

COURSE OVERVIEW SS0752-4D Supervisory Skills in Aviation Fueling Business

Course Title

Supervisory Skills in Aviation Fueling Business

Course Date/Venue

February 12-15, 2024/M30 Meeting Room,
Conrad Istanbul Bosphorus, Beşiktaş/İstanbul,
Turkey

Course Reference

SS0752-4D

Course Duration/Credits

Four days/2.4 CEUs/24 PDHs

Course Description



80% of this course is practical sessions where participants will be engaged in a series of interactive small groups, class workshops and role-plays.

This course is designed to provide participants with a detailed and up-to-date overview of supervisory skills in aviation fueling business. It covers the role of supervisors in aviation fueling, aviation fuels, fueling equipment and technology; the basic safety protocols in fuel handling; the environmental considerations and efficient operations management; the team leadership in high-pressure environments and conflict resolution and problem solving; the time management and prioritization and training and developing staff; and the compliance with aviation regulations.

During this interactive course participants will learn the advanced safety management systems (SMS) and emergency response planning; the health and safety legislation, hazardous materials, incident reporting and investigation and the stress management for supervisors; the quality assurance in aviation fueling and customer-centric approach; the effective communication with airlines and stakeholders, audit and inspection procedures, supply chain and vendor; the innovation and continuous improvement; the strategic planning in aviation fueling, risk management and business continuity planning, budgeting and financial management; the global trends and their impact on the fueling industry; and the sustainability in aviation fueling.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain a comprehensive knowledge on supervisory skills in aviation fueling business
- Discuss trends, challenges and opportunities of aviation fueling industry
- Recognize the role of supervisors, responsibilities and expectations in aviation fueling and identify types, properties and safety standards of aviation fuels
- Identify fueling equipment, tools and machinery as well as explain risk assessment and mitigation including the basic safety protocols in fuel handling
- Apply environmental considerations spill prevention and wildlife protection as well as carryout efficient operations through streamlining fueling processes
- Motivate and communicate team leaders in high-pressure environments as well as handle conflict resolution and problem solving and workplace disputes professionally
- Manage and prioritize time and workloads effectively and enhance skills and knowledge transfer through training and developing staff
- Comply legal requirements with aviation regulations as well as implement and monitor safety management systems (SMS)
- Plan emergency response and apply proper procedures for fueling incidents as well as comply and apply best practices of health and safety legislation
- Implement safety protocols and procedures on handling hazardous materials
- Record from mishaps through incident reporting and investigation as well as maintain composure in crises and manage stress for supervisors
- Implement quality assurance in aviation fueling including standards and procedures
- Build a customer-centric approach, recognize client needs as well as apply effective communication with airlines and stakeholders and build strong relationships
- Audit and inspect procedures and ensure compliance and quality as well as manage supply chain and vendors and apply strategic partnerships and negotiations
- Adapt innovation and continuous improvement and carryout strategic planning in aviation fueling and set long-term goals
- Prepare risk management and business continuity planning as well as carryout budgeting and financial management including cost control and profitability
- Analyze global trends and their impact on the fueling industry as well as apply sustainability in aviation fueling and eco-friendly practices and innovations

Who Should Attend


This course provides an overview of all significant aspects and considerations of on supervisory skills for supervisors and superintendent who are responsible to the success of their organization in aviation fueling business.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations:-


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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **2.4 CEUs** (Continuing Education Units) or **24 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council for Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Mr. Henry Beer is a **Senior Process Engineer & Management Consultant** with over **35 years** of in-depth industrial experience within the **Petrochemical, Oil & Gas** industries. His wide expertise covers in the areas of **Supervisory Skills in Aviation Fueling Business, Fuel Systems Management & Specification Control of Aviation Fuel, Diesel, Jet Fuel, Petrol & IP Code & Cetane Control, Emergency Response Planning & Procedures for Fueling Incidents, Leadership & Management Skills, Innovation & Creative Skills, Team Building, Behavioural Skills, Emotional Intelligence, Time Management, Performance Management, Quality & Service Excellence, Customer Service, Contract Management, Tender Development, Project Management, Negotiation Skills, Interpersonal Skills, Communication Skills, Problem Solving & Decision Making, Logistics & Supply Chain Management, Quality Management, Materials Inventory Management, Operations Management, Procurement Management, Project Risk Management, Quality Management, Strategic Recruitment, Interviewing & Selection, Human Capital Asset Management, Human Resource Development, Human Resource Management, Career Development & Succession Planning Strategies, HR Management System, Human Relation Skills & EQ Intelligence, Talent Management, Presentation Skills, Interpersonal Skills, Communication Skills, Collaboration Skills, Developing Effective Partnership, Leadership & Mentoring, Procurement & Purchasing Management, Warehousing, Quality Management System (QMS), Business Management, Cost Optimization, Cost Reduction, Effective Budgeting & Cost Control, Economic Cost Analysis, Financial Modelling & Forecasting, Financial Analysis Techniques, Financial & Accounting Management, Vendor Invoice Processing & Management and Evaluating Cost & Revenue.**

During his career life, Mr. Beer holds significant key positions such as a **Licensed Pilot, Director, Global Commissioning Manager, Senior Business Analyst, Process Engineer, Chemical Engineer, Senior Technician, Technical Sales Engineer, Entrepreneur, Financial Consultant, Business Analyst, Business Financial Planner and Independent Financial Planner** and a to various international companies such as the **Sasol, SASOLChem, TAG Solvents, Virgin Solvent Products, SARS & SAPIA (South African Petroleum Industry Association) and RFS Financial Services (Pty) Ltd.**

Course Fee

US\$ 5,000 per Delegate + **VAT**. This rate includes Participants Pack (Folder, Manual, Hand-outs, etc.), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Training Methodology

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:-

20% Lectures

80% Practical Exercises, Case Studies, Games, Customized Videos, Site Visits, Simulations, Role Play, Group Skill Sessions, Outdoor & Indoor Activities

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1: Monday, 12th of February 2024

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| 0730 – 0800 | Registration & Coffee |
| 0800 – 0815 | Welcome & Introduction |
| 0815 – 0830 | PRE-TEST |
| 0830 – 0900 | Overview of Aviation Fueling Industry: Trends, Challenges & Opportunities |
| 0900 – 0930 | Role of Supervisors in Aviation Fueling: Responsibilities & Expectations |
| 0930 – 0945 | Break |
| 0945 – 1030 | Understanding Aviation Fuels: Types, Properties & Safety Standards |
| 1030 – 1130 | Fueling Equipment & Technology: An Introduction to Tools & Machinery |
| 1130 – 1230 | Basic Safety Protocols in Fuel Handling: Risk Assessment & Mitigation |
| 1230 – 1245 | Break |
| 1245 – 1330 | Environmental Considerations: Spill Prevention & Wildlife Protection |
| 1330 – 1420 | Efficient Operations Management: Streamlining Fueling Processes |
| 1420 – 1430 | Recap |
| 1430 | Lunch & End of Day One |

Day 2: Tuesday, 13th of February 2024

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| 0730 – 0830 | Team Leadership in High-pressure Environments: Motivation & Communication |
| 0830 – 0930 | Conflict Resolution & Problem Solving: Handling Workplace Disputes |
| 0930 – 0945 | Break |
| 0945 – 1030 | Time Management & Prioritization: Managing Workloads Effectively |
| 1030 – 1100 | Training & Developing Staff: Skills Enhancement & Knowledge Transfer |
| 1100 – 1130 | Compliance with Aviation Regulations: Understanding Legal Requirements |
| 1130 – 1230 | Advanced Safety Management Systems (SMS): Implementation & Monitoring |
| 1230 – 1245 | Break |
| 1245 – 1330 | Emergency Response Planning: Procedures for Fueling Incidents |
| 1330 – 1420 | Health & Safety Legislation: Compliance & Best Practices |
| 1420 – 1430 | Recap |
| 1430 | Lunch & End of Day Two |

Day 3: Wednesday, 14th of February 2024

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| 0730 – 0830 | <i>Handling Hazardous Materials: Safety Protocols & Procedures</i> |
| 0830 – 0930 | <i>Incident Reporting & Investigation: Recording & Learning from Mishaps</i> |
| 0930 – 0945 | <i>Break</i> |
| 0945 – 1030 | <i>Stress Management for Supervisors: Maintaining Composure in Crises</i> |
| 1030 – 1130 | <i>Quality Assurance in Aviation Fueling: Standards & Procedures</i> |
| 1130 – 1230 | <i>Building a Customer-Centric Approach: Understanding Client Needs</i> |
| 1230 – 1245 | <i>Break</i> |
| 1245 – 1345 | <i>Effective Communication with Airlines & Stakeholders: Building Relationships</i> |
| 1345 – 1420 | <i>Audit and Inspection Procedures: Ensuring Compliance and Quality</i> |
| 1420 – 1430 | Recap |
| 1430 | <i>Lunch & End of Day Three</i> |

Day 4: Thursday, 15th of February 2024

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| 0730 – 0830 | <i>Managing Supply Chain & Vendors: Strategic Partnerships & Negotiations</i> |
| 0830 – 0930 | <i>Innovation & Continuous Improvement: Adopting New Technologies</i> |
| 0930 – 0945 | <i>Break</i> |
| 0945 – 1030 | <i>Strategic Planning in Aviation Fueling: Setting Long-Term Goals</i> |
| 1030 – 1115 | <i>Risk Management & Business Continuity Planning: Preparing for Uncertainties</i> |
| 1115 – 1145 | <i>Budgeting & Financial Management: Cost Control & Profitability</i> |
| 1230 – 1245 | <i>Break</i> |
| 1245 – 1330 | <i>Global Trends & Their Impact on the Fueling Industry: Market Analysis</i> |
| 1330 – 1345 | <i>Sustainability in Aviation Fueling: Eco-friendly Practices & Innovations</i> |
| 1345 – 1400 | Course Conclusion |
| 1400 – 1415 | POST-TEST |
| 1415 – 1430 | <i>Presentation of Course Certificates</i> |
| 1430 | <i>Lunch & End of Course</i> |

Practical Sessions

80% of this highly-interactive course is practical sessions. Theory learnt (20%) will be applied using various role-plays, case studies and practical sessions.



Course Coordinator

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