



# CUSTOMER SERVICE FACULTY

## Ground Service

Training programs keep our workforce and organisation competent according to aviation requirements. The course contents are relevant and designed according to ground handling job functions.

Training programs are designed to be in line with IATA's Safety Audit for Ground Operations (ISAGO) and IATA Operational Safety Audit (IOSA) which is applicable to all ground handling companies and Airlines worldwide. The complete training records are a must, and are provided in accordance with global privacy policies. Relevant and timely *training in ground handling* is critical to ensure employees skills and competencies

## Flight Service


Safety is the primary purpose of a flight attendant. For a safe and pleasant in-flight, all the mandatory courses are offered in flight service department.



## Resource Persons of Customer Service Faculty




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<b>Name</b>	: <b>Parveen Hossain</b>	
<b>Professional title</b>	: DGM Training (Actg.)	
<b>Academic</b>	: M.Sc. in Zoology	
<b>Relevant skills</b>	: <ul style="list-style-type: none"><li>• Instructor and Examiner of all Ground Service-related courses.</li><li>• Instructor and Examiner of SMS, DGR, HF, Aviation Security &amp; Ramp Safety.</li></ul>	
<b>Approval</b>	: <ul style="list-style-type: none"><li>• CAAB approved DGR &amp; Aviation Security Instructor &amp; Examiner.</li><li>• Biman CSQ approved SMS Instructor &amp; Examiner.</li></ul>	

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<b>Name</b>	: <b>Zohora Rahman</b>	
<b>Professional title</b>	: Deputy Manager Training (Flight Service)	
<b>Academic</b>	: M.A(English Literature),BA(English Literature)	
<b>Relevant skills</b>	: <ul style="list-style-type: none"><li>• Instructor and Examiner of Aircraft type –Boeing-777-300 ER, Boeing-787-8/9, Boeing-737-800.</li><li>• Instructor and Examiner Dangerous Goods Regulations and In-flight Security</li></ul>	
<b>Approval</b>	: CAAB approved Instructor and Examiner for Aircraft type –Boeing-777-300 ER, Boeing-787-8/9, Boeing-737-800, Dangerous Goods Regulations and Inflight Security	

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<b>Name</b>	: <b>Mariom Akhter</b>	
<b>Professional title</b>	: Deputy Manager Training (Language)	
<b>Academic</b>	: M.A. (Applied Linguistics & English Language Teaching) B.A. (English Literature & Language)	
<b>Relevant skills</b>	: <ul style="list-style-type: none"><li>• Instructor of Dangerous Goods Regulations (DGR); Aviation Security; In Flight Security; General Security Awareness Training (GSAT); English Language</li></ul>	
<b>Approval</b>	: <ul style="list-style-type: none"><li>• CAAB approved DGR &amp; Aviation Security, In Flight Security, GSAT Instructor</li><li>• IATA approved Cargo Security Instructor</li></ul>	

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<b>Name</b>	: <b>Mohammad Mizanur Rahman</b>	
<b>Professional title</b>	: Assistant Manager ,Ground Service	
<b>Academic</b>	: M. Com	
<b>Relevant skills</b>	: <ul style="list-style-type: none"><li>• Instructor and Examiner of Weight and Balance</li><li>• Instructor of Ramp Safety and HF</li></ul>	
<b>Approval</b>	:	

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## Customer Service Faculty Course Schedule

### ✈ FLIGHT SERVICE COURSES

- Initial Courses

SL. NO.	COURSE CODE	NAME OF THE COURSE	DURATION	FROM	TO
1	410000BFS	Basic Flight Service Course	12 weeks	As and when required	
2	410000DGRI	Dangerous Goods Regulations - Initial	03 days	As and when required	
3	410000IFSI	Aviation/In-flight Security - Initial	02 days	As and when required	

- Promotional (Higher Grade) Training

SL. NO.	COURSE CODE	NAME OF THE COURSE	DURATION	FROM	TO
4	4100LDRSHP	Leadership Course	05 days	As and when required	
5	410000PCSP	Phonetics	05 days	As and when required	

- Recurrent/Refresher Training

SL. NO.	COURSE CODE	NAME OF THE COURSE	DURATION	FROM	TO
6	410000RRCC	RRCC (Recurrent training for Revalidation of Competency Card)	05 days	00-Jan-00	09-Jan-25
				12-Jan-25	16-Jan-24
				02-Feb-25	06-Feb-25
				02-Feb-25	06-Feb-25
				09-Feb-25	13-Feb-25
				02-Mar-25	06-Feb-25
				02-Mar-25	06-Feb-25
				16-Mar-25	20-Mar-25
				06-Apr-25	10-Apr-25



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SL. NO.	COURSE CODE	NAME OF THE COURSE	DURATION	FROM	TO
6 <i>Cont'd</i>	410000RRCC	<i>RRCC (Recurrent training for Revalidation of Competency Card)</i>	05 days	06-Apr-25	10-Apr-25
				20-Apr-25	24-Apr-25
				20-Apr-25	24-Apr-25
				13-Jul-25	19-Jul-25
				13-Jul-25	19-Jul-25
				20-Jul-25	24-Jul-25
				10-Aug-25	14-Aug-25
				17-Aug-25	21-Aug-25
				07-Sep-25	11-Sep-25
				14-Sep-25	18-Sep-25
				12-Oct-25	16-Oct-25
				18-Oct-25	23-Oct-25
				18-Oct-25	23-Oct-25
				9-Nov-25	13-Nov-25
				16-Nov-25	20-Nov-25
7-Dec-25	11-Dec-25				
			7-Dec-25	11-Dec-25	
7	410000DGRR	<i>Aviation/In-flight Security for Cabin Crew - Recurrent</i>	1 day	26-Jan-25	26-Jan-25
				27-Jan-24	27-Jan-25
				16-Feb-25	16-Feb-25
				04-Nov-25	04-Nov-25
				01-Dec-25	01-Dec-25
				02-Dec-25	02-Dec-25
8	410000IFSR	<i>Dangerous Goods Regulations for Cabin Crew - Recurrent</i>	1 day	19-Jan-25	19-Jan-25
				20-Jan-25	20-Jan-25
				21-Jan-25	21-Jan-25
				22-Jan-25	22-Jan-25
				17-Feb-25	17-Feb-25
				18-Feb-25	18-Feb-25
				19-Feb-25	19-Feb-25
				09-Mar-25	09-Mar-25
			10-Mar-25	10-Mar-25	



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SL. NO.	COURSE CODE	NAME OF THE COURSE	DURATION	FROM	TO
8	410000IFSR	<i>Dangerous Goods Regulations for Cabin Crew - Recurrent</i>	<i>1 day</i>	<i>11-Mar-25</i>	<i>11-Mar-25</i>
<i>Cont'd</i>				<i>12-Mar-25</i>	<i>12-Mar-25</i>
				<i>15-Apr-25</i>	<i>15-Apr-25</i>
				<i>17-Apr-25</i>	<i>17-Apr-25</i>
				<i>16-Apr-24</i>	<i>16-Apr-24</i>
				<i>28-Apr-24</i>	<i>28-Apr-24</i>
				<i>08-May-25</i>	<i>08-May-25</i>
				<i>22-Jun-25</i>	<i>22-Jun-25</i>
				<i>23-Jun-25</i>	<i>23-Jun-25</i>
				<i>9-Jul-25</i>	<i>9-Jul-25</i>
				<i>10-Jul-25</i>	<i>10-Jul-25</i>
				<i>24-Aug-25</i>	<i>24-Aug-25</i>
				<i>25-Aug-25</i>	<i>25-Aug-25</i>
				<i>2-Sep-25</i>	<i>2-Sep-25</i>
				<i>3-Sep-25</i>	<i>3-Sep-25</i>
				<i>7-Oct-24</i>	<i>7-Oct-24</i>
				<i>02-Dec-25</i>	<i>02-Dec-25</i>
				<i>03-Dec-25</i>	<i>03-Dec-25</i>

SL. NO.	COURSE CODE	NAME OF THE COURSE	DURATION	FROM	TO
9	41000MEGAP	<i>Manners, Etiquette, Grooming, Announcement &amp; Protocol (MEGAP)</i>	<i>03 days</i>	<i>As and when required</i>	
10	41000PHYEX	<i>Physical Exercise</i>	<i>15 days</i>	<i>As and when required</i>	
11	4100LDRSHP	<i>Leadership - Recurrent</i>	<i>02 Days</i>	<i>As and when required</i>	

### • Re-qualification Training

SL. NO.	COURSE CODE	NAME OF THE COURSE	DURATION	FROM	TO
12	410000LORE	<i>Long Refresher</i>	<i>14 days</i>	<i>As and when required</i>	
13	410000SORE	<i>Short refresher</i>	<i>05 days</i>	<i>As and when required</i>	





### • Aircraft Type training

SL. NO.	COURSE CODE	NAME OF THE COURSE	DURATION	FROM	TO
14	410B737800	B-737-800NG	03 days	As and when required	
15	4100000IFE	IFE (In-flight Entertainment System)	01 day	As and when required	
16	410B777300	B-777-300ER	05 days	As and when required	
17	410B787800	B787-8 Dreamliner	3 days	As and when required	
18	4100D8Q400	Dash-8Q400	04 days	As and when required	

### • Courses on payment

SL. NO.	COURSE CODE	NAME OF THE COURSE	DURATION	FROM	TO
19	4100000BFS	Basic Flight Service Course	12 Weeks	As and when required	
20	410000PCSP	Phonetics & Pronunciation Course	04 Weeks	As and when required	
21	410000PDSP	Personality Development & Spoken English Course	04 Weeks	As and when required	

### • Other Courses

SL. NO.	COURSE CODE	NAME OF THE COURSE	DURATION	FROM	TO
22	4000000VAW	Course on Violence against Women	02 hours	09-Jan-25	09-Jan-25
				16-Jan-24	16-Jan-24
				06-Feb-25	06-Feb-25
				06-Feb-25	06-Feb-25
				13-Feb-25	13-Feb-25
				06-Feb-25	06-Feb-25
				06-Feb-25	06-Feb-25
				20-Mar-25	20-Mar-25
				10-Apr-25	10-Apr-25
				10-Apr-25	10-Apr-25
				24-Apr-25	24-Apr-25
				24-Apr-25	24-Apr-25
				19-Jul-25	19-Jul-25
				19-Jul-25	19-Jul-25



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SL. NO.	COURSE CODE	NAME OF THE COURSE	DURATION	FROM	TO
22	4000000VAW	Course on Violence against Women	02 hours	24-Jul-25	24-Jul-25
				14-Aug-25	14-Aug-25
				21-Aug-25	21-Aug-25
				11-Sep-25	11-Sep-25
				18-Sep-25	18-Sep-25
				16-Oct-25	16-Oct-25
				23-Oct-25	23-Oct-25
				23-Oct-25	23-Oct-25
				13-Nov-25	13-Nov-25
				20-Nov-25	20-Nov-25
				11-Dec-25	11-Dec-25
				11-Dec-25	11-Dec-25
23	410000CLPH	Basic Cleanliness & personal Hygiene for MLSS & Cleaners	02 hours	30-Apr-25	30-Apr-25
				25-Oct-24	25-Oct-24





## GROUND SERVICE COURSES

### • Initial Training

SL. NO.	COURSE CODE	NAME OF THE COURSE	DURATION	FROM	TO
1	4200001BGS	Basic Ground Service	5 Weeks	As and When Required	
2	4200002WAB	Weight & Balance – Dash8-Q400 (Type)	2 Days	As and When Required	
3	4200003WAB	Weight & Balance – B737-800 (Type)	2 Days	As and When Required	
4	4200004WAB	Weight & Balance – B777-300 (Type)	3 Days	As and When Required	
5	4200005WAB	Weight & Balance – B787-8 (Type)	3 Days	As and When Required	
6	4200006WAB	Weight & Balance – B787-9 (Type)	3 Days	As and When Required	
7	4200007BCS	Baggage Claim Settlement	3 Days	As and When Required	
8	4200008ULD	ULD Management	3 Days	As and When Required	
9	4200009GHA	IATA Standard Ground Handling Agreement	4 Days	As and When Required	
10	4200010GSAT	GSAT-Initial for GS personnel	1 Day	As and When Required	
11	4200011GSAT	GSAT-Initial for GSE and Traffic Helpers	1 Day	As and When Required	
12	4200012SWT	SITA World Tracer	3 Days	As and When Required	





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SL. NO.	COURSE CODE	NAME OF THE COURSE	DURATION	FROM	TO
13	4200010DGR	<i>Dangerous Goods Regulations – Initial for Ground Service Personnel</i>	3 Days	08-Apr-25	10-Apr-25
				12-Aug-25	14-Aug-25
				09-Dec-25	11-Dec-25
14	4200114RST	<i>Ramp Safety – Initial for GS Personnel</i>	3 Days	15-Apr-25	17-Apr-25
				28-Sep-25	30-Sep-25
				22-Dec-25	24-Dec-25
15	4200015RST	<i>Ramp Safety – Initial for GSE Operators</i>	1 Day	15-Mar-23	15-Mar-23
				18-Apr-23	18-Apr-23
				30-Apr-23	30-Apr-23
				30-Jul-23	30-Jul-23
				07-Nov-23	07-Nov-23
16	4200016AVS	<i>Aviation Security - Initial for GS Personnel</i>	2 Days	09-Apr-25	10-Apr-25
				27-Aug-25	28-Aug-25
				17-Dec-25	18-Dec-25
17	4200017SMS	<i>Safety Management System – Initial (Pay Group-3 ii-V)</i>	1 Day	<i>As and when required</i>	
18	4200018SMS	<i>Safety Management System – Initial (Pay Group-vi and Above)</i>	2 Days	12-Jan-25	13-Jan-25
				26-Jan-25	27-Jan-25
				19-Feb-25	20-Feb-25
				25-Feb-25	26-Feb-25
				23-Mar-25	24-Mar-25
				26-Jan-25	27-Jan-25
19	4200019HFR	<i>Human Factors Initial for GS Personnel</i>	2 Days	06-May-25	07-May-25
				22-Sep-25	23-Sep-25
				03-Dec-25	04-Dec-25



### Recurrent/ Refresher Training

SL. NO.	COURSE CODE	NAME OF THE COURSE	DURATION	FROM	TO
20	4200020GSR	Basic Ground Service Refresher	2 Days	05-Jan-25	06-Jan-25
				03-Feb-25	04-Feb-25
				19-Mar-25	20-Mar-25
				24-Jun-25	25-Jun-25
				19-Aug-25	20-Aug-25
21	4200021GSR	Ground Service Refresher - 2	5 Days	As and when required	
22	4200022WAB	Weight & Balance – Dash8-Q400 (Recurrent)	1 Day	As and when required	
23	4200023WAB	Weight & Balance – B737-800 (Recurrent)	1 Day	As and when required	
24	4200024WAB	Weight & Balance – B777-300 (Recurrent)	1 Day	As and when required	
25	4200025WAB	Weight & Balance – B787-8 (Recurrent)	1 Day	As and when required	
26	4200026WAB	Weight & Balance – B787-9 (Recurrent)	1 Day	As and when required	





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SL. NO.	COURSE CODE	NAME OF THE COURSE	DURATION	FROM	TO
27	4200027AVS	<i>Aviation Security - Recurrent for GS personnel</i>	<i>1 Day</i>	<i>05-Jan-25</i>	<i>05-Jan-25</i>
				<i>05-Feb-25</i>	<i>05-Feb-25</i>
				<i>06-Mar-25</i>	<i>06-Mar-25</i>
				<i>04-May-25</i>	<i>04-May-25</i>
				<i>11-Jun-25</i>	<i>11-Jun-25</i>
				<i>10-Jul-25</i>	<i>10-Jul-25</i>
				<i>17-Jul-25</i>	<i>17-Jul-25</i>
				<i>03-Aug-25</i>	<i>03-Aug-25</i>
				<i>10-Aug-25</i>	<i>10-Aug-25</i>
				<i>01-Sep-25</i>	<i>01-Sep-25</i>
				<i>02-Oct-25</i>	<i>02-Oct-25</i>
				<i>09-Oct-25</i>	<i>09-Oct-25</i>
<i>02-Nov-25</i>	<i>02-Nov-25</i>				
<i>16-Nov-25</i>	<i>16-Nov-25</i>				
28	4200028AVS	<i>Aviation Security - Recurrent for Traffic Helpers</i>	<i>1 Day</i>	<i>06-Feb-25</i>	<i>06-Feb-25</i>
				<i>04-Mar-25</i>	<i>04-Mar-25</i>
				<i>08-Sep-25</i>	<i>08-Sep-25</i>
29	4200029AVS	<i>Aviation Security - Recurrent for GSE Operators</i>	<i>1 Day</i>	<i>07-Jan-25</i>	<i>07-Jan-25</i>
				<i>27-Jan-25</i>	<i>27-Jan-25</i>
				<i>12-Feb-25</i>	<i>12-Feb-25</i>
				<i>23-Feb-25</i>	<i>23-Feb-25</i>
				<i>24-Apr-25</i>	<i>24-Apr-25</i>
				<i>09-Jun-25</i>	<i>09-Jun-25</i>
				<i>26-Jun-25</i>	<i>26-Jun-25</i>
				<i>06-Jul-25</i>	<i>06-Jul-25</i>
				<i>20-Jul-25</i>	<i>20-Jul-25</i>
<i>05-Aug-25</i>	<i>05-Aug-25</i>				
<i>24-Aug-25</i>	<i>24-Aug-25</i>				



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SL. NO.	COURSE CODE	NAME OF THE COURSE	DURATION	FROM	TO
30	4200030DGR	<i>Dangerous Goods Regulations – Recurrent for GS Personnel</i>	1 Day	09-Jan-25	09-Jan-25
				16-Jan-25	16-Jan-25
				10-Feb-25	10-Feb-25
				17-Feb-25	17-Feb-25
				04-Mar-25	04-Mar-25
				11-Mar-25	11-Mar-25
				03-Apr-25	03-Apr-25
				05-May-25	05-May-25
				04-Jun-25	04-Jun-25
				11-Jun-25	11-Jun-25
				18-Jun-25	18-Jun-25
				09-Jul-25	09-Jul-25
				16-Jul-25	16-Jul-25
				04-Aug-25	04-Aug-25
				11-Aug-25	11-Aug-25
				07-Sep-25	14-Sep-25
21-Sep-25	21-Sep-25				
19-Oct-23	19-Oct-23				
01-Oct-25	01-Oct-25				
09-Nov-25	09-Nov-25				
31	4200031DGR	<i>Dangerous Goods Regulations – Recurrent for Traffic Helpers</i>	1 Day	08-Jan-25	08-Jan-25
				15-Jan-25	15-Jan-25
				09-Feb-25	09-Feb-25
				16-Feb-25	16-Feb-25
				12-Mar-25	12-Feb-25
				18-Aug-25	18-Aug-25
25-Aug-25	25-Aug-25				
02-Sep-25	02-Sep-25				
32	4200032DGR	<i>Dangerous Goods Regulations – Recurrent for GSE Personnel</i>	1 Day	12-Jan-25	12-Jan-25
				28-Jan-25	28-Jan-25
				05-Feb-25	05-Feb-25
				19-Feb-25	19-Feb-25
				03-Apr-25	03-Apr-25
				16-Apr-25	16-Apr-25
04-Jun-25	04-Jun-25				
25-Jun-25	25-Jun-25				



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SL. NO.	COURSE CODE	NAME OF THE COURSE	DURATION	FROM	TO
33	4200033HFR	<i>Human Factors - Recurrent for GS Personnel</i>	<i>1 Day</i>	07-Jan-25	07-Jan-25
				11-Feb-25	11-Feb-25
				13-Mar-25	13-Mar-25
				13-Apr-25	13-Apr-25
				12-Jun-25	12-Jun-25
				19-Jun-25	19-Jun-25
				24-Jul-25	24-Jul-25
				31-Jul-25	31-Jul-25
				05-Aug-25	05-Aug-25
				03-Sep-25	03-Sep-25
				10-Nov-25	10-Nov-25
34	4200034HFR	<i>Human Factors - Recurrent for GS Traffic Helpers</i>	<i>1 Day</i>	16-Mar-25	16-Mar-25
				26-Aug-25	26-Aug-25
				15-Sep-25	15-Sep-25
				07-Oct-25	07-Oct-25
				03-Nov-25	03-Nov-25
35	4200035HFR	<i>Human Factors - Recurrent for GSE pesonnel</i>	<i>1 Day</i>	03-Apr-25	03-Apr-25
				16-Apr-25	16-Apr-25
				11-Jun-25	11-Jun-25
				03-Sep-25	03-Sep-25
				26-Sep-25	23-Sep-25
36	4200036RST	<i>Ramp Safety – Recurrent for GS Personnel</i>	<i>1 Day</i>	22-Jan-25	22-Jan-25
				29-Jan-25	29-Jan-25
				18-Feb-25	18-Feb-25
				27-Feb-25	27-Feb-25
				10-Mar-25	10-Mar-25
				18-May-25	18-May-25
				23-Jun-25	23-Jun-25
				06-Aug-25	06-Aug-25
				09-Sep-25	09-Sep-25
06-Nov-25	06-Nov-25				
				15-Dec-25	15-Dec-25





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SL. NO.	COURSE CODE	NAME OF THE COURSE	DURATION	FROM	TO
37	4200037ST	Ramp Safety – Recurrent for Traffic Helpers	1 Day	18-Mar-25	18-Mar-25
				15-Jul-25	15-Jul-25
				07-Aug-25	07-Aug-25
				16-Sep-25	16-Sep-25
38	4200038RST	Ramp Safety – Recurrent for GSE Personnel	1 Day	08-Jan-25	08-Jan-25
				23-Jan-25	23-Jan-25
				03-Feb-25	03-Feb-25
				26-Feb-25	26-Feb-25
				01-Apr-25	01-Apr-25
				22-Apr-25	22-Apr-25
				02-Jun-25	02-Jun-25
				19-Jun-25	19-Jun-25
				03-Jul-25	03-Jul-25
				16-Jul-25	16-Jul-25
				10-Aug-25	10-Aug-25
				26-Aug-25	26-Aug-25
				07-Oct-25	07-Oct-25
				29-Oct-25	29-Oct-25





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SL. NO.	COURSE CODE	NAME OF THE COURSE	DURATION	FROM	TO
39	4200039SMS	Safety Management System3 – Recurrent for GS (3 ii & 5)	1 Day	12-Feb-25	12-Feb-25
				22-Jun-25	22-Jun-25
				21-Jul-25	21-Jul-25
				07-Aug-25	07-Aug-25
				31-Aug-25	31-Aug-25
				13-Oct-25	13-Oct-25
				17-Nov-25	17-Nov-25
40	4200040SMS	Safety Management System Awareness for Traffic helpers	1 Day	20-Apr-25	20-Apr-25
				10-Sep-25	10-Sep-25
				14-Oct-25	14-Oct-25
				21-Oct-25	21-Oct-25
				11-Nov-25	11-Nov-25
				18-Nov-25	18-Nov-25
				21-Dec-25	21-Dec-25
41	4200041SMS	Safety Management System Awareness for GSE personnel	1 Day	27-Jul-25	27-Jul-25
				12-Aug-25	12-Aug-25
				28-Aug-25	28-Aug-25

