



Name:  
Enrolment No:

**UNIVERSITY OF PETROLEUM AND ENERGY STUDIES**  
**End Term Examination, December 2020**

<b>Course:</b> Ground Handling Operations	<b>Semester:</b> V
<b>Program:</b> BBA AVO	<b>Time:</b> 03 Hours
<b>Course code:</b> TRAV 2005	<b>Max. Marks:</b> 100

**SECTION A( 30 Marks)**

**1. Each Question carries 5 Marks**  
**2. Instruction: Complete the statement / Select the correct answer(s) / Answer the question**

		<b>CO</b>
Q 1	Select the correct answer The instructors who deliver Dangerous Goods training have a. Adequate instructional skills and, prior to delivering instruction, completed a dangerous goods training program that provides the knowledge in subject areas consistent with the level of instruction to be delivered; b. Conducted a minimum of one dangerous goods training course within every 24 months on applicable class or attended recurrent dangerous goods training c. Received updates to the Regulations, from local, National Authorities, and training material on an annual basis. d. Received re-qualification training	<b>CO 1</b>
Q 2	In case of Non-normal items like musical instruments, medical equipment, service animals etc. The two Operational Procedures considered necessary to ensure effective and safe handling are _____ and _____.	<b>CO 1</b>
Q 3	Post Departure Messages critical for flight operations are _____, _____, _____, _____, and _____.	<b>CO 2</b>
Q 4	1. Load Control Officer (the person responsible for producing Load Planning Instructions) must have access to operational data like Airport Limitations e.g. Runway conditions / limitations at a destination and / or departure airport a. True b. False  2. GSE, including boarding bridge, should not to be removed from position at an aircraft cabin access door until : I. The door has been closed and secured by an authorized person ; or	<b>CO 2</b>

	<p>II. An appropriate fall prevention device has been placed across an open door.</p> <p>a) Only I b) Only II c) Both I &amp; II d) None of the above</p>	
Q 5	<p>The Dirty Dozen refers to twelve of the most common human error preconditions, or conditions that can act as precursors, to accidents or incidents.</p> <p>Name any five.</p>	<b>CO 1</b>
Q 6	There are nine hazard classes of Dangerous Goods. Identify any Five.	<b>CO 2</b>
<b>SECTION B ( 50 Marks)</b>		
<p><b>1. Each question carries 10 marks</b> <b>2. Instruction: Write short / brief notes</b></p>		
Q7	<p>Answer both the questions</p> <p>a. What is a METAR? Decode the below mentioned METAR</p> <p style="text-align: center;"><b>VABL 101300Z 29003KT 5000 FU FEW015 SCT020 29/15 NOSIG=</b></p> <p>b. What is LDM? Explain with relevant example.</p>	<b>CO1</b>
Q8	Identify the four components and twelve elements of a SMS.	<b>CO2</b>
Q9	Examine the process of Hazard identification associated with GHSP's aviation products or services.	<b>CO3</b>
Q10	Evaluate different ways to convey safety information to personnel within a GH organization (Give appropriate examples).	<b>CO4</b>
Q11	Analyze the importance of ground handling service level agreements/standards. Why it is important to maintain Precision Time Schedules (PTS). Explain with relevant examples.	<b>CO3</b>
<b>Section C ( 20 Marks)</b>		
<p><b>1. Answer any One question. Each Question carries 20 Marks.</b> <b>2. Instruction: Write long answer.</b></p>		
Q 12	<p>The Ground Handling market is growing but margins are reducing as compensation payouts mount.</p> <p>As the trade association ASA (Airport Services Association) points out, while the ground handling services market is growing, ironically its handling margins have reduced over the last decade. Key contributing factors include an increase in handling licenses issued by airports - especially in highly regulated markets such as</p>	<b>CO4</b>

European under the advisement of competition authorities as referred to above - and airlines availing themselves of the increased competition, further to drive down the handling contract price.

Human factors influencing performance of activities in the ramp area have acquired proportionately more significance than they have in most other fields of the air transport industry, with the obvious exceptions of cockpit flight crew and airport security staff.

**Evaluate how GHSP can reduce losses because of such incidents/accidents occurring at ramp (airside).**

**OR**

According to the International Air Transport Association (IATA), 52 million tonnes of cargo have been carried worldwide in 2018. By weight, it is less than 1% of world trade, however, it is more than 35% of world trade value, accounting for about US \$ 6.8 trillion annually, or US \$ 18.6 billion in value of goods every day. Air freight (cargo) transport accounts for an average of 9% of total airline revenue, double that of first-class passenger revenue. Directly and indirectly, the air cargo business provides around 32 million jobs worldwide. To support this critical business, IATA is committed to deliver enhanced value for the industry by driving a safe, secure, profitable, and sustainable air cargo supply chain.

**Evaluate a typical security scenario within an Air Cargo Warehouse. How can a GH organization help airline to make the system efficient.**