



**EASA Ground Handling Conference,  
March, 7th 2019, Cologne**

# **Ground handling staff turnover and vocational training/apprenticeship**

**Why we need high common standards in training  
and education across Europe**





Where do we come from:

- GH workers directly employed by the public sector at airports
- Well educated and vocationally trained, based on common national standards of vocational training/apprenticeship



## Where we are now:





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The study shows:

Lack of training and the absence of eurowide standards induce recruitment difficulties and absenteeism that have a negative influence over all market players through the supply chain and for the passengers.

More information and the study available at:

<https://www.verdi-airport.de/3215>



## Where we are now:



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Safety and security issues because of reduced quality performance in the industry.

- Lack of staff
- Lack of decent vocational training standards/apprenticeship
- Lack of stability: high turnover of staff



We need to

- establish standardized common training requirements across Europe
- implement a management system to ensure mechanism and the training quality



It is necessary to

- implement high safety levels through occurrence and safety reporting
- enable employees throughout good skills to decide and act adequately in all safety and security related actions



## Conclusion:

Job satisfaction and good educational and vocational training and common standards are the key in order to carry out safe and secure ground handling operations in the aviation industry.