

## Overview

This standard is about the co-ordination of an aircraft turnaround. This involves preparing for the arrival of an aircraft and co-ordinating its turnaround on the stand safely, including in adverse weather conditions. This also involves the co-ordination of service providers and ground crew, providing the required information to aircraft operating crew and confirming that the required documentation has been completed in line with organisational, airport/airfield and airline procedures, and relevant legal requirements. You must be able to monitor the progress of the turnaround of an aircraft and take the required action to meet the requirements of the turnaround plan and critical time pathway.

This standard is for aircraft dispatchers or those whose role involves co-ordinating the turnaround of aircraft in airports/airfields.

When you have completed this standard, you will be able to demonstrate your knowledge of and ability to:

- Co-ordinate the turnaround of aircraft

## Performance criteria

### *You must be able to:*

1. Collect and collate the aircraft estimated time of arrival (ETA) information according to your organisation's and the airport/airfield's procedures
2. Identify when an aircraft is operating off schedule and calculate the revised estimated time of departure (ETD) using airline ground times according to your organisation's and the airport/airfield and airline's procedures
3. Identify issues which have the potential to affect the revised ETD according to your organisation's and the airport/airfield's procedures
4. Receive, decode and document a standard movement message in line with your organisation's and the airport/airfield's procedures and relevant legal requirements for arriving aircraft
5. Obtain any special requests from the aircraft crew and confirm that these have been passed to the relevant departments according to your organisation's and the airport/airfield's procedures
6. Check the stand details and availability, and carry out pre-arrival checks before an aircraft's arrival according to your organisation's and the airport/airfield's procedures
7. Use the required personal protective equipment (PPE) for co-ordinating the turnaround of aircraft in line with your organisation's and the airport/airfield's procedures and relevant legal requirements
8. Co-ordinate the turnaround of aircraft on the stand in line with organisational and airport/airfield's procedures and relevant legal requirements
9. Oversee and coordinate the arrival of service providers to meet an arriving aircraft in line with your organisation's and the airport/airfield's procedures and relevant legal requirements
10. Disembark passengers in line with organisational, airport/airfield and airline procedures and relevant legal requirements
11. Monitor and coordinate the progress of service providers at the aircraft in line with the turnaround plan and critical time pathway and communicate changes to colleagues and airlines as required in line with organisational and airport/airfield's procedures
12. Take the required action to resolve the situation when colleagues or service providers fall behind with the turnaround plan or are in dispute, according to organisational and airport/airfield's procedures

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13. Brief the outbound aircraft operating crew with the progress of the turnaround procedure and departure information in line with organisational, airport/airfield and airline procedures, and relevant legal requirements
14. Oversee and monitor the boarding of passengers in line with your organisation's, the airport/airfield 's and airline's procedures and relevant legal requirements
15. Maintain your own, colleagues', passengers' and visitors' health, safety and welfare when co-ordinating the turnaround of aircraft
16. Confirm the required actions are taken to conduct aircraft turnaround procedures safely during adverse weather conditions
17. Respond to and report identified health, safety and security breaches or potential breaches when co-ordinating the turnaround of an aircraft in line with your organisation's and the airport/airfield's procedures and relevant legal requirements
18. Complete the required aircraft turnaround documentation in line with your organisation's, the airport/airfield's and the airline's procedures and relevant legal requirements

## Knowledge and understanding

### *You need to know and understand:*

1. Your organisation's and the airport/airfield's procedures for co-ordinating information and preparing for the arrival of an aircraft
2. The basics of the theory of flight and their significance to the co-ordination of the turnaround of aircraft
3. The aviation terminology and codes to use when co-ordinating the turnaround of an aircraft
4. The 24 hour clock and time variations (UTC, BST)
5. The standard ground times and minimum ground times, airline precision time schedules, and standard turnaround plan for airlines / aircrafts
6. How flight time limitations impact on the aircraft turnaround procedures
7. The standard movement messages and how to interpret them
8. Your organisation's and the airport/airfield's communication systems, channels and procedures
9. The ground handling service equipment (GSE) requirements relating to the aircraft
10. How to interpret and communicate information relating to an aircraft turnaround
11. The types of requests that may be expected from inbound crew and how to respond to them
12. The required personal protective equipment (PPE) for co-ordinating the turnaround of an aircraft
13. Your organisation's and the airport/airfield's procedures and the relevant legal requirements relating to aircraft arrival, turnaround and departure
14. Your organisation's, the airport/airfield's and the airline's procedures and relevant legal requirements for unloading and loading baggage, cargo, mail, dangerous goods and restricted items
15. Your organisation's, the airport/airfield's and the airline's procedures for boarding, disembarking, directing or escorting passenger's to and from the aircraft
16. Your colleagues and the service providers involved in the turnaround of an aircraft and how to contact them
17. The critical time pathway relating to your colleagues and the service providers involved in the turnaround of aircraft
18. How to co-ordinate the turnaround of an aircraft on the stand according to the turnaround plan and critical time pathway

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19. The potential impact of delays and the cost associated with further delays to the airline, your organisation, the airport/airfield and the service providers
20. How to identify and respond to changes and potential changes to the turnaround plan and critical time pathway
21. The impact of adverse weather on aircraft turnaround and actions to take for safe working
22. How to brief ground crew and aircraft operating crew with the required information
23. Your organisation's and the airport/airfield's procedures for maintaining communication with colleagues, service providers and the airline
24. How to maintain your own, colleagues', passengers' and visitors' health, safety and welfare when co-ordinating the turnaround of aircraft
25. Your organisation's and the airport/airfield's procedures for responding to identified health, safety and security breaches or potential breaches
26. How to complete the required aircraft turnaround documentation in line with your organisation's, the airport/airfield's and airline procedures and relevant legal requirements

## Scope/range

### **Procedures for preparing for an aircraft's arrival include:**

- a) Stand / gate preparation
- b) Identification and removal of hazards
- c) Inbound passenger security routes and separation
- d) Obtaining and passing on information

### **Standard movement messages include:**

- a) Movement messages
- b) Load message
- c) Passenger services messages

## Glossary

### **Aviation terminology and codes**

have been standardised to improve communication and safety across the global aviation industry. The International Air Transport Association (IATA) set out the standard for nonverbal communication and guidance signals in the IATA Standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM). The International Civil Aviation Organisation (ICAO) set out the common language used for verbal communication including radiotelephony, the phonetic alphabet and phraseology to be used.

### **ETA**

Estimated Time of Arrival

### **ETD**

Estimated Time of Departure

### **IATA**

International Air Transport Association

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**Relevant Occupations** Transport Drivers and Operatives, Transport Operations and Maintenance

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**Suite** Aviation Operations on the Ground

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