

E-Learning Course

Headset Communication

Program Overview

Ground to flight deck communication is the most important means during ground handling of aircraft. The aim of this training is to familiarize ramp personnel providing ground to cockpit communication with standard phraseology as well as with best practices recommended for using the headset equipment.

Course Content

- Use interphone communication techniques
- Identify the dialogue used for headset communication
- Describe headset communication procedures and practice the dialogue for arrivals and departures/engine starts
- Describe headset communication procedures and practice the dialogue for aircraft towing
- Follow procedures when communicating an emergency
- Procedures to follow when an interphone becomes unserviceable, or communications is lost.

Duration

Initial Course: 45 Minutes

Knowledge Check

Initial Course: 11 Questions

Assessment

No Assessment

Certificate

GAA certificate of recognition is awarded upon successful completion of the course and assessment