

STATE OF LIBYA
GOVERNMENT OF LIBYA
MINISTRY OF TRANSPORT
CIVIL AVIATION AUTHORITY



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Advisory Circular – LYCAA/AC-OPS 008

GROUND HANDLING ORGANIZATIONS

REQUIREMENTS FOR THE GROUND HANDLING APPROVAL

Published by:

Libyan Civil Aviation Authority (LYCAA)

Approved by





Capt. Nasereddin Shaebelain
Director General

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1. General:

The Libyan Civil Aviation Authority's Advisory Circular (AC) contains information related to standards, practices, and procedures presented in annex 6 to the convention on international civil aviation, pursuant to the rules mentioned in civil aviation law No.6 (2005) article No. (115), and LYCAR [Air Operation-Implementing Regulations and related AMCs GMs]. This AC also includes Guidance Material (GM) to facilitate compliance with the rule requirements.

2. Purpose:

This AC introduces an approval Operational Certification Requirements for Ground Handling Organization (GHO).

3. References and Related Rules:

- ICAO Doc 9734 Part A/9841.
- ICAO Annex 6.
- Civil Aviation Law NO. 6 (2005) article No (115)
- LYCAR- Air Operations AMCs and GMs
- Generalization Transport Minister Ref No 2607 Dated 4/4/2013 .
- Letter of Transport Minister Ref.No 4446 Dated 28/10/2009 .
- ISAGO Standards Manual.

4. Applicability:

This AC applies to all new/existing ground handling Organizations/Companies and aviation service providers.

5. Cancellation:

This AC supersedes previous LYCAA-ATD AC 001.This AC shall remain valid until updated and/or canceled.

6. Effectivity:

This AC is effective from 1 December 2016.

7. Management Requirement for Ground Handling:

Every applicant for ground handling approval certificate shall meet the following Management Structure:

- Accountable Manager (AM).
- Quality Manager (QM).
- Training Manager (TM).
- Safety Manager (SM).
- Ground Operation Manager (GOM).
- Station Managers.

8. Documentation requirements:

a system shall be established for the management and control of the internal and external documentation and/or data used directly in the conduct or support of operations. The Provider shall have Policies and Procedures Manuals (PPMs) that contains the operational policies, procedures, instructions and other guidance or information necessary for ground handling personnel to perform their duties and be in compliance with applicable Libyan regulations, laws, rules, requirements and standards. Such manuals shall be accessible to all operational personnel in a usable format

8.1 Required Ground Handling Policy and Procedures Manuals:

- Ground operation Manual approved by the LYCAA.
- Quality Manual approved by the LYCAA.
- Safety Management System Accepted by the LYCAA.
- Security Manual approved by the LYCAA.
- Training Manual approved by the LYCAA.
- Emergency Response plan accepted by the LYCAA.
- Ground Service Equipment Maintenance Manual accepted by the LYCAA.

9. Minimum Equipment Required for Ground Handling Agency:

Every station shall have the following:

9.1 Non-Powered Equipment:

Baggage Trolley.

Baggage Cart.

Container Dolly.

Pallet Dolly.

Aircraft Wheels Chock.

Tow Bar.

9.2 Powered Equipment:

Ground power unit.

Air start unit.

Air condition unit.

Container loader.

Potable water truck.

Lavatory service truck.

Belt loaders truck.

Pushback truck.

Passenger stairs truck.

Passenger bus.

Pick-up vehicle.

Forklift truck.

Ambu-lift truck.

Baggage tractor.

Note: All aircraft GHO to be equipped with a device that senses the proximity of an aircraft and provides a visual and audible indication to the operator of the aircraft GHO to reduce the risk of impact with the aircraft.

10. Training Requirements:

Jobs within the ground handling organization that affect operational safety and security are filled by personnel that possess the Qualifications, background, knowledge, skills, training, and experience appropriate for the position as required by this Advisory Circular. Personnel who perform operationally critical functions are required to maintain competence on the basis of continuing education and training.

10.1 The qualification and training requirements are:

Function	Training Requirements	
	Qualification	Training Requirement
Load Controller Agent	<ul style="list-style-type: none"> - Weight and balance certificate - Load control certificate. - Load supervision certificate. - On job training. - DISP.LIC. 	<ul style="list-style-type: none"> - Air side safety. - Awareness security handling. - D.G. (CAT.10).
Passenger Acceptance Agent	<ul style="list-style-type: none"> - Departure Control System certificate. - IATA passengers handling certificate. - Aviation security certificate. - English tech language. 	<ul style="list-style-type: none"> - Air side safety. - Awareness security handling. - D.G. (CAT.9).
Passenger Services Agent	<ul style="list-style-type: none"> - IATA passengers' services certificate. - English tech language. 	<ul style="list-style-type: none"> - D.G. (CAT.9). - Air side safety.
Lost And Found Agent	<ul style="list-style-type: none"> - World Tracer Certificate. - English Tech Language. 	<ul style="list-style-type: none"> - Air Side Safety. - Awareness Security Handling. - D.G. (CAT.8).
Ramp Agent	<ul style="list-style-type: none"> - Ramp Handling Certificate. - Ramp Safety Certificate. - Turn Round Coordination Certificate. - English Tech Language. 	<ul style="list-style-type: none"> - Air Side Safety. - Awareness Security Handling. - D.G. (CAT.8). - SMS Awareness. - Human Factors.

Function	Training Requirements	
	Qualification	Training Requirement
Baggage Handling Agent	<ul style="list-style-type: none"> - Baggage Handling (Loading & Unloading) Certificate - Baggage Handling (Sorting) Certificate - English Tech Language. 	<ul style="list-style-type: none"> - Air Side Safety. - Awareness Security Handling. - D.G. (CAT.8).
Aircraft Cleaner Agent	<ul style="list-style-type: none"> - Aircraft Interior & Exterior Cleaning. - Aviation Security Certificate. - English Tech Language. 	<ul style="list-style-type: none"> - Air Side Safety. - Awareness Security Handling.
Equipment Operator Agent	<ul style="list-style-type: none"> - Equipment Familiarization and Operation Course. - English Tech Language. - Air Side Driver License. - Equipment operator license. 	<ul style="list-style-type: none"> - D.G (Awareness). - Ramp Safety. - Awareness Security Handling. - Air Side Safety. - Air Side Driver

10.2 The organization must have the following training programs:

Load Control Training Program

Passenger Handling Training Program

Baggage Handling Training Program

Aircraft Handling and Loading Training Program

Aircraft Ground Movement Training Program

Cargo and Mail Handling Training Program

Safety and Security Training Programs

Dangerous Goods Training Program

10.3 Training Facility:

Training Facility shall be acceptable by the Libyan civil aviation authority, in accordance to ICAO-DOC.9841 & LYCAA regulation.

10.4 Ground Instructors:

For issuance of the ground instructors approval, a person shall possess the following qualification:

- 1) Flight dispatcher license and/or ground engineer license.
- 2) Classroom training course : "Fundamentals of teaching" or 'Instructional Techniques'
- 3) Subject matter expert (SME) in specialized fields. (e.g Dangerous goods/CRM/ FOO, etc).
- 4) Qualified ground engineer or flight dispatcher with a minimum of five (5) years of relevant experience including instructional experience shall also be eligible for ground instructor.

11. Appendix 1

APPLICATION PROCESS – GENERAL INFORMATION

The application process for ground handling approval certificate consists of five distinct phases:

- a) Pre-Application Phase.
- b) Formal Application Phase
- c) Document Evaluation Phase
- d) Inspection and Evaluation Phase
- e) Certification Phase

It is the LYCAA's experience that considerable resources and effort are required to prepare an initial application for approval to provide services with the highest degree of safety. Particularly in relation to the development of the required documentation. Equally, the review of such material is both demanding of staff effort within the operation section must take its place beside other work undertaken. In other words it is not given special priority against other tasks. Therefore, organizations should make realistic assumptions from the outset as to how long it will take to obtain approval, and are strongly recommended to inform the LYCAA of their intentions to start an ground handling organization (GHO) at an early stage of planning (as outlined in the Pre-Application Phase of this AC).

Initial Issue of ground handling organization Approval

The following procedure is intended to ensure that LYCAA carries out the approval process in a consistent and standard manner ensuring that the process is in accordance with the LYCAA regulations and related AMC & GM.

1. Application

Organizations seeking ground handling organization approval certificate shall apply to LYCAA by using application letter.

2. Approval Process

- Manuals Review;
- Verification of compliance;
- Audit findings recorded and confirmed in writing;
- All findings closed before issue of approval;
- Record closure date and reference;
- Approval Certificate.

3. LYCAA Auditing

- Meeting with applicant
- Appointment of audit team
- Accompanied by Quality Manager

- Debrief of findings at the end of audit
- Reporting on Audit Finding Form

4. Procedure for approval.

- (1) Upon receipt of an application, LYCAA shall:
 - (a) review the ground handling organization manuals; and
 - (b) Verify the organization's compliance with the LYCAA regulations and related AMC & GM.
- (2) All findings identified shall be recorded and confirmed in writing to the applicant.
- (3) All findings shall be closed before the approval is issued.
- (4) The reference number shall be included on the approval certificate in a manner specified by LYCAA.

4.1. Pre-application Phase

Once an applicant's letter of intent has been submitted to LYCAA, the latter will schedule a pre-application meeting. This meeting will take place at LYCAA's premises and the applicant will be given «GHO Application Package Documents» which includes the following:

- (1) Application letter Form
- (2) Management Personnel Acceptance Form
- (3) A list of the required Manuals/Documents for submission.

A briefing is also given to the applicant during this meeting on the GHO certification process, applicable regulation. The applicant should be represented (at a minimum), by the Accountable Manager, Quality Manager and Training Manager. During this meeting the following should be accomplished:

- (1) Specification of the regulation(s) and the applicable procedures.
- (2) Clarification of the associated requirements (data, tool, training material, staff).
- (3) determine if the applicant's business activities justify the grant of GHO Approval.
- (4) Appointment a date for the Application & Application Meeting.

4.2. Formal application Phase

- a) Application & Application meeting

For the initial issue of GHO approval Certificate, the applicant must submit the completed application letter form and Management Personnel Acceptance Form.

Upon receipt of the application documentation, and prior to the Application Meeting, a "Certification Team" is assigned to oversee the GHO certification process of the applicant by LYCAA.

In order for the Application to be considered officially submitted, the above Forms must be submitted along with all required Manuals/Documentation as described in detail in paragraph (b).

If complete, the application will be attempted to be processed within 90 days. The 90 day period will not commence until all the documentation has been submitted.

The Application Meeting, which officially starts the GHO certification process, should not be held unless it is assured that all the documents required with the application will be completed and ready to be officially submitted at least three days prior to the Application Meeting.

The Application Meeting is only held if the appropriate personnel, as mentioned above, are present.

- The main objectives of the Application Meeting are to:

Introduction of the Organization's Management personnel to the LYCAA Certification Team.

Assurance that the applicant's team understands the GHO certification process.

Answering any questions the Applicant may have.

Distribution of the documents/manuals to the appropriate members of the Certification Team.

Discussion and agreement of the target dates for the various phases outlined in the Certification Schedule.

- b) Submission of Required Manual(s)/Documentation

According to LYCAA regulations and related AMC & GM. The potential GHA Organization's management personnel should submit the following:

- Completed application letter form;
- Completed Management Personnel Acceptance Form;
- all required Manuals/Documentation

4.3. Document evaluation Phase

The review of the submitted Manual(s)/Documentation is carried out by the Certification Team to assess LYCAA regulations and the relevant AMC requirements. This is conducted by a general review of documents/manual(s) submitted by the applicant with the application. This review provides the applicant with timely initial feedback and assesses the applicants understanding of the requirements.

The Certification Team will evaluate the GHO Organization's manual in order to establish that it complies with LYCAA regulations. If the manual needs further work, it should be returned to the GHO together with the comments summary as an attachment to an Audit Finding Form.

4.4. Inspection and Evaluation Phase

On-Site Inspection(s)

During the on-site inspection phase the facilities, personnel, procedures, equipment of the ground handling organization are assessed for compliance with the relevant organisation approved documentations.

Attendance of the relevant Manager during the start of the audit and opening meeting is required at this stage.

An inspection program shall be provided to the Organization prior to the beginning of this phase.

4.5. Preparation for Issue of the Approval certificate

Once the Certification Team is satisfied that all findings are closed for the applicable items, as described above, they will prepare the Certification folder to be presented to the Flight Safety Director.

4.6. Certification Phase

Following the completion of inspection phase successfully and complete report reviewed and validated by the Flight Safety Director, the LYCAA Director General will sign and stamp the approval certificate and associated letters and pass them back to the Flight Safety Director for processing.

The ground handling organization approval certificate format shall be as detailed in Appendix 2.

12. Appendix 2



Certificate of Approval
For Airport Ground Handling Organization

Number: xxx/20xx

Name:

It is hereby certified that the above organisation has demonstrated compliance with Libya Civil Aviation Authority requirements to conduct Ground Handling in the following areas:

1. Passenger Handling
2. Cargo Handling
3. Aircraft Servicing
4. Passenger check-in

The privileges of this approval is limited to the following airports:

1. -
2. -
3. -

The Approval will stay valid unless revoked or cancelled until:/...../.....

Date of Issue:/...../.....

(Name and signature of authorized person:)

