



Customer Service Programs



Basic Fire Fighting Course



Cargo Operations



British Council Programs



Certification in Airport Operations



Airport Technical Training Programs



ICAO & IATA Programs



Cybersecurity Programs



Dangerous Goods Regulations Training

## About GMR Airports

GMR Group is a leading global infrastructure conglomerate with interests in Airports, Energy, Transportation and Urban Infrastructure.

GMR Airports, a joint-venture with Groupe ADP, have around 172 mn passenger capacity in operation and under development.

Its impressive portfolio comprises of the following operating assets:

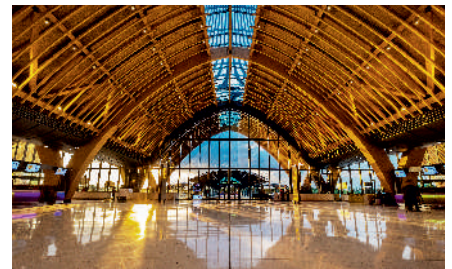
- Indira Gandhi International Airport, Delhi
- Rajiv Gandhi Hyderabad International Airport, Hyderabad
- Mactan Cebu International Airport in the Philippines



**Hyderabad International Airport**  
India



**Delhi International Airport**  
India



**Mactan Cebu International Airport**  
Philippines

Airport Projects under development include:

- Greenfield Airport in Mopa, Goa
- New Heraklion Crete International Airport in Greece in partnership with GEK Terna.
- Greenfield Airport in Bhogapuram, Andhra Pradesh



**Goa International Airport**  
India



**Heraklion Crete International Airport**  
Greece



**Visakhapatnam International Airport**  
India

The group has extensive presence in entire airport system value chain including airport construction, duty free, cargo, car park etc.

Further, the Group is leading the way by ushering in the innovative concept of Airport Cities across its portfolio.

The first phase at Delhi Aerocity comprising of 45 acres already hosts more than 15 hotels, offices and retail spaces with well laid out public amenities.

At Hyderabad the group is developing India's largest integrated airport city consisting of offices, retail, leisure & entertainment, hospitality, education and healthcare assets.

## Successful track record of undertaking key functions across airport value chain



## Achievements



Under the Airport Service Quality (ASQ) Program by Airports Council International (ACI), Delhi & Hyderabad Airports have been consistently rated amongst the top airports in the world.



Energy Efficient and Sustainable Practices are the hallmarks of airports operated by GMR. Both Delhi & Hyderabad Airports have been recognised as “Excellent Energy Efficient Units” by Confederation of Indian Industry (CII). Consistent performance by both the airports have enabled them to emerge as “Industry Energy Leaders”.

## About GMR Aero Academy

GMR Aero Academy (GMRAA) is an Award-winning Executive Education, Training, Skilling and Aviation Consultancy arm of GMR Airports Ltd, the holding company of Airports vertical of GMR Group. GMR Group's global presence spans across the Europe, Middle East and South Asia apart from India where GAA provides quality Aviation Training & Consultancy to some of the biggest and busiest International Airports & Aviation Stakeholders.

GMRAA offers various courses related to Airport, Cargo, Shipping, Aircraft MRO, Aerospace, Dangerous Goods, Fire Fighting, Safety Management System, Customer Service, Retail, Warehouse Management, Perishable Handling as well as other Technology, Industrial, Commercial, Technical, and Soft-skill Trainings.

GMRAA maps Training Needs of Corporates provide Training Gap Analysis and offer Customised Programs at all levels for New Joiners, Freshers, Middle and Senior Management Programs.

GMRAA provides Consultancy to Aviation Industry on Airport Operation & Management, Cargo, Safety & Security, Aero & Non-aero Development, Retail Management, Benchmarking, Master-planning, Engineering Services and Technology driven approach.

Setup in 2009, GMRAA has been delivering world class trainings and received a lot of accolades. GMRAA has been accredited by International Air Transport Association (IATA), International Civil Aviation Organization (ICAO), American Association of Airport Executives (AAAE) and Airport Council International (ACI). They are also one of the eight Regional Training center of Excellence (RTCE) recognized by ICAO. GMRAA is also the training partner for NSDC and several other National and State Government Bodies.





# Training & Airport Management Consultancy Services

## Airport Technical Trainings



### New Courses

- ATC Training for High Intensity Runway Operation (HIRO)
- Smart City Consultancy for Self-Sustainable Community Development
- Cyber Security Training & Managed Services
- Environment Sustainability, Leed & Carbon accreditation

## Training Programs



Certification in Airport Operations



Certification in Airport and Cargo Operations



Basic Fire Fighters Course – Aviation



Basic Fire Fighters Course – Industrial



Post Graduate Diploma in Airport Operations



IAAE India (Airport Executive Membership)



Customer Service Associate Course



Airport Baggage Handlers Course



Certification in Retail Management



Professional Certification in Ground Handling Operations



ICAO Approved Courses



IATA Dangerous Goods Regulations (DGR) – All Categories



IATA Cargo Courses

### IATA-ATS & ATC : ICAO-RTCE Courses :

- TAC(Turn Around Coordinator/ GOM (Ground Operations Management) /RSM (Ramp Service Management)
- Airline and Airport Management/ Aviation Security Awareness / Airport Operations Management
- PSM (Passenger Service Management)/ LAR (Live Animals Regulations)
- Perishables Cargo Management/ Introductory Cargo Services/ Cold- Chain Pharmaceutical & Vaccine Handling/ SMS(Safety Management System)/ DGR Courses/

**Tie-ups:** ACI, ICAO-RTCE, IATA- ATS & ATC, AAAE, RGNAU-MoCA, Govt. of India

**Placements:** DNATA, MIC, Air India SATS, Indigo, SpiceJet, Air Vistara, Sky Chef, Go Air, Trujet, DB Schenker, 7 Hills, Pravahya, GHIAL, DIAL, Qatar Airforce etc.

# GMR Aero Academy

## Career Programs (01 to 06 Months)



S.No.	Course Name	Eligibility	Duration	Mode of Training	Career scope
1	Certification in Airport Operations (CAO)	Any Graduate (Up to 27 yrs)	03 Months	Classroom Training	Airlines, Ground Handlers, Airports
2	Certified Customer Service Executive	10+2/ 10+3/ Any Graduate (Up to 27 yrs)	90 hrs	Classroom Training	Airlines, Ground Handlers, Retail, Malls, Automotive, Services, Hardware
3	Turn Around Coordinator (TAC)	B.Tech. Aeronautic, Aerospace and AME (Up to 27 yrs)	01 Month	Classroom Training	Airlines, Ground Handlers, Aerospace & MRO
4	Certification in Retail Management (CIRM)	10+2/ 10+3/ Graduate (Up to 27 yrs)	01 Month	Classroom Training	Duty free, Retail outlets, Automobile, FMCG
5	Basic Fire Fighter's Course (BFFC) Residential Program in Rajiv Gandhi National Aviation University, India	10+2/10+3/ Any Non-engineer Graduate (Up to 24 yrs)	06 Months Residential	Daily Theory+ Physical Training	Fire staff at the Airports, Corporates, Industries, Manufacturing, Chemical, Dangerous Goods
6	Certification in Airport and Cargo Operations	Any Graduate (Up to 27 yrs)	03 Months	Classroom Training	Cargo, Logistics, Supply-chain, Shipping, Freight Forwarders, Clearing Agents, Trucking

# GMR Aero Academy

## Security Training Programs (01 to 12 Months)



S.No.	Course Name	Eligibility	Duration	Mode of Training
1	Entry Level Unarmed Security Guard Training	Class 10 Pass	01 Month	Online
2	Security Manager Training	10+2/ 10+3/ Graduate	02 Months	Online
3	<p>Advanced Security Management Program: Global Security Scenario, Organisations Dealing with National Security, Security Risk Management, Physical Security, Technical/Electronic Security, Information and Cyber Security, Intelligence Management, Investigation Management, Legal provisions in Security Management, Security Operations Management, Emergency and Crisis Management &amp; Business continuity, Security against Terrorist Activities, IEDs, Explosives</p> <p>Special Modules Aviation Security, : Critical Infrastructure Security, Fire Safety, Security in Banking and Financial Sector, Security in Hospitality Sector, Private Security Agencies Management, Driving Training</p>	10+2/ 10+3/ Graduate	06 Months	Residential in India

## Security Services & Trainings



### Specialized Training & Services

- High Net-worth Individual Security Services
- Fire Safety, Disaster Management & First Aid Training
- Highway Management & Toll Operations
- Special Operations Teams/ QRTs
- Baggage Screeners Training
- Personnel Fitness Trainers Training
- Executive Protection & Self Defense Training
- Control Room Operations Training
- Visitors & Material Management Training



### Outbound Training

- Corporate Conferences
- Adventure Training, Trekking, Rock Climbing & Rappelling
- Student & NCC Camps
- Corporate Executive Outbound Training

# GMR Aero Academy International Airport Management & Working Professional Programs



S.No.	Course Name	Eligibility	Duration	Mode of Training	Career scope
1	<p>Post Graduate Diploma in Airport Operations (PGDAO)</p> <p>Residential Program with Rajiv Gandhi National Aviation University (RGNAU) of Ministry of Civil Aviation, India</p>	<p>Graduates with Entrance Interview</p>	<p>18 Months (12M Residential Class + 06M On Job Training in GMR Delhi &amp; Hyderabad Airport)</p>	<p>Residential/ Online Classes + Airport On Job Training</p>	<p>Airport, Airline, GH, Airport Stakeholders, Cargo, Ecommerce</p>
2	<p>Indian- Association of Airport Executives (IAAE) – Partner of American Ass. Of Airport Exec.(AAAE)</p>	<p>Working Airport Professionals (03Yrs Experience)</p>	<p>01 Year- 04 Modules Online or In-person</p>	<p>Class- Online or in person</p>	<p>Working Airport Executives</p>

# GMR Aero Academy Airport Short Familiarization Programs (1 Week)



S.No.	Course Name	Eligibility	Duration	Mode of Training	Career scope
1	Online Programme on Airport & Cargo Operations (OPACO)	10+2/ 10+3/ Any Graduate	05 Days	Online	Cargo, Logistics, Supply-chain, Shipping, Freight Forwarders, Clearing Agents, Trucking
2	Certification in Corporate Readiness Programme (CCRP)	10+2/ 10+3/ Any Graduate	05 Days	Online	General Grooming for all
3	Online Programme on Airport Passenger Handling (OPAPH)	10+2/ 10+3/ Any Graduate	05 Days	Online	Airline, Ground Handling, Airport, Retail & Commercial
4	Online Program on Occupational Health & Safety	10+2/ 10+3/ Any Graduate	05 Days	Online	Airport Rescue & Fire- Fighting, Safety & Security Team
5	Online Airport Service Quality Training (ACI-ASQ)	All Airport Community	04 Days	Online	All Airport Community to improve

# Airport Operations Management: Training Needs Assessment Programs



Program	Department	Duration -Days
IATA/DGR- Cat 1,3,6	Airside	5
IATA/DGR- Cat 9	TOPS	1
AIS/AIP/NOTAM	AOCC, Airside	1
Refresher to Annexure 14	AOCC, Airside, TOPS	1
Advanced Annexure 14	AOCC, Airside	1
Introduction to Annexure 14	AOCC, Airside	3
Human Factors	Airside	1
Introduction to Annexure 10	Airside, Safety	2
Introduction to Annexure 11	Airside, Safety	1
Introduction to Annexure 15	Airside	1
Introduction to Annexure 9	GR	1
R/T Phraseology	Airside/ARFF	2
Redeclaring Runway Distances	Airside	2
Terminal & Airport Emergency Plan	Terminal & Airport	1

# Airport Operations Management: Training Needs Assessment Programs



Program	Department	Duration -Days
Safety Management System	Safety, Airside	2
Introduction to Airports Business	All Freshers	2
Disabled Aircraft Recovery	Airside, ARFF	3
HAZMAT First Responder	ARFF, Airside	3
Inline Screeners Certification	Screeners	01 Month
Facility Management System @ Airports	Terminal	2
First Aid Firefighting	ARFF	1
Wildlife Hazard Management, Environment & Waste Management	Airside	2
Annexure 13 Incident Enquiry / Aviation accident	Airside, Safety, ARFF & Terminal	2
Obstacle limitation surface	Airside	1
Aerodrome messages		1
Understanding AOCC	AOCC, Airside	1
Air Service Quality	All Depts	2
Annex 9 Facilitation, CRM & Human Factors	Airside, AOCC, GR	2

## Airport Ground Handling Programs

S.No	Program	Duration -Days
1	Airport/Airside Safety	3
2	Emergency Response	1
3	Emergency Response Awareness	1
4	Security Awareness	1
5	Human Factors Awareness	2
6	Aerodrome familiarization	1
7	Headset operation	3
8	Marshalling	2
9	Load control	1 Month
10	Loading Supervision	1 Month
11	Baggage Handling/reconciliation	2
12	Passenger Handling	10
13	Cargo Warehouse Handling	6
14	Passenger Boarding Bridge	2
15	Airside Driving	2
16	Ramp supervision/Turn Around Coord.	5
17	Dangerous Goods: CAT 1 – Shippers CAT 2 – Packers CAT 3 – Freight Forwarders CAT 6 – Cargo Acceptance CAT 7 – Cargo Warehouse CAT 8 – Ramp Staff (2 Day) CAT 9 – Passenger Services (1 Day) CAT 10 – Load Control & Loading Supervision (CAT = Category)	1-5

S.No	Program	Duration -Days
<b>Airport Ground Handling Course</b>		
18	Pushback Tractor	5
19	High Loader	3
20	Cargo Loader	2
21	ULD Transporter	1
22	Passenger / Crew Bus	1
23	Passenger Pax Steps	2
24	Conveyor Belt	1
25	Catering Vehicle Operations	1
26	Lavatory & Potable Water Unit	1.5
27	Baggage Tractor	1
28	Air Starter Unit	1
29	Ground Power Unit	1
30	Air Condition Unit	1
31	Pram Vehicle Operations	3
32	De/anti-icing Vehicle	1.5
33	Forklift	1
34	In Flight Catering	1.5
35	Into-plane Fueling	7.5
36	Aircraft Cleaning	2.5

## GMR Aero Academy Cybersecurity Programs



S.No.	Course Name	Audience/ participants	Duration
1	First Responder	All the stakeholders, CISF, Airport staffs, Ground handlers, Airlines, students.	5 days (10 hours)
2	Executive Cyber Security programs(Board/CXO)	CXO's, CEO's etc	2 days (4 hours)
3	Securing Airports with Facial Recognition and Radical Database	Airline and airport security teams, vigilance team, regulatory bodies etc	40 Hours / 20 Hours Theory + 20 Hours Labs / 5 Days (4 Hours per day) with 20 hours of Labs / Assignments
4	Preventing Terrorist attacks on airports using CPTED/ SEQUIRE standards.	Airline and airport security teams, vigilance team, regulatory bodies etc	40 Hours (20 Hours theory + 20 hours assignments and research) / 5 Days
5	Managing cybersecurity for Airport IT systems (ISO 27001+ITIL)	IT and Security professionals working at the airport, airlines, regulatory bodies	TBD
6	IoT & OT security at airports	IT and Security professionals working at the airport, airlines, regulatory bodies	40 Hours / 5 Days (20 Hours theory + 20 hours Labs)

## Aviation Trainings & Studies undertaken for various Airports



### Indira Gandhi International Airport, Delhi

Airport Training Needs Programs;  
Dangerous Goods Trainings, Fire-Fighter Training;  
Customised Trainings



### Kannur International Airport

ORAT- Operational readiness and Transfer Program, All Airport Officials Trainings



### Rajiv Gandhi International Airport, Hyderabad

Airport Training Needs Programs;  
Dangerous Goods Trainings,  
Customised Trainings



### Bahrain International Airport

Tahleeq- All Department Trainings;  
Customised Trainings



## Our Knowledge Partners





[www.gmraviationacademy.org](http://www.gmraviationacademy.org)  
[gmmaa.contact@gmrgroup.in](mailto:gmmaa.contact@gmrgroup.in)



### New Delhi

Terminal 2, opp. Departure Gate No.1,  
Indira Gandhi International Airport,  
New Delhi, India - 110037

**Contact:** +91 88103 76483



### Hyderabad

First Floor, GMR Aero Towers-II,  
Near Decathlon, RGIA, Shamshabad,  
Hyderabad-500108


**Contact:** +91 70131 89812 / 9989654915




### Kochi

ASAP Community Skill Park,  
KINFRA Industrial Park,  
Opposite Medical College, HMT  
Kalamassry, Ernakulam, Kerala-683503

**Contact:** +91 8592976314 / +91 7907842415

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