newcomer Raising awareness of Quality Ramp Driving Licence Aircraft knowledge in terms of ground handling and structure SMS (Safety Management System)
	Language	French or English
	Teaching	Method: Face-to-face Means: Explanations Exercises
	Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
	Test	Validating test (80% good answers minimum)
	Refresher course	Non recurring training but mandatory check every 3 years (CSF13).
	Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known
	TRAINING COURSE CONTENTS	Participants
Aims		At the end of this training course, the trainees will be able to perform departure operations through a ground/on board communication and in accordance with the safety rules and the procedures in effect.
Contents		Presenting to the agent their environment and the safety rules The pre-departure safety checks The various departure types Listing the steps of an aircraft departure The consequences of aircraft damages on flight and staff safety Preventing accidents caused by the engines and propellers Knowledge and abiding by the fire safety rules Using and getting the equipment ready Removing the vehicles and equipment from the aircraft Performing the aircraft turn-around check through hand signals or interphone communication
Applicable regulation		IGOM 3.1 Ramp safety in aircraft Handling, IGOM 3.4 Hand signals, IGOM 4.2 Aircraft chocking, IGOM 4.3 Aircraft coning, IGOM 4.4 Aircraft doors, IGOM 4.6 Aircraft departure, IGOM 4.7 PPU, AHM 633, AHM 904
REGULATION	Lieu	Roissy, Orly, on site
	Price	Please contact us for further information
	Date	Please contact us for further information
	Contacts	01.41.56.06.00
	E-mail	mail.ecoledescales.commercial@airfrance.fr
PRACTICAL INFORMATION		

AIRCRAFT DEPARTURE SERVICE BASICS (BSDXX)

MODALITIES

Target	Ramp agent
Duration	Face-to-face: 2 days or 14 hours
Prerequisite	BSTDP (Aircraft Departure Theoretical Basics)
Language	French or English
Teaching	<p>Method: Face-to-face</p> <p>Means: Explanations Exercises</p>
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Validating test (80% good answers minimum)
Refresher course	Non recurring but mandatory check every 3 years (CSF13).
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known

TRAINING COURSE CONTENTS

Participants	1 minimum and maximum
Aims	At the end of this training course, the trainees will be able to perform the arrival operations in accordance with the safety rules and the procedures in effect, using the associated equipment.
Contents	Identifying the specificities of the aircrafts Performing departure operations in accordance with the safety rules and the procedures in effect.

REGULATION

Applicable regulation IGOM 3.1 Ramp safety in aircraft Handling, IGOM 3.4 Hand signals, IGOM 4.2 Aircraft chocking, IGOM 4.3 Aircraft coning, IGOM 4.4 Aircraft doors, IGOM 4.6 Aircraft departure, IGOM 4.7 PPU, AHM 633, AHM 904

PRACTICAL INFORMATION

Place	Roissy, Orly, on site
Price	Please contact us for further information
Date	Please contact us for further information
Contacts	01.41.56.06.00
E-mail	mail.ecoledesescales.commercial@airfrance.fr

AIRCRAFT DEPARTURE SERVICE ADAPTATION (ASDXX)

MODALITIES

Target	Ramp agent
Duration	Face-to-face: 1 day or 7 hours
Prerequisite	BSTDP (Aircraft Departure Theoretical Basics) BSDXX (Departure Practical Basics per reference Aircraft type)
Language	French or English
Teaching	Method: Face-to-face Means: Explanations Exercises
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Validating test (80% good answers minimum)
Refresher course	Non recurring training but mandatory check every 3 years (CSF13).
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known

TRAINING COURSE CONTENTS

Participants	1 minimum and maximum
Aims	At the end of this training course, the trainees will be able to perform the departure operations on an aircraft through ground/on board communication in accordance with the safety rules and the procedures in effect.
Contents	Identifying the specificities of aircrafts Performing departure operations in accordance with the safety rules and the procedures in effect.

REGULATION

Applicable regulation	IGOM 3.1 Ramp safety in aircraft Handling, IGOM 3.4 Hand signals, IGOM 4.2 Aircraft chocking, IGOM 4.3 Aircraft coning, IGOM 4.4 Aircraft doors, IGOM 4.6 Aircraft departure, IGOM 4.7 PPU, AHM 633, AHM 904
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PRACTICAL INFORMATION

Place	Roissy, Orly, on site
Price	Please contact us for further information
Date	Please contact us for further information
Contacts	01.41.56.06.00
E-mail	mail.ecoledesescalles.commercial@airfrance.fr

AIRCRAFT PUSHBACK THEORETICAL

AIRCRAFT SERVICE BASICS (BSTRF)

MODALITIES

Target	Ramp agent
Duration	Face-to-face: 1 day or 7 hours
Prerequisite	ATEX risks and fire prevention Safety rules Occupational Health and Safety – Newcomer Raising awareness of Quality Ramp Driving Licence Aircraft knowledge in terms of ground handling and structure
Language	French or English
Teaching	Method: Face-to-face Means: Animations Exercises
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Validating test (80% good answers minimum)
Refresher course	Every 3 years, competence check (CSF14)
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known

TRAINING COURSE CONTENTS

Participants	2 minimum / 4 maximum
Aims	At the end of the training course, the trainees will be able to perform the pushback of an aircraft in accordance with the safety rules and the procedures in effect.
Contents	Identifying their role into environment Identifying the safety rules Identifying the various types of tractor and the locations of the bypass pins on aircrafts Identifying the risks when performing the pushback of an aircraft Demonstrate the knowledge acquired

REGULATION

Applicable regulation AHM 630, AHM 631, AHM 632, AHM 635, AHM 650, AHM 904

PRACTICAL INFORMATION

Lieu	Roissy, Orly, on site
Price	Please contact us for further information
Date	Please contact us for further information
Contacts	01.41.56.06.00
E-mail	mail.ecoledesescalas.commercial@airfrance.fr

TOWBAR TRACTOR PUSHBACK AIRCRAFT SERVICE BASICS (BSRXX)

MODALITIES

Target	Ramp agent
Duration	Face-to-face: 3 days or 21 hours
Prerequisite	BSTRF
Language	French or English
Teaching	<p>Method: Face-to-face</p> <p>Means: Explanations Exercises</p>
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Validating test (80% good answers minimum)
Refresher course	Every 3 years, competence check (CSF14)
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known

TRAINING COURSE CONTENTS

Participants	1 minimum and maximum
Aims	At the end of the training course, the trainees will be able to perform an aircraft pushback with a tow tractor in accordance with the procedures and the safety rules
Contents	<p>Identifying the specificities of a tow tractor</p> <p>Identifying the specificities of a pushback with a towbar tractor</p> <p>Performing the pushbacks on medium-haul and long-haul aircrafts with towbar tractor</p> <p>In accordance with the procedures in effect and the safety rules</p> <p>Demonstrating the knowledge acquired</p>

REGULATION

Applicable regulation AHM 630, AHM 631, AHM 632, AHM 635, AHM 650, AHM 904

PRACTICAL INFORMATION

Place	Roissy, Orly, on site
Price	Please contact us for further information
Date	Please contact us for further information
Contacts	01.41.56.06.00
E-mail	mail.ecoledesescalas.commercial@airfrance.fr

PUSHBACK WITH TOWBAR TRACTOR AIRCRAFT SERVICE ADAPTATION (ASRXX)

MODALITIES	Target	Ramp agent
	Duration	Face-to-face: 2 days or 14 hours
	Prerequisite	BSRXX
	Language	French or English
	Teaching	Method: Face-to-face Means: Explanations Exercises
	Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
	Test	Validating test (80% good answers minimum)
	Refresher course	Every 3 years, competence check (CSF14)
	Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known
	TRAINING COURSE CONTENTS	Participants
Aims		At the end of the training course, the trainees will be able to perform an aircraft pushback with a conventional tractor in accordance with the procedures and safety rules
Contents		Identifying the specificities of the conventional tractor Identifying the specificities of a pushback with a towbar tractor Performing the pushbacks of medium-haul and long-haul aircrafts with a towbar tractor In accordance with the procedures and safety rules in effect Demonstrating their knowledge
REGULATION	Applicable regulation	AHM 630, AHM 631, AHM 632, AHM 635, AHM 650, AHM 904
	Place	Roissy, Orly, on site
PRACTICAL INFORMATION	Price	Please contact us for further information
	Date	Please contact us for further information
	Contacts	01.41.56.06.00
	E-mail	mail.ecoledesescalas.commercial@airfrance.fr

AIRCRAFT TOWING THEORETICAL BASICS (BSTTR)

MODALITIES

Target	Ramp agent
Duration	Face-to-face: 1 day or 7 hours
Prerequisite	ATEX risks and fire prevention Safety rules Occupational Health and Safety – Newcomer Raising awareness of Quality Ramp Driving Licence Aircraft knowledge in terms of ground handling and structure Pushback training (F14) Authorisation to drive on the manoeuvre areas
Language	French or English
Teaching	Method: Face-to-face Means: Explanations Exercises
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Validating test (80% good answers minimum)
Refresher course	Every 3 years, competence check (CSF15)
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known
Participants	1 minimum / 8 maximum
Aims	At the end of the training course, the trainees will be able to perform aircraft towing in accordance with the safety rules and the procedures in effect
Contents	Job presentation The safety rules Weather conditions Means Communication Towing operation Towing incidents Human factors Field practice

TRAINING COURSE CONTENTS

REGULATION

Applicable regulation AHM 630, AHM 631, AHM 632, AHM 635, AHM 650, AHM 904

PRACTICAL INFORMATION

Place	Roissy, Orly, on site
Price	Please contact us for further information
Date	Please contact us for further information
Contact	01.41.56.06.00
E-mail	mail.ecoledesescales.commercial@airfrance.fr

PRACTICAL TRAINING TOWING BASICS (BSTXX)

MODALITIES	Target	Ramp agent
	Duration	Face-to-face: 3 days or 21 hours
	Prerequisite	BSTTR (Towing Theoretical Basics)
	Language	French or English
	Teaching	Method: Face-to-face Means: Explanations Exercises
	Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
	Test	Validating test (80% good answers minimum)
	Refresher course	Every 3 years, competence check (CSF15)
	Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known
	Participants	1 minimum and maximum
TRAINING COURSE CONTENTS	Aims	At the end of the training course, the trainees will be able to perform an aircraft towing in accordance with the safety rules.
	Contents	Presenting the tractor specificities How to use the tractor Setting the tractor and towing the aircraft Using VHF (tower/ground) Emergency help rules Linked safety rules Knowing the environment and the aircraft taxiways
	Applicable regulation	AHM 630, AHM 631, AHM 632, AHM 635, AHM 650, AHM 904
REGULATION	Place	Roissy, Orly, on site
	Price	Please contact us for further information
PRACTICAL INFORMATION	Date	Please contact us for further information
	Contact	01.41.56.06.00
	E-mail	mail.ecoledesescales.commercial@airfrance.fr

ADAPTATION THROUGH REFERENCE EQUIPMENT (ASTXX)

MODALITIES	Target	Ramp agent
	Duration	Face-to-face: 1 day or 7 hours
	Prerequisite	BSTTR + BSTXX
	Language	French or English
	Teaching	Method: Face-to-face Means: Explanations Exercises
	Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
	Test	Validating test (80% good answers minimum)
	Refresher course	Every 3 years, competence check (CSF15)
	Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known
	TRAINING COURSE CONTENTS	Participants
Aims		At the end of the training course, the trainees will be able to perform a pushback with a tow tractor in accordance with the procedures and safety rules
Contents		Presenting the specificities of the tractor Application Abiding by the fire safety rules Abiding by the emergency procedures Setting and removing the gear safety and the steering bypass pin on the nose gear Preparing, setting and using the necessary equipment
REGULATION	Applicable regulation	AHM 630, AHM 631, AHM 632, AHM 635, AHM 650, AHM 904
	Place	Roissy, Orly, on site
PRACTICAL INFORMATION	Price	Please contact us for further information
	Date	Please contact us for further information
	Contacts	01.41.56.06.00
	E-mail	mail.ecoledescales.commercial@airfrance.fr

THEORETICAL AIRCRAFT SERVICE BASICS COCKPIT ASSISTANCE DURING TOWING (BSTCV)

MODALITIES

Target	Ramp agent
Duration	Face-to-face: 1 day or 7 hours
Prerequisite	ATEX risks and fire prevention Safety rules Occupational Health and Safety – Newcomer Raising awareness of Quality Ramp Driving Licence Aircraft knowledge in terms of ground handling and structure SMS (Safety Management System) 8TER function (manoeuvring the cabin doors) The authorisation to drive on the manoeuvre areas
Language	French or English
Teaching	Method: Face-to-face Means: Explanations Exercises
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Validating test (80% good answers minimum)
Refresher course	Non recurring training but mandatory check every 3 years (CSF16).
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known
Participants	1 minimum / 8 maximum
Aims	At the end of this training course, the trainees will be able to assist the cockpit during towing according to the reference document in effect.
Contents	The safety rules Communication Operating procedure Incidents and human factors Simulation on the field Field exercise

TRAINING COURSE
CONTENTS

REGULATION

Applicable regulation AHM 630, AHM 631, AHM 632, AHM 650, AHM 904

PRACTICAL
INFORMATION

Place	Roissy, Orly, on site
Price	Please contact us for further information
Date	Please contact us for further information
Contacts	01.41.56.06.00
E-mail	mail.ecoledesescales.commercial@airfrance.fr

TOWING BASICS (BSCXX)

MODALITIES

Target	Ramp agent
Duration	Face-to-face: 3 days or 21 hours
Prerequisite	BSTCV (Cockpit Assistance during Towing Theoretical Basics)
Language	French or English
Teaching	Method: Face-to-face Means: Explanations Exercises
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Validating test (80% good answers minimum)
Refresher course	Non recurring but mandatory check every 3 years (CSF16).
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known

TRAINING COURSE CONTENTS

Participants	1 minimum / 2 maximum
Aims	At the end of the training course, the trainees will be able to perform cockpit assistance during in accordance with the safety rules and the procedures in effect.
Contents	Presenting the aircrafts Generating electricity Landing gears Presenting towing Towing instructions Towing end Field practice

REGULATION

Applicable regulation AHM 630, AHM 631, AHM 632, AHM 650, AHM 904

PRACTICAL INFORMATION

Place	Roissy, Orly, on site
Price	Please contact us for further information
Date	Please contact us for further information
Contacts	01.41.56.06.00
E-mail	mail.ecoledesescalas.commercial@airfrance.fr

ADAPTATION ON COCKPIT ASSISTANCE DURING TOWING (ASCXX)

MODALITIES

Target	Ramp agent
Duration	Face-to-face: 1 day or 7 hours
Prerequisite	BSTCV (Theoretical Basics on Cockpit Assistance during Towing) BSCXX (Practical Basics on Cockpit Assistance during Towing)
Language	French or English
Teaching	Method: Face-to-face Means: Explanations Exercises
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Validating test (80% good answers minimum)
Refresher course	Non recurring training but mandatory check every 3 years (CSF16).
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known

TRAINING COURSE CONTENTS

Participants	1 minimum and maximum
Aims	At the end of this training course, the trainees will be able to assist cockpit during aircrafts towing in accordance with the safety rules and the procedures in effect.
Contents	Presenting the aircrafts Generating electricity Landing gears Presenting towing Towing instructions Towing end Field practice

REGULATION

Applicable regulation AHM 630, AHM 631, AHM 632, AHM 650, AHM 904

PRACTICAL INFORMATION

Place	Roissy, Orly, on site
Price	Please contact us for further information
Date	Please contact us for further information
Contacts	01.41.56.06.00
E-mail	mail.ecoledesescalas.commercial@airfrance.fr

AIRCRAFT DE-ICING/ANTI-ICING THEORETICAL BASICS (BSTDA)

MODALITIES

Target	Staff in charge of the “de-icing/anti-icing” function
Duration	Face-to-face: 6 hours
Prerequisite	ATEX risks and fire prevention Safety rules Occupational Health and Safety – Newcomer Raising awareness of Quality Ramp Driving Licence Aircraft knowledge in terms of ground handling and structure SMS (Safety Management System)
Language	French or English
Teaching	Method: Face-to-face Means: Explanations Exercises
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Validating test (80% good answers minimum)
Refresher course	Every year
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known
Participants	1 minimum / 10 maximum
Aims	At the end of the training course, the trainees will be able to trigger and/or perform and/or check the de-icing and anti-icing operations on the aircrafts on the ground, in accordance with the safety rules and the procedures in effect.
Contents	Safety rules Weather information Frost consequences Means Using liquids Checking liquids Steps of the operation

TRAINING COURSE CONTENTS

REGULATION

Applicable regulation AHM 630, AHM 350, AHM 904, AHM 913, AHM 977, SAE AS6284/6285, SAE AS6286

PRACTICAL INFORMATION

Place	Roissy, Orly, on site
Price	Please contact us for further information
Date	Please contact us for further information
Contacts	01.41.56.06.00
E-mail	mail.ecoledesescalas.commercial@airfrance.fr

LIVE ANIMALS

MODALITIES

Target	Freight agents Airlines Assistance companies Shippers
Duration	2 days
Prerequisite	None
Language	English
Teaching	<p>Method: In our training center or at the entreprise. 75% of theoretical contribution and 25% of exercises of application Interactivity trainer/trainee and trainee/trainee Videos projection</p> <p>Means: Video projector, paper-board, erasable board TACT Live animals regulation (LAR) Exercises notebook</p>
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Validating test (80% good answers minimum)
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known

TRAINING COURSE CONTENTS

Participants	4 minimum / 8 maximum
Aims	Preparation and acceptance of live animals shipment
Contents	Government regulations and companies divergences Shipper and carrier responsibilities Classification and identification of live animals Packing, marking and documentation requirements Threatened species (CITES) Writing of shipment declaration Documentation (DGD...)

REGULATION

Period of validity	3 years
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PRACTICAL INFORMATION

Place	Roissy, Orly, on site
Price	Please contact us for further information
Date	Please contact us for further information
Contacts	01.41.56.92.24 or 01.41.56.95.74
E-mail	mail.ecole_du_fret@airfrance.fr

PALLETIZATION AND TIE-DOWN

MODALITIES

Target	Airlines agents, assistant companies and agents in charge of palletization, tie-down and loading unities checking
Duration	2 days
Prerequisite	None
Language	English
Teaching	<p>Method: In our training center or at the entreprise. 75% of theoretical contribution and 25% of exercises of application Interactivity trainer/trainee and trainee/trainee Videos projection</p> <p>Means: Video projector, paper-board, erasable board Presentation of the material (rope, strap, pawns...) AF documentation use: AHM/CHM/DGM Exercises notebook</p>
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Validating test (80% good answers minimum)
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known

TRAINING COURSE CONTENTS

Participants	4 minimum / 8 maximum
Aims	Be able to palletize and stow the goods in conformity with IATA regulation so as to guarantee the flight security
Contents	<p>Studies and OA.NT incident comments report</p> <p>The different aircrafts types ABAQUES</p> <p>Loading unities</p> <p>Tie-down material</p> <p>Palletization and tie-down basic principes</p> <p>BIG procedure</p> <p>Goods with particularities: OHG,HUM, AVI...</p>

REGULATION

Regulation	IATA, OPS1
Period of validity	3 years

PRACTICAL INFORMATION

Place	Roissy, on site
Price	Please contact us for further information
Date	Please contact us for further information
Contacts	01.41.56.92.24 or 01.41.56.95.74
E-mail	mail.ecole_du_fret@airfrance.fr



HEALTH, SAFETY, LICENCES AND HUMAN FACTORS

- 53 LICENCES**
 - Ramp Driving Licence T – CDG and ORLY
 - Aircraft Movement Area Licence CDG

- 55 FIRE DRILLS**
 - Explosive and fire risk prevention
 - Praticice

- 57 HEALTH AND SAFETY AT WORK**
 - Lower back pain
 - First Aids

- 59 HUMAN FACTORS**
 - Customer Services
 - Airside operation

T DRIVING LICENCE – ORLY – CDG - Theory (PERTO) (PERTC)

MODALITIES

Target	Staff needing to drive inside the traffic areas
Duration	Face-to-face: 1 day, so 3h30
Prerequisite	None
Language	French
Teaching	Method: Face-to-face Means: Explanations Exercises
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Qualifying test (80% good answers minimum)
Refresher course	Every 3 years
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known
Participants	1 minimum / 15 maximum

TRAINING COURSE CONTENTS

Aims	Getting your bearings within the movement area and especially on the traffic areas; Applying thoroughly the driving rules specific to this environment; Adopting the good practices, reflexes and other good attitudes when driving on the movement area and especially on the traffic areas.
Contents	Understanding the regulatory context and the instructions regulating driving on the movement area. Knowing how the driving authorisation issuing works, who the inspectors are and the associated sanctions in case of offence Getting your bearings within the various airport areas Recognising the limits of the authorised perimeter Knowing the different modalities and prerequisites to get the authorisation to drive around Making sure that the vehicle is in good shape and cannot lead to incidents that may impact safety Applying the traffic signals and rules to the movement area Adapt one's driving to risks and sensitive spots needing to be paid special attention to Applying the general safety rules to the movement area Applying the rules affecting the various safety perimeters Avoiding to drive on the ramps and taxiways as well as on the associated airport facilities Knowing how to apply the emergency procedures

REGULATION

Applicable regulation	ADP
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PRACTICAL INFORMATION

Place	On workstation
Price	Please contact us for further information
Date	Please contact us for further information
Contacts	01.41.56.06.00
E-mail	mail.ecoledesescalas.commercial@airfrance.fr

MANŒUVRING AREA LICENCE – CDG (SPMR)

MODALITIES

Target	Staff needing to drive inside the manoeuvring areas at CDG
Duration	Face-to-face: 2 days or 14 hours
Prerequisite	None
Language	French
Teaching	<p>Method: Face-to-face</p> <p>Means: Explanations Exercises</p>
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Qualifying test (80% good answers minimum)
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known

TRAINING COURSE CONTENTS

Participants	1 minimum / 15 maximum
Aims	Obtaining the driving licence and the right to drive a service vehicle inside the manoeuvring areas. Getting to know the CDG airport platform and strictly applying the instructions specific to this environment.
Contents	<p>Applicable regulation and the rules to abide by at Paris-Charles De Gaulle</p> <p>Zones and cartography of the platform</p> <p>Access modalities to the ramps of the airport</p> <p>Checking the vehicle before using it</p> <p>General principles affecting the vehicles</p> <p>Safety general rules on the aircraft movement area</p> <p>Movement of the vehicles around the aircraft</p> <p>Safety rules</p> <p>Equipment and facilities</p> <p>Radioelectric and aeronautic aids. Protecting the ramps.</p> <p>Driving on the manoeuvring area and the traffic area taxiways and taxilanes</p> <p>Communication procedures</p> <p>Emergency procedures</p> <p>Continuously improving safety</p>

PRACTICAL INFORMATION

Place	Roissy
Price	Please contact us for further information
Date	Please contact us for further information
Contacts	01.41.56.06.00
E-mail	mail.ecoledesescalles.commercial@airfrance.fr

ATEX FIRE AND RISK PREVENTION (PIAEX)

MODALITIES

Target	Anyone working within an airport or in another field
Duration	Face-to-face training: 1 hour and 30 minutes
Prerequisite	None
Language	French
Teaching	Method: Face-to-face Means: Explanations Exercises
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	None
Refresher course	Every 2 years
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known

TRAINING COURSE CONTENTS

Participants	5 minimum / 20 maximum
Aims	Being able to identify the explosive atmosphere areas at the airport Being able to assess the extent of an accident, defining its nature and responding appropriately Being able to organise and lead an evacuation
Contents	Presentation of the explosive atmosphere areas Identification of the fire safety rules Presentation of the different types of fire and of the related fire-extinguishers Identification of the suffocation risks Presentation of the various alert messages Presentation of the “opener” and “tail-ender” functions Evacuation procedures and rules Organisation of an evacuation

PRACTICAL INFORMATION

Place	Roissy
Price	Please contact us for further information
Date	Please contact us for further information
Contacts	01.41.56.06.00
E-mail	mail.ecoledescales.commercial@airfrance.fr

BASE SECURITE FEUX REELS (BSSFR)

MODALITIES

Target	Any person carrying an occupational activity
Duration	Face-to-face training: 1 hour and 30 minutes
Prerequisite	None
Language	French
Teaching	Method: Face-to-face training Means: Explanations Exercises
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	None
Refresher course	Every 3 years SGPB
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known

TRAINING COURSE CONTENTS

Participants	2 minimum / 12 maximum
Aims	Being able to assess the extent of an accident, defining its nature and taking appropriate measures Mastering and complying with the procedures specific to fires
Contents	Presentation of the different types of fire Reminder of the different types of fire-extinguishers for each type of fire Identification and formulation of the alerts Specific procedure in case of fuel leakage Procedure for cabin fire fighting

PRACTICAL INFORMATION

Place	Roissy
Price	Please contact us for further information
Date	Please contact us for further information
Contacts	01.41.56.06.00
E-mail	mail.ecoledesescalles.commercial@airfrance.fr

LOWER BACK PAIN PREVENTION (SGPB)

MODALITIES

Target	Any person who may carry or move heavy loads
Duration	Face-to-face: 3 hours
Prerequisite	None
Language	French
Teaching	Method: Face-to-face Means: Animations Exercises
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	None
Refresher course	Every 3 years
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known

TRAINING COURSE CONTENTS

Participants	5 minimum / 12 maximum
Aims	Being able to identify, define and reduce the risks linked to work postures, manual handling and transport of the loads Applying the physical security and pertinent effort saving principles depending on the work situation
Contents	Lower back pain definition and regulation Skeleton, spine and muscles presentations Raising awareness of gestures to avoid to limit the risks Practical exercises (muscle reinforcement, relaxation movements, stretching...)

PRACTICAL INFORMATION

Place	Roissy,Orly, on site
Price	Please contact us for further information
Date	Please contact us for further information
Contacts	01.41.56.06.00
E-mail	mail.ecoledesescalles.commercial@airfrance.fr

FIRST AIDS BASIS TRAINING COURSE (SECOUR1)

MODALITIES

Target	Volunteer staff wanting to practice first aid at their workplace, until the legal minimum is reached
Duration	Face-to-face: 2 days or 14 hours
Prerequisite	None
Language	French
Teaching	<p>Method: Face-to-face</p> <p>Means: Explanations Exercises</p>
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Continuous
Refresher course	SECOUR2 – Every 2 years
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known

TRAINING COURSE CONTENTS

Participants	8 minimum / 14 maximum
Aims	Identifying the risks specific to particular work situations Performing the necessary gestures to help the victim(s)
Contents	Preventing the risks at the workplace (basics) Questioning based on different risk situations that may arise in the company (bleeding, collapse, cardiac arrests, burns, obstruction of the upper airway, traumas...) Practical training (roleplays)

PRACTICAL INFORMATION

Place	Roissy, Orly
Price	Please contact us for further information
Date	Please contact us for further information
Contacts	01.41.56.06.00
E-mail	mail.ecoledescales.commercial@airfrance.fr

NEWCOMERS SAFETY BASIS CUSTOMER DEPARTMENT (eBSNAP)

MODALITIES

Target	Staff working within the Customer department
Duration	E-learning: 1 hour
Prerequisite	None
Language	French or English
Teaching	Method: E-learning Means: Explanations Exercises
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	At the end of the training course (80% good answers minimum)
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known

TRAINING COURSE CONTENTS

Participants	1 minimum / 12 maximum
Aims	Knowing perfectly, applying and have the occupational safety measures and instructions be abide by Being aware of one's safety as well as the one of others within one's framework
Contents	Regulatory framework presentation : labour code, contract of employment, rules and regulations, CHSCT role, occupational health doctor, employer's responsibilities, employee's responsibilities Presentation of the services in charge of applying these rules Listing of the various risks linked to the occupations Knowing the risks and prevention means

PRACTICAL INFORMATION

Place	On workstation
Price	Please contact us for further information
Date	Please contact us for further information
Contacts	01.41.56.06.00
E-mail	mail.ecoledesescalas.commercial@airfrance.fr

NEWCOMERS SAFETY BASIS AIRCRAFT DEPARTMENT (eBSNAA)

MODALITIES

Target	Aircraft department newcomers
Duration	E-learning: 1 hour
Prerequisite	None
Language	French or English
Teaching	Method: E-learning Means: Explanations Exercises
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	At the end of the training course (80% good answers minimum)
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known

TRAINING COURSE CONTENTS

Participants	1 minimum / 12 maximum
Aims	Knowing perfectly, applying and have the occupational safety measures and instructions be abide by Being aware of one's safety as well as the one of others within one's framework
Contents	Regulatory framework presentation : labour code, contract of employment, rules and regulations, CHSCT role, occupational health doctor, employer's responsibilities, employee's responsibilities Presentation of the services in charge of applying these rules Listing of the various risks linked to the occupations Knowing the risks and prevention means

PRACTICAL INFORMATION

Place	On workstation
Price	Please contact us for further information
Date	Please contact us for further information
Contacts	01.41.56.06.00
E-mail	mail.ecoledesescalas.commercial@airfrance.fr

DANGEROUS GOODS

- 62 CUSTOMER
 - IATA Cat. 9
- 63 RAMP OPERATION
 - a. IATA Cat. 8
- 64 LOAD CONTROL
 - IATA Cat. 10
- 65 PREPARATION
 - IATA Cat. 1 & 2
- 66 ACCEPTATION AND HANDLING
 - a. IATA Cat. 1,2,3 & 6



CATEGORIE 9 DANGEROUS GOODS PASSENGER HANDLING BASICS (BEMD9)

MODALITIES	Target	Staff working in Customer Service
	Duration	Face-to-face: 4 hours
	Prerequisite	None
	Language	French or English
	Teaching	Method: Face-to-face or tutored e-Learning Means: Explanations Videos
	Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
	Evaluation	Validating test (80% good answers minimum)
	Refresher course	eBEMD9 – Every 2 years
TRAINING COURSE CONTENTS	Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known
	Participants	6 minimum / 12 maximum
	Aims	Acquiring the necessary business skills in terms of dangerous goods to be able to perform the following functions: check-in, boarding and baggage sorting in accordance with Air France regulation in effect
	Contents	The general theory Identification of dangerous goods Dangerous goods in baggage
REGULATION	Applicable regulation	In compliance with DGR 1.5.A AHM 322/330, AHM 513, AHM 519, AHM 590
PRACTICAL INFORMATION	Place	Roissy,Orly, On site
	Price	Please contact us for further information
	Date	Please contact us for further information
	Contacts	01.41.56.06.00
	E-mail address	mail.ecoledesescalas.commercial@airfrance.fr

BASICS / REFRESHER COURSE ON LOADING DG CAT.8 (MD8)

MODALITIES

Target	Ramp agent
Duration	Face-to-face: 1 day or 7 hours
Prerequisite	None
Language	French or English
Teaching	Method: Face-to-face Means: Animations Exercises
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Validating test (80% good answers minimum)
Refresher course	Every 2 years
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known

CONTENU DE LA FORMATION

Participants	6 minimum / 12 maximum
Aims	The aim of this training course is to acquire the necessary skills in terms of Dangerous Goods in such way to be able to ensure the physical realisation of the loading according to the regulation in effect.
Contents	General theory Tagging and marking The loading rules

RÉGLEMENTATION

Applicable regulation	AHM 310, AHM 311, AHM 322/330/332/333, AHM 345, AHM 420, AHM 431, AHM 453/454, AHM 501/505, AHM 510, AHM 513, AHM 514/515, AHM 536/537, AHM 583/587, AHM 590, AHM 591, AHM 650, AHM 904, IGOM 3.1, IGOM 4.4, IGOM 4.5, ULD Regulation
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INFORMATIONS PRATIQUES

Place	Roissy, Orly, on site
Price	Please contact us for further information
Date	Please contact us for further information
Contacts	01.41.56.06.00
E-mail	mail.ecoledesescalas.commercial@airfrance.fr

CATEGORIE 10 DANGEROUS GOODS TRANSPORTATION BASICS

MODALITIES	Target	Agents in charge of the load planning and check function
	Duration	Face-to-face: 1 day
	Prerequisite	None
	Language	French or English
	Teaching	Method: Face-to-face in a room or e-learning Means: Explanations Videos
	Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
	Test	Qualifying test (80% good answers required)
	Refresher course	eBMD10 – Every 2 years
	Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known
	Participants	6 minimum / 10 maximum
TRAINING COURSE CONTENTS	Aims	At the end of the training course, the trainees will be able to know the real risks linked to the presence of Dangerous Goods on a flight
	Contents	General theory on Dangerous Goods The Dangerous Goods list Identification Limitations Loading rules The Notoc Dangerous Goods in luggage Incidents
	Applicable regulation	In compliance with the DGR 1.5.A requirements AHM 505, AHM 513, AHM 514/515, AHM 519, AHM 516/517/591, AHM 551, AHM 560, AHM 590
REGULATION		
PRACTICAL INFORMATION	Place	Roissy,Orly, on site
	Price	Please contact us for further information
	Date	Please contact us for further information
	Contacts	01.41.56.06.00
	E-mail	mail.ecoledescales.commercial@airfrance.fr

DANGEROUS GOODS TREATMENT CAT. 1 AND 2

MODALITIES

Target	Shippers in charge of dangerous goods preparation shipments Packers Freight agents
Duration	2 days minimum 3 days including class 7
Prerequisite	None
Language	English
Teaching	Method: At the entreprise. 75% of theoretical contribution and 25% of exercises of application Interactivity trainer/trainee and trainee/trainee Videos projection Means: Video projector, paper-board, erasable board IATA manual Personalized teaching support including reference guide Application exercises
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Validating test (80% good answers minimum)
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known

TRAINING COURSE CONTENTS

Participants	4 minimum / 8 maximum
Aims	Prepare a dangerous goods shipment in accordance with IATA regulation
Contents	Presentation of OACI/IATA/JAROPS regulation Shipper and operator responsibilities Presentation of 9 danger classes Classification Dangerous goods list Packing, packing instructions Shippers' declaration, check-list Passengers disposals Emergency procedures

REGULATION

Period of validity	2 years
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PRACTICAL INFORMATION

Place	At the entreprise
Price	Please contact us for further information
Date	Please contact us for further information
Contacts	01.41.56.92.24 or 01.41.56.95.74
E-mail	mail.ecole_du_fret@airfrance.fr

DANGEROUS GOODS INITIAL CAT. 1,2,3 OR 6

MODALITIES

Target	Shippers Packers Freight agents Airlines Assistance companies which wants to get IATA empowerment
Duration	4 days minimum without class 7 5 days including class 7
Prerequisite	None
Language	English
Teaching	Method: At the entreprise. 75% of theoretical contribution and 25% of exercises of application Interactivity trainer/trainee and trainee/trainee Videos projection Means: Video projector, paper-board, erasable board Packing models IATA manual and reference guide Exercises notebook
Training follow-up	Attendance sheet Certificate of attendance signed by the training organisation representative
Test	Validating test (80% good answers minimum)
Supervisory staff	Trainer duly qualified and cleared according to the Air France regulation in effect and whose teaching capacities are known

TRAINING COURSE CONTENTS

Participants	4 minimum / 10 maximum
Aims	Prepare a dangerous goods shipment in conformity with IATA regulations
Contents	Presentation of OACI/IATA/JAROPS regulation Shipper and XXX responsibilities Classification and identification Airwaybill documents Packing instructions Marking and labelling Check-list Loading procedures Emergency procedures

REGULATION

Rules	Compulsory training to be certificated
Period of validity	2 years

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