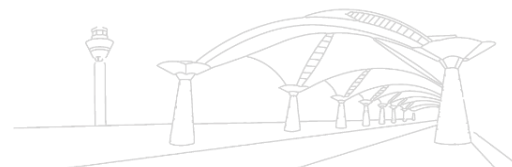# Ninth Meeting of the Aerodromes Operations and Planning Sub-Group (AOP/SG/9)

Developing Aerodrome Personnel Competencies And Capacity Development Programmes In Malaysia

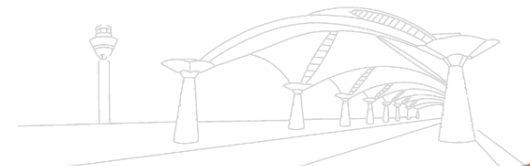**Bangkok, Thailand**
30 June -4 July 2025

OBJECTIVES

This paper outlines a comprehensive framework aimed at enhancing the competencies of aerodrome personnel, with a focus on the broader capacity building and training initiatives led by Malaysia Airports Holdings Berhad (MAHB), the aerodrome operator in Malaysia.

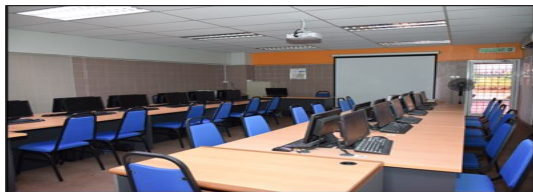The approach is aligned with key priorities including:

- Compliance with ICAO Aerodrome Safety Standards (Annex 14)
- Meeting national regulatory requirements (e.g., CAAM)
- Strengthening operational readiness, cultivating a strong safety culture, and advancing technical proficiency
- Promoting collaboration with APAC states to exchange knowledge and encourage participation in MAHB's training programmes

MALAYSIA AIRPORTS ACADEMY

Objective

To provide a learning platform in ensuring all employees are competent, skillful and knowledgeable to prevent nonconformities to the services rendered to customers.

School of Aviation Security (AVSEC) prepares participants to act as a robust line of defense against the many security threats.

Recognised as ICAO ASTC

School of AFRS, offers an in depth range of ARFF training which prepares ARFF personnel to effectively prevent and respond to any emergency.

School of Airport Operations offers fundamental aspects of airport operations in accordance with national and international standards.

School of Airport Engineering offers technical programs to fulfill the technical competencies as per airport engineering requirements.

School of Management provides leadership development programs, that align with MAHB COURAGE Leadership Competencies.

COMPETENCY DEVELOPMENT PROGRAM

MAHB has developed internal **training guidelines** to help aerodrome operators meet the minimum competency and training requirements for personnel involved in aerodrome operations.

Key training guidelines by MAHB include:

- Airport Fire & Rescue Service (AFRS) Training Guidelines
- Aviation Security Training Program
- Aerodrome Operational Personnel Training Guidelines (Operations & Engineering)
  Malaysia Airports Competency Assessment (MACA) Guidelines

These training modules are developed based on international standards, including **ICAO Annex 14, Volume I, ICAO Doc 9137, and the Airport Services Manual.**

MALAYSIA AIRPORTS COMPETENCY ASSESSMENT

The main purpose of the implementation of the Malaysia Airports Competency Assessment (MACA) is to assess airport operational personnel on technical knowledge and skills. This is to ensure all operational personnel meet the baseline competency requirement and will be able to perform their duties in compliance with regulatory stakeholder requirement.

DIVISION	THEORY TEST (TT)	INDIVIDUAL PHYSICAL PROFICIENCY TEST (IPPT)	PRACTICAL TEST	ORAL TEST
AVSEC	✓	✓	✓	✓
AFRS	✓	✓	✓	✓
OPERATIONS	✓		✓	✓
ENGINEERING	✓		✓	✓

Aerodrome Operational Training Program Guideline

The Training Guidelines serve to guide aerodrome operators on:
● The minimum competency requirements for personnel involved in aerodrome operations; and
● The applicable training standards and requirements for Aerodrome Operational personnel (including both Operations and Engineering) across Malaysia.

Key Components of the Guideline:
● Competency Framework – defines minimum requirements
● Training Structure – initial, recurrent, and specialised training
● Position-Based Training Matrix
● Roles & Responsibilities of all stakeholders

Course	Module	Frequency	Mode of training delivery
Initial Training	i. Basic Airport Operations - eLearning ii. Fundamental SMS - eLearning iii. Human Factor iv. Media Crisis Handling	Training required for new Aerodrome staff and only when significant amendments/ changes are applied)	Virtual (online) / Physical (face-to-face classroom)
Recurrent Training	i. Civil Aviation Directives (CADs) 14 Vol.1 ii. Civil Aviation Directives (CADs) 19 iii. Airport Disable Aircraft Removal Plan iv. Competent Runway Inspector (CRI)	Every 3 years	
Specialized Training	i. ACI Certification Courses: - Global Safety Network Diploma (GSN) - Airport Management Professional Accreditation Program (AMPAP)	Subject to requirement as and when required	

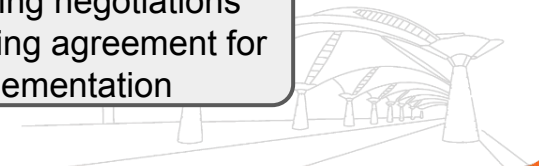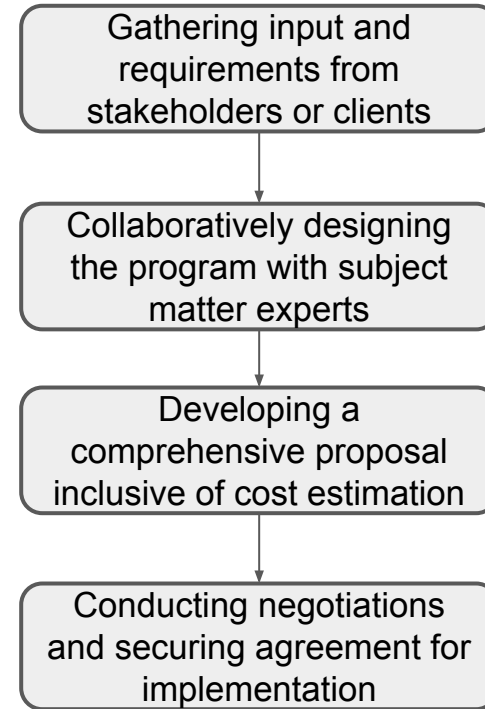# CUSTOMIZED & HANDS-ON TRAINING BY MALAYSIA AIRPORTS ACADEMY

Core strength: *Experiential & Practical Training*

Combines **classroom theory** with **real-time operational exposure**

Participants engage with:

- Airside & terminal site visits

- Real-world **simulation exercises**

- Equipment handling & scenario-based tasks

Designed to mirror actual airport operations

Gathering input and requirements from stakeholders or clients
↓
Collaboratively designing the program with subject matter experts
↓
Developing a comprehensive proposal inclusive of cost estimation
↓
Conducting negotiations and securing agreement for implementation

ARFF LIVE FIRE TRAINING
CIVIL AVIATION AUTHORITY OF BANGLADESH
3–7 MAY 2024
MALAYSIA AIRPORTS ACADEMY

THANK YOU

https://www.malaysiaairports.com.my/en/business/malaysia-airports-training-academy