

**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/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; the effective communication with airlines and stakeholders, audit and inspection procedures, supply chain and vendors and 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 sustainability in aviation fueling.



## **Course Objectives**

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

- Apply and gain an in-depth knowledge on supervisory skills in aviation fueling business
- Discuss trends, challenges and opportunities of aviation fueling industry
- Recognize the responsibilities and expectations and types, properties and safety standards of aviation fuels
- Identify fueling equipment, tools and machinery as well as explain risk assessment and mitigation in fuel handling
- Apply environmental considerations as well as carryout streamlining fueling operations and processes
- Motivate team leadership in high-pressure environments as well as handle conflict resolution and problem solving and workplace disputes
- Manage and prioritize time workloads effectively and enhance skills and knowledge transfer
- Review legal requirements and implement and monitor safety management systems (SMS)
- Plan emergency response and apply 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
- Building a customer-centric approach and recognize client needs as well as apply effective communication with airlines and stakeholders and building 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, 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 in aviation fueling business for supervisors and superintendent whose negotiation expertise is critical to the success of their organization.

### 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:



**Dr. Chris Le Roux, PhD, MSc, BSc, PMI-PMP, PMI-CAPM** is a **Senior Project & Management Consultant** with over **45 years** of teaching, training and industrial experience. His expertise lies extensively in the areas of **Project & Contracts Management Skills, Project & Construction Management, Project Planning, Scheduling & Control, Project Management, Project Delivery & Governance Framework, Project Management Practices, Project Management Disciplines, Project Risk Management, Risk Identification Tools & Techniques, Project Life Cycle, Project Stakeholder & Governance, Project Management Processes, Project Integration Management, Project Management Plan, Project Work Monitoring & Control, Project Scope Management, Project Time Management,**

**Project Cost Management, Project Quality Management, Quality Assurance, Project Human Resource Management, Project Communications Management, Contract Management, Tender Development, Contract Standards & Laws, Dispute Resolution & Risk Identification, Myers-Briggs Type Indicator (MBTI), Organization Development Consultation, Advanced Debriefing of Emotional Trauma, Interpersonal Motivation, Model Based Interviewing, Leadership Orientation Programme, Coaching & Motivation, Creative Thinking & Problem-Solving Techniques, Emotional Intelligence, Presentation Skills, Communication & Interpersonal Skills, Effective Communication & Influencing Skills, Effective Business Writing Skills, Writing Business Documents, Business Writing (Memo & Report Writing), Leadership & Team Building, Psychology of Leadership, Interpersonal Skills & Teamwork, Coaching & Mentoring, Innovation & Creativity, Office Management & Administration Skills, Controlling Your Time & Managing Stress, Crisis Management, Strategic Human Resources Management, Change Management, Negotiation Skills, Strategic Planning, Risk Analysis & Risk Management, Global Diverse & Virtual Teams Operation, Exceeding Customer Expectations, Corporate Governance Best Practice, Business Performance Management & Improvement, Building Environment of Trust & Commitment, Win-Win Negotiation Strategies, Quality Improvement & Resource Optimization, Neuro Linguistic Programming (NLP), Personal Resilience Developing, Effective Role Modelling & Development, Managing Dynamic Work Environments, Organizational Development, Career Management, Situation & Behaviour Analysis, Interpersonal Motivation Skills, Inventory Management and Financial Administration. Further, he is also well-versed in Water Supply System Security, Vulnerability & Terrorism, Integrated Security Systems, Incident Threat Characterization & Analysis, Physical Security Systems, Security Crisis, Security Emergency Plan, Command & Control System, Preventive Actions and Situation Analysis. He was the **Psychologist & Project Manager** wherein he was responsible in the project management and private psychology practices.**

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Director, Medico Legal Assessor Psychologist, Training & Development General Manager, Project Manager, Account Manager, Commercial Sales Manager, Manager, Sales Engineer, Project Specialist, Psychology Practitioner, Senior HR Consultant, Senior Lecturer, Senior Consultant/Trainer, Business Consultant, Assistant Chief Education Specialist, ASI Coordinator, Part-time Lecturer/Trainer, PMP & Scrum Trainer, Assessor & Moderator, Team Leader, Departmental Head, Technical Instructor/Qualifying Technician, Apprentice Electrician: Signals and Part-Time Electrician** from various companies and universities such as the South African Railway (SAR), Department of Education & Culture, **ESKOM**, Logistic Technologies (Pty. Ltd), Human Development: Consulting Psychologies (HDCP) & IFS, Mincon, Eagle Support Africa, Sprout Consulting, UKZN, Grey Campus, Classis Seminars, CBM Training, just to name a few.

Dr. Le Roux has a **PhD in Commerce Major in Leadership in Performance & Change**, a **Master's degree in Human Resource Management**, a **Bachelor's degree (with Honours) in Industrial Psychology**, a National Higher Diploma and a National Technical Diploma in **Electrical & Mechanical Engineering**. Further, he is a **Certified Project Management Professional (PMI-PMP)**, a **Certified Associate in Project Management (PMI-CAPM)**, a **Certified Scrum Master Trainer** by the VMEdU, a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management (ILM)**. Moreover, he is a **Registered Industrial Psychologist** by the Health Professions Council of South Africa (HPCSA), a **Registered Educator** by the South African Council for Educators (SACE) and a **Registered Facilitator, Assessor & Moderator** with Education, Training and Development Practices (ETDP) SETA. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.

**Accommodation**

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

**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.

**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, 12<sup>th</sup> of February 2024**

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

**Day 2: Tuesday, 13<sup>th</sup> of February 2024**

0730 – 0830	<i>Team Leadership in High-pressure Environments: Motivation &amp; Communication</i>
0830 – 0930	<i>Conflict Resolution &amp; Problem Solving: Handling Workplace Disputes</i>
0930 – 0945	Break
0945 – 1030	<i>Time Management &amp; Prioritization: Managing Workloads Effectively</i>
1030 – 1100	<i>Training &amp; Developing Staff: Skills Enhancement &amp; Knowledge Transfer</i>
1100 – 1130	<i>Compliance with Aviation Regulations: Understanding Legal Requirements</i>

1130 – 1230	<b>Advanced Safety Management Systems (SMS): Implementation &amp; Monitoring</b>
1230 – 1245	<i>Break</i>
1245 – 1330	<b>Emergency Response Planning: Procedures for Fueling Incidents</b>
1330 – 1420	<b>Health &amp; Safety Legislation: Compliance &amp; Best Practices</b>
1420 – 1430	<b>Recap</b>
1430	<i>Lunch &amp; End of Day Two</i>

**Day 3: Wednesday, 14<sup>th</sup> of February 2024**

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

**Day 4: Thursday, 15<sup>th</sup> of February 2024**

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

### **Practical Sessions**

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



### **Course Coordinator**

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