



LEADING YOU INTO THE FUTURE

IATA Training Catalog



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Message from the Director General

I am very pleased to introduce the 2017 IATA Training Catalog.

This year, aviation will transport some 3.8 billion passengers and deliver 53 million tonnes of cargo representing around a third of world trade by value. This achievement takes a tremendous amount of planning and coordination between airlines, airports, air navigation service providers, freight forwarders, governments, travel agents and many others.

To help ensure that this coordination works seamlessly, IATA provides training based on global standards for current and future aviation professionals. Last year more than 100,000 people advanced their careers by participating in the broad range of courses in the IATA syllabus.

We all lead busy lives, which can make it challenging to find the time for training. Taking advantage of advanced technology and communications, IATA courses are offered in a variety of formats—from traditional classroom and in house options to cost efficient eLearning opportunities.

I believe that aviation is “the business of freedom”. By 2034, new demand will see that business double in size from today. We can only achieve that growth with a well-skilled global talent pool. That’s the objective of our training activities. IATA is your training partner as you meet the challenges of today and prepare for a very bright future.



Alexandre de Juniac
Director General and CEO

THE FUTURE OF AVIATION

A solid industry that continues to grow steadily

Demand for air connectivity is expected to double over the next 20 years, but this is only sustainable if the industry can adequately train a workforce commensurate with this level of growth. IATA is committed to cooperating with our partners to help train the future aviation professionals who will make this growth possible. The requirement is daunting: aviation directly employs 9.9 million people, with nearly 63 million jobs supported globally by aviation and related tourism, serving the transportation needs of 3.8 billion passengers, and 53 million tonnes of cargo a year.

REPRESENTING, LEADING AND SERVING THE INDUSTRY

In our drive to realize our Mission, to represent, lead, and serve the airline industry, we will continue to:

- **Improve the understanding of the air transport industry** among decision makers and increase awareness of the benefits that aviation brings to national and global economies.
- **Advocate for the interests of airlines across the globe**, to challenge unreasonable rules and charges, hold regulators and governments to account, and strive for sensible regulation.
- **Develop global commercial standards** upon which the air transport industry is built.
- Assist airlines by **simplifying processes and increasing passenger convenience** while reducing costs and improving efficiency.
- Help airlines to operate **safely, securely, efficiently, and economically** under clearly defined rules. **Provide professional support** to all industry stakeholders with a wide range of products and expert services.

The International Air Transport Association (IATA) is the trade association for the world's airlines, representing some 265 airlines in 117 countries, representing 83% of total air traffic.

IATA MEMBERSHIP STATISTICS

IATA represents some 265 airlines or 83% of total air traffic.

With an estimated total employment by airlines of over 2.61 million in 2016, IATA Training is in the forefront to develop the workforce for a safe, secure, and sustainable industry.



IATA MEMBERS AROUND THE WORLD



Percentage of countries that are IATA members



Percent of total worldwide air traffic by IATA members

Total number of international air passengers carried by IATA members:

2.4 billion

Total number of passenger-kilometers flown by IATA members:

5.2 trillion

Number of freight tonne kilometers flown by IATA members:

199 billion

Total amount of freight shipped by air in tonnes by IATA members:

47 million



THE AVIATION INDUSTRY, ANNUALLY

Total number of international air passengers worldwide:

3.8 billion

Amount of tonnes of cargo flown worldwide:

53 million

Number of air navigation service providers that manage the global route network:

173

Size of global route network:

3 million kms

Number of commercial airlines worldwide, with a combined fleet of 25,000 aircraft, serving 3,864 airports:

1397

Amount forecast that aviation will contribute to world GDP by 2016:

\$1 trillion USD

EMPLOYMENT IN THE AVIATION INDUSTRY

Number of people directly employed by the aviation industry:

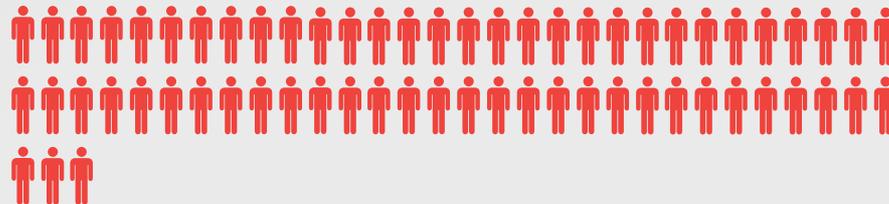
9.9 million



It is estimated that total employment by airlines will reach 2.61 million in 2016, 3% increase on 2015.

Number of jobs supported by aviation and related tourism:

63 million



Source: IATA Economic Performance of the Industry mid-year report 2016

With more than 350 training courses offered at over 450 locations, the IATA Training Catalog is an essential resource for helping ensure the sustainability of aviation over the coming decades.



IATA TRAINING

A man and a woman in business attire are smiling and looking at a laptop screen in a classroom setting. The man is seated and the woman is leaning over him. The background shows other people in a classroom environment.

Practical and relevant
training for professional
development

For more than 70 years IATA has developed the global commercial standards upon which the air transport industry is built. Today, we support key areas of aviation activity and help formulate industry policy on critical issues by training professionals to obtain real business results. Our training courses are designed by industry experts to equip students with skills they can immediately apply in the workplace and use to further develop their career.

IATA TRAINING TODAY

Knowledge transfer is our business through industry-leading training programs and expert consulting advice providing you with the skill-set to successfully navigate today's complex aviation issues.

In 2016 we trained more than 100,000 professionals and students through more than 350 courses developed around IATA's areas of expertise and commitment to promoting industry standards worldwide. As the industry's most comprehensive training provider, we have a unique insight into the numerous activities that power commercial aviation.

Since 1999, almost 1 million professionals and graduates have chosen to train with us, thanks to our top-quality material and ability to address workplace challenges.

The number of companies requesting in-company training sessions is growing each year as they capitalize on the benefits of training groups of employees at their own location, driving down costs and increasing professional competencies within their company.

At the same time, we continue to deliver on our promise to provide high quality,

innovative training solutions for our industry. IATA's innovative products and services represent unique competitive alternatives and have consistently generated value in the aviation industry for more than 70 years. The revenue generated by these products and services is reinvested to drive and support industry-wide programs in such critical areas as safety, security, and the passenger experience.

The advancements in technology in recent years has enabled IATA to incorporate technology-based virtual simulation exercises into our training for airline, airport and cargo management. Using the latest simulation technology, our participants use executive-level decision making strategies to manage a virtual airline, airport or cargo operations in real-life business scenarios. We continue to explore additional avenues to innovate our training solutions.

In 2015 we gained ISO 9001:2015 certification—the industry standard in quality management. This is a global recognition of the high quality and standard of our training. This demonstrates our ability to consistently provide products and services that meet our members and regulatory requirements and at the same time, cater to the educational preferences of new generations of aviation professionals.

Our academic portfolio continues to grow as we extend current collaboration and create new partnerships with academic institutions to provide you with the best training solutions. The most recent additions to our academic

portfolio include the Advanced Master in Aircraft Life Management and Maintenance; US Aviation Law Diploma; Project Management: Practice and Certification; and our second virtual classroom program, in Aviation Strategy Execution.

Find the most up-to-date information on www.iata.org/training

With our privileged access to market data, trends and practices, we can help improve the performance of any organization. Realize your growth ambitions and gain a competitive advantage.

Find out how we can help you at www.iata.org/services.

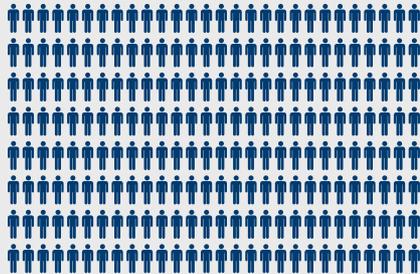


TRAINING STATISTICS

Our vision: be the leader in developing professionals for tomorrow's air transport industry.

Number of students taught at IATA Training Centers:

100,000+



Number of academic programs:

12+

Number of diplomas offered:

40+

Number of IATA Training Centers around the world:

20+

IATA has Training Centers in Montreal, Los Angeles, Miami, Bogotá, Lima, Santiago, Buenos Aires, Sao Paulo, Geneva, Frankfurt, Brussels, Amsterdam, Stockholm, Paris, London, Rome, Madrid, Dakar, Lagos, Tel Aviv, Amman, Singapore, Taipei and Beijing.



Our mission: to provide quality training to our customers worldwide

Number of instructors at IATA Training Centers:

300



Our approach: practical and relevant training for professional development

Number of classroom courses offered worldwide:

350+

Attending one of our scheduled classes guarantees you will learn from an industry expert, participate in engaging exercises, and receive the most current training material. See [page 26](#) for a full list of all the courses available.

ATC

Number of Authorized Training Centers worldwide:

270+

ATCs are authorized to deliver a selection of our distance learning materials using their own trainers. Authorization is granted based on demonstrated instructional expertise as well as the institution's overall ability to provide quality training.

ATS

Number of Authorized Training Schools worldwide:

160+

Our goal: your success

Number of In-Company classes held in 2016 worldwide:

250+

An IATA Instructor can be sent to teach at your premises. We also provide customized sessions upon request, based on your training needs.

RTP

Number of Regional Training Partners worldwide:

20+



Where do our participants choose to study?



At an IATA Training Center

6%



At their own company

9%



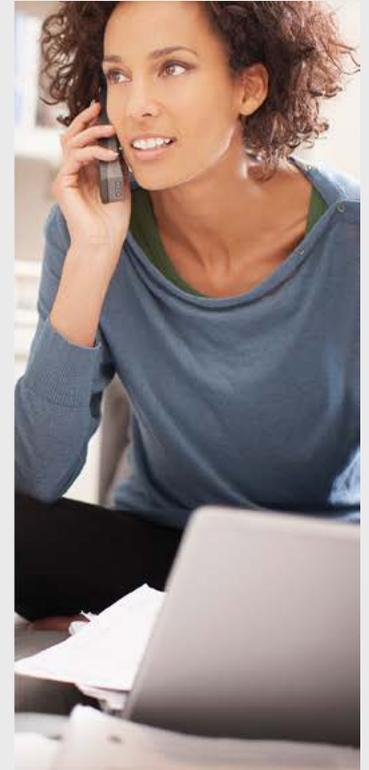
At an academic institution

1%



At a Training Partner location

80%



At home

4%



WAYS TO LEARN



Courses that fit
your learning style,
schedule and budget

Accessibility to quality training is key in today's demanding business environment, and our training solutions have been developed to meet both the needs and budgets of our clients. Classroom learning is available at training centers across the globe, greater flexibility in learning with self-study and virtual classrooms, and in-company learning to reduce the costs of training a group. No matter where and how you choose to train with IATA, our courses are developed by subject matter experts and updated regularly to provide you with the most valid and relevant information.



LEARN WITH AN INSTRUCTOR

Courses offered at our training centers are designed for professionals working in all areas of the industry covering a range of relevant topics. Hundreds of classes are scheduled at IATA Training Centers and partner locations every year. Choose our courses that will help you get ahead in your career.

See our classroom schedule at: www.iata.org/training-calendar

LEARN AT YOUR OWN PACE

Our self-study courses are ideal for graduates, industry newcomers looking to get a start in aviation and young professionals seeking vocational qualifications. These courses focus on key job roles in airline operations, airport operations, cargo operations, travel and tourism. All materials are developed by IATA subject matter experts, and supported by instructional design experts to ensure you get the most out of your learning experience.

AT AN IATA TRAINING CENTER C

Each class is guaranteed to be taught by an IATA Instructor, using IATA training materials. The classroom setting is ideal for learning practical skills and exchanging best practices with international peers. Attending one of our scheduled classes guarantees you will learn from an industry expert, participate in engaging exercises, and receive the most current training material.

AT YOUR COMPANY C

An in-company session is the most efficient and cost-effective solution for training a group of five or more. An IATA Instructor will be sent to teach at your premises, or a location of your choice, helping your company save on preparation time and travel expenses.

SELF-STUDY KITS pT eT

Receive a complete self-study kit that includes either a printed textbook or an eTextbook with review exercises so you can learn at your own pace. Mandatory final exams are administered at IATA exam centers around the world, with exam sessions scheduled throughout the year.

www.iata.org/training-exams

AT OUR TRAINING PARTNER LOCATIONS C

We have a truly international network of training partners, with more than 400 partnering institutions, located in over 90 countries and across every continent. These include leading universities and some of the industry's most respected organizations.

Different partnership programs are available to training entities offering aviation-related courses.

Find courses in a location near you: www.iata.org/partner-search

ELEARNING eL

This quick and flexible training method allows you to learn online using short, interactive modules. Enroll for a course at any time and complete your final examination online when you are ready.

IN A VIRTUAL CLASSROOM V

Our new virtual classroom platform is an ideal training solution for managers who are not able to spend time away from the office. It lets them study remotely with full interaction with the instructor and the other participants of the course. We bring the learning to you, making it easier to take advantage of the training we offer and advance your career. The virtual learning environment cuts down on travel and accommodation expenses, while offering a quality training solution through live and virtual events.

Examinations

Examination may be paper-based or completed online depending on the course and location. Practice exams available to support this learning activity.

95% pass rate

Leads to Diploma ✓

Classroom C

Virtual V

eTextbook eT

Printed Textbook pT

eLearning eL



WHERE TO LEARN

Quality training
starts with the right
instructors

Attend classroom courses at one of our many Training Centers or Regional Training Partner locations and get ahead with highly-experienced IATA instructors. Our faculty includes over 300 official IATA Instructors, IATA employees and sought-after consultants from around the world. Our Instructors are dedicated aviation professionals and it shows—over 90% of participants give our instructors top marks for their expertise in the subject matter and ability to transfer practical skills in the classroom. We require all of our instructors to have at least ten years of experience in their respective field and we provide them with rigorous instructional training to ensure they deliver practical, engaging classes.

IATA TRAINING CENTERS

With more than 850 classroom training sessions each year, no matter where and how you choose to train with IATA, our courses are developed by subject matter experts and updated regularly to provide you with the most valid and relevant information. We live by our mission to provide quality training to our customers worldwide, with the aim to help you develop your career.

IATA is continually expanding its services to help aviation businesses develop and retain talent for the future. We are opening new training centers around the world, and expanding several of our existing training facilities to help training become even more accessible.

We have more than 20 IATA Training Centers, located at IATA offices near key international hubs, offering courses covering all portfolios. Each center offers modern classrooms equipped with complimentary Wi-Fi internet access, printers and quiet workspaces. Choose to study at an IATA Training Center and take advantage of a 20% early-bird discount when you register early (conditions apply).

www.iata.org/training-centers

Explore the cities and surroundings of our Training Centers

Combine your learning in the classroom with exploring the cities and regions of our Training Centers and discover what they have to offer.



BEIJING & THE GREAT WALL

Beijing is truly a city for all seasons. A must see during your stay is the Forbidden City, wander through the vast selection of silk traders in the Silk Market or explore the Panjiyuan Flea Market. Discover old Beijing in the Shichahai Area where you can learn folk arts, and if you have more time, travel further afield to visit the Ming Tombs, and the Great Wall.



GENEVA & THE ALPS

Walk along the cobbled streets of the old town of Geneva, and explore the many museums within the city. Stroll along Lac Lemman to visit the Jet d'Eau, one of the tallest fountains in the world, or take a boat trip on the lake that forms the border between Switzerland and France. If you have more time there's something for everyone all year round in the Alps, from winter snow sports for the more adventurous to summer meadow trails.



Choose to study at an IATA Training Center and take advantage of a 20% early-bird discount* when you register early.



MIAMI & WALT DISNEY WORLD

Enjoy Miami's beaches, its fine dining and nightlife, an air boat ride in the Everglades or a key lime pie in the Florida Keys. A 4+ hour drive from Miami will take you to the Wonderful World of Walt Disney! Enjoy once-in-a-lifetime experiences exploring the legendary theme parks and aquatic attractions in Orlando.



MONTRÉAL & MUSIC FESTIVALS

The word "summer" is always music to our ears in Montréal, and not just because of the impending warming of the weather. It's also when the city is beset by a veritable onslaught of amazing music festivals, everything from Osheaga to the Jazz Fest, and from MUTEK and Île Soniq to the Orchestre symphonique de Montréal's Classical Spree. For four sunny, summery months, Montréal is truly a music lover's paradise.



SINGAPORE & THE MERLION

The Merlion is a 'must-see' for tourists visiting Singapore, symbolizing Singapore's humble beginnings as a fishing village when it was called Temasek, meaning 'sea town' in Old Javanese. The sweeping views from the Merlion Park across the expansive Marina Bay area are unmissable. While in Singapore, discover the incredibly diverse range of dining options on offer, catering to food lovers from all walks of life.

*please note conditions apply



Training Centers around the world



ASIA - NORTH AND CHINA

tel: +86.10.8571.9262
email: training.bjs@iata.org

ASIA - PACIFIC AND SOUTH ASIA

tel: +65.6499.2295
email: training.sin@iata.org

MIDDLE EAST AND AFRICA

tel: +41.22.770.2820
email: training.gva@iata.org

EUROPE, RUSSIA AND CIS

tel: +41.22.770.2820
email: training.gva@iata.org

NORTH AND SOUTH AMERICA

tel: +1.305.779.9860
email: training.mia@iata.org

See our classroom schedule at:
www.iata.org/training-calendar.



OUR PARTNER NETWORK

IATA Training's mission is to provide quality training to our customers worldwide. Over 400 training partners spread across 90 countries are appointed as IATA training partners, and they are instrumental in bringing IATA training closer to you.



Our Regional Training Partners offer classroom training with IATA Instructors and official IATA course materials at our 20+ independent institutions. All partners are selected based on their understanding of their region's training needs and ability to provide high-quality customer service to trainees, faculty and stakeholders.

Areas of training include:

- Air Navigation Services
- Airline Operations, Management, Law, Finance
- Airport Planning, Operations, Management
- Civil Aviation
- Ground Handling and Operations
- Safety, Quality and others
- Security: Cyber, Cargo, Predictive, Management

If you would like to study at a Regional Training Partner, visit www.iata.org/training-RTP for more information.



Our Authorized Training Center (ATC) network includes 250+ training institutes authorized to deliver IATA self-study courses using their own Instructors.

To join the ATC network, authorization is granted based on demonstrated instructional expertise as well as the institution's overall ability to provide quality training. ATCs recruit and train students, while examinations are organized and supervised by a local IATA coordinator.

If you would like to study at an ATC visit www.iata.org/training-ATC



Our Accredited Training School (ATS) network includes more than 160 institutes across the globe, accredited to deliver courses including Dangerous Goods Regulations (DGR) training, using training material approved by IATA and delivered by instructors that meet IATA requirements.

Criteria for endorsement to teach DGR are based on Section 1.5 of the IATA Dangerous Goods Regulations and Dangerous Goods Training Standard.

If you would like to study at an ATS or become one, visit www.iata.org/training-ATS



The IATA Authorized Training Resellers (ATRs) network includes institutes, organizations and industry associations who are a part of the aviation industry who provide IATA courses to train their membership across the globe.

If you are ever in doubt that an IATA training course is not genuine, check with us through our website: www.iata.org/training/contact-us





Premier Circle Membership is awarded to top performing training partners on a global scale. This recognition includes all partnership types i.e. ATC, ATS and RTP.

Performance is evaluated through student success rate, number of students enrolled, and professionalism in delivering IATA training programs.

- Aero Training Center
- Aircargo Training Center of Japan
- Akbar Academy of Airline Studies
- ATNS Aviation Training Academy
- Dangerous Goods Management
- Etihad Airways
- Higher Colleges of Technology
- IITC-India International Trade Centre
- Japan Aircargo Forwarders Association (JAFSA)
- Sharaf Aviation Services Academy LLC
- Speedwings Academy for Aviation Services
- Turkish Airlines Aviation Academy

Top Performing Authorized Training Centers (ATCs)

The following Authorized Training Centers (ATCs) achieved impressive results by training a large number of students and commitment to student success reflected by high student examination passing rates.

Africa

- Air Travel & Related Studies Centre
- Nairobi Aviation College
- Kadosh Training Services Ltd
- Career Institute
- National Aviation College P.L.C.

Americas

- FedEx (Federal Express Corporation)
- Cargo Network Services (CNS)

Asia, North

- Sichuan Southwest College of Civil Aviation
- Shanghai Pudong Intl. Airport Cargo Terminal

Asia, Pacific

- Advanced Tourism International College (ATIC)

Asia, South

- Alhind Academy
- Louis Preston School of Travel & Tourism
- Thomas Cook (India) Ltd.
- TMI Academy of Travel Tourism & Aviation Studies
- Patriot Aviation College
- Guiders Education and Professional

Development LLP

- Kuoni Academy
- Bird Education Society for Travel & Tourism
- School of Airlines & Travel Mgmt
- Institute of Air Travel Studies

Europe

- AFTRAL
- Mega Airlines Studies
- Airline Training Center
- Air Travel Aviation Academy Ltd.
- ProNordic Education Kommanditbolag
- Alumna

Middle East & North Africa

- Zabeel International Institute of Mgmt & Tech
- Syscoms Information Technology Institute
- Qatar Aeronautical College
- Al Khawarizmi International College
- Skyline University College

Top Performing Accredited Training Schools (ATSs)

In the preceding year, this elite group of Accredited Training Schools (ATSs) achieved impressive results in training a large number of students and showed commitment to student success.

Africa, Middle East and North Africa

- Entebbe Handling Services Ltd. (ENHAS)
- Gulf Center of Aviation Studies

Americas

- Global Transport Services
- BCR Consultoria e Treinamento Ltda

Asia, North

- DGM China
- Shanghai Pudong Intl Airport Cargo Terminal Co. Ltd. (PACTL)

Asia, Pacific

- The Japan Air Cargo Institute for Safety (JACIS)
- SAAA Cargo Services Pte. Ltd.

Asia, South

- Bird Education Society for Travel & Tourism
- Tirwin Management Services (P) LTD

Europe

- Airport College
- Bureau de Vérifications Techniques - Groupe APAVE



ACADEMIC AND INDUSTRY PARTNERS



Academic and Industry
partnerships are of growing
importance to our mission

Our training partners around the globe include leading universities and some of the industry's most respected organizations. Helped by technology, we are able to reach more students in more locations than we ever imagined possible. Partnering with academic institutions has enabled us to provide management-level training tailored for the aviation industry.





Academic Partner

Our Academic Partners are internationally renowned universities with programs designed for the working professional. These programs are a combination of industry and academic training, available as eLearning, virtual classroom and classroom training.



ÉCOLE NATIONALE DE L'AVIATION CIVILE (ENAC)

Advanced Master in Aircraft Life Management and Maintenance

A rigorous academic program targeting airline, original equipment manufacturers (OEM), and maintenance, repair and overhaul (MRO) professionals. This program will improve your technical and regulatory knowledge and help you gain an understanding of the business models and commercial fundamentals of the maintenance market.

Advanced Master in Airline Operations

Combining operational expertise and comprehensive academic rigor for today's airline professional, this program is designed for flight operations managers, ground operations managers, airline local representatives, and pilots, offering a one-of-a-kind Master degree in airline operations.



EMBRY-RIDDLE AERONAUTICAL UNIVERSITY — WORLDWIDE

US Aviation Law Diploma

Providing a comprehensive overview of U.S. regulation and legislation, and their application to aviation, you will be introduced to administrative law and the role of the Federal Aviation Administration (FAA) in the rule making process, the FAA enforcement process, and role of NTSBs in the appeals process. You will also have an in-depth review of airline contractual agreements, international air law, aviation insurance protocols and coverage.

Supply Chain Management Certificate

An online supply chain management certificate designed for newcomers to the cargo business, as well as individuals currently working in the industry. This joint certificate addresses topics such as basic cargo procedures, loading, sourcing, procurement, packaging, and distribution.



HARVARD BUSINESS PUBLISHING

Aviation Leadership Development Program

Delivered by established aviation experts, Harvard Business School faculty, and Harvard Business Publishing moderators, the Aviation Leadership Program uses Harvard Business Review articles and Harvard Business School case studies with real-world aviation industry application. The program uses a participant centered instructional methodology that encourages reflection, discussion and critical thinking. This method yields behavioral changes and tangible business and will empower participants to integrate leadership concepts into immediate practice.

Aviation Strategy Execution Program

This program is based on Harvard Business Publishing's Leadership Direct framework and is a real-time, cohort-based virtual learning workshop. The program encourages peer interaction and critical thinking through a blended curriculum that mixes content, live and virtual events, and collaboration on real-world business issues.

Harvard ManageMentor Leadership and Management Training Program

Enhance your critical business knowledge and skills through this highly-acclaimed training program that combines an IATA self-study course with 10 Harvard ManageMentor (HMM) modules of your choice.



MCGILL UNIVERSITY'S SCHOOL OF CONTINUING STUDIES

Project Management: Practice and Certification

Developed by McGill University's School of Continuing Studies, this course fulfills the requirement of 35 hours of formal training in order to be eligible for the Project Management Professional (PMP)® or Certified Associate in Project Management (CAPM)® exams, and will prepare you to successfully pass the exams.





NANYANG TECHNOLOGICAL UNIVERSITY

Advanced Management Program in Aviation

This program reviews management practices employed by airlines, airports and regulators to help you navigate the aviation industry's complex business environment. You will have the chance to study alongside peers from across the aviation value chain and work on case studies that highlight the needs and challenges of the industry's many businesses and organizations.

Executive MBA (EMBA) in Air Transport

Designed for working professionals, the collaborative classroom environment gives you the opportunity to practice your business strategy, intercultural communications and people management skills with your peers, and immediately implement them on the job. You will have a unique opportunity to study the challenges and complexities specific to aviation business operations, gain valuable insight into safety, security, and regulatory compliance, and learn how to build strategies to mitigate their impact on your business.



UNIVERSITY OF GENEVA

Advanced Studies in Advocacy, Communication and External Relations

IATA and the University of Geneva share their best practices to help you successfully develop in an international business environment with courses taught by University professors and industry experts to provide both academic and practical content. You will learn how advocacy is central in developing and promoting industry and government initiatives, and how communication, external relations and cross-cultural understanding all play a vital role in ensuring that initiatives are implemented.

Advanced Studies in Aviation Management

Take a broad and critical view of the global aviation business with this executive program designed for working professionals offering a unique combination of academic and industry expertise. This diploma may be pursued on a part-time basis.





Industry Partner

We partner with some of aviation's leading organizations to address our industry's most widespread training issues. Together we develop the workforce across all sectors and regions, and provide training initiatives and research to support the industry.



The International Civil Aviation Organization (ICAO) is a UN specialized agency that manages the administration and governance of the Convention on International Civil Aviation (Chicago Convention). ICAO works with the Convention's 191 Member States and industry groups to reach consensus on international civil aviation Standards and Recommended Practices (SARPs) and policies in support of a safe, efficient, secure, economically sustainable and environmentally responsible civil aviation sector.



Airports Council International (ACI) advances the collective interests of, and acts as the voice of the world's airports and the communities they serve, and promotes professional excellence in airport management and operations.



CAE is a global leader in providing comprehensive training solutions based on world-leading simulation technology and integrated training services for civil aviation, and defense and security customers with highly innovative product, service and training center solutions.



Entry Point North (EPN) is one of the largest global ATS academies that offer courses in accordance with Best Practice and all international rules and standards including ICAO and European Commission.



EUROCONTROL is an intergovernmental organisation with 41 States, committed to building, together with its partners, a Single European Sky that will deliver the air traffic management (ATM) performance required for the twenty-first century and beyond.



Jeppesen helps aviation professionals worldwide reach their destinations safely and efficiently. Today, we build on those roots by offering an ever-expanding array of innovative informational products, services, and software.



The Pacific Asia Travel Association (PATA) is a not-for profit association that is internationally acclaimed for acting as a catalyst for the responsible development of travel and tourism to, from and within the Asia Pacific region.



Project Management Institute (PMI) advances careers, improves organizational success and further matures the profession of project management through globally recognized standards, certifications, resources, tools, academic research, publications, professional development courses and networking opportunities.



PwC's Academy is the educational business of PwC. Operating across the Middle East, their goal is to help improve the knowledge, skills, competence and expertise of people in finance and business, to help organizations across the region grow and retain their talent.



SITA works with air transport owners and members to provide technology solutions that make a difference at a community level, through collaborative innovation, developing and managing solutions to form the 'communication backbone' of the global air transport industry.



As a globally recognized body **UFTAA** is the longest established negotiating partner with the leading travel and tourism organisations in the world. Of special importance is the close co-operation with IATA, representing the interest of individual travel agents and as a partner in the IATA-UFTAA Training Programme.



The World Tourism Organization (UNWTO), a United Nations specialized agency, is the leading international organization with the decisive and central role in promoting the development of responsible, sustainable and universally accessible tourism. It serves as a global forum for tourism policy issues and a practical source of tourism know-how. Its membership includes 157 countries, 6 territories, 2 permanent observers and 500 Affiliate Members.



COURSES AND DIPLOMAS



Courses designed
and delivered for you by
industry experts

Aviation training needs to be both effective and efficient, enabling the rapid transfer of the required know-how and aptitudes from subject matter experts to aviation professionals. Training also needs to be easily accessible and flexible, while providing a reasonable return on investment. IATA understands this reality and, as part of our vision to be the force for value creation and innovation, we have chosen to integrate leading-edge technologies in the development and delivery of our courses to enhance our global reach and facilitate access to aviation knowledge.

100,000+

We expect over 100,000 people to be trained in 2017, and for this to continue to increase in the years to come, as our industry continues to grow.

PRICING

We price our courses competitively, providing you with qualified Instructors and the most up-to-date materials and resources for a valuable learning experience, with discounted prices for IATA Members and Developing Nations.

MEMBER

The following organizations and their employees are eligible for the reduced member price:

- IATA Member Airlines
- IATA Strategic Partners
- NAA members of ICAO
- IGHC Members
- GSSA Members
- Accredited Travel and Cargo Agencies
- ATC and ATS employees
- Airport Operators and Authorities

DEVELOPING NATION

Member organizations headquartered in a developing nation and their employees are eligible for the reduced developing nation price. See the current list of developing nations: www.iata.org/dna-countries

NON-MEMBER

The non-member price is applicable to organizations and individuals who are not eligible for Member or Developing Nation prices.

Please visit our website for the latest prices and course information. www.iata.org/training

DISCOUNTS

An 'early bird' discount is available for scheduled classes offered at an IATA Training Center:

- Register 3 weeks before the course start date to save USD\$100
- Register 3 months before the course start date to receive a 20% discount

Payment must be made by credit card or clearing house. Please visit our website for course prices and more information.

www.iata.org/training-pricing

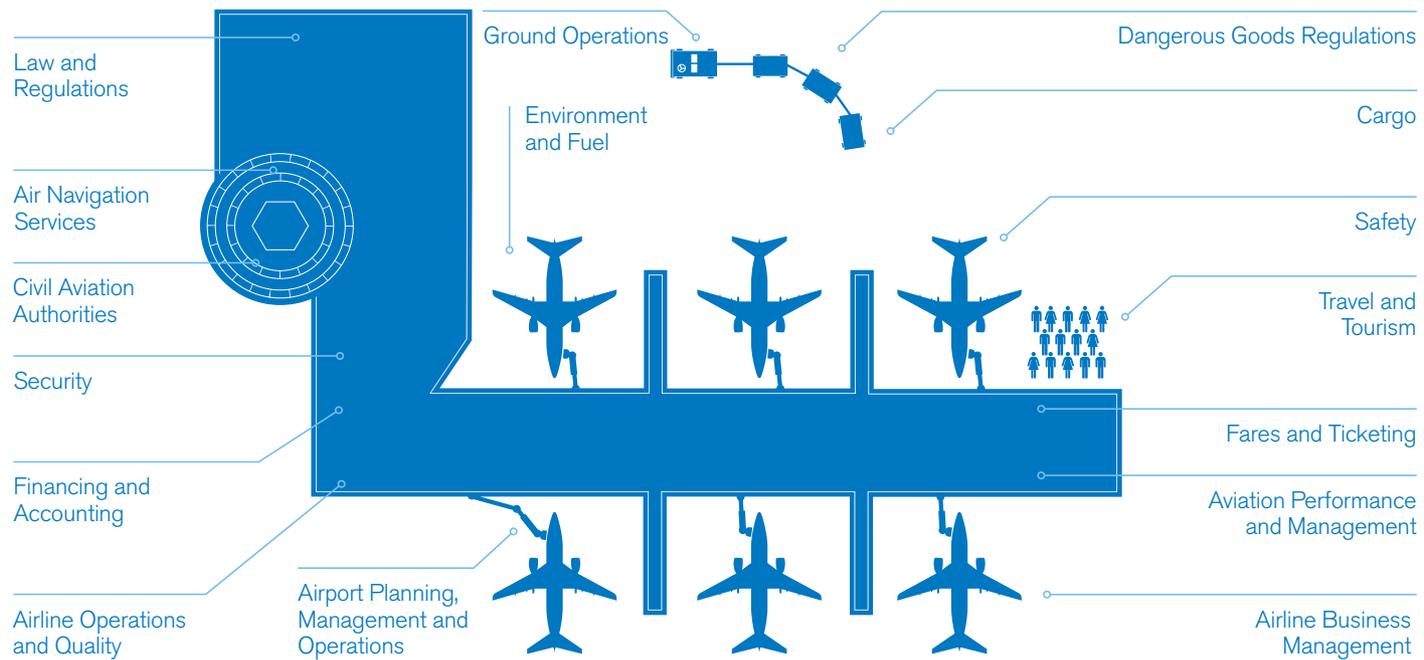
Discounts offered year round. Please visit our website for other discounts that are offered on a limited-time basis.



SUBJECT AREAS

A COMPREHENSIVE TRAINING PORTFOLIO

Our extensive training portfolio includes topics for airlines, airports, cargo operators, governments, ground service providers, travel agents, industry experts and young professionals. By using an engaging, interactive approach to learning, our courses combine lectures, exercises, discussions and technology to quickly transfer the knowledge and skills you need.



Global topics



AVIATION PERFORMANCE AND MANAGEMENT **PG. 45**

Although technically demanding and complex, aviation is fundamentally a people-centric industry. Interpersonal, relationship-building and other “soft” skills are as crucial to aviation success as technical competence. Therefore, training must also address the “human” side of business. We offer leadership and management training programs, contextualized to the aviation industry, to help business leaders foster highly skilled and motivated employees. From strategic planning and project management to effective communication and people management, our courses can help you acquire the skills and best practices you need to solidify your career and promote the success of your company.

ENVIRONMENT AND FUEL **PG. 61**

Learn how to responsibly address environmental challenges such as noise, emissions and waste management and understand the economic principles of emissions cap-and-trade policies and carbon offset programs that impact aviation.

FINANCE AND ACCOUNTING **PG. 65**

This collection of courses cover a wide range of financial and accounting disciplines for airlines, airports, cargo agents, and travel agents.

LAW AND REGULATIONS **PG. 72**

Our Law and Regulations training leverages IATA's extensive international presence to facilitate the cross-border provision of air services in a safe, secure, and economical manner. Our courses provide regulators and legal staff with a global perspective to manage the regulatory process.

SAFETY **PG. 74**

We are committed to promoting safer and more productive work environments across the industry, transferring this knowledge through our experts. No matter what your level, we design our training to help you stay current with compliance requirements, including State Safety oversight capabilities, and cultivate your technical, operational and executive management skills.

SECURITY **PG. 78**

Our security courses provide timely information on legislation and strategies for addressing today's security challenges. Our training will help you stay current with international security standards and best practices; cultivate technical, operational and executive management skills; and learn about crisis management and risk assessment.

Air Traffic Management



AIR NAVIGATION SERVICES **PG. 29**

Air Navigation Service Providers (ANSP) are not only responsible for providing safe, efficient and cost effective air navigation services to airspace users in compliance with state regulations, but also for managing high performance businesses. Our courses focus on business management, as well as air traffic management, AIS, safety, technology and change management to help you respond to all of these demands.

Airlines



AIRLINE BUSINESS MANAGEMENT **PG. 35**

Industry case studies, challenging simulation programs and practical training will help you maximize your potential as an airline manager. We provide basic to advanced-level aviation business knowledge in the areas of marketing channels, sales management, advertising, research, consumer behavior and communications.

AIRLINE OPERATIONS AND QUALITY **PG. 38**

Our operations, quality and audit training delivers the skills and information you need to stay on top of international regulatory requirements covering the most recent trends to ensure top-quality operations.



Airports



AIRPORT PLANNING, MANAGEMENT AND OPERATIONS

PG. 42

We have training for senior and junior-level airport professionals in the areas of management, marketing, operations and security including the Airport Strategic Management course with Business Simulation. Our courses are taught by experienced industry practitioners, providing best practices and skills to help you overcome the increasing competition in the airport market.

GROUND OPERATIONS

PG. 69

Our ground operations training aims to create efficiency on the ground through management and operational courses. Taught by industry experts, our courses focus on best practices within the complex operational environment in modern airports, preparing you to increase on-time performance in your ground station.

Cargo



CARGO OPERATIONS AND MANAGEMENT

PG. 50

We have an unparalleled track-record in helping thousands of air cargo professionals stay at the top of their game. We offer the industry's most dynamic and innovative training solutions for every aspect of air cargo operations, including on-time performance, business management, strategic planning, including the introduction of the Cargo Airline Management course with Business Simulation. Taught by industry experts, our courses focus on industry best practices and change management to help you adapt to the increasingly complex air transport environment.

DANGEROUS GOODS REGULATIONS

PG. 58

Stay up-to-date with the latest industry regulations and procedures to ensure that your dangerous goods shipments comply with industry standards. Learn how to use our industry-recognized **Dangerous Goods Regulations Manual** and gain your certificate to handle dangerous goods shipments. Our courses focus on best practices and change management to help you adapt to the increasingly complex air transport environment.

Regulators



CIVIL AVIATION AUTHORITIES

PG. 55

This comprehensive training portfolio extends from general introductory aviation courses to specialized courses for senior civil aviation management, created to assist states in transforming civil aviation in line with ICAO provisions.

Travel Agents



FARES AND TICKETING

PG. 63

Beginner to advanced training on how to use the IATA Billing and Settlement Plan (BSP), global distribution systems and other fare calculation procedures.

TRAVEL AND TOURISM

PG. 81

Over 200 million people work in the travel and tourism industry worldwide. Our travel and tourism training is designed to give you the skills and knowledge to maximize career opportunities in this rapidly expanding industry.

All courses are delivered in English.

A selection of courses are also available in other languages as indicated in the Course List.

Please visit our website for more information about all of the diplomas and courses we offer, as well as the latest prices. www.iata.org/training



AIR NAVIGATION SERVICES



Air Navigation Service Providers (ANSP) are not only responsible for providing safe, efficient and cost effective air navigation services to airspace users in compliance with state regulations, but also for managing unique businesses. There is increasing competition between ANSPs and external pressure to improve safety and services, reduce costs and work in close collaboration with airlines, neighboring states and stakeholders. Training with IATA will help you respond to these demands in a globally focused, harmonized manner.

www.iata.org/training-airnav

Diplomas

Air Navigation Services Management

Get equipped to manage your ANSP business and regulatory challenges. Learn about new technology, business transformation practices, and the impact of industry developments on your operations.

Online Code*: **DIPL-34**

Air Traffic Services Management

Learn how to be an effective leader and plan for the future with these skills in strategic planning. These courses will help you reconcile the ATM concept with strategic business management.

Online Code*: **DIPL-17**

Course Title	Description	Method	Length
Aeronautical Information Management (AIM) Online Code*: TCVT-10 ALSO AVAILABLE IN: FRANÇAIS	 Learn about the latest AIM projects and initiatives that are helping make this concept a reality. Stakeholders across the industry have identified the need to move from product-centric to data-centric aeronautical information to improve safety and efficiency in air navigation. This course covers the SWIM, eTOD, AICM/AIXM concepts, and more.	C	5d
Aeronautical Information Services (AIS) Online Code*: TCVT-01 ALSO AVAILABLE IN: FRANÇAIS	  Gain a comprehensive overview of the ICAO Annexes, documentation and activities relating to Aeronautical Information Services (AIS) and an understanding of the Aeronautical Information Management (AIM) concept.	C	3d
Air Traffic Flow Control Management for Aircraft Operators (NMO-ATFCM-AO-C)** Online Code*: TCVT-46	This course acts as the fourth day after the preceding IFPS and CIAO or NOP course. Although not required, it should be combined with the preceding IFPS and CIAO or NOP course.	V	

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Classroom **C** Virtual **V**

eTextbook **eT** Printed Textbook **pT** eLearning **eL**



Course Title	Description	Method	Length
Airspace Strategy (ASM-STRAT)** Online Code*: TCVT-43	This course provides an overview of the current baseline, including user requirements, before discussing long-term future requirements and the associated SESAR and NM implementation strategies.	C	
Area Navigation in European Terminal Control Areas (TMAs) (NAV-PRNAV-RNAV1)** Online Code*: TCVT-47	This eLearning course describes the use of Performance Based Navigation (PBN) in the TMA, specifically RNAV1, termed Precision RNAV (P-RNAV) in Europe. Examine aircraft functionality, the benefits of RNAV SIDs/STARs, different types of waypoint and how turn performance is affected.	eL	
ATC Team Resource Management (TRM) and Safety Online Code*: TCVG-21	Practical tools to manage your air traffic control team and resources for optimal safety. Gain an awareness of common human factor elements such as error, stress and communication.	C	5d
Aviation Language Solution - Training Online Code*: TAPH-19	IATA and Berlitz have developed this comprehensive Aviation English language training solution to achieve ICAO Level 4 requirements. Choose an intensive classroom program with a local instructor or a range of distance learning methods.	C	
Aviation Language Solution - Assessment Online Code*: TAPH-13	Berlitz' comprehensive assessment service assesses your ICAO Aviation English proficiency level and designs the right training program for you to achieve ICAO level 4 proficiency.	C	
Aviation System Block Upgrade (ASBU) Implementation Online Code*: TCVG-02	✓ Get the latest updates on the ASBU work coordinated by ICAO, including the leading examples of NextGen and SESAR. With a thorough review of the ICAO Global Air Navigation Plan (GANP) and ASBU components, you will be able to relate these concepts to your region and work toward an implementation timeline.	C	5d
Benchmarking and Best Practices for Air Navigation Service Providers Online Code*: TCVG-54	✓ Performance measurements mean little in and of themselves without a basis of comparison. This course helps you obtain the benefits of consistent measurement and analysis within your ANSP. Learn a practical framework for establishing Key Result Areas for safety, operational efficiency, cost effectiveness, and customer satisfaction.	C	5d
Building a Future ATM System (GEN-FUT)** Online Code*: TCVT-39	This course looks at the future of the European air traffic management system. It gives an overview of the Single European Sky (SES) initiative and Single European Sky ATM Research (SESAR) programme which will enable the migration to a network-centric European ATM system capable of meeting future needs.	C	
Business Transformation for ANS Providers Online Code*: TCVG-62	✓ Benefit from the best practices of successful Air Navigation Service Providers who are leaders in transforming Air Traffic Management performance.	C	5d
Civil Military ATM Cooperation (GEN-CIV/MIL)** Online Code*: TCVT-41	This course looks at the work being done to enhance future civil-military coordination in the Single European Sky. Examine the improvement of European ATM efficiency and effectiveness for the benefit of civil and military aerial needs.	C	

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Course Title		Description	Method	Length
Civil, Military Co-operation*** Online Code*: TCVT-55		This course focuses on the topic of civil/military cooperation in shared airspace and explains the benefits of sharing the airspace between the military and the civil aviation, based on the extensive and successful Scandinavian experience.	C	
CNS/ATM Planning Master Class Online Code*: TCVT-26	✓	Learn how to manage air traffic services in compliance with the objectives of the ICAO Global ATM System.	C	5d
Collaborative Decision Making (CDM) Online Code*: TCVT-08	✓	Learn how all members of the Air Traffic Management community can collaboratively share data to improve Air Traffic Flow Management (ATFM).	C	5d
Competence Assessor*** Online Code*: TCVT-52		Designed for qualified ATM personnel, gain the knowledge and skills to conduct assessment of colleagues and/or students in the operational environment, to define roles and handle conflicts in a professional way.	C	
Cost Reduction Strategies for Air Navigation Service Providers (ANSPs) Online Code*: TCVG-57	✓	Review the best practices of successful Air Navigation Service Providers in the major organizational models. Learn how to incorporate procedures for cost reduction and control within your organization.	C	5d
Foundations of CNS/ATM Online Code*: TCVT-24	✓	Gain an overview of ICAO CNS/ATM technologies and infrastructure to support the transition to a performance-based air navigation system.	C	5d
ICAO Procedures Online Code*: TALG-55		Navigation regulation procedures such as Terminal Instrument Procedures (TERPS) and Procedures for Air Navigation Services Operations (PANS OPS).	eL	
Introduction to Air Traffic Flow and Capacity Management (ASM-ATFCM)** Online Code*: TCVT-44		Learn the latest in strategic planning for Civil Aviation Authorities and benefit from many Case Studies.	C	
Legal and Financial Issues for Air Navigation Service Providers Online Code*: TCVG-25	✓	State rights, charges policies, and regulations are just some of the external factors that can affect your services provision. This course shows you how to manage the legal and financial implications these mean for your business.	C	5d
Management of Air Navigation Services Online Code*: TCVG-04 ALSO AVAILABLE IN: ESPAÑOL	✓	Gain a solid knowledge of modern business management practices in air navigation services to help you guide your organization to success. This interactive course provides examples and illustrations from ANSPs from around the world.	C	5d

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Course Title	Description	Method	Length
Managing ATM and the Environment Online Code*: TCVG-63	Find out how the aviation industry is working to reduce its impact on the environment, and in particular, the work of ICAO and the major ATM environmental efficiency programs in the Single European Sky (SES), NextGen, ASPIRE and AIRE.	C	3d
Managing the Implementation of Aviation System Block Upgrades (ASBUs) in the African Context Online Code*: TCVG-46	Understand the principles behind moving to a common set of Air Traffic Management (ATM) solutions to ensure global interoperability. Be brought up to date on the work coordinated by ICAO in particular in the African context.	C	2d
Meteorological Observation (EMO)*** Online Code*: TCVT-57	Learn how to make fully standardised, accurate surface meteorological observations, to observe and note the parameters that make up METAR and MET report meteorological messages, and encode the observations in a standard format and transmit the coded information.	C	
Meteorological Observation (EMO) Refresher*** Online Code*: TCVT-58	Refresh and update your knowledge, skills and understanding related to observation and reporting of local meteorological conditions. The course is mostly theoretical with some practical exercises related to encoding of local routine reports and METARs.	C	
Network Capacity Planning (ASM-CAP)** Online Code*: TCVT-45	Gain an overview of the regulatory background and explore the various steps of the capacity planning process. Gain in-depth knowledge about NEST, one of the main tools provided by EUROCONTROL to support network operations planning.	C	
On-the-Job Training Instructor (OJTI)*** Online Code*: TCVT-49	This course provides you with the basic knowledge of teaching, and practical methods, principles and tools to manage the interaction with trainees during On-the-Job Training.	C	
OJTI Refresher*** Online Code*: TCVT-50	Refresh and update your knowledge and the techniques learned on the On-the-Job Training Instructor (OJTI) course. Renew the validity of the OJTI rating and be motivated and inspired to continue to work as On-the-Job Training Instructors.	C	
Operational Airspace Management (ASM-OPS)** Online Code*: TCVT-42	This operational airspace management course looks at the Advanced Flexible Use of Airspace Concept and how it is integrated into network performance management both now and in the short-term future.	C	
Performance Based Navigation (PBN) Awareness Package (NAV-PBN-AWR)** Online Code*: TCVT-48	This PBN web-based training (WBT) package has been significantly revised to ensure the EUROCONTROL PBN training addresses the changes introduced by the updates to the PBN Manual (ICAO Doc 9613 Edition 4) and the European Airspace Concept Handbook (Edition 3).	eL	

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Course Title	Description	Method	Length
Performance-based Navigation (PBN) I Online Code*: TCVT-20	 Review the PBN concept, GNSS theory, Area Navigation (RNAV), RNP, and airspace planning and design. The concepts taught in this course are beneficial for air traffic control officers, ANSP management, airline management, and aircraft personnel alike.	C	5d
Performance-based Navigation (PBN) II Online Code*: TCVT-21	 This course explains the implementation and approval processes for PBN navigation specifications from the points of view of states, CAAs, ANSPs, and aircraft operators.	C	5d
Personal Conflict Handling*** Online Code*: TCVT-60	This course focuses on bringing about an end to conflict situations quickly, cost-effectively and with as little discomfort as possible. Learn how to reach a win/win situation and collaborate to a successful conclusion for all involved.	C	
Phraseology and Safety Training for Air Traffic Controllers and Pilots Online Code*: TCVT-11	Refresh your knowledge of ICAO standard phraseology to reduce misunderstandings between air traffic controllers and pilots.	C	5d
Pilot's Guide to Air Traffic Control*** Online Code*: TCVT-62	The Pilot's Guide to Air Traffic Control (ATC) course is designed as a hands-on introduction to air traffic control and air traffic controllers (ATCOs) role, giving you the opportunity to gain practical experience of working as an operational controller.	C	
Refresher Training for ATCs*** Online Code*: TCVT-56	The aim of the refresher training courses is to review, reinforce and upgrade participants' existing knowledge and skills.	C	
Remote Operated Towers - Introduction*** Online Code*: TCVT-54	The course is designed to impart knowledge and skills to students in order to enable them to operate a Remote Tower safely.	C	
Rough Guide to Air Traffic Control*** Online Code*: TCVT-61	This course is designed to meet the training requirements for operating in an RNAV environment. Key topics include: track spacing, approach and departure values, and BRNAV values. For pilots and ab initio trainees.	C	
Security Management in ATM (GEN-SEC)** Online Code*: TCVT-40	This course provides a forum for sharing experiences of implementing security management systems, and guides participants through simple and complex, ATM-related risk assessments.	C	
Synthetic Training Device Instructor*** Online Code*: TCVT-51	The course addresses qualified Air Traffic Control and AFIS Officers or others, interacting with students in a simulator environment, who wish to become competent and licensed Synthetic Training Device Instructors (STDIs).	C	

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Course Title	Description	Method	Length
System Wide Information Management (SWIM) Online Code*: TCVT-71	Be brought up to date on the concept of SWIM by reviewing the standards, infrastructure, governance and implementation that enable the management and exchange of ATM-related information.	C	2d
Threat and Error Management (TEM) in ATM Online Code*: TCVT-85	Improve your air traffic management skills by learning a structured approach to preventing incidents and accidents using Team Resource Management (TRM) and specifically Threat and Error Management (TEM).	C	5d
Train the Trainer*** Online Code*: TCVT-59	Gain the skills you will need to lead, supervise or manage adults in various training situations. This course focuses on the required skills necessary to create an effective and professional learning environment.	C	
Train the Trainer for CNS, AIS and MET Online Code*: TCVT-32	 Improve your instructional skills to conduct effective CNS, AIS and MET training through these demonstrations and practical activities. This course goes beyond traditional instructional concepts, showing you training techniques specific to this specialized subject matter and audience.	C	5d

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AIRLINE BUSINESS MANAGEMENT

Our courses and diplomas address current industry challenges and will equip you with the knowledge and tools you need to overcome them. Improve your management skills with the help of industry case studies, challenging simulation programs and hands-on, practical training.

www.iata.org/training-airlinemgt

Diplomas

Airline Business Development

Stay on top of the latest marketing, social media, sales and communication strategies used by industry leaders and gain the skills to grow your business.

Online Code*: **DIPL-15**

Airline Management

Improve your operational, strategic and revenue management skills with the help of this practical, hands-on diploma.

Online Code*: **DIPL-38**

Course Title	Description	Method	Length
Airline Business Foundations Online Code*: TALG-01	 If you are a new airline recruit, this course will bring you up to speed on key airline business practices to help you succeed in the industry. Learn about the internal organization of airlines, the airport environment, and the external bodies that regulate them to understand what shapes airline strategies.	C	5d
Airline Business Models and Competitive Strategies - Virtual Simulation Program Online Code*: TALG-02	 Understand what it takes to lead an airline to success in this dynamic learning environment! Use the latest simulation technology to manage a virtual airline through real-life business scenarios and work in teams to explore the interrelated factors affecting airline profitability.	C	5d
Airline Customer Service: Strategy Design and Implementation Online Code*: TALM-08	Learn to design a customer service strategy and implementation plan aimed at delivering superior service across different customer touch points.	C	3d
Airline Distribution Strategies and e-Commerce Online Code*: TALM-32	 Take an insider look at today's leading distribution models and strategies, while gaining tools to optimize your company's distribution processes. Through a series of business cases and exercises, learn how to implement an efficient distribution strategy that leverages both traditional marketing and e-commerce resources.	C	5d

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 eLearning **eL**



Course Title		Description	Method	Length
Airline Leading Practices and Cost Reduction Strategies Online Code*: TALG-36	✓	Review the leading practices of successful airlines from both the low cost and network carrier sectors. Learn to incorporate necessary procedures to maintain a viable cost reduction program within your organization.	C	5d
Airline Marketing Online Code*: TALM-53	✓	Learn how to interpret and understand your customers' needs, segment your target markets, and develop creative and cost-effective marketing strategies.	pT	45h
Airline Marketing - Introduction Online Code*: TALM-01		Learn the fundamentals of airline marketing and stay ahead of the competition! Learn how to segment targeted markets effectively, create cost-effective marketing strategies, and customize products and services to satisfy the needs of your target audience. This course is recommended for newcomers to airline marketing.	C	3d
Airline Marketing - Advanced Online Code*: TALM-35	✓	This course looks at the latest airline marketing and commercial trends to help you revamp your marketing practices. As the customer becomes the central focus of airline marketing strategy, this course also provides insight into tools for assessing your target markets and developing a long-term relationship with your customer.	C	4d
Airline Revenue Management Online Code*: TALF-51	✓	Discover the techniques applied by airlines to derive revenue from seat sales to maximize profitability. This course introduces you to the skills you need to manage airline passenger demand, seat inventory control, scheduling and capacity adjustments, and product distribution.	pT	45h
Airline Sales and Key Account Management Online Code*: TALM-04	✓	Study different techniques to generate passenger traffic amidst increasing competition. Learn how to manage an existing customer base, generate and follow up with new leads, and incorporate quality measurement results. This course uses a competency-based approach to develop your skills as a strategic airline sales professional.	C	4d
Airline Sales Strategies - Advanced Online Code*: TALM-39	✓	Learn new techniques to manage and negotiate complex sales transactions, plan strategic sales targets, and successfully handle customer interactions. This course is recommended for sales representatives and managers with account oversight.	C	4d
Airline Social Media Strategy Online Code*: TALM-46	✓	Thrive in today's marketing environment with this crash course in social media. Explore how this user-driven technology can increase your profitability and learn successful communication strategies to apply in your airline. Recommended for senior managers and suppliers working for the aviation industry.	C	3d
Ancillary Revenue Strategies Online Code*: TALG-82	✓	Learn how ancillary sales work, the impact on airline and distribution systems, and how to develop ancillary revenue.	C	4d
Deregulation and Open Skies, Alliances, Equity Partnerships and Strategic Partnerships Online Code*: TALG-05	✓	Contribute to your company's success by learning how to build, analyze and implement effective alliances, strategic partnerships, and equity partnerships within the industry.	C	5d

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Course Title		Description	Method	Length
Dynamic Pricing and Revenue Management Online Code*: TALM-33	✓	Gain competitive advantage with this expert insight into airline revenue management. Learn how to maximize your revenue by achieving a balance between demand, reservation scheduling and variable pricing. Learn how to value and apply airline passenger demand, seat inventory control, and more!	C	4d
Executive Aviation Policy Online Code*: TALG-48		This course will provide you with a high level overview of the aviation industry and how to influence a national or organizational aviation agenda.	C	3d
Introduction to Airline Distribution and e-Commerce Online Code*: TAPH-85	✓	Learn the fundamentals of airline distribution and e-commerce and how this plays a role in distribution management for an airline.	C	3d
Introduction to the Airline Industry Online Code*: TALG-50	✓	Start with the essentials to launch a career in the airline industry. Learn about the history of airline organizations, and the various operational and business functions that make up an airline.	pT	45h
Maximizing Revenues From Frequent Flyer Programs Online Code*: TALM-21		Unlock the potential of your frequent flyer program with tools to measure its contribution, outline areas for improvement, and promote it within your organization and to your customers. Learn how to create successful internal marketing programs to involve senior management and front line staff.	C	3d
Network, Fleet and Schedule Planning Online Code*: TALM-26 ALSO AVAILABLE IN: ESPAÑOL	✓	Contribute to your company's success by developing a profitable network fleet plan and an effective flight schedule. Improve your planning and management skills and understand scheduling process and tactics. This course is recommended for network planning personnel and airline marketing professionals.	C	5d
New Distribution Capability Readiness Online Code*: TALG-22	✓	Gain exclusive insight into the future of distribution from a member of IATA's Distribution Data Exchange (DDX) Working Group. Learn about the latest NDC developments and pilot programs, and understand how NDC will change the way the aviation industry operates and markets its products.	C	3d
Revenue Management - Introductory Online Code*: TALM-05		Study the key factors affecting airline performance and the revenue management methods used to measure and control them. Through a series of practical exercises, this course prepares you to make accurate forecasts and implement the right approach in your organization.	C	3d
Route Forecasting and Development Online Code*: TALG-18 ALSO AVAILABLE IN: ESPAÑOL	✓	This course shares common industry practices for route forecasting to help you assess the performance of your airline's network and analyze the revenue potential of new routes. Learn methods for calculating the financial performance of different routes, forecasting cost and revenue drivers, and planning for the future development of your network.	C	4d

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AIRLINE OPERATIONS AND QUALITY



Get access to the most recent aviation quality standards and trends to help you ensure consistent, performant operations. Using an engaging, interactive approach to learning, these courses combine lectures, technology, and hands-on exercises to quickly transfer tools you can immediately apply in the workplace.

www.iata.org/training-quality

Academic Programs

Advanced Master in Aircraft Life Management and Maintenance — offered by IATA and ENAC

The Advanced Master in Aircraft Life Management and Maintenance aims to improve not only the technical and regulatory knowledge of engineers and managers participating to the program but also to provide an understanding of the business models and the commercial fundamentals of the maintenance market.

Online Code*: **DIPL-91**

Advanced Master in Airline Operations — offered by IATA and ENAC

IATA and the École Nationale de l'Aviation Civile (ENAC) have partnered to offer a degree program for airline operations professionals. The Advanced Master in Airline Operations combines operational expertise and comprehensive academic rigor.

Online Code*: **DIPL-86**

Diplomas

Airline Operations

Gain the skills to manage airline and ground operations, including contracts, and the implementation of an emergency response program.

Online Code*: **DIPL-36**

Airline Quality Management

Learn how to design and implement a Quality Management System that includes a document control system and internal audit processes.

Online Code*: **DIPL-12**

Aviation Studies Diploma (Self-study)

Gain a competitive edge in the global aviation job market with this introduction to the industry.

Online Code*: **DIPL-23**

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Course Title		Description	Method	Length
Aircraft Airworthiness and Air Carrier Certification Online Code*: TCVT-19	✓	Learn how to manage aircraft certification and continuing airworthiness as per the current ICAO Annexes, regulations, and requirements of the FAA, JAA, and EASA. Upon completion of this course, you will be able to approve aircraft maintenance control, procedural manuals, maintenance programs and Minimum Equipment Lists (MEL).	C	5d
Airline Cabin Crew Training Online Code*: TALG-51 ALSO AVAILABLE IN: 中文	✓	This course is ideal for young professionals looking to get a head start in the profession, introducing the skills and responsibilities expected by the world's leading airlines. Special emphasis is given to customer service and procedures for handling unusual situations during flight.	eT pT	45h
Airline Customer Service Online Code*: TALM-51 ALSO AVAILABLE IN: 中文	✓	Drive outstanding customer service with the winning combination of knowledge, skills, and attitude.	eT pT	45h
Aviation Internal Auditor Online Code*: TALP-22		This course prepares you to conduct consistent audits and drive continuous improvement within your organization. Learn about the audit process through a breakdown of its stages: the objectives, follow-up, and closing. ICAO and civil aviation authority audit requirements are covered in detail followed by a hands-on practical component.	C	5d
Aviation Lead Auditor Online Code*: TALP-57	NEW	This course is designed to give you the relevant skills and knowledge on how to be an audit team leader. Improve your auditing skills and presentation techniques needed for a lead auditor and be better prepared to manage audit challenges such as time constraints and cultural differences.	C	3d
Clear Air Turbulence (CAT) Online Code*: TALG-53		Aerodynamic problems, methods of detection and avoidance of mountain waves, wake turbulence, and supercell thunderstorms.	eL	
Cold Weather Operations - Airbus Online Code*: TALG-58		Learn about operations in cold weather conditions including hazards and factors, ground operation considerations, ground deicing and anti-icing procedures and equipment, and airborne issues.	eL	
Cold Weather Operations - Boeing Online Code*: TALG-60		This course describes the elements of CRM-TEM and their role in ensuring safe flying conditions.	eL	
Document Control Systems Online Code*: TALS-05	✓	This hands-on course gives you a test environment to build your own document control procedures, including process mapping, referencing, and amendments.	C	4d
Enhanced Ground Proximity Warning System (EGPWS) Online Code*: TALG-54		This module will familiarize you with the design and architecture of the Required Navigation Performance system.	eL	
ETOPS/EDTO (Pilot) - EDTO ICAO Online Code*: TALG-61		This online course exposes you to the basic digital logic and components. For maintenance technicians and instructors.	eL	

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Course Title		Description	Method	Length
ETOPS/EDTO (Pilot) - ETOPS EASA Online Code*: TALG-62		This course covers ETOPS EASA regulations and policies, including weather minima, selection of alternate airports and fuel requirements.	eL	
ETOPS/EDTO (Pilot) - ETOPS FAA Online Code*: TALG-63		This course covers ETOPS FAA regulations and policies, including weather minima, selection of alternate airports and fuel requirements.	eL	
Hot Weather Operations - Airbus Online Code*: TALG-64		This course covers flight operations in hot weather conditions for Airbus aircraft, emphasizing operating considerations and resulting performance issues.	eL	
Hot Weather Operations - Boeing Online Code*: TALG-65		This course provides airline and maintenance personnel with an understanding of general ETOPS regulations, approval and monitoring process.	eL	
ICAO Procedures Online Code*: TALG-55		Navigation regulation procedures such as Terminal Instrument Procedures (TERPS) and Procedures for Air Navigation Services Operations (PANS OPS).	eL	
International Airspace Regulations Online Code*: TALG-56		Procedures and regulations that Pilots need to be aware of before any flight operations.	eL	
Introduction to Flight Operations Management Online Code*: TALP-03	✓	The skills you learn in this course will help you to control flight operations costs, enhance training, retention, and recruitment practices, and improve overall quality management.	C	5d
IOSA Airline Auditor – Flight Operations (FLT) Discipline Online Code*: TALS-55	NEW ✓	Learn how to use the IOSA auditor actions and interpret IOSA Standards and Recommended Practices (ISARPs) and get to know challenges you may encounter when conducting internal assessments against Flight Operations ISARPs.	C	3d
IOSA Airline Auditor – Operational Control and Flight Dispatch (DSP) Discipline Online Code*: TALS-56	NEW ✓	Focusing on the IOSA discipline - Operational Control and Flight Dispatch (DSP), you will be equipped with the knowledge and skills to perform internal audits using the IOSA DSP checklist.	C	2d
IOSA Airline Auditor Training Online Code*: TALS-52		Meet the requirements of the IOSA Standard and Recommended Practice (ISARP) ORG 3.4.13 and ensure the fundamentals of the curriculum for the training of auditors assigned to conduct internal auditing against the ISARPs are learnt through a comprehensive approach.	C	5d
IOSA Program Workshop Online Code*: TALS-47		Learn how to incorporate the IOSA process into your internal Quality Assurance program and how to ensure continued conformity with IOSA, implementation of IOSA standards, increased reliability of quality assurance functions, and standardization of the auditing process.	C	2d
ISAGO for Auditors Online Code*: TALS-08		A requirement for all ISAGO Pool member auditors, this course covers the audit process specific to ISAGO as well as its standards and recommended practices.	C	3d

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Course Title	Description	Method	Length
ISAGO for Ground Service Providers Online Code*: TALS-09	Gain a comprehensive understanding of the ISAGO Program to prepare your operations for a successful audit. Review the ISAGO Standards and Recommended Practices as per the Ground Operations Standards manual. Leave this workshop with operational tools and skills to use in your organization.	C	3d
ISAGO Lead Auditors Online Code*: TALS-51	The course will equip you with the knowledge and skills to be able to plan, coordinate, lead and close an ISAGO audit.	C	3d
Medical Issues in Aviation Online Code*: TCVG-19	✔ Be updated on passenger and crew health and safety, aircraft disinfection and airline preparedness to prevent the spread of communicable diseases based on International Health Regulations (IHR) and World Health Organization (WHO) guidelines.	C	3d
Minimum Equipment List and Configuration Deviation List (MEL/CDL) Online Code*: TALG-57	The Minimum Equipment List and Configuration Deviation List (MEL/CDL) help determine when, and under what conditions you can fly an aircraft with inoperative or missing equipment.	eL	
Performance-based Navigation (PBN) Operational Approvals for CAAs and Airlines Online Code*: TCVT-38	✔ This course addresses the Performance-based Navigation PBN approval process from the perspective of the state regulator as well as the air operator.	C	5d
Quality Management (QMS) for Airlines Online Code*: TALP-05	✔ This course provides an introduction to QMS components and objectives you can establish within your operations. Learn the key regulatory and operational requirements for designing and controlling an efficient QMS, then practice your skills in process mapping, procedure writing and audit review.	C	4d
Quality Management System (QMS) Implementation Online Code*: TALP-26	This course addresses the common challenges to implementing a QMS. Learn how to bring the necessary discipline and control to your operations with strategies to identify problems, assign resources and evaluate the effectiveness of your system.	C	3d
RVSM - Airline Pilot/Flight Dispatcher Online Code*: TALG-66	This course covers the basic principles of flight operations in Reduced Vertical Separation Minima (RVSM) airspace.	eL	
Volcanic Ash Online Code*: TALG-67	This course covers volcanic ash and the associated hazards to flight.	eL	
Weather & Meteorology Online Code*: TALG-68	Aviation-related weather concepts, focusing on practical issues associated with airline flight operations.	eL	

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AIRPORT PLANNING, MANAGEMENT AND OPERATIONS

With passenger traffic expected to increase steadily for the next 20 years, airports of all sizes will be challenged to keep up with demand for greater capacity, level of service, and continued safety. This selection of courses and diplomas focuses on the skills you need to prepare for the challenges that lay ahead; from financing expansions and embracing privatization, to optimizing the passenger experience and ensuring efficient airside operations. Courses are available for all levels and areas of airport activity, targeting the skills unique to your role in the complex airport work environment.

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Diplomas

Advanced Airport Operations

For operations and corporate airport personnel, this diploma combines courses in different areas of airport operations to enhance your knowledge.

Online Code*: **DIPL-18**

Airport Strategic Management

Validate your ability to manage all aspects of your business. This diploma combines courses on planning, management and business development to help you develop a comprehensive business plan.

Online Code*: **DIPL-13**

Course Title	Description	Method	Length
A-CDM in Airport and Ground Operations Online Code*: TAPG-61	 Learn how shared, timely information will lead to better decision making and how the implementation of A-CDM at your airport can improve punctuality and the use of resources.	C	3d
Airport Certification and Infrastructure Standards Online Code*: TAPP-05 ALSO AVAILABLE IN: ESPAÑOL	Keep your aerodrome facilities up-to-standard, meeting the latest certification requirements. Learn how to assess your facility against operator obligations and recommend structural changes to improve day-to-day operations. This course is recommended for aerodrome operators and management as well as regulatory officials.	C	5d
Airport Customer Service Online Code*: TAPP-18	 Learn the principles of customer service from the perspective of those who matter the most: your passengers, airlines and airport businesses. This course helps you understand the needs of different customer categories and how to meet them. All participants receive a complimentary copy of the IATA Facilitation Guide.	C	3d
Airport Development and Infrastructure Design Online Code*: TAPP-33	 Airports have to be prepared to accommodate increasing capacity demand while sustaining safe, secure and efficient operations. Referencing IATA best practice and the Airport Development Reference Manual (ADRM), this course helps you review your airport's passenger traffic, constraints, and other key factors affecting future expansion.	C	5d

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Course Title		Description	Method	Length
Airport Extreme Weather Operations and Planning Online Code*: TAPP-36	✓	With severe weather conditions causing millions of dollars in damages and delays each year, you have to be prepared. Through practical planning exercises and real-life examples, this one-of-a-kind course reviews operational obstacles posed by weather and the planning tools to address them.	C	4d
Airport Financial Management Online Code*: TAPG-14	✓	Financing development to meet growing capacity demand is a challenge for most airports. This course sheds light on airport privatization trends, cost-control processes, pricing strategy, and other commercial practices to help your airport gain a competitive edge.	C	5d
Airport Marketing & Corporate Communications Strategies Online Code*: TAPG-24	✓	Using trusted marketing methods, learn how to increase your aeronautical and non-aeronautical revenues. This in-depth course will teach you how to design and implement corporate communications strategies, successful PR initiatives, and handle communications during crises.	C	5d
Airport Master Planning Online Code*: TAPP-08	✓	This course will help you prepare a roadmap for airport development and measure its progress. A master plan lays out the strategic direction for operations systems and future growth. You will learn how to forecast an airport's future capacity demand and develop a master plan based on your findings.	C	5d
Airport Operations (Self-study) Online Code*: TAPP-14 ALSO AVAILABLE IN: 中文	✓	Starting a career or wishing to expand your knowledge in airport operations? Get the background knowledge you need to succeed: operational functions at the airport, technological developments, future challenges, and more.	eT pT	45h
Airport Operations - Advanced Online Code*: TAPP-09 ALSO AVAILABLE IN: ESPAÑOL	✓	With this big-picture approach, you will learn proven methods for ensuring safe, effective performance in all key areas of operations. Because an airport serves a complex network of stakeholders, this course outlines the specific operational requirements of airlines, authorities, GSPs, and freight forwarders.	C	5d
Airport Privatization and Transfer of Ownership Online Code*: TAPG-63	NEW ✓	Improve your overall understanding of the required actions and complexities involved in the transfer of airport operations or ownership from government entities to private sector investors and operators.	C	3d
Airport Route Development and Commercial Management Online Code*: TAPG-47	✓	This course shows you how to design and implement a development strategy for two key revenue generators. Through intensive in-class exercises, you will learn how to determine the right mix of aeronautical and non-aeronautical services to satisfy the customers, airlines and bottom line at any airport.	C	5d
Airport Slots and Coordination Online Code*: TALM-13 ALSO AVAILABLE IN: ESPAÑOL	✓	Get the most out of the Standard Schedules Information Manual (SSIM) with this practical course. Develop your skills to facilitate coordination between the airline network and slot coordinators, manage a slot portfolio, and recognize capacity constraints.	C	3d

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Course Title		Description	Method	Length
Airport Strategic Management with Business Simulation Online Code*: TAPG-04	✓	Airport managers have the challenging job of ensuring safe, efficient operation across a complex business environment. This intensive course provides a series of exercises where you can identify your airport's business challenges and address them at the individual, team and unit levels.	C	10d
Airport Terminal Planning and Design Online Code*: TAPG-39	✓	An effective terminal design is the result of clearly defined functional requirements for current and future activity. This course guides you through the issues to consider when undertaking the planning and design of terminal facilities, including: forecasting, terminal flows and alternative terminal design concepts.	C	5d
Baggage Handling Services and Systems Online Code*: TAPG-09	✓	Learn how to measure the performance of your baggage system, including its processes, infrastructure, and level of service. This course shares industry best practice gathered during IATA's Baggage Program along with insight into airline service models.	C	3d
Basic Airside Safety Online Code*: TALP-17		An interactive, flexible and cost-effective way of learning about implementing best practices in airside safety.	eL	4h
Cargo Business Development for Airports Online Code*: TCGP-67	✓	This course gives you fuel for your marketing campaigns and ideas for attracting new cargo business to your airport.	C	3d
Emergency Planning and Response for Airports and GSPs Online Code*: TAPP-12	✓	The Emergency Response Plan is an invaluable tool for all airport stakeholders, providing clear direction for action and exposing pain points that could aggravate a real response. This course helps you to develop a response plan that brings together aircraft operators, airport authorities, GSPs, and state emergency response agencies.	C	5d
Management of Aviation Facilitation Online Code*: TSCS-21	✓	In alignment with IATA's Passenger Facilitation Program, this course focuses on the crucial areas of airport access control, security regulations, and terminal and perimeter security with the aim to provide a secure, seamless and efficient end-to-end passenger experience.	C	5d
Safety Management Systems (SMS) for Airports Online Code*: TAPP-10 ALSO AVAILABLE IN: FRANÇAIS	✓	A successful SMS reduces the rate of incidents, improves communication and productivity, and helps your airport meet its legal responsibility to manage safety. Learn how to implement an efficient SMS at your airport through which you evaluate, control and prevent costly errors systematically.	C	5d
Total Quality Management (TQM) for Airports Online Code*: TAPG-33	✓	Airports provide services to a range of customers, requiring multiple processes to ensure every experience is positive. This course shows you steps for taking a systematic process-based approach throughout your operations to progressively improve your airport's quality culture, practices and structures.	C	5d

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Academic Programs

Advanced Management Program in Aviation — offered by IATA and Nanyang Business School

Review management practices employed by airlines, airports and regulators to help you navigate the aviation industry's complex business environment.

Online Code*: **DIPL-77**

Advanced Studies in Advocacy, Communication, and External Relations — offered by IATA and University of Geneva

Through this Diploma of Advanced Studies, IATA and the University of Geneva share their best practices to help you successfully develop in an international business environment. Courses are taught by University professors as well as industry experts to provide both academic and practical content.

Online Code*: **DIPL-82**

Advanced Studies in Aviation Management — offered by IATA and University of Geneva

Take a broad and critical view of the global aviation business with this executive program. Designed for working professionals, the Diploma of Advanced Studies in Aviation Management offers a unique combination of academic and industry expertise, and can be pursued on a part-time basis.

Online Code*: **DIPL-37**

Executive MBA (EMBA) in Air Transport — offered by IATA and Nanyang Business School

Our EMBA gives you all the benefits of the Nanyang Business School's world-ranked MBA program with a special focus on the global aviation context.

Online Code*: **DIPL-73**

Leadership & Management Diploma Program

Enhance your critical business knowledge and skills through this highly-acclaimed training program.

Online Code*: **DIPL-40**

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Diplomas

General Management

The diploma gives you the possibility to map your competency development from over 30 IATA courses in topics such as human capital, strategy, project management, leadership and soft skills.

Online Code*: **DIPL-56**

Human Capital Management

People are your number one resource, so maximize their potential! This diploma uses the effective combination of classroom presentations and practical exercises to provide a broad understanding of people management, from selection to performance management and succession planning for measurable human performance improvement in the workplace.

Online Code*: **DIPL-20**

Professional Training

Created for instructors, training specialists, as well as subject matter experts seeking to improve their instructional competencies, this diploma provides participants with a complete array of skills to effectively design, deliver and evaluate training programs.

Online Code*: **DIPL-30**

Project Management

This diploma has been designed in partnership with the Project Management Institute (PMI) and will provide you with a general understanding of project management from its definition to planning and monitoring, and control.

Online Code*: **DIPL-26**

Course Title	Description	Method	Length
Air Transport Fundamentals Online Code*: TCVG-27	 Study the air transportation system plus the roles and functions of airlines, airports, Civil Aviation Authorities and Air Navigation Service Providers.	 	45h
Aviation Human Resources Management Workshop Online Code*: TAPH-77	 This workshop will ensure you are equipped to play an active role in the design and implementation of your team's HR processes. Through practical and performance-oriented training methods, assess your current HR practices and determine the changes needed to make people management an essential component of your business strategy.		3d
Aviation Leadership Development Program in collaboration with Harvard Business Publishing Online Code*: TAPH-79	This 3 month real-time, cohort-based virtual learning program will help you build essential management capabilities and leadership skills. The curriculum covers the topics of Leadership & Influence, Operational Excellence, Global Mindset & Collaboration.		3m
Aviation Strategy Execution Program in collaboration with Harvard Business Publishing Online Code*: TAPH-82	This 3 month real-time, cohort-based virtual learning program will help you build essential management capabilities and leadership skills. The curriculum covers the topics of Strategy Execution, Change Management and Team Leadership.		3m
Building Teamwork and Creativity Online Code*: TAPH-24	This workshop is designed to create a new level of teamwork awareness and creativity, both in management and team members.		1d
Building Teamwork and Stakeholder Management Online Code*: TAPH-80	 This course will increase participants' ability to work in a collaborative and cooperative fashion, to use team member's differences for maximum effectiveness, solve problems and conflicts more efficiently, build trust with peers and plan strategies to manage stakeholder interaction and engagement.		3d

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Course Title	Description	Method	Length
Business Ethics Online Code*: TAPH-65	 Understand key concepts of business ethics and how the adoption of the correct frameworks can enhance organizational performance. This course covers a range of ethical issues and explores employee behaviors and responsibilities, leadership and decision-making, morality, diversity, discrimination and corporate social responsibility.		3d
CAA Compliance with ICAO SARPS Online Code*: TCVG-56	 This course is designed to provide the essential knowledge and skills which will enable State officials at all levels to adequately plan, manage, control and complete the modernization of State civil aviation laws and regulations in order to adequately reflect national policies and to comply with international obligations.		5d
Change Management Online Code*: TAPH-17	 Prepare for important organizational changes with proven methodology and in-class exercises. This course will show you how to develop a change strategy that focuses on the important 'people' side of change and leverages resistance.		3d
Corporate Risk Management Online Code*: TAPH-46	 Understand what risk management is and how it can help an organization better manage its business and be more resilient to performance and economic changes. This course is recommended for safety, quality, and risk managers from all sectors of the industry.		5d
Cultural Intelligence: The Basics Online Code*: TAPH-58	Did you know that 70% of all international ventures fail because of culture? If you are like most people, working with peers or customers from other countries can be both exciting and challenging. Learn how to overcome cultural challenges and how to succeed in our global world by boosting your Cultural Intelligence.		60min
Customer Service Online Code*: TAPH-42 ALSO AVAILABLE IN: ESPAÑOL, FRANÇAIS	 Develop key skills that will create lasting and satisfying relationships with customers. Learn contact techniques to interact and engage customers, handle difficult customers and deal with complaints. Understand different social styles and cultures and study the latest trends in customer service.		3d
Drive Corporate Performance Online Code*: TAPH-40	Understand how to align the organization and explore the connection between a company's strategy, business, HR and control systems. Learn models to evaluate competitive performance and acquire key communication skills to build trust, motivate people and lead teams. Apply techniques to build resilience through times of crisis and change.		5d
Effective Communication Skills Online Code*: TAPH-09 ALSO AVAILABLE IN: ESPAÑOL, FRANÇAIS	 Improve your understanding of cross-cultural differences, explore different methods of communication, and learn how to transfer information clearly and concisely according to the needs of your audience. Practice your inter-personal communication skills through in-class exercises and presentations.		5d
Effective Writing Skills Online Code*: TAPH-73	 Improve your professional and personal writing abilities. Understand the evolution of corporate communication practices and review the basics of writing emails, letters, memos, reports, proposals and more.		3d
Harvard ManageMentor for IATA Students and Graduates Online Code*: TCGP-58	The HMM training program delivers critical leadership and management skills when you need them most.		
Exercising Influence Online Code*: TAPH-87	  Acquire the knowledge, skills and practice to influence others, communicate with impact and credibility, and demonstrate poise and confidence.		3d

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Course Title		Description	Method	Length
Human Resources Management Online Code*: TAPH-06	✓	This course provides an overview of the theory and practice of human resources management function in an organization. It covers the core areas of human resource management, such as human resource planning, recruitment, staffing, performance appraisal, career planning and compensation.	C	5d
Instructional Design Online Code*: TAPH-02	✓	Covering each phase of the design process, this course will teach you how to convert training needs into performance objectives, create a design blueprint, develop instructional content, plan your course delivery and select the most appropriate training activities in each situation.	C	5d
Instructional Techniques Online Code*: TAPH-03 ALSO AVAILABLE IN: ESPAÑOL, FRANÇAIS	✓	Learn how to effectively prepare for, conduct and wrap-up a training event. This course provides you an opportunity to apply the basic principles of active training while you demonstrate your instructional techniques. You will also evaluate the effectiveness of a training event and your skill as a facilitator.	C	5d
International Negotiation Skills Online Code*: TAPH-21	✓	This course will prepare you for each phase of the negotiation process, with techniques, tactics and behaviors regarding when to negotiate and how to achieve successful, win-win results for both parties. You will learn and practice the strategies and skills that will help you become a successful negotiator.	C	5d
International Strategy Planning and Implementation Online Code*: TAPH-22	✓	Learn how to conduct a global strategic analysis, build a competition strategy in international markets, and effectively implement your strategies.	C	3d
Leadership Development and Succession Planning Online Code*: TAPH-23	✓	Key to an organization's sustainability, talent development and succession planning are also tools for motivating staff. This course will show you how to assess talent and succession candidates, and establish development plans for successors and high potential candidates.	C	5d
Lean - Six Sigma in Aviation Online Code*: TAPH-36	✓	Understand the philosophy and practice of lean thinking in aviation and its focus on value for the customer and streamlined business processes. Learn tools that will lead to cost reduction, enable workspace organization, and improve time management.	C	5d
Lean Six Sigma Green Belt Lite - Level 1 Certificate Online Code*: TAPH-69		Obtain a standardized approach to problem solving for the purpose of continuous improvement. Learn how to leverage Lean Six Sigma tools to enhance problem-solving skills and execute the Lean Six Sigma Tools to any aspect of the business.	C	5d
Lean Six Sigma Yellow Belt Certificate Online Code*: TAPH-68		Understand the Lean Six Sigma Methodology and how to leverage its basic tools to enhance problem solving skills for any aspect of business. This course provides a standardized approach to problem solving for the purpose of continuous improvement.	C	3d
Management of Training Online Code*: TAPH-04	✓	Develop your managerial skills and understand how you can align your training department with organizational goals. You will learn the tools to design a successful strategic development plan that supports your company's mission and that best utilizes your available budget and resources.	C	5d
Managing Across Cultures Online Code*: TAPH-35	✓	Cultural biases and behaviors can greatly impact your management style. This course will make you aware of your own cultural biases and how they affect your interaction with clients and colleagues. You will also learn strategies for managing cultural issues in multicultural teams, communications, and common business situations.	C	3d

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Course Title		Description	Method	Length
Managing People and Teams Online Code*: TAPH-84	✓	Improve your effectiveness as a manager to create and strengthen a team, and assess your own strengths and areas for development areas. Understand different behavioral characteristics and how to manage them, and how to get optimal performance results by setting clear expectations.	C	3d
Managing People Performance Online Code*: TAPH-26 ALSO AVAILABLE IN: ESPAÑOL	✓	Maximize the performance of the people you manage by setting clear expectations. Develop your communication and management skills to improve the performance of your staff. Understand what motivates people and identify ways to maintain and enhance employees' ability to produce optimal results.	C	5d
Monitoring and Controlling Multiple Projects, (30 PDUs) Online Code*: TAPH-16	✓	This course will equip you with tools and methodology you can easily apply when taking on multiple projects, programs, and portfolios. This course helps you earn or maintain the PMI credential.	C	5d
Procurement and Contracts Management (30 PDUs) Online Code*: TAPH-28	✓	Learn how to correctly manage and control the end-to-end project procurement framework and contract life cycle, as well as effective strategies to successfully handle suppliers a vendors. Master the step-by-step process for converting needs into outsourced goods and services. This course helps you earn or maintain your PMI credential.	C	5d
Project Management Essentials (30 PDUs) Online Code*: TAPH-05	✓	This course will teach you the fundamentals of project management. Learn how to apply essential project management concepts, deal with changes and challenges, and check the impact of your decisions on project outcomes. This course helps you earn or maintain your PMI credential.	C	5d
Project Management - Advanced (30 PDUs) Online Code*: TAPH-38	✓	Further develop your project planning skills and acquire practical techniques to deal with real projects. You will gain hands-on experience using project software and understand how it can support your project planning. This course helps you earn or maintain your PMI credential.	C	5d
Project Management: Practice and Certification Online Code*: TAPH-83	NEW	Be eligible for the Project Management Professional (PMP)© or Certified Associate in Project Management (CAPM)© exams.	eL	35h
Train the Trainer - Advanced Online Code*: TAPH-30 ALSO AVAILABLE IN: FRANÇAIS	✓	Build on your existing instructional skills, giving you multiple opportunities to evaluate and improve the way you design, conduct, and evaluate a training event. Gain valuable feedback from experienced facilitators in this practical and constructive learning environment. Recommended for experienced instructors and trainers.	C	3d
Training Needs Assessment Online Code*: TAPH-01 ALSO AVAILABLE IN: ESPAÑOL	✓	Learn how to execute an effective training needs assessment so that you can respond more effectively to performance improvement interventions. You will be armed with the tools and knowledge that will ensure that you can ask the right questions, find the answers to performance problems, evaluate barriers and the return on investment. Recommended for training or HR managers and experienced instructors.	C	3d

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IATA Cargo training has an unparalleled track-record in helping thousands of air cargo professionals stay at the top of their game. We offer the industry's most dynamic and innovative training solutions for every aspect of air cargo operations, including on-time performance, business management and strategic planning.

Air cargo operations can be very complex. Precision delivery and safety rely on how well air cargo professionals are trained. Taught by industry experts, our courses focus on industry best practices and change management to help you adapt to the increasingly complex air transport environment. We offer quality training solutions to respond to the diverse learning needs of the industry.

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Academic Program

Supply Chain Management Certificate — offered by IATA and Embry-Riddle

Designed for newcomers to the cargo business as well as individuals currently working in the industry, this joint-certificate addresses topics such as basic cargo procedures, loading, sourcing, procurement, packaging, and distribution.

Online Code*: **DIPL-83**

Diplomas

Air Cargo (Self-study)

This entry-level distance learning diploma will provide you with an understanding of the air cargo industry, how to safely transport cargo by air, and procedures for transporting dangerous goods.

Online Code*: **DIPL-44**

Air Cargo Management

Improve your management skills in order to reduce your operating costs and maximize your cargo business.

Online Code*: **DIPL-41**

Pharmaceutical Handling

This diploma will give you the regulatory and operational foundations you need to start handling temperature-controlled shipments, and show you how to build specialized pharmaceutical services into your daily operations.

Online Code*: **DIPL-78**

Special Cargo Handling

Develop solid foundations for your cargo career by gaining the skills to accept and handle special cargo products such as dangerous goods, live animals, perishables, and pharmaceuticals.

Online Code*: **DIPL-42**

Special Cargo Handling (Self-study)

Learn how to transport special cargo by air with this flexible distance learning diploma.

Online Code*: **DIPL-45**

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Contact: training.cargo@iata.org

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Course Title		Description	Method	Length
Air Cargo Law and Convention Online Code*: TALL-11	✓	Improve your knowledge of international air cargo law conventions and recommended practices to better serve your organization and clients. Analyze successful air cargo performance and learn how to apply recommended cargo practices for conditions of carriage.	C	2d
Air Cargo Management Online Code*: TCGG-01 ALSO AVAILABLE IN: ESPAÑOL	✓	Study basic air cargo regulations, operations, and business practices to improve your management skills and business performance. Learn how to identify the needs of your clients and maintain excellent customer service. This course is recommended for graduates and professionals new to the cargo industry.	C	5d
Audit, Quality and Risk Management for Temperature Controlled Cargo Online Code*: TCGT-03	✓	This course provides a standard internal audit process you can immediately apply within your business to ensure compliance with common regulations and quality standards. Through daily course exercises, you will have the opportunity to use the IATA Time and Temperature Sensitive Audit Checklist and develop corrective actions based on your findings.	C	5d
Cargo English Online Code*: TCGP-23		This entry-level course will help you understand basic cargo terminology and principles. Study different modes of transport, commonly shipped cargo, types of packaging, cargo storage, and what to do in case of loss or damage. Designed for non-native English speakers.	pT	
Cargo Accident Investigation and Prevention Online Code*: TCGP-29		Improve the safety of your cargo operations! Analyze various accident scenarios and learn how to develop effective prevention programs. Gain the skills to successfully investigate and report on accidents and incidents. Designed for warehouse personnel, safety officers, and frontline supervisors.	C	5d
Cargo Advanced Rating and Marketing Online Code*: TCGP-12		Learn how to apply advanced construction and combination principles for unpublished rates, calculate appropriate rates and charges for mixed consignments and ULDs, and complete air waybills. Understand how to develop an advertising budget, select the right advertising media, and use social media.	eT pT	8h
Cargo Airline Customer Service Online Code*: TCGP-70		An introduction to the fundamental elements of customer service and how they can be applied in any organization, for all employees, ensuring they are equipped to meet and exceed the customer's expectations.	C	3d
Cargo Airline Management with Business Simulation Online Code*: TCGG-18	NEW ✓	The program provides a series of exercises to help airline management teams to simulate executive level decision making by assuming roles of the management team of a cargo airline. The course participants will be able to experience, first hand, the complex decision making processes required in the day to day operation.	C	5d
Cargo Claims and Complaint Handling Online Code*: TCGG-11	NEW ✓	This course will provide you with the knowledge of the current crucial legal aspects of carriage of cargo by air for all industry stakeholders who are concerned with effective cargo claims handling and loss prevention.	C	2d
Cargo Introductory Course Online Code*: TCGP-11 ALSO AVAILABLE IN: ESPAÑOL	✓	This course is designed for newcomers to the cargo industry and helps you understand basic cargo terminology and principles, as well as aircraft routings and commonly used industry manuals such as TACT and OAG World Airways Guides. Learn how to follow IATA standards to accept cargo and correctly handle documentation.	eT pT	8h

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Course Title		Description	Method	Length
Cargo Marketing and Advertising Online Code*: TCGM-02	✓	Gain the skills to accurately forecast cargo demand in your region and to prepare creative and cost-effective marketing solutions for your target market. This course requires basic air cargo knowledge and is recommended for marketing and sales managers.	C	4d
Cargo Operations Oversight for Airports Online Code*: TCGP-84		Study the latest regulatory changes in the air cargo industry and learn how to provide operational air cargo oversight at your airport.	C	4d
Cargo Proration Online Code*: TALF-13		Learn how to apply the rules of the Multilateral Prorate Agreements - Cargo (MPA-C) to ensure your airline receives the correct cargo revenue entitlement. Understand the advantages of proration agreements, the various methods of prorating, and the application of relevant provisos and requirements.	C	5d
Cargo Revenue Accounting Procedures Online Code*: TCGP-83		Gain the practical means and knowledge to monitor your cargo sales and revenue processing.	C	5d
Cargo Revenue and Yield Management Online Code*: TCGP-47	✓	Learn to manage sales, pricing, inventory and systems to capture revenue opportunities and remain competitive.	C	4d
Cargo Sales Excellence Online Code*: TCGP-09	✓	Gain the tools and techniques to develop a strategic sales plan in a competitive air cargo industry. Following an in-class case study, you will learn how to benchmark a company's sales plan to determine areas for improvement.	C	4d
Cargo Security Awareness Online Code*: TCGP-79	✓	Get an introduction to key industry regulations and current security threats that directly affect air cargo operations. This course is available in printed format.	eT pT	
Cargo Skills and Procedures Online Code*: TCGP-01 ALSO AVAILABLE IN: ESPAÑOL	✓	This interactive entry-level course will provide you with the basic skills you need to follow air cargo procedures. Learn how to use IATA's TACT manual, accept cargo consignments, complete an air waybill, and deliver excellent customer service.	C	5d
Cargo Skills and Procedures for Freight Forwarders Online Code*: TCGG-12		Learn the fundamental skills and procedures in the air cargo process for American freight forwarders. Gain solid cargo knowledge, skills, and capabilities leading to a more efficient cargo environment.	C	5d
Cargo Supply Chain and Transport Modes Online Code*: TCGP-80	✓	Improve your knowledge of supply chain management, logistics and transport modes. Study different modes of transport, such as road and maritime, the freight forwarding business and supply chain management.	eT pT	
Cargo Warehouse Operations Online Code*: TCGP-64	✓	Gain the skills and knowledge you need to work in air cargo warehouse operations. Study best practices in cargo operations, procedures, documentation and cargo handling. Learn about ULD handling and loading techniques, and how to work safely in a warehouse environment.	C	4d

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Course Title		Description	Method	Length
Cargo XML Messaging and Standards Online Code*: TCGG-06		Analyze how Cargo-XML standards improve information exchange both within a company and between different stakeholders, such as shippers, freight forwarders, ground handlers, airlines, regulators, and customs and security agencies.	C	3d
e-Cargo Business Process and Standards Online Code*: TCGT-07		This course will teach you how to apply the business processes, functional specifications, and standards related to the e-Cargo program.	C	4d
Live Animals Regulations (LAR) Online Code*: TCGP-51	✓	Learn how to use IATA's LAR Manual and how to comply with industry standards. Understand container requirements for live animals, how to protect their safety and welfare, and what to do in an emergency situation.	pT	
Live Animals Regulations (LAR) - Acceptance Staff Online Code*: TCGG-07		Accepting live animals at the check-in desk requires proper awareness of the IATA Live Animals Regulations. This course provides you with the global standard for transporting live animals by air. You will learn everything you need to know to ensure that live animals are checked-in properly to help avoid issues on board.	eL	
Live Animals Transportation Online Code*: TCGP-06 ALSO AVAILABLE IN: ESPAÑOL, 中文	✓	Learn how to use and comply with the IATA Live Animals Regulations (LAR), to ensure that live animals are transported humanely and according to airline regulations and animal welfare standards. Understand the different container needs for live animals and what to do in case of an emergency.	C	3d
Managing Air Cargo Operations Online Code*: TCGP-69	✓	Improve your understanding of operational management tools and techniques to gain the skills to develop and implement cost-effective air cargo operations for your organization. This course is recommended for cargo professionals with extensive management experience.	C	4d
Perishable Cargo Regulations (PCR) Online Code*: TCGP-50	✓	Learn how to use IATA's Shipping perishable Cargo Manual, and how to correctly pack, document and mark perishable cargo. Review special perishable shipping procedures and learn how to manage time and temperature sensitive cargo, such as cut flowers.	pT	
Perishable Cargo Transportation Online Code*: TCGP-21 ALSO AVAILABLE IN: ESPAÑOL, 中文	✓	During this entry-level course you will learn how to safely ship time and temperature-sensitive cargo while complying with industry standards, and how to correctly reference IATA's Perishable Cargo Regulations manual.	C	2d
Professional Air Cargo Supervisor Online Code*: TCGP-75	✓	Making the transition into the role of a supervisor can be difficult without the proper training. Study the tools used by experienced air cargo supervisors that will allow you to plan and manage your daily operations and interactions successfully. Learn management techniques that can be put immediately into action.	C	5d
Safety Management Systems (SMS) for Cargo Airline Online Code*: TCGP-33	✓	Gain the skills to develop a safety culture in your organization! Improve your understanding of SMS and its function, and learn how to implement and manage SMS in cargo operations. Learn how to identify and manage hazards and risks, and how to measure safety performance.	C	5d

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Course Title	Description	Method	Length
Temperature Controlled Cargo Operations Online Code*: TCGP-63 ALSO AVAILABLE IN: ESPAÑOL	 Study industry best practices for packaging, storing and accepting temperature-sensitive shipments through practical exercises. Learn how to create your own Standard Operating Procedures and Service Level Agreements to ensure consistent level of service to your customers.		3d
Temperature Controlled Container Operations Online Code*: TCGP-88	 In just two days, this course will bring you up-to-speed on container types and their special operating procedures so you can ensure your equipment and services meet industry requirements.		2d
Time & Temperature Sensitive Healthcare Products Online Code*: TCGP-97	 This course is designed for personnel involved in the shipment of healthcare and pharmaceutical products, explaining the usage of the IATA Temperature Control Regulation Manual. Learn how to identify different types of perishables shipped by air, and how to list and identify shipper and carrier responsibilities.		
ULD Operations Online Code*: TCGP-30 ALSO AVAILABLE IN: ESPAÑOL, 中文	 This course provides you with working knowledge and skills of ULD handling, and complies with authority requirements for training of all persons involved in ULD operations, including the training requirements specified in FAA AC 120-85 Sec. 268, 269.		3d
ULD Train the Trainer Online Code*: TCGP-44	 Enhance your skills as a Unit Load Device (ULD) instructor with the latest teaching methods.		5d

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CIVIL AVIATION AUTHORITIES



A healthy, well-managed civil aviation sector is vital to the economy of every state. Strong aviation policymaking and regulation support this. Civil Aviation Authorities (CAAs) are responsible for the oversight and regulation of civil aviation with a focus on air safety, security, airspace policy, economic regulation, efficiency, sustainability, consumer protection and respect for the environment. This comprehensive training portfolio extends from introductory to specialized courses for senior civil aviation management, and will assist states in the transformation of civil aviation in line with ICAO provisions.

www.iata.org/training-civav

Diplomas

Civil Aviation Management

Reinforce the skills capacity of your civil aviation sector by training with IATA, a recognized world leader in Civil Aviation training.

Online Code*: **DIPL-25**

Quality Management for Civil Aviation Authorities and Air Navigation Service Providers

Gain knowledge and skills on organizational structure, policies, procedures, processes and resources needed to implement a quality management system in your organization. Use quality assurance and control processes to achieve consistent quality and improve customer service.

Online Code*: **DIPL-87**

Safety Management in Civil Aviation

Gain a solid understanding of ICAO SMS and how to implement this systematic management approach so that you are using SMS to improve safety, as well as business and operational efficiency.

Online Code*: **DIPL-11**

Course Title	Description	Method	Length
Air Transport Economics Online Code*: TCVG-49	 Leveraging IATA's unique industry insight, look deeper into the economic and policy developments that shape the global air transport industry. This course provides economic impact studies that will allow you to examine financial forecasts, industry profitability, and regulations.	C	5d
Air Transport Statistics Online Code*: TCVG-58	 Learn about the Air Transport Statistics programs run by IATA and ICAO including current standards, concepts and methodologies for the compilation of traffic statistics.	C	4d
Air Transportation Management Online Code*: TCVG-10 ALSO AVAILABLE IN: ESPAÑOL, FRANÇAIS	 Get a head start in the industry with this insider's view of the air transportation system. Review aviation-related businesses and organizations and the role they play in shaping the industry. Polish your management and presentation skills while working with experienced instructors and class peers on a unique course integration exercise.	C	5d

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Course Title		Description	Method	Length
Aviation Policy and Advocacy Online Code*: TALG-23	✓	This course shows you how to use advocacy to shape current aviation policy and positively influence your organization's business objectives. Through case studies, classroom discussions and role playing, you will have opportunities to practice basic advocacy skills and develop campaign plans around the issues that matter to you.	C	3d
Civil Aviation Management Online Code*: TCVG-45	✓	The essentials you need to know about CAA functions and responsibilities. This introductory course outlines regulatory frameworks, including the ICAO Annexes and SARPs. You will learn about managing ICAO audits and their outcomes, plus key principles in master planning, business planning and general management.	C	5d
Customer Service for Civil Aviation Authorities (CAA) and Air Navigation Service (ANS) Providers Online Code*: TCVG-24	✓	Improve customer relationship management and customer service for Civil Aviation Authorities and Air Navigation Service Providers.	C	5d
Emergency Response Planning for CAAs and Air Navigation Service Providers Online Code*: TCVG-43		Prepare your emergency plan using this 'all hazards approach'. This course gives you the tools to review your organization's emergency planning mandate, functions and responsibilities within the larger context of a coordinated response.	C	5d
Integrated Aviation Management System (IAMS) Online Code*: TALS-11	✓	Learn how to use a 'system of systems' approach to aviation safety, quality, risk and business management.	C	5d
Management of Aviation Quality and Service - Civil Aviation Online Code*: TCVG-15 ALSO AVAILABLE IN: ESPAÑOL	✓	Updated to include ISO 9001:2015 Quality Management Systems requirements, you will learn how to recognize and implement the key processes associated with a quality management system, how to increase customer satisfaction, and reduce costs.	C	5d
Managing Aviation Policy and Regulation Online Code*: TCVG-26 ALSO AVAILABLE IN: FRANÇAIS	✓	Obtain the necessary competencies to manage economic regulation and develop successful aviation policies. The course provides an opportunity to develop skills, strategies and techniques to influence aviation policy.	C	5d
Managing the Creation of Autonomous Civil Aviation Authorities Online Code*: TCVG-55	✓	Learn to create an autonomous Civil Aviation Authority, including the institutional reform project management plan, mission and structure.	C	5d
Managing the Safety Oversight Function Online Code*: TCVG-13 ALSO AVAILABLE IN: ESPAÑOL	✓	Understand the practical application of the ICAO Universal Safety Oversight Audit Program (USOAP) within a civil aviation authority, including the demands it places on CAAs and their stakeholders. Discover management concepts and programs that will assist you in ensuring safety in day-to-day operations.	C	5d

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Course Title	Description	Method	Length
Planning and Strategic Direction in Civil Aviation Online Code*: TCVG-14 ALSO AVAILABLE IN: ESPAÑOL	 Learn how to apply the latest strategic management theories to civil aviation planning and management.	C	5d
Quality Management Systems (QMS) for Civil Aviation Authorities (CAA) and Air Navigation Service (ANS) Providers Online Code*: TCVG-22	 This course enables you to create a quality culture and audit for quality in your civil aviation authority or air navigation service provider.	C	5d
Root Cause Analysis for Civil Aviation Authorities and Air Navigation Service Providers Online Code*: TALP-37	 Gain the knowledge and skills necessary to facilitate an effective problem analysis. Investigate errors, accidents and incidents and comply with your internal quality processes and international regulations, such as ICAO and EASA using the root cause analysis tools.	C	5d
Safety Management Systems (SMS) for Civil Aviation Online Code*: TALS-03 ALSO AVAILABLE IN: ESPAÑOL, FRANÇAIS	 This course provides the fundamentals for implementing the SMS concept developed by ICAO. Upon completing this course you will have the skills to manage the financial cost of safety, target resources appropriately, manage safety risks proactively, and ensure effective communications on safety.	C	5d
Senior Civil Aviation Management Online Code*: TCVG-06 ALSO AVAILABLE IN: ESPAÑOL	 Through this intensive program, learn how to plan and execute effective, sustainable regulatory and operational services that conform with national air transportation policies. You will have the chance to work with your peers to resolve common industry problems, applying the concepts learned during the course.	C	10d
State Safety Program (SSP) Online Code*: TCVG-90	  Improve your management of State Safety Program defined by ICAO. Benefit from leading practices of successful States in the integrated management of policy and objectives, risk, safety assurance and safety promotion.	C	5d
Strategic Management for Civil Aviation Authorities Online Code*: TCVG-44	 Comprehensive case studies and classroom exercises will help you understand the latest in civil aviation strategic planning. You will learn how to improve business planning processes so that you are prepared to respond to critical events, manage your stakeholders, and develop policy.	C	5d

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DANGEROUS GOODS REGULATIONS (DGR)

Some items may endanger the safety of an aircraft or persons on board, and the air transportation of these dangerous materials can either be forbidden or restricted. We work closely with local governments and ICAO to develop regulations that are effective and efficient, and that ensure the safe transport of dangerous goods by air. Our DGR courses and diplomas help you to stay up-to-date with the latest industry regulations and procedures, and ensure that your dangerous goods shipments comply with industry standards. Learn how to use our industry-recognized DGR manual and gain your certificate to handle dangerous goods shipments.

www.iata.org/training-dgr

Diplomas

Dangerous Goods Operations

Develop a solid foundation for your cargo career by learning the regulatory requirements to handle the air transport of dangerous goods.

Online Code*: **DIPL-16**

Dangerous Goods Quality Specialist

Learn how to plan, implement and evaluate effective training programs, and improve your communication and presentation skills to become a successful DGR instructor.

Online Code*: **DIPL-43**

Course Title	Description	Method	Length
Dangerous Goods Regulations (DGR) - Initial - Category 6 Online Code*: TCGP-03 ALSO AVAILABLE IN: ESPAÑOL, FRANÇAIS, 中文	 Gain the skills to accept, handle and process shipments containing dangerous goods according to the mandatory IATA Dangerous Goods Regulations manual.	C	5d
Dangerous Goods Regulations (DGR) - Recurrent - Category 6 Online Code*: TCGP-04 ALSO AVAILABLE IN: ESPAÑOL, FRANÇAIS, 中文	 Maintain your IATA qualification and learn how to identify and classify dangerous goods items, verify that goods are properly packed, marked and labeled, and fill in the Shipper's Declaration for Dangerous Goods.	C	3d
Dangerous Goods Regulations (DGR) - Instructor Refresher Online Code*: TCGP-05 ALSO AVAILABLE IN: ESPAÑOL, FRANÇAIS, 中文	Update your understanding of the latest dangerous goods regulatory initiatives. You must hold a valid DGR certificate and have a minimum of two years' teaching experience.	C	3d

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Course Title	Description	Method	Length
Dangerous Goods Regulations (DGR) and 49 CFR - Initial - Category 3 Online Code*: TCGP-98	Improve your understanding of DGR regulations and learn how to successfully apply them in your daily work.	C	3d
Dangerous Goods Regulations (DGR) and 49 CFR - Initial - Category 6 Online Code*: TCGP-85	Learn how to transport dangerous goods shipments according to the IATA Dangerous Goods Regulations (DGR) Manual, along with the regulations as defined by the US CAA in the 49 Code of Federal Regulations (CFR).	C	5d
Dangerous Goods Regulations (DGR) and 49 CFR - Recurrent - Category 6 Online Code*: TCGP-86	Revalidate your IATA DGR and 49 Code of Federal Regulations (CFR) requirements with the latest amendments and directives from ICAO, IATA and the US CAA.	C	3d
Dangerous Goods Regulations (DGR) for Auditors and Inspectors Online Code*: TCGP-66	✔ Learn how to perform a dangerous goods audit by breaking down and analyzing each audit stage. Practice techniques to deliver measurable results, and learn how to collect evidence in order to measure compliance with corporate policies, standards and regulatory requirements, and other aviation regulatory agencies.	C	5d
Dangerous Goods Regulations (DGR) for Cabin Crew, Passenger Handling and Security Personnel Online Code*: TCGP-42	If you are involved in the security screening of passengers and crew members, know how to treat the items that can pose a threat to a flight.	eL	8h
Dangerous Goods Regulations (DGR) for Flight Crew and Load Planners Online Code*: TCGP-39	Learn how to comply with requirements to train flight crew and load planners in accordance with IATA DGR.	eL	8h
Dangerous Goods Regulations (DGR) for General Cargo Acceptance Personnel Online Code*: TCGP-40	Learn how to comply with training requirements in processing cargo, mail or stores other than dangerous goods.	eL	8h
Dangerous Goods Regulations (DGR) for Ramp and Warehouse Personnel Online Code*: TCGP-41	Fulfill your dangerous goods training requirements as a freight forwarder, operator, or ground handler.	eL	8h
Dangerous Goods Regulations (DGR) - Initial - Category 3 Online Code*: TCGP-13	✔ This course fulfills ICAO and IATA training requirements and qualifies you to handle and process dangerous goods for carriage of by air for a 24-month period. Review the IATA DGR and understand the legality and the responsibility of shippers, agents, and airlines. Study dangerous goods identification, packaging and documentation best practices, as well as handling, acceptance and emergency procedures.	pT	24h

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Course Title	Description	Method	Length
Dangerous Goods Regulations (DGR) - Recurrent - Category 3 Online Code*: TCGP-14	 Completing this course fulfills ICAO and IATA training requirements and extends your qualification to handle and process dangerous goods for an additional 24 months. Maintain your IATA qualification and receive the current edition of IATA DGR Manual and Training Program Book 1. Learn how to identify and classify dangerous goods items, verify that goods are properly packed, marked and labeled, and fill in the Shipper's Declaration for Dangerous Goods.		24h
Infectious Substances Shipping Guidelines (Self-study) Online Code*: TCGP-43	Examine the technical aspects of how to ship infectious substances by air (Division 6.2 - Category B), and how to promote safe and efficient handling practices in the workplace.		12h
Infectious Substances Transport Online Code*: TCGP-22 ALSO AVAILABLE IN: ESPAÑOL	 Study the technical aspects of shipping infectious substances by air (Division 6.2 - Category A and B). Learn how to reference the current Infectious Substances Shipping Guidelines in order to promote safe and efficient handling practices at your workplace.		3d
Infectious Substances Transport - Train the Trainer Online Code*: TCGG-10	This course will show you how to train personnel at all levels about the intricacies of shipping infectious substances by air.		5d
Instructional Techniques for DGR - Categories 4, 5, 7, 8, 9, 10, 11, 12 Online Code*: TCGH-02 ALSO AVAILABLE IN: ESPAÑOL, 中文	Learn how to incorporate active learning into your dangerous goods awareness training by practicing a variety of adult learning, instructional design and facilitation techniques in the classroom. You need to have a valid DGR certificate for categories 4, 5, 7, 8, 9, 10, 11, 12.		5d
Professional Skills for DGR Instructors - Categories 1,2,3,6 Online Code*: TCGH-01 ALSO AVAILABLE IN: ESPAÑOL, FRANÇAIS, 中文	 Gain the skills to plan a Dangerous Goods training program, open a training session, use active learning, sequence learning activities and conclude a training session, ensuring that your participants will be able to apply the learning back on the job.		5d
Shipping Lithium Batteries by Air Online Code*: TCGP-52 ALSO AVAILABLE IN: 中文	 The IATA DGR and the U.S. 49 Code of Federal Regulations (CFR) are responsible for ensuring the safe transport of lithium batteries. This course is designed to support you with meeting these regulatory requirements and covers all aspects of the identification, packing, marking, labeling and documentation.		2d
Transport of Dangerous Goods by Sea Online Code*: TCGP-81	Gain a detailed understanding of International Maritime Dangerous Good (IMDG) Code regulations and requirements in relation to classification, packaging, vehicle packing and vessel stowage. This entry-level course is designed for professionals new to the transport of dangerous goods.		3d

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ENVIRONMENT AND FUEL



Reconcile the demand for air transport and the need to mitigate its environmental impact. These courses are designed to help you responsibly address environmental challenges such as noise, emissions and waste management, and understand the economics of the emissions cap-and-trade policies and carbon offset programs affecting aviation. Fuel conservation courses give you insight into practices for planning, utilizing and conserving fuel while maintaining quality and certainty of supply.

www.iata.org/training-environment

Diploma

Aviation and the Environment

Be up-to-date on aviation environmental issues and master the knowledge and strategies required to operate sustainably in the aviation industry.

Online Code*: **DIPL-89**

Course Title	Description	Method	Length
Aviation and the Environment Online Code*: TCVG-05	 Get up to date on environmental issues in aviation and how to address them through new technology, improved operations, modernized methods of airspace, and airport management. Learn how to identify key factors for a sustainable industry and develop your own environmental assessment methods.	C	5d
Aviation and the Environment - Managing Green Airports Online Code*: TCVG-80	 Make your airport 'greener' with sustainable aviation! Understand how to manage noise, local air quality, land use planning, water and waste management, biodiversity preservation, community relationship management, major risk prevention and Environment Management System (EMS) implementation.	C	5d
Aviation Fuel Management - Technical Short Course Online Code*: TALF-12	Understand the technical aspects of aviation fuel management.	C	2d
Aviation Fuel Management Essentials Online Code*: TALF-06 ALSO AVAILABLE IN: ESPAÑOL	Find savings for your airline with these best practices for jet fuel management. You will learn how to prepare your airline's fuel budget, select the best jet fuel pricing and supply options for your airline, and manage the fuel tendering process.	C	3d

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Course Title		Description	Method	Length
Biojet Fuel Workshop Online Code*: TALF-55	✓	The fuel of the future? Learn about the different types of biojet fuel currently on the market and discover the benefits they can bring to the industry in coming years. This course answers all of your questions about biojet fuel properties, production, lifecycle, and carbon emissions.	C	2d
Carbon Trading for Aviation Online Code*: TALF-58	✓	Learn how to identify available carbon trading mechanisms, analyze carbon market dynamics, strategies and pricing and how to respond to renewable fuel mandates and minimum sustainability criteria. Assess the impact of the European Union Emissions Trading Scheme on the aviation industry.	C	2d
Climate Change and Aviation Online Code*: TALG-12	✓	This course will provide you with the foundation on climate change and international climate policies.	C	3d
Fuel Efficiency and Conservation Online Code*: TALF-42 ALSO AVAILABLE IN: FRANÇAIS		Want to save 3% to 5% on your fuel bill? Perform a fuel efficiency audit of your own organization and undertake a structured implementation and cultural change program. See how to develop a fuel cost calculator and track the performance of your conservation initiatives.	C	3d

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FARES AND TICKETING

Even though fares can be automatically calculated, you need to keep your pricing skills sharp to be sure you provide competitive quotes and the best advice to your customers. These courses will help you stay on top of changing resolutions so you will accurately price journeys and avoid costly errors or rules that result in customer disappointment and costly debit memos for your travel agency. Simulations, along with practical journey pricing exercises, will ensure you know how to select correct fares, apply the principles of mileage pricing, collect taxes, and interpret rules.

www.iata.org/training-ticketing

Course Title	Description	Method	Length
Accounting and Financial Management for Travel Agencies Online Code*: TTTG-08	This course will help you develop the business planning and accounting skills needed to manage an agency and make important decisions. These skills can help you manage your agency so that it meets IATA's accreditation requirements.	eL	5h
Advanced Skills in Journey Pricing and Ticketing Online Code*: TTTG-15 NEW	Gain confidence in pricing more complex journeys that apply exceptions to standard pricing principles.	eT	90h
BSP Essentials for Travel Agents Online Code*: TTTG-49 ALSO AVAILABLE IN: ESPAÑOL	IATA Accredited Agents participate in IATA's Billing & Settlement Plan, benefitting from selling IATA airline member products with one agreement. The BSP simplifies agency sales reporting and remittance of airline tickets. This training covers all BSP and BSPLink related topics to help you maximize your benefits and stay current on the program.	eL	12h
Fundamental Skills in Journey Pricing and Ticketing Online Code*: TTTG-14 ALSO AVAILABLE IN: FRANÇAIS	Learn the language of fare construction and fare rules so you provide your customers with the best advice and the lowest fare for their air itinerary.	eT	80h
Global Distribution Systems Fares and Ticketing Course - AMADEUS Online Code*: TTTG-26	Learn the principles behind pricing air itineraries and interpret electronic ticket data through simulated use of Amadeus fare, rule and mileage displays to gain confidence and provide accurate information when selling air transportation.	eL	50h
Global Distribution Systems Fares and Ticketing Course - GALILEO Online Code*: TTTG-28	Learn the principles behind pricing air itineraries and interpret electronic ticket data through simulated use of Galileo fare, rule and mileage displays to gain confidence and provide accurate information when selling air transportation.	eL	50h

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Course Title	Description	Method	Length
Global Distribution Systems Fares and Ticketing Course - SABRE Online Code*: TTTG-29	Learn the principles behind pricing air itineraries and interpret electronic ticket data through simulated use of Sabre fare, rule and mileage displays to gain confidence and provide accurate information when selling air transportation.	eL	50h
Passenger Fares and Ticketing - Basic Online Code*: TALF-28 ALSO AVAILABLE IN: ESPAÑOL	With the abundance and complexity of today's fare options, your clients expect you to provide a service that is accurate, fast, and more affordable than the competition. This course teaches the language of fare construction and fare rules so you can provide your customers with the best advice and the lowest fare for their itinerary.	C	5d
Passenger Fares and Ticketing - Advanced Online Code*: TALF-24	For experienced ticket and rate agents. This course will help you master normal fare construction and currency conversion procedures. Learn how to calculate fares for journeys with surface sectors and how to assess the impact of indirect travel limitations on fare construction and embedded surface sectors.	C	1.5d
Passenger Tariff Workshop Online Code*: TALF-25 ALSO AVAILABLE IN: FRANÇAIS	This course is for experienced ticketing agents who are looking to update their knowledge and skills in journey pricing and ticketing. The course features the latest and upcoming changes to principles in mileage fare construction.	C	3d
Repricing Exchanges and Reissues Online Code*: TALF-54	This course prepares you to apply the latest exchange/reissue and netting procedures, manage Electronic Miscellaneous Documents (EMD), handle refund requests, and re-price tickets using either historical or current fares and exchange.	C	4d
Special Fares and Ticketing - Intermediate Online Code*: TALF-40	In this course, you will learn to effectively quote special fares from pricing units, apply the most restrictive conditions and the new formula for fare construction.	C	5d
Ticket Repricing, Exchange and Reissue Online Code*: TTTG-91	NEW Master the principles behind ticket alterations, including ticket exchanges, reissues, and revalidations. Study ticketing procedures as well as refund processing and the collection of rebooking fees.	eT	30h
Travel Agency Fees: A Professional Approach Online Code*: TTTG-13	NEW Learn best practices in setting and implementing travel agency fees, the types of fees collected and best practices in communicating them to your customers.	eL	2.5h

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FINANCE AND ACCOUNTING

In a climate of uncertainty and economic downturns, knowing the tools to protect and maximize your hard-earned revenue is crucial for improving your airlines' bottom-line. With this practical approach to training, you will gain a clear understanding of the intricacies and complexities of revenue accounting. Courses provide updates on revenue accounting procedures and resolutions in the IATA Revenue Accounting Manual (RAM) so that you can identify improper accounting transactions and avoid costly rejections and disputes.

www.iata.org/training-finance

Diploma

Revenue Accounting and Control - Passenger Stream

This diploma improves your understanding of the intricacies and complexities of the revenue accounting and control activities.

Online Code*: **DIPL-29**

Course Title	Description	Method	Length
Accounting and Finance for Non-Finance Managers Online Code*: TAPH-44	This course introduces you to balance sheets, cash flow statements, financial ratios, income statements, budgeting, and forecasting concepts. Learn the language and techniques of accounting to be comfortable looking through an annual report. Develop the ability to use financial statements to assess a company's performance.	C	3d
Airline Finance and Accounting Management (Self-study) Online Code*: TALF-50	 Analyze and control your airline's financial performance with this introduction to airline capital structure and cost classification, cash management and financial planning. Apply your knowledge thanks to hands-on experience with airline case studies.	eT pT	45h
Airline Financial Management Online Code*: TALF-01	Learn key tools for analyzing the financial performance of your airline. This course will show you how to read airline financial statements, identify key indicators of financial health, and benchmark your airline's performance against its competitors.	C	5d
Airlines Understanding and Adopting NDC Online Code*: TALF-79	For airline passenger sales and revenue managers responsible for business development planning, this training provides access to the NDC financial simulator and help build a business case for design and deployment of the distribution strategy.	C	3.5d

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Course Title	Description	Method	Length
BSP Agent Best Practices and Common Solutions Online Code*: TTTG-48 ALSO AVAILABLE IN: ESPAÑOL	Identify common challenges faced by travel agents in BSP and gather solutions and best practices.	eL	2h
BSP Agent Billing Reports and Procedures Online Code*: TTTG-46 ALSO AVAILABLE IN: ESPAÑOL	Learn about the Agent reporting process in the Billing and Settlement Plan (BSP) and how to interpret billing reports.	eL	2h
BSP Agent Remittance Procedures Online Code*: TTTG-47 ALSO AVAILABLE IN: ESPAÑOL	Examine the Agent Remittance process of the Billing and Settlement Plan (BSP), including the reporting calendar and debt identification.	eL	2h
BSP and BSPLink Training Workshop Online Code*: TTTG-02	Learn more about local IATA Billing and Settlement Procedures (BSP) and Governance, and the latest enhancements or functionalities in BSPLink.	C	1d
BSP Essentials for Travel Agents Online Code*: TTTG-49 ALSO AVAILABLE IN: ESPAÑOL	Learn to use BSPLink efficiently, interpret billing reports to reconcile financial accounts, adhere to the reporting calendar, identify debt, credit card fraud prevention best practices and manage or follow up on ADMs and ACMs. This course bundles six modules rich with BSPLink simulations. Each of six course modules is available independently.	eL	20h
BSP Essentials for Travel Agents: Final Examination Online Code*: TTTG-50 ALSO AVAILABLE IN: ESPAÑOL	Demonstrate your knowledge of the Billing and Settlement Plan (BSP) for travel agents and earn an internationally recognized certificate.	eL	2h
BSP Standard Documents and Procedures Online Code*: TTTG-45 ALSO AVAILABLE IN: ESPAÑOL	Minimize costs through a better understanding of ticketing authority and the traffic documents used in BSP.	eL	2h
Card Payment Policies and Fraud Prevention Online Code*: TALF-44	 Get to know the developments in the payment card industry that will impact your business. This course will help you to understand PCI DSS card security standards so you can determine what to include in your fraud prevention strategy and ultimately reduce costs when accepting card payments.	C	3d
IATA Governance and Systems in the BSP Online Code*: TAPH-39	Designed for IATA-accredited travel agents and agencies aspiring to gain accreditation, this course provides an overview of the Passenger Agency Program rules so you can understand how to implement checks and controls within your agency.	C	2d

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Course Title		Description	Method	Length
Integrated Approach to Passenger Revenue Accounting and Control Online Code*: TALF-19	✓	Increase productivity with a complete review of your passenger revenue accounting and control activities. This course will review ways to improve your sales audit and interline billing processes, providing practical examples of interline activities and their financial impact.	C	5d
International Financial Reporting Standards - Introduction Online Code*: TALF-47		Study key International Financial Reporting Standards (IFRS) used for preparing financial statements in the airline industry.	C	3d
Introduction to BSPLink Online Code*: TTTG-44 ALSO AVAILABLE IN: ESPAÑOL		Explore Billing and Settlement Plan (BSP) reporting and remittance processes and BSPLink user functionality.	eL	4h
Introduction to the BSP System and Language Online Code*: TTTG-43 ALSO AVAILABLE IN: ESPAÑOL		Learn how the IATA Billing and Settlement Plan (BSP) works and how it benefits a travel agency. Be able to interpret and use BSP terminology.	eL	
Jet Fuel Price Risk Management Online Code*: TALF-17		Study key price risk management issues for jet fuel purchasing, derivative instruments, and for the management of a fuel hedging program.	C	2d
NDC Awareness for Airline Sales Account Managers Online Code*: TALF-81	NEW	Understand the scope of NDC, how it fits in the distribution ecosystem, and the current level of adoption in the industry.	C	1d
New Distribution Capability Readiness Online Code*: TALG-22	✓	Gain exclusive insight into the future of distribution from a member of IATA's Distribution Data Exchange (DDX) Working Group. Learn about the latest NDC developments and pilot programs, and understand how NDC will change the way the aviation industry operates and markets its products.	C	3d
Passenger Interline Accounting and Control Online Code*: TALF-10 ALSO AVAILABLE IN: ESPAÑOL	✓	Referencing the latest Revenue Accounting Manual (RAM), this course helps you to understand and apply RAM resolutions so that you will receive the appropriate entitlement and achieve cost-effectiveness by eliminating unnecessary rejections and disputes.	C	5d
Passenger Proration - Fundamentals Online Code*: TALF-56 ALSO AVAILABLE IN: ESPAÑOL	✓	This course shows you how to apply the rules of the Prorate Manual Passenger (PMP) and the Multilateral Proration Agreement-Passenger (MPA-P) within your organization. Learn how proration can be a useful tool for maximizing an airline's revenue through pricing policy and fare structuring.	C	5d
Passenger Proration - Advanced Online Code*: TALF-57 ALSO AVAILABLE IN: ESPAÑOL	✓	Improve your skills for calculating the prorate value of passenger flight and excess baggage. Assess your entitlement in accordance with the Multilateral Proration Agreements-Passenger (MPA-P).	C	5d

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Course Title	Description	Method	Length
Revenue Accounting and Control Optimization Online Code*: TALF-32	This workshop touches on the key optimization zones for improving the Passenger Revenue Accounting & Control (PRAC) function.	C	3d
Sales Accounting and Control Online Code*: TALF-09	Achieve maximum accuracy in your passenger sales accounting activities. Learn how to carry out sales accounting functions according to industry standards, analyze sales transactions, implement ticket control procedures, and apply refunds.	C	5d
Simplified Interline Settlement (SIS) - Cargo Online Code*: TALF-71	Understand the impact of SIS cargo interline billings and how to prepare for its implementation.	C	2d
Tax Planning and Compliance for International Airline Professionals Online Code*: TALG-16	This course offers you the combined topics and knowledge of IATA's courses on indirect tax, direct tax, and the tax treatment of flight and cabin crew members.	C	3d
Understanding NDC Architecture Online Code*: TALF-80	This introductory New Distribution Capability (NDC) training course is designed for Information Technology (IT) specialists to gain an understanding about the NDC schemas for shopping and order management, and about the airline reference architecture required to support NDC.	C	2d

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GROUND OPERATIONS



On-Time Performance and safety are—and will continue to be—top priorities for service providers and their airline clients. The ability to deliver on both is a must. This selection of courses and diplomas will equip you with leading practices for balancing performance with safety, and cost effectiveness with customer satisfaction, so you can provide the level of service your clients expect. Standards are essential to keep our industry safe and efficient. We develop all ground operations training using industry reference material, including the Airport Handling Manual (AHM), the IATA Ground Operations Manual (IGOM), and ISAGO Standards and Recommended Practices.

www.iata.org/training-groundops

Diplomas

Airside Operations Excellence

Through these practical and technical courses, learn to perform ramp handling services according to industry standards and gain confidence in your ability to achieve a safe and optimal On-Time Performance (OTP) in your station.

Online Code*: **DIPL-58**

Ground Operations

Formalize your knowledge of international ground operations standards. This diploma will help you integrate operational and management skills for a range of handling functions.

Online Code*: **DIPL-39**

Course Title		Description	Method	Length
Aircraft De-icing Operations Management Online Code*: TAPG-02	✓	Learn the ICAO, IATA, EASA, and FAA aircraft de-icing standards, plus your legal responsibilities when managing these operations. This course is open to airline, GSP, airport, and regulator staff, with the goal of coordinating an efficient winter operation plan between all stakeholders.	C	3d
Aircraft Marshalling and Ramp Hand Signals Online Code*: TAPG-06		This course covers the principles of ramp communications between the ground and cockpit crew, based on the IATA standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM). Offered only on request as in-company training.	C	1d
Aircraft Turnaround Coordination and Loading Supervision Online Code*: TAPG-57	✓	Learn the essential technical aspects of aircraft handling and loading, so that you can lead your ramp team and optimize the use of ground service equipment and manpower.	C	4d
Aircraft Weight and Balance Online Code*: TALP-01	✓	Learn the theories and principles of weight and balance as required in the standard IATA Design Manual and Automated Load Sheet. An all-encompassing course for newcomers to the field of load control, this course prepares you for the Load Controller certification.	C	5d

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Course Title		Description	Method	Length
Airport Ramp Services Online Code*: TAPP-51	✓	Whether you are new to the industry or a recent recruit, this course provides a solid foundation for professional development in the field of ground operations. You will learn the basics of ramp services, plus the ground handling and safety standards you need to know to work safely on the ramp.	eT pT	40h
Airport Services - Passenger Handling Online Code*: TALP-10	✓	This intensive crash course is designed to make you both customer-focused and knowledgeable in the many roles you may fill as a front-line employee. Course topics include customer service and conflict management best practices, combined with a review of international passenger and baggage handling standards.	C	5d
Baggage Claims and Proration Online Code*: TAPG-62		Learn baggage pro-rate from the moment of payment of passenger claim until the agreement is made and the settlement of pro-rate amounts between respective carriers takes place. Looking at various case studies, this course will help you better understand the essentials of the baggage proration process.	C	3d
Business Aviation Handling and Fixed-Base Operations, FBO Online Code*: TAPP-38	✓	The lucrative business aviation niche market requires a higher level of service and customization than standard ground services. This course will show you best practice to incorporate into your FBO business model that will help you meet client expectations and deliver consistent service.	C	3d
Crisis Communications and Media Response for Airport and Station Managers Online Code*: TAPP-39	✓	Is your local staff prepared to speak to the media in the event of a crisis? This course lets you practice your ability to provide adequate, structured information to the media so you can handle immediate media response, before the corporate media response team takes over.	C	2d
Ground Operations Management Online Code*: TALP-52	✓	Learn how to supervise an airline station in a self-handled or out-sourced environment. Get the latest trends in passenger and baggage handling. This course comes with a complimentary copy of the IATA Airport Handling Manual (AHM).	eT pT	70h
Human Factors in Ground Operations Online Code*: TAPG-03	✓	Human error is the leading cause of accidents in our industry. This course reviews the top human factor issues for ground operations, providing tips for improving safety and effectiveness in your operations. This course is recommended for management and operational staff alike.	C	3d
IGOM Implementation and Standardized Procedures Online Code*: TAPP-41	NEW ✓	Learn the scope, applicability and benefits of the IATA Ground Operations Manual (IGOM).	C	3d
Passenger Assessment and Travel Document Checks Online Code*: TAPP-34	✓	Practices that can save your airline from costly delays and penalties. Based on the latest trends and industry best practices, this course provides tools to identify forged documents and potentially disruptive passengers.	C	3d
Passenger Ground Services Online Code*: TALP-51	✓	Learn what it takes to work at one of the airline industry's most visible airport positions and obtain the skills you need to provide assistance and related passenger services at the check-in, gate and concourse of your airport.	eT pT	45h

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Course Title		Description	Method	Length
SGHA-SLA and Effective Negotiation Behavior Online Code*: TAPP-32	✓	This course covers the IATA Standard Ground Handling Agreement section by section, giving you the foundations to write the Annex B and Service Level Agreement accurately and effectively. Learn how to enhance cooperation, efficiency and savings in your negotiations through technical training and exercises that replicate today's global marketplace.	C	5d
Standard Line Maintenance Agreements Online Code*: TAPG-55		A dedicated course for line maintenance buyers, sellers and contract managers. Learn how to use the IATA Standard Ground Handling Agreement to its fullest potential as a commercial agreement and services description document for line maintenance services.	C	3d
Station/Ground Handling Management Online Code*: TALP-02	✓	A review of management responsibilities on the ramp and in the passenger and cargo terminals, this course equips you to improve the On-Time Performance of your station. Learn key ground handling functions, from marshaling to pushback, check-in to deicing within the framework of the IATA Airport Handling Manual.	C	5d
Station Operations Control Online Code*: TAPP-35	✓	For operations officers at GSP control centers and self-handling airlines. Learn key skills to run safe, efficient ground operations: aircraft handling, resource planning, standard messaging, basic slot requests and more.	C	4d

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LAW AND REGULATIONS



International air transportation is governed by a complex and fragmented system of regulatory agencies, requiring regulators and legal staff to have a global perspective of regulatory processes. This selection of courses leverages IATA's extensive international presence to facilitate the cross-border provision of air services in a safe, secure, and economical manner.

www.iata.org/training-law

Academic Program

US Aviation Law - offered by IATA and Embry-Riddle

IATA in partnership with Embry Riddle Aeronautical University (ERAU), have combined their expertise in aviation and continuing education to offer a Diploma in U.S. Aviation Law. The diploma provides a comprehensive overview of U.S. regulation and legislation, and their application to aviation.

Online Code*: **DIPL-90**

Diplomas

Aeropolitical & Industry Affairs

This diploma offers an overview of the regulatory and legal regimes, as well as the international industry affairs applicable to all aspects of the aviation industry.

Online Code*: **DIPL-57**

International Air Law

Study the effects of international air law and regulatory policies on the aviation industry and the key legal components that shape the commercial environment of international airlines.

Online Code*: **DIPL-35**

Course Title	Description	Method	Length
Aircraft Acquisition and Financing Online Code*: TALL-04 ALSO AVAILABLE IN: ESPAÑOL	✓ Before making the right decision, you need to know your options. This course introduces you to the key leasing and financing schemes available for the purchase and operation of aircraft, including straight purchases, secured loans, and government/manufacturer assistance.	C	4d
Airline Contract Law Online Code*: TALL-03	✓ Understand the basics of contract law and drafting principles. Identify the sources of airline contract law, such as international air law, interline, and distribution agreements between airlines. Review aircraft and engine purchase agreements, aircraft charter and wet and dry leases.	C	4d

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Course Title		Description	Method	Length
Aviation Law and Policy in the EU and ASPAC: Liberalization, Competition and Consumer Protection Online Code*: TALL-15	✓	Learn about the most recent developments in European Union (EU) and Asia Pacific aviation legal systems, including changes to liberalization, competition and consumer protection laws.	C	3d
Aviation Law for Managers (non-lawyers) Online Code*: TCVL-01	✓	Acquire a general understanding of public international aviation law and how it is applied to air navigation services, airlines, civil aviation authorities and airports. Designed for non-lawyers, this course was developed in partnership with the EUROCONTROL Institute of Air Navigation Services.	C	5d
Consumer Protection in Air Transport Online Code*: TALM-02	✓	This course provides a clear overview and interpretation of the EU Regulation 261/2004 that will improve how you handle passenger claims when applicable.	C	3d
European Union (EU) Aviation Antitrust Law Online Code*: TALL-13	✓	Gain a clear understanding of the relevant practical issues of EU competition substantive rules, as well as EU institutions and their rules. Review the issues of compliance and enforcement through practical exercises and case studies, using real life examples.	C	3d
European Union (EU) Aviation Law Online Code*: TALL-06	✓	Gain up-to-date knowledge of the challenges faced by airlines operating to, from or within the European Union (EU). Learn how to respond to unique challenges and regulatory innovations in the EU and prepare for the inauguration or expansion of services from and to the EU.	C	3d
International Air Law for Lawyers and Legal Professionals Online Code*: TALL-01	✓	Strengthen your understanding of air service agreements and learn how to negotiate between public and private international air law. Understand the importance of the Chicago Convention in relation to public international air law, and the definitions and conditions of code share agreements.	C	5d
Law of Aviation Insurance Online Code*: TALL-07	✓	Gain clarity on the main aviation insurance conventions and protocols, types of coverage available, and practices for insuring hull and liability risks. Learn how to identify the legal factors an aircraft operator should take into consideration when purchasing insurance coverage.	C	3d

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SAFETY



Safety is the industry's top priority and everyone's responsibility. Our safety training is hands-on, with a focus on practical implementation to help you ensure a safe working environment no matter what your role. Productivity and safety go hand in hand, and this selection of courses will help you achieve both; whether you are managing an SMS, ensuring regulatory compliance, or preparing a response plan.

www.iata.org/training-safety

Diplomas

Integrated Risk Management (IRM)

Learn the integrated risk management techniques developed by IATA for aviation operations. This diploma prepares you to identify the multiple risks that affect organizations in the industry and measure your risk management performance.
Online Code*: **DIPL-65**

Safety Management for Airlines

Gain complete and up-to-date knowledge of current safety management best practice so you can develop and implement safety management principles, ensure continuous safety improvements, and reduce operational risks within your organization.
Online Code*: **DIPL-31**

Course Title	Description	Method	Length
Advanced Safety Management Systems (SMS) in Civil Aviation Online Code*: TCVG-30 ALSO AVAILABLE IN: ESPAÑOL	 This course will help you streamline your company's processes and demonstrate improved safety performance to management, insurance underwriters, clients, and regulatory agencies. Managers and staff from safety offices will particularly benefit from the course, as will representatives from civil aviation authorities.	C	5d
Aircraft Recovery Online Code*: TALS-15	 Gain the necessary skills to effectively handle an aircraft recovery event. Course content is based on the Aircraft Recovery Task Force (ARTF) Part One and meets the training requirements set by ICAO for disabled aircraft operations.	C	5d
Airline Safety Investigation Online Code*: TALP-25	 This course enables airline staff members to participate in an aircraft accident and serious incident investigation in accordance with ICAO Annex 13 standards. Special attention is given to understanding the underlying causes of accidents and incidents in order to improve safety and prevent future occurrences.	C	5d
Airside Operations - Safety Compliance Online Code*: TALP-07	 Safety compliance in airside safety operations is key to avoiding costly incidents and damaging accidents. This course will demonstrate how to align with the latest best practices and regulations, providing detailed explanations on the role of airside safety in the SMS.	C	5d

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Course Title		Description	Method	Length
Crew Resource Management (CRM) Implementation Online Code*: TALS-44	✓	This course examines the complex threat and error environments common to today's workplace, providing best practices to increase flight safety. A recognized standard throughout the industry, IATA's CRM training is used by leading airlines to improve teamwork within their crews and reduce the frequency of accidents.	C	3d
Crew Resource Management for Instructors (CRMI) Online Code*: TALS-43	✓	This course lets you practice teaching techniques that will make your CRM training effective and motivating for your students. Throughout the course, you will be asked to present mini lessons, receiving valuable feedback from our experienced instructor and your classmates.	C	3d
Crisis Management Center (CMC) and Family Assistance Online Code*: TALP-21		Understand your airline's responsibilities in the aftermath of an accident and how to effectively allocate your resources. Gain the skills to address the needs and concerns of accident victims and their families. Learn how to successfully handle media challenges to protect your airline's reputation and business.	C	3d
Developing an Effective Safety Culture Online Code*: TALS-28	✓	A functional safety culture brings open communication, continuous improvement and increased productivity, but requires continuous effort from all levels of the organization. This course presents a rigorous approach to aligning organizational culture with safety culture, allowing you to reinforce safety in your organization.	C	2d
EASA Fuel Tank Safety - Level I Online Code*: TALS-29		This convenient one-day course provides in-class familiarization training for maintenance and quality managers as required by the European Aviation Safety Agency and similar authorities.	C	1d
EASA Fuel Tank Safety - Level II Online Code*: TALS-37		This comprehensive course meets European Aviation Safety Agency fuel system safety training requirements for all staff involved in inspection standards and maintenance procedures. Learn the theoretical and practical fundamentals for ensuring the integrity of a system's features and preventing unsafe conditions.	C	2d
Emergency Planning and Response for Airlines Online Code*: TALP-04	✓	This course gives you essential skills to take on a leadership role in an airline emergency response organization. Learn about the design, implementation and optimization of an ERP according to industry practice and regulatory requirements. Review training methods that will help you deliver exercises and rally support from involved parties.	C	3d
EU Ramp Inspection Program (RIP) Essentials Online Code*: TALS-38		Understand the EC SAFA program principles your airline must follow to comply with international safety standards. Learn what items are checked during a SAFA audit, consequences of audit results, and the link to the EU list of air carriers subject to an operating ban.	C	2d
Fatigue Risk Management Systems (FRMS) Online Code*: TCVT-33	✓	Bring the benefits of a Fatigue Risk Management System to your team or organization. Referencing the most recent ICAO material, this course will show you how to implement FRMS policy, documentation and processes that can also be integrated with your Safety Management System. For air crew, operations and safety managers.	C	3d
Human Factors in Aviation Online Code*: TCVT-05 ALSO AVAILABLE IN: ESPAÑOL, ITALIANO	✓	Human error has become a major concern for air crews, maintenance practitioners and air traffic management. This course provides a comprehensive overview of human factor research and methodologies to help you understand how people can perform as safely and efficiently as possible on the job.	C	5d
Introduction to Safety Management Systems (SMS) Online Code*: TCVG-70		Understand the function, role and importance of developing and implementing a Safety Management System (SMS), and how you can build a positive safety culture in your organization.	eT pT	10h

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Course Title	Description	Method	Length
Introduction to Safety Management Systems (SMS) Online Code*: TCVG-72	This course will help participants and organizations understand the function, role and importance of developing and implementing a Safety Management System (SMS).	eL	2h
IOSA-SMS Requirements Online Code*: TALS-22	✓ IOSA is a key component in the industry's efforts to improve aviation safety, with leading airlines from all regions incorporating IOSA standards into their operations. This course shows you how to comply with the latest IOSA provisions for SMS implementation.	C	3d
Managing Accident Prevention and Investigation Online Code*: TCVG-16	✓ Learn aviation incident and accident investigation requirements, techniques and working practices. Acquire a structured approach to managing safety to prevent incidents and accidents. This course provides an overview of ICAO Annex 13.	C	5d
Operational Risk Management (ORM) in Civil Aviation Online Code*: TCVG-60 ALSO AVAILABLE IN: ESPAÑOL, FRANÇAIS	✓ Apply the latest in risk management to everyday aviation operations across the organization at every level of the decision-making process.	C	5d
Risk Management Implementation Online Code*: TALS-33	✓ This course is an intensive, hands-on workshop that will enable you to confidently identify and manage risks in your department or station.	C	5d
Root Cause Analysis Online Code*: TALS-42	Learn the Root Cause Analysis techniques that are essential for compliance with ICAO and EASA SMS requirements and conformity with IATA's IOSA and ISAGO audit programs. This course covers problem solving and corrective action planning processes you can apply in your organization to start improving your operational performance.	C	5d
Safety (SMS) and Quality Management (QMS) Processes in Civil Aviation Online Code*: TCVG-38	✓ Learn how to build a management system that integrates safety, quality and risk processes across your operations. This course focuses on the importance of change management, structural changes to your organization, and the streamlining of processes.	C	5d
Safety Interviewing of Aviation Agents and Witnesses Online Code*: TCVG-41	✓ Practice your skills to obtain valuable safety information when taking part in an incident or accident investigation. This course equips you with practical interview techniques for overcoming common pitfalls, and interpreting verbal and non-verbal communication.	C	5d
Safety Management Systems (SMS) for Airlines Online Code*: TALS-01	✓ This systematic SMS approach ensures both safer operations and improved overall efficiency through improved organizational structure, staff accountabilities, policies and procedures. Developed in accordance with ICAO Annex 19 provisions, this course helps you fulfill SMS requirements and establish a functional SMS within your operations.	C	5d
Safety Management Systems (SMS) - Implementation and Control Online Code*: TALS-06	✓ This practical course gives you the expertise to implement a successful SMS in your organization. Learn the latest tools and processes to develop a manageable workload. Understand the importance of proactive risk management and learn how to promote and maintain a safety culture within your organization.	C	3d

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Course Title		Description	Method	Length
Safety Management Systems (SMS) - Train the Trainer Online Code*: TALS-35		Improve performance, introduce safer operations and reduce costs in your organization with the latest SMS training practices. This course provides you with the skills and experience you need to deliver effective SMS training. Learn how to comply with ICAO SMS requirements and how to develop SMS training relevant to your organizational needs.		3d
Safety Performance Indicators Online Code*: TALS-50		Define any required corrective actions, monitor known safety risks and detect emerging ones using safety performance indicators. Provide your regulator evidence of the effectiveness of your SMS and gain knowledge and skills necessary to develop safety performance indicators in your organization.		3d
Safety Risk Management Online Code*: TALS-46		Review your safety risk management process according to the ICAO safety performance requirements. Learn how to improve your operational safety by correctly identifying hazards, providing effective controls to mitigate safety risks, and reducing equipment loss and damage.		3d

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SECURITY



Threats to our industry continue to evolve in scope and complexity. And in an industry as interconnected as ours, effective security can only be achieved through a coordinated effort. Whether you work in the air, on the ground or in management, this selection of diplomas and courses will help you play your part in keeping our industry safe. Many of our existing courses have been updated to include the latest screening techniques and inspection procedures used to expedite the movement of people and goods across international borders.

www.iata.org/training-security

Diplomas

Aviation Security Management

An AVSEC manager must have oversight of the multiple activities performed in day-to-day operations, while keeping on top of continuous regulatory developments. This diploma validates your ability to manage your team, suppliers, resources, and business processes in line with current industry standards.

Online Code*: **DIPL-28**

Aviation Security Operations

If you manage airline, airport or cargo security operations, you have to work closely with numerous stakeholders on the job. This diploma validates your understanding of the key players in aviation security: their organizational structure, operating procedures, and regulatory requirements.

Online Code*: **DIPL-27**

Aviation Security Screening

Give your newly recruited security staff a clear career path with this program. Trainees will be prepared to work in access control, x-ray screening and checkpoint supervisory roles, through courses offered in a blend of self-study and in-class training. Elective courses allow further options to specialize in passenger screening, air cargo screening or aviation security training.

Online Code*: **DIPL-64**

Supply Chain Security Management

Develop your credentials as a cargo security specialist with this specialized program. With subject matter direct from the organizations that set the standards for the industry, you will build a skill set you can use throughout the dynamic air cargo sector.

Online Code*: **DIPL-84**

Course Title	Description	Method	Length
ACC3 Aviation Security Independent Validator Online Code*: TCGP-31	By 2019 there will be thousands of air carrier stations, regulated agents and known consignors requiring validation and re-validation. This course will help you become an Independent Validator who provides the ACC3 designation to businesses wishing to ship into the European Union.	C	5d
ACC3 Aviation Security Independent Validator - Recurrent Training Online Code*: TCGT-06	This course fulfills requirements as per the Regulation (EU) No 185/2010 - 11.6.3.5 (e) to ensure you are current with regulatory developments.	C	2d

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Course Title	Description	Method	Length
ACC3 Readiness Workshop Online Code*: TCGP-32	Prepare your organization for the mandatory ACC3 EU Security Validation and ensure that you will be able to continue transporting air cargo and mail into the EU. Study the applicable EU regulations and checklist items, and learn how to use the IATA-developed, self-assessment tool kit.	C	3d
Air Cargo Security Online Code*: TSCG-02 ALSO AVAILABLE IN: FRANÇAIS	✓ Prepare your business to meet the latest cargo security regulations with threat assessment and planning techniques you can easily apply within your operations. Designed for airline, cargo service provider and government authority security staff, this course uses practice scenarios to review threats at multiple points in the supply chain.	C	5d
Airline Security Operations Optimization Online Code*: TSAL-02	✓ As an airline security manager, you have to react to airline and airport regulations as quickly as they develop. This course gives you access to the most current industry developments and provides planning exercises to integrate into your operations so you can be sure you are always up-to-date.	C	5d
Airport Security Operations Optimization Online Code*: TSAP-02 ALSO AVAILABLE IN: ESPAÑOL	✓ A comprehensive introduction to the aviation security operational landscape, from international law to screening practices at the airport. This course will bring government officials and law enforcement staff up to speed on a range of security measures at the airport.	C	5d
Aviation Cyber Security Online Code*: TSCS-59	✓ This course will help your organization determine where to start in what can seem like a never-ending effort to protect your information and systems.	C	3d
Aviation Security Awareness Online Code*: TSCS-13	✓ Whether you work with passengers, cargo or at a security checkpoint, you play a role in keeping the industry safe. This course introduces you to the security measures and regulations you need to know to work responsibly, outlining practices you can use on the job to identify potential security threats.	eT pT	24h
Aviation Security Management Online Code*: TSCV-02 ALSO AVAILABLE IN: ESPAÑOL	✓ Security threats are unpredictable, constantly taking new forms. Through daily simulation exercises, this course lets you test your ability to work under pressure in a range of day-to-day operational and crisis situations. This course is recommended for airline and airport managers, law enforcement staff, and government officials.	C	5d
Aviation Security Management - Advanced Online Code*: TSCV-01	✓ This course helps you see the big picture when it comes to managing the internal and external factors that affect your AVSEC operations. Learn how to select contractors, facilitate customer service, and evaluate the effectiveness of your procedures and screening points.	C	5d
Aviation Security - Train the Trainer Online Code*: TSCS-06	✓ You have to be more than a security expert to deliver effective training. This course gives you opportunities to practice your teaching skills, from lesson planning to in-class delivery to student assessment, so you can ensure clear, engaging instruction. Covering training skills plus a mini AVSEC refresher, this course is ideal for new trainers.	C	5d
Behavioral Analysis and Predictive Screening Strategies Online Code*: TSCS-37 ALSO AVAILABLE IN: ESPAÑOL	✓ Designed for experienced screening staff working in airports, airlines and for law enforcement units, this course shows you how to detect suspicious signs and behavior before even making contact with a passenger. An important new development in security screening, these techniques can help increase efficiency and reduce queuing times.	C	4d

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Course Title	Description	Method	Length
Consignment Security Declaration (e-CSD) Standards and Implementation Online Code*: TSCS-48	 Endorsed by ICAO and adopted by a growing number of countries around the world, the CSD is recognized as the industry standard for documenting secure cargo throughout its journey. If your business is planning to go paperless, this course will explain the messaging standards and technical requirements you must meet to implement the e-CSD.		3d
Customs Security and Facilitation Online Code*: TSCS-04	 Tightened security on goods crossing international borders can mean new, labor-intensive processes for your business. Learn how to apply WCO SAFE framework, EU Authorized Economic Operator and US Air Cargo Advanced Screening Program requirements without complicating your business processes.		3d
Effective Employee Background Vetting Online Code*: TSCS-60	 Based on recommendations from the ICAO Universal Security Audit Program and the IATA Security Manual, this course helps you develop an employee background vetting program that fits the context of your company.		3d
In-flight Security Online Code*: TSCS-17	 From minor incidents to bomb threats and hijacking situations, this course takes a practical approach to in-flight security training. Learn the standards and techniques used throughout the industry to handle passenger disturbances; then put them into practice during simulation exercises in the safety of the classroom. An ideal course for teams.		5d
Passenger Data Program Online Code*: TSCS-58	 This course will answer your questions about API, Interactive API (IAPI) and PNR data, as well as the many standards currently used to transmit them. Working from the API-PNR Toolkit, the practical exercises in this course will also help you understand the steps to build a data program in alignment with international standards.		3d
Recurrent Aviation Security Training Online Code*: TSCS-05	 Authorities around the world require recurrent training for airport, airline and warehouse security staff. This course covers the training requirements recommended by ICAO, EU, TSA, and other major security programs to help keep your organization compliant. Course contents are updated at the beginning of each calendar year.		3d
Security Audit and Quality Control Online Code*: TSCS-10	 Ensure your compliance with ICAO Annex 17 audit requirements, plus international and national security programs. Beneficial for both entry-level auditors and quality managers preparing for an audit, this course explains the audit and quality control procedures required in multiple security segments.		5d
Security Checkpoint Management Online Code*: TSCS-38	 Evaluate the capabilities and limitations of your technology and team against the IATA-ACI Security and Egress Project criteria to increase efficiency in your screening operations.		5d
Security Management Systems - SeMS Online Code*: TSCS-18 ALSO AVAILABLE IN: ESPAÑOL	 Learn the essentials of IATA's SeMS initiative and how it can make your organization IOSA compliant. Leave the course with tools to build a SeMS that produces measurable and auditable results. This course is recommended for anyone with AVSEC responsibilities.		5d
Security Risk and Crisis Management Online Code*: TSCS-28	 Is your team prepared to react in the event of a crisis? This course will show you how to address security vulnerabilities in your organization and equip your facility to handle the aftermath of a crisis. Learn how to assess risks, develop a crisis plan and set up a crisis center. For managers and above.		5d
Security X-ray Screening Operations Online Code*: TSCS-03	 Certify your staff for airport baggage, cargo, and mail facility screening according to European Commission regulations. Please note this course is only available as an In-company course.		4d
Unruly Passenger Prevention and Response Online Code*: TSCS-16	 An unruly passenger can pose a real threat to safety and, in extreme cases, cause costly delays. Whether you work in the air or on the ground, the practical training methods in this course will help you handle incidents objectively and with confidence, with tactics for calming unruly behavior at its earliest stages.		3d

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TRAVEL AND TOURISM



Increased competition and technology are pushing travel professionals to innovate products, services, and sales practices to meet the expectations of today's traveler. Whether you are looking to become an agent, move up the ranks, or start your own business, this collection of courses will ensure you have the knowledge and skills to work in a dynamic industry with success. Learn about new products, trends and marketing approaches to support the growth of your travel business and career.

www.iata.org/travel-tourism

Diplomas

Foundation in Travel and Tourism

Study the basics of the travel and tourism industry and understand what it takes to become a successful travel professional.

Online Code*: **DIPL-22**

Managing the Travel Business

Build your management and administration skills with training in accounting, negotiation, marketing and product development. This diploma also prepares you to be a motivating team leader.

Online Code*: **DIPL-24**

Travel and Tourism Consultant

Prove your skills as a travel consultant. Learn how to interpret IATA resolutions that apply to accredited travel agencies, use effective selling skills, construct fares and manage exchanges and reissues.

Online Code*: **DIPL-14**

Travel Sales and Operations

Gain the skills to construct complex travel itineraries, make ticket alterations, and understand relevant industry laws. Receive an android tablet when you register for the diploma.

Online Code*: **DIPL-55**

Course Title	Description	Method	Length
Destination Geography Online Code*: TTTG-82	Build your confidence and ability to sell destinations, answer common questions about them, and provide valuable travel advice to your customers.	eL	20h
Food and Beverage Manager Online Code*: TTTG-77	Learn how to manage a team of food and beverage servers and supplies to ensure optimum efficiency in a dining facility.	pT	240h
Foundation in Travel and Tourism with Abacus Online Code*: TTTG-04 ALSO AVAILABLE IN: FRANÇAIS	 Acquire essential knowledge and skills to work in the travel and tourism industry and become an effective travel professional.	eT pT	200h

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Course Title	Description	Method	Length
Foundation in Travel and Tourism with Amadeus Online Code*: TTTG-05 ALSO AVAILABLE IN: FRANÇAIS	 Acquire essential knowledge and skills to work in the travel and tourism industry and become an effective travel professional.	eT pT	200h
Foundation in Travel and Tourism with Galileo Online Code*: TTTG-06 ALSO AVAILABLE IN: FRANÇAIS	 Acquire essential knowledge and skills to work in the travel and tourism industry and become an effective travel professional.	eT pT	200h
Foundation in Travel and Tourism with Sabre Online Code*: TTTG-07 ALSO AVAILABLE IN: FRANÇAIS	 Acquire essential knowledge and skills to work in the travel and tourism industry and become an effective travel professional.	eT pT	200h
Geography in Travel Planning Online Code*: TTTG-53	In order to successfully sell travel products, you need to understand what drives travel choices. Study world geography and time zones to better advise clients on travel destinations and tours, and explore different regional modes of transport to offer customized travel itineraries.	eL	20h
Managing a Corporate Travel Program Online Code*: TALF-83	 As you seek to serve your corporate clients better, this course will show you how to help your clients gain control of their travel expenses.	C	2d
Managing a Corporate Travel Program Online Code*: TALF-76	Business travel and expenses are one of the highest single expenditures for any organization. In this course you will learn how to reduce travel costs and make a real impact on the bottom line.	C	3d
Managing the Travel Business Online Code*: TTTG-10	 Build management skills through this training, with competencies in people management, accounting, negotiation, marketing, and product development. This course prepares you to develop your business skills and be a motivating team leader.	eT pT	150h
Selling and Managing Airline Reservations and Travel in Amadeus (SMART Amadeus) Online Code*: TTTG-88	 Learn how to make and manage bookings for flights, hotels and car rentals in the Amadeus system, based on simulated GDS functionality. Essential skills and knowledge learned for travel industry newcomers working in travel sales.	eT	65h
Selling and Managing Airline Reservations and Travel in Galileo (SMART Galileo) Online Code*: TTTG-30	 Learn how to make and manage bookings for flights, hotels and car rentals in the Galileo system, based on simulated GDS functionality. Essential skills and knowledge learned for travel industry newcomers working in travel sales.	eT	65h
Selling and Managing Airline Reservations and Travel in Sabre (SMART Sabre) Online Code*: TTTG-31	 Learn how to make and manage bookings for flights, hotels and car rentals in the Sabre system, based on simulated GDS functionality. Essential skills and knowledge learned for travel industry newcomers working in travel sales.	eT	65h

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Course Title	Description	Method	Length
Selling International Rail Transportation Online Code*: TTTG-68	Add rail travel to your product mix. This course will help you understand common types of rail products, their benefits, and the terminology specific to international rail travel.	eT	20h
Serving the Travel Customer Online Code*: TTTG-66 ALSO AVAILABLE IN: FRANÇAIS	Customer service is important in the competitive travel industry, helping you successfully retain business, attract clients and foster positive agent-customer interactions. This eLearning course recommends practical ways to stay in touch with traveling customers and win customer loyalty.	eT	20h
Social Media for Travel Industry Online Code*: TTTG-69	This course explains the steps for marketing activities through four major social networking platforms: Facebook, Twitter, YouTube and LinkedIn. Learn about the role social media plays in the travel industry and, most importantly, how to implement social media strategies that can increase business opportunities.	eL	20h
Tourism Essentials Online Code*: TTTG-78 ALSO AVAILABLE IN: FRANÇAIS	Improve your basic occupational knowledge and skills in the tourism industry.	pT	40h
Travel and Tourism Consultant Online Code*: TTTG-09	 The course focus is on the travel professional as a specialist. You will learn skills in selling niche travel products, improve your ability to interpret and apply industry resolutions applicable to IATA accredited travel agencies, including BSP remittance and settlement procedures.	eT pT	140h
Travel and Tourism Workshop Online Code*: TALF-74	The Travel and Tourism Workshop provides you with a broad understanding of the global Tourism sector, and equips you with the knowledge and skills to maximize the business potential of this industry for your market.	C	5d

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WHAT OUR PARTICIPANTS ARE SAYING

“IATA training courses play a very important role in national civil aviation capacity building, which is part of UN mandated activities. I would like to express my gratitude for the quality and extraordinarily professional level of ALL courses delivered by IATA.... IATA is a model for international industry standards and best practices implementation.”

Mr. Anochkine
UNMIT

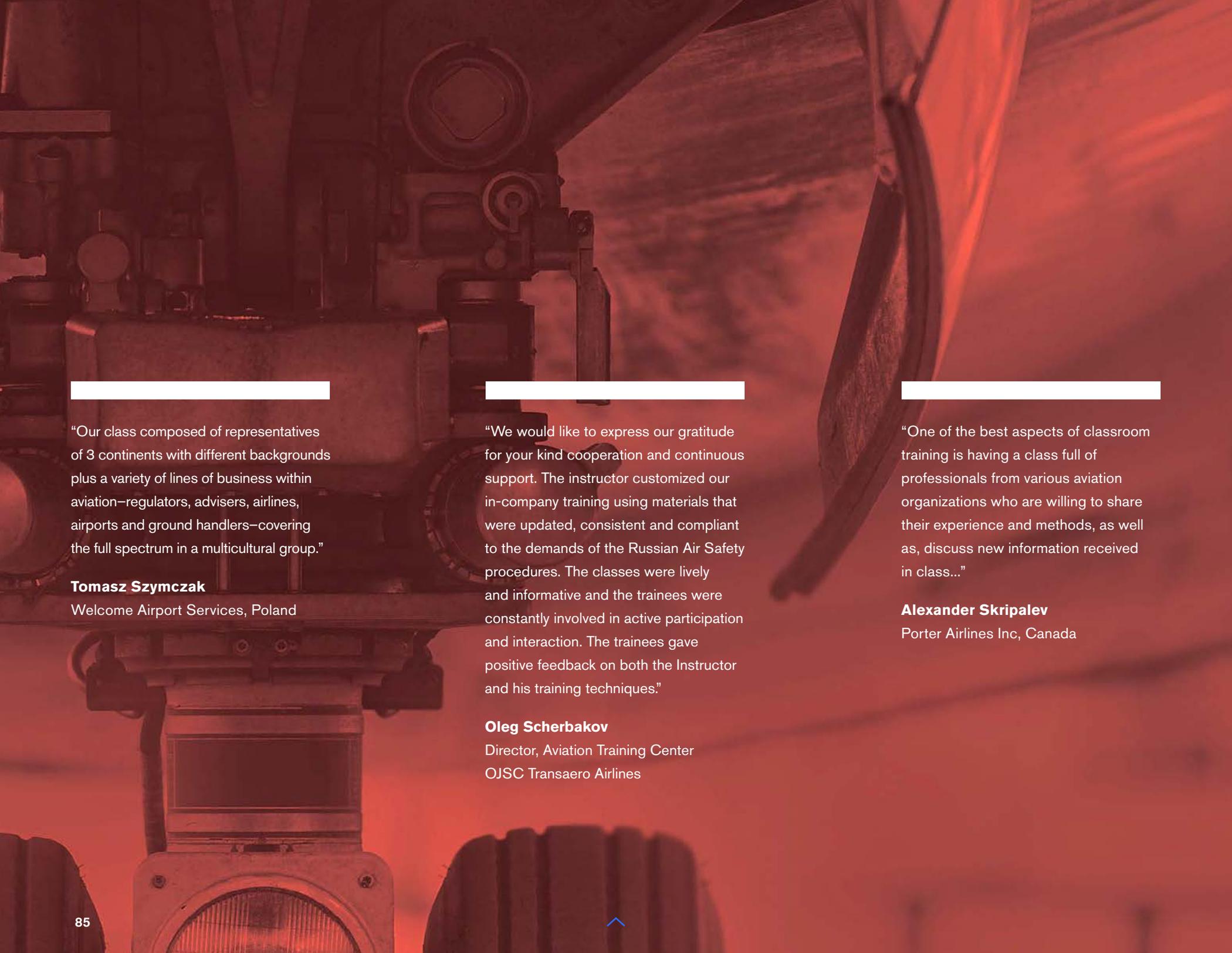
“The SMS for Airlines course is one of the best I have taken during my 25+ years in the industry. Working for an organization that supports and promotes global safety, I am certain IATA’s safety training contributes to reducing industry accidents and hazards.”

Mohammed Eturki
National Air Services (NAS)

“We took a holistic corporate approach to bring IATA training to CAL, conducting sessions in-house. This guaranteed we covered every aspect of the company and ensured standardization across the entire chain. As a result, we see an increase in the quality and efficiency of in-house service. The value I received was tremendous, and the whole team was left feeling empowered. The up-to-date information and increased knowledge has helped us to raise the quality of our service to customers, improve aspect of our business.”

Navot Hirschhorn
Temperature Controlled & Special
Products Manager
CAL Cargo Airlines





“Our class composed of representatives of 3 continents with different backgrounds plus a variety of lines of business within aviation—regulators, advisers, airlines, airports and ground handlers—covering the full spectrum in a multicultural group.”

Tomasz Szymczak

Welcome Airport Services, Poland

“We would like to express our gratitude for your kind cooperation and continuous support. The instructor customized our in-company training using materials that were updated, consistent and compliant to the demands of the Russian Air Safety procedures. The classes were lively and informative and the trainees were constantly involved in active participation and interaction. The trainees gave positive feedback on both the Instructor and his training techniques.”

Oleg Scherbakov

Director, Aviation Training Center
OJSC Transaero Airlines

“One of the best aspects of classroom training is having a class full of professionals from various aviation organizations who are willing to share their experience and methods, as well as, discuss new information received in class...”

Alexander Skripalev

Porter Airlines Inc, Canada



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