



# IATA Training Unsupervised Online Examination Student User Guide

v2.1

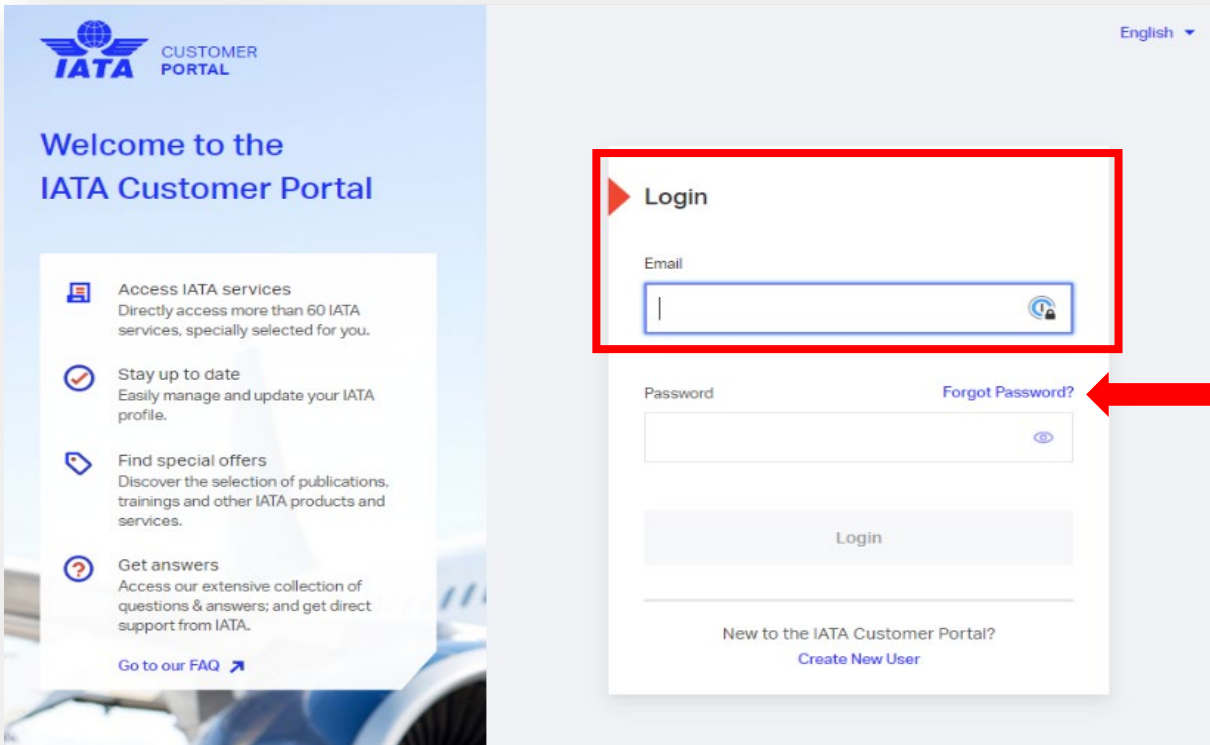


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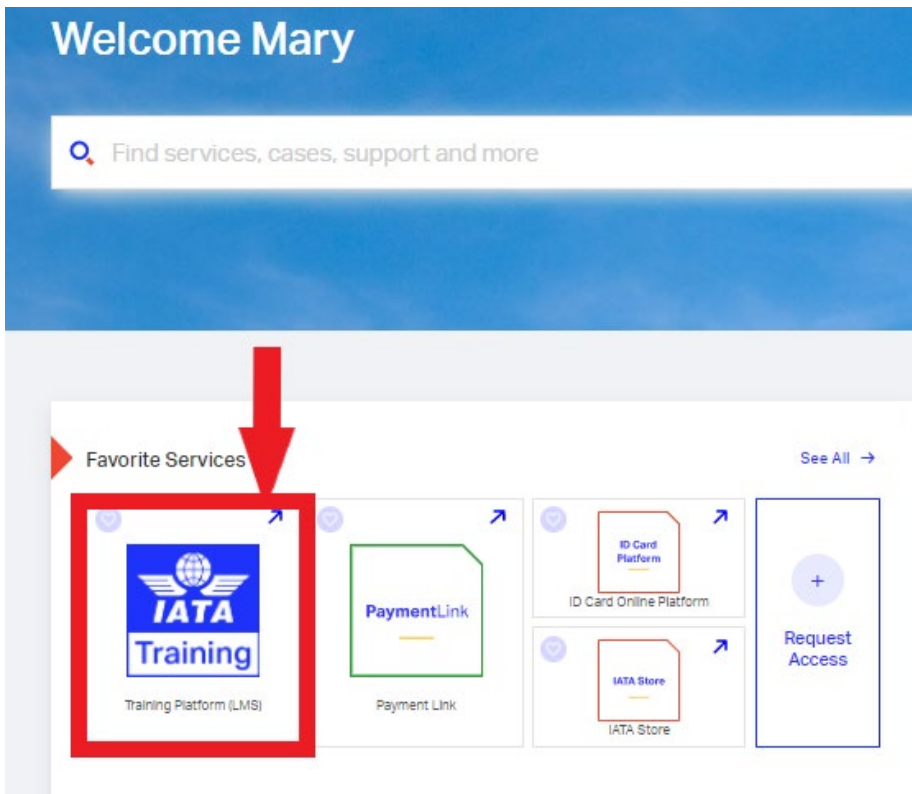
# 1. How to login to your Training account

- Login to the IATA [Customer Portal](#) and enter your username (your login email address) and password.
  - If you have forgotten your username and/or password, please click on **Forgot Password?** to reset your login credentials.

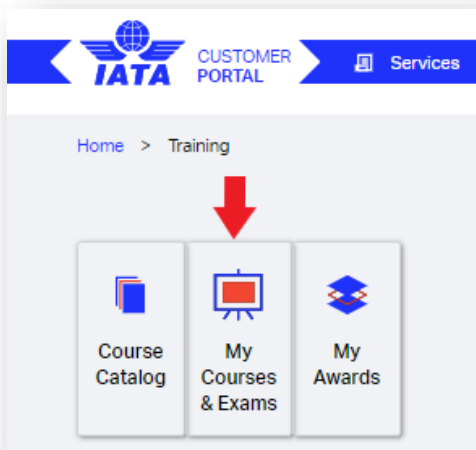




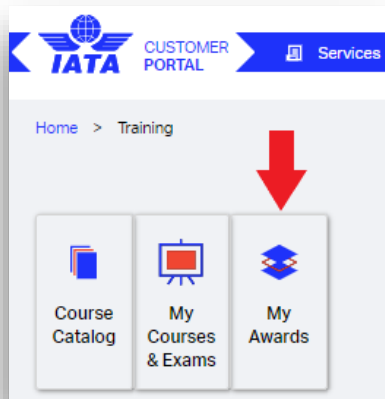
- When you enter the Customer Portal, you will see a list of available services. Make sure that the Training Service is selected as a favorite.
- Click on IATA Training Platform (LMS).



- Then select **"My Courses & Exams"**.



- **"My Awards" tab is currently under development.** Secured Digital Awards are automatically sent by email, as per the [IATA Online Exam with Remote Supervision Calendar](#). To view your Certificate for an unsupervised course, click on "My Courses & Exams", then select "My Profile", then select "My Awards".



- If your Training profile is incomplete, you will be required to complete your Training profile. To learn how to complete your Training profile, you can watch our [video tutorials](#).



## 2. How to find your courses and exams

- Once logged in, please go to **My Bookings** where you will see your available courses and exams.

**Product Search** **My Bookings** **My Profile** **Logout**

### My Profile

\* Visit [iata](#) to edit your profile.

<b>User ID:</b>	271696	<a href="#">Review Purchases</a>
<b>Name:</b>	Jane Doe	<a href="#">My Awards</a>
<b>Personal email:</b>	training.gva@iata.org.iata	<a href="#">Belong to a company?</a>
<b>Company email:</b>	.iata	
<b>Address:</b>	Route de l'Aeroport 33 Geneva 1215 Switzerland	

If your company qualifies for 0% tax by virtue of an exemption, please submit appropriate evidences to [taxes-lms@iata.org](mailto:taxes-lms@iata.org). Wait for confirmation before placing an order. You will receive a confirmation email within two business days of your request. [Click for details](#).

Classroom training is available at special member pricing for IATA strategic partners, IATA airport advisors, IATA member airlines, ICAO members (ANS provider), ACI members, IGHC members, IATAATCs, GSSA members, Accredited travel agency/cargo agents. Discounts are also available for members headquartered in [Developing Nations](#). Please [contact us](#) for further details.



### 3. Follow the exam tutorial

- Access the **Tutorial** to familiarize yourself with the online exam environment.
  - You can access the tutorial as often as you like.
- Simply click on the **Write exam** button next to the Tutorial title.

**My Bookings**

[Awards](#) [History](#)

**Available My Bookings**

Security Management System - SeMS Competency Test - Ebook - English	<a href="#">Open course »</a>
	Anytime after September 11, 2020
Tutorial <i>i</i>	<a href="#">Write exam »</a>
Unlimited uses	Anytime

**Test Your Equipment** [Test It Out](#)

Is your equipment ready for online proctoring?

The **Tutorial** is not an exam. Its sole purpose is to familiarize yourself with the online exam environment. To begin your exam, please [first open your course](#), and look for the **"Write Exam"** button on your course's screen.

**Book with an Enrolment Key**

[Submit](#)

An Enrolment Key is a 12-digit code provided by IATA for pre-paid courses and exams. If you have an Enrolment Key, please enter it here to start the registration process.



## 4. How to access your exam

- Once you're ready to start your online exam, locate the course for which you would like to take the exam and click on the **Open course** button.

**My Bookings**

[Awards](#) [History](#)

**Available My Bookings**

Security Management System - SeMS Competency Test - Ebook - English [Open course »](#)  
Anytime after September 11, 2020

Tutorial [Write exam »](#)  
Unlimited uses Anytime

**Test Your Equipment** [Test It Out](#)

Is your equipment ready for online proctoring?

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**Book with an Enrolment Key**

[Submit](#)

An Enrolment Key is a 12-digit code provided by IATA for pre-paid courses and exams. If you have an Enrolment Key, please enter it here to start the registration process.





Now you can choose to start the exam by clicking on the **Write exam** button.

**Ebook**

[Back to Exams](#)

**Course Resources**

**IMPORTANT: For students taking an Online Exam with Remote Supervision (OERS):**  
Please "REFRESH" your browser window at your exam start time and the "Write Exam" button will appear. You have up to 15 minutes after your official booking start time to connect to your exam. The Tutorial is NOT mandatory. Please do not start the tutorial if your exam is about to start.

eTextbook SeMS.pdf [Start](#) File

Security Management System - S... [Write exam »](#) Exam

- You will then see the welcome screen of the online exam.
- Thoroughly read through the General Examination Rules and Guidelines
- **Tick** the box that you agree to the Rules and Guidelines.

Exam: **Security Management System - SeMS Competency Test** Logged in as: Jane Doe

**GENERAL EXAMINATION RULES AND GUIDELINES**

- You have **two attempts** to complete the exam successfully (the second attempt will be only available in case your first one was unsuccessful).
- This exam is comprised of **50 multiple choice** questions.
- The time allowed for this session is **60 minutes (1 hour)**. You will be advised **10 minutes** prior to the end of the examination.
- All questions carry **equal marks**. Each question has **only one correct response**.
- You may review all exam questions and change any of your responses, provided it is done within the time allocated for the session.
- If you choose to exit the session without completing your exam, you will NOT be able to resume it, and your answers will be submitted automatically. Should you wish to restart the assessment, you can use your second exam attempt.
- An IATA Certificate of Completion is awarded to participants obtaining a grade of **80%** or higher.
- Should you face any technical difficulties while taking the assessment, you may request IATA Training for assistance through [Customer Portal](#).

Good luck!

I agree to the above statements

You're about to begin the **Security Management System - SeMS Competency Test**. Clicking the button below starts the exam.

**Exam Time limit: 1 hour**  
The timer begins as soon as you click the button below. Your exam will automatically be submitted when the timer expires.

[Start exam »](#)

- The title of course exam will be displayed, with the time limit for the exam.
- When you're ready to start your exam, click on the **Start exam** button.



- You can now begin your online exam.
- Make sure you answer all questions in the exam.

Exam: Security Management System - SeMS Competency Test Logged in as: Jane Doe

Question 6 of 50 Time Remaining: 00:58:34 SUBMIT EXAM

Show: All Bookmarked Unanswered

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30  
31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50

Hide question list 47 questions remaining Font Size: A

If an ad-hoc security service is outsourced to an external service provider, the requesting entity \_\_\_\_\_.

A) \_\_\_\_\_  
 B) \_\_\_\_\_  
 C) \_\_\_\_\_

Go To Next Question »

Question 6 of 50 - Part 1 of 1

The example below shows the Calculator function

Exam: Security Management System - SeMS Competency Test Logged in as: Jane Doe

Question 6 of 50 Time Remaining: 00:58:54 SUBMIT EXAM

Show: All Bookmarked Unanswered

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30  
31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50

Hide question list 47 questions remaining Font Size: A

If an ad-hoc security service is outsourced to an external service provider, the requesting entity \_\_\_\_\_.

A) \_\_\_\_\_  
 B) \_\_\_\_\_  
 C) \_\_\_\_\_

Your notes:

Go To Next Question »

Question 6 of 50 - Part 1 of 1

Calculator overlay showing: 0

Calculator buttons:  $x^2$ ,  $\sqrt{x}$ ,  $\wedge$ , C,  $\pi$ , (, ),  $\div$ , 7, 8, 9,  $\times$ , 4, 5, 6, -, 1, 2, 3, +, 0, ., (-), =

Exam: Security Management System - SeMS Competency Test Logged in as: Jane Doe

Question 50 of 50 Time Remaining: 00:56:49 SUBMIT EXAM

Show: All Bookmarked Unanswered

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30  
31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50

▲ Hide question list Font Size: A A

3 questions remaining

Which of the following IOSA disciplines contains provisions on aviation security?

A)  
 B)  
 C)  
 D)  
 E)

This is the last question of this exam.

Question 50 of 50 - Part 1 of 1

Once you have answered all the questions, click on the **Submit Exam** button.

- You will be asked if you really want to submit the exam.
- If you have completed your exam, click **Submit Exam**

Exam: Security Management System - SeMS Competency Test Logged in as: Jane Doe

Question 50 of 50 Time Remaining: 00:56:23 SUBMIT EXAM

Show: All Bookmarked Unanswered

1 2 3 4 5 6 7 8 9  
31 32 33 34 35 36 37 38 39

▲ Hide question list Font Size: A A

Which of the following IOSA disciplines contains provisions on aviation security?

A) Organization and Management System (OMS)  
 B) Security (SEC)  
 C) Ground Handling Operations (GRH)  
 D) Answers B and C only are correct  
 E) Answers A, B, and C are correct

This is the last question of this exam.

Question 50 of 50 - Part 1 of 1

**Really submit exam?**

Your exam will immediately be submitted for grading.  
Ensure you are satisfied with your responses before submitting, **your responses cannot be changed later.**

There are 3 question(s) you haven't answered. If you proceed, you will not be awarded marks for these question(s).

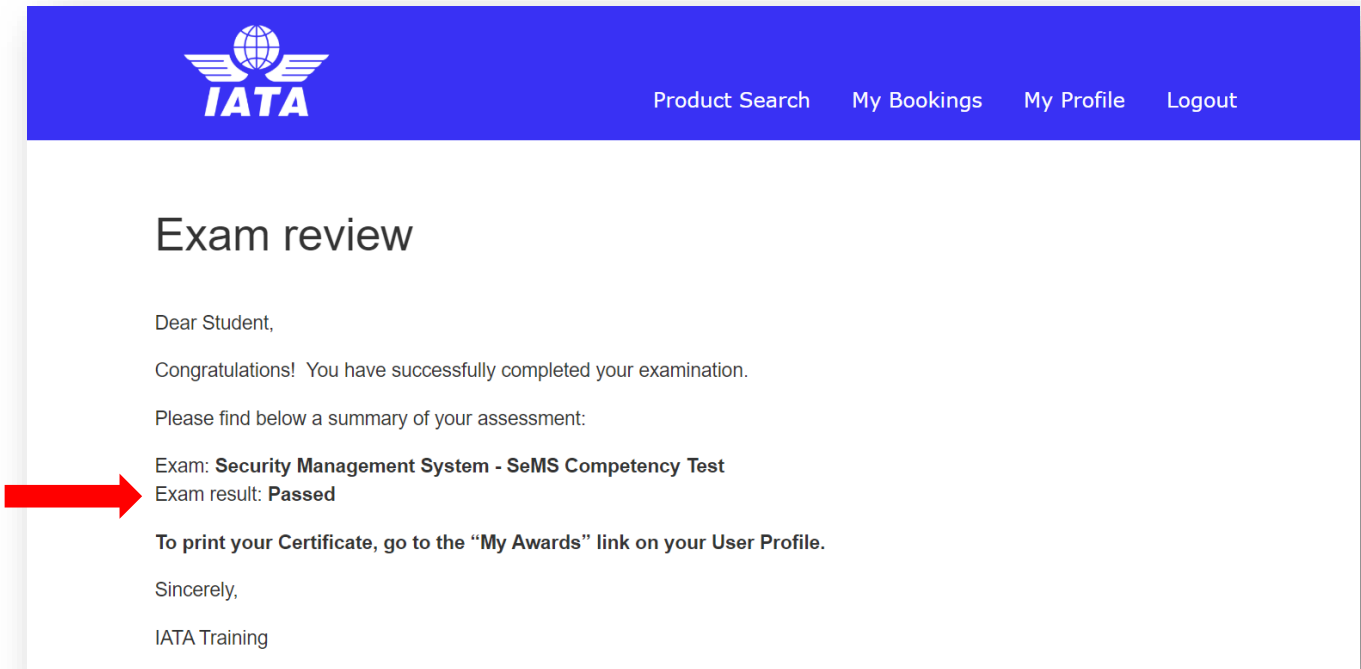
There are 2 question(s) you have bookmarked. You may want to review them before submitting.


Return to exam **Submit Exam**



## 5. Where to find your exam results

- After you have submitted your exam, you will immediately see your exam result!

A screenshot of the IATA online examination student user interface. The page has a blue header with the IATA logo on the left and navigation links for "Product Search", "My Bookings", "My Profile", and "Logout" on the right. The main content area is white and titled "Exam review". It contains a message to the student: "Dear Student, Congratulations! You have successfully completed your examination. Please find below a summary of your assessment: Exam: Security Management System - SeMS Competency Test Exam result: Passed". A red arrow points to the "Exam result: Passed" text. Below the message, it says "To print your Certificate, go to the 'My Awards' link on your User Profile." and "Sincerely, IATA Training".

 Product Search My Bookings My Profile Logout

### Exam review

Dear Student,

Congratulations! You have successfully completed your examination.

Please find below a summary of your assessment:

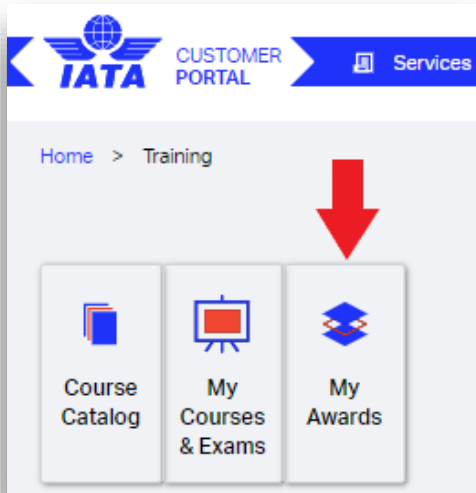
Exam: **Security Management System - SeMS Competency Test**  
Exam result: **Passed**

To print your Certificate, go to the "My Awards" link on your User Profile.

Sincerely,  
IATA Training

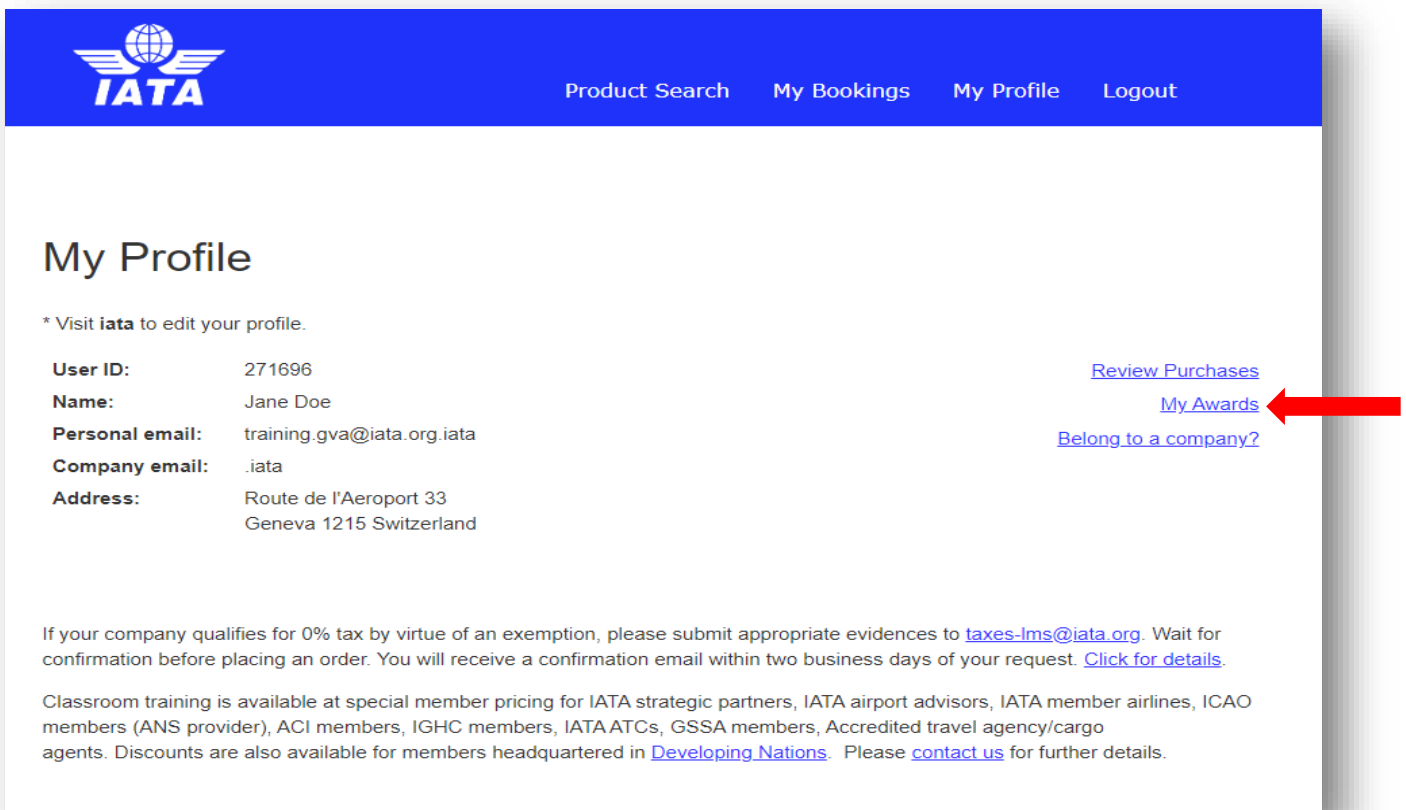
## 6. How you can print your certificate

- **"My Awards" tab is currently under development.** To view your Certificate for an unsupervised course, click on "My Courses & Exams", then select "My Profile", then select "My Awards".



If you have passed your exam, you have the option to print your certificate from within your user profile, under "My Courses and Exams".

- Click on **"My Awards."**



The screenshot shows the 'My Profile' page in the IATA Customer Portal. The page has a blue header with the IATA logo and navigation links: 'Product Search', 'My Bookings', 'My Profile', and 'Logout'. The main content area is white and contains the following information:

**My Profile**

\* Visit [iata](#) to edit your profile.

<b>User ID:</b>	271696	<a href="#">Review Purchases</a>
<b>Name:</b>	Jane Doe	<a href="#">My Awards</a>
<b>Personal email:</b>	training.gva@iata.org.iata	<a href="#">Belong to a company?</a>
<b>Company email:</b>	.iata	
<b>Address:</b>	Route de l'Aeroport 33 Geneva 1215 Switzerland	

If your company qualifies for 0% tax by virtue of an exemption, please submit appropriate evidences to [taxes-lms@iata.org](mailto:taxes-lms@iata.org). Wait for confirmation before placing an order. You will receive a confirmation email within two business days of your request. [Click for details.](#)

Classroom training is available at special member pricing for IATA strategic partners, IATA airport advisors, IATA member airlines, ICAO members (ANS provider), ACI members, IGHC members, IATA ATCs, GSSA members, Accredited travel agency/cargo agents. Discounts are also available for members headquartered in [Developing Nations](#). Please [contact us](#) for further details.

A red arrow points to the 'My Awards' link in the right-hand column of the profile information table.



- Click on **Print** to download your certificate.

Awarded for Completion of	Awarded At
Security Management System - SeMS Competency Test	September 11, 2020 at 14:08:16

- The certificate will be issued as a PDF which you can then simply print or save as a softcopy.

In case you have any issues, please contact the support center at [iata.org/cs](https://iata.org/cs)

**Good luck in your studies!**