IATA International Aviation Training Program

Explore the possibilities
Empowering People and the Industry

The IATA Training and Development Institute (ITDI) is the leading global provider of aviation training. Our internationally recognized programs develop human capital for tomorrow’s air transport industry.

ITDI offers innovative, flexible, and cost-effective training solutions. Our diploma programs cover all areas of the aviation industry: air navigation services, airline management and aviation law, airports, aviation security, cargo and dangerous goods regulations, civil aviation management, ground operations, the environment, organization and human performance, quality and airline operations, revenue accounting and control, safety, and travel and tourism.

Our renowned expertise and state-of-the-art tools and technology will help you effectively enhance your knowledge and skills. Look to our total training solutions to improve your performance.

The training you need to succeed

Dynamic growth of air travel throughout the world is intensifying demand for airplanes, infrastructure and competent personnel responsible for managing change in response to market opportunities and challenges.

Whether you’re starting a career in aviation or seeking management training, you will benefit from our flexible, innovative and cost-effective training. From introductory to more specialized courses including airport operations, ground handling, safety, security, cabin crew as well as pilot and maintenance soft-skills, IATA’s International Aviation Training Program will help you achieve your professional goals.

Operations Training

**Airport Operations**

Develop a thorough understanding of the issues and challenges in today’s airport environment. Explore the role of airports in the modern economy. Understand operational and business functions, the role of key partners in the air transport system, and civil aviation regulatory and security procedures.

**Airport Ramp Services**<br>Refresh your knowledge or start your career as a ramp services attendant responsible for providing ground services to an aircraft between flights. The course complements the ISAGO Aircraft Handling and Loading Functional Training Specifications, as well as the Aircraft Handling and Loading Dangerous Goods Training Specifications.

**Aviation Security Awareness**<br>The underlying fundamental of this course is to understand the regulations, concepts and recommended practices that exist in the conduct of aviation security across the industry and provide you with the skills and knowledge for maintaining high security standards.

**Fatigue Risk Management Awareness**<br>Based on the ICAO/IATA/IFALPA Fatigue Risk Management Systems (FRMS) Implementation Guide, this course will help flight, cabin crew and maintenance staff enhance safety at a time when fatigue is increasingly cited as a contributing factor in accidents.

**Basic Airside Safety**

This eLearning course is designed for airline, airport and ground handling company staff responsible for providing aircraft services or involved in ramp operations.

**Ground Operations/Station Management**

Effectively managing safe, reliable and efficient handling services is a key to success for today’s Station Manager. Explore the issues in a self-handled or outsourced environment. Understand how Service Level Agreements can reduce costs and improve quality; learn about safety management systems, auditing procedures and best practices for occupational safety and fraud prevention.

**Introduction to Safety Management Systems**

This course will help participants understand the function, role and importance of safety management systems (SMS). In addition they will obtain the essential knowledge required in order to implement a SMS at their organisation.

**Implementation of Safety Management Systems**<br>Get practical knowledge on the steps you need to follow to ensure implementation becomes embedded in your organization and that prevent costly accidents. This course is intended for those that have already completed the Introduction to SMS.
**Commercial Training**

**Airline Cabin Crew Training**
Discover what it takes to excel in this challenging and rewarding career. Course content covers both the human and technical aspects of the job. Learn about aircraft types and crew responsibilities, safety and emergency procedures, as well as handling passenger interaction and customer service issues.

**Airline Customer Service**
Become the expert that sets your airline apart for service excellence and customer loyalty. Discover new trends in service and loyalty programs; improve communication skills, contact strategies and complaints management; explore cultural awareness issues and stress management techniques.

**Airline Finance and Accounting Management**
Learn the basics of financial management and understand this role within the airline management team. Improve your financial analysis skills, explore a functional approach to cost management, discover how to initiate change and improve performance through practical airline case studies.

**Airline Marketing**
Gain marketing know-how to help your airline exceed customer expectations through product innovation, improved service quality and reliability. Discover how to correctly identify needs, segment your target customers and deliver the right promotional messages to improve customer retention. Explore creative marketing strategies, how to develop concrete plans and accurate measurement metrics.

**Technical Training**
Over 20 soft skills eLearning courses available to individuals, aeronautical schools, corporate and airline training departments.

- Pilot eLearning courses
- Maintenance eLearning courses
- General Aviation eLearning courses

Find out more: [www.iata.org/cae](http://www.iata.org/cae)

**Legal Compliance Training**
Over 70 Online Compliance Training and can provide yourself and your organization with online and mobile, training materials. All of our courses are written and edited by experienced attorneys with a proven track record in interactive computer-based training.

We offer more than 70 courses in the following categories:

- International Regulations
- Discrimination and Harassment
- General Business Compliance
- Workplace Compliance
- Financial Integrity
- Healthcare Compliance
- Data Privacy and Security

Find out more: [www.iata.org/legaltraining](http://www.iata.org/legaltraining)

**Methods of Delivery**

**The ATC approach**
Benefit from the knowledge and experience of our network of IATA Authorized Training Centers that will guide you through course material and help you prepare for IATA's exams. ATC classroom sessions offer an enriched learning experience, where group interaction is both educational and highly motivating.

IATA Authorized Training Centers around the globe offer this aviation training program. Search for an ATC near you: [www.iata.org/training-atc](http://www.iata.org/training-atc)

**Self-study method and formats**
Studying independently allows you to enroll at any time during the year and set your own schedule to complete courses within the enrollment period.

Choose between printed course textbook, eBook or eLearning (where available). To enroll as a self-study student, please contact us: iatalearning@iata.org
Explore the possibilities...

Stanford – IATA Aviation Management Program
This distance learning program combines business management and aviation training with the goal of developing new aviation leaders to guide the next century of excellence in air transport. Earn the Stanford - IATA Aviation Management Certificate and the Certified Aviation Management Professional (AvMP) designation.

Harvard – IATA Leadership & Management Diploma in Aviation
IATA and Harvard Business Publishing have partnered to offer aviation professionals powerful new Distance Learning options focused on leadership and management.

IATA Diploma in Aviation Studies - iPad® Offer
Enroll in any four eligible Aviation Courses of your choice and receive all of the course content in electronic format with a revolutionary Apple iPad 16GB WiFi – yours to keep. It’s that simple!

Certification
Demonstrate your commitment to the aviation profession and your expertise though certifying your education, experience and competency. IATA gives you the unique opportunity to prove your knowledge and skills to the market and potential employers by earning the IATA Aviation Management Professional (AvMP) designation.

Who can get Certified?
- Airline Professionals
- Airport Professionals
- Civil Aviation Authority Professionals
- Anyone interested in a management career in the aviation industry and meets the requirements

View full course descriptions online: www.iata.org/aviation-training

For more information, please contact the IATA Authorized Training Center nearest you