IATA International Travel & Tourism Training Program

Go places with a career in travel
Empowering People and the Industry

The IATA Training and Development Institute (ITDI) is the leading global provider of travel industry training. Our internationally recognized programs develop human capital for tomorrow’s air transport industry. Our broad expertise, global reach, professional development programs and study options will help you effectively gain knowledge and skills appreciated by employers worldwide. Look to our total training solutions to improve your performance.

Your career journey starts right here

The travel and tourism industry employs more than 200 million individuals worldwide in such diverse areas as travel sales and ticketing, hotel guest services and administration, nature reserve guides, cruise ship marketing, group sales and tour operation and packaging, niche and specialty travel sales and attraction management among others. Responsible travel and tourism aims to bridge cultural differences, fostering an environment which enriches our lives by bringing people together for leisure, family, business and educational purposes. Learn the knowledge and skills to work in an ever growing industry that contributes to making the world a global village.

Diploma Courses for progressive, well-rounded and complete training

Foundation in Travel and Tourism
This comprehensive diploma course is the starting point to begin a career in travel. Learn about tourism employment and trends, travel planning, industry terms and codes, hotel/rail/cruise/tour products and services, customer service and loyalty, journey pricing and e-ticketing, as well as systems used by the industry. Upon completion, you will earn your DTTF designation – a mark of travel sales competency and integrity. You have the option to enroll in the Harvard ManageMentor Program to acquire leadership and management skills.

Travel and Tourism Consultant
Become a travel specialist and advance your career opportunities. Learn to customize tours, adopt effective selling skills, learn about social media channels to promote your expertise, exchange and reissue airline tickets. Gain working knowledge of BSP related procedures including refund applications and ADM query disputes and best practices in credit card acceptance. Upon completion, you’ll earn your DTTC designation - a mark of expertise that sets you apart from other travel professionals. You have the option to enroll in the Harvard ManageMentor Program to acquire leadership and management skills.

Managing the Travel Business
This course teaches seven essential skills to successfully manage a travel business. Gain basic managerial and negotiation skills to run your own business or advance your career. Learn about marketing, accounting and maintaining financial liquidity and profitability, industry-related law, as well as tour production and event planning. Upon completion, you’ll earn your DTTM designation – a desired level of recognition in the industry. You have the option to enroll in the Harvard ManageMentor Program to acquire leadership and management skills.

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Serving the Travel & Tourism Customer

Travel professionals are challenged by constant technological innovation which raises customer expectations. Travel consumers have easy access to information and competitive self-service options through the Internet. This course examines what is meant by customer service in the travel industry, highlighting the importance of retaining current business while attracting new business. It examines fundamental communication skills essential for positive agent-customer relationships, recommending best practices in remaining connected with travelling customers and in building loyalty.

SMART Course (Selling and Managing Airline Reservations & Travel)

This course prepares you to work as an international travel sales professional in a growing industry which employs more than 200 million people. You will learn to sell and manage flight, hotel and car reservations. Skills and knowledge will be learned by combining the study of an online simulation of the Amadeus, Galileo or Sabre GDS system, supported by a manual with theory explanation and workbook practice.

Le service au client voyageur

Le rôle des professionnels du voyage est contesté par l’innovation constante en technologie et des attentes plus élevées en matière de service à la clientèle. Les consommateurs de voyages ont accès à une grande quantité d’information en ligne. Ce cours enseigne ce qu’on entend par le service à la clientèle, soulignant l’importance de préserver les clients récurrents tout en attirant de nouveaux clients. Il examine également les compétences fondamentales de communication menant à des interactions agent-client positives. Le cours recommande des moyens pratiques pour rester en contact avec les clients pendant qu’ils voyagent et de fidéliser la clientèle.

Travel Agency Financial Management and Assessment

Through thoughtful finance and business planning, travel agency owners and managers can secure the liquidity and profitability that complies with IATA accreditation criteria to retain the benefits derived from accreditation. Profitability is the primary purpose of a business, and since profitability is a finance concept, finance is a most important skill area for business success. Learn the vocabulary, acronyms and abbreviations of finance to communicate complex information in a precise way. Learn the best practices in bookkeeping, business improvement, budgeting and financial reporting. Experience business and financial planning principles at work through case studies involving a fictional travel agency.

Selling International Rail Transportation

Rail passengers travel for a variety of reasons: for business, to visit family and to explore destinations. A basic knowledge of rail products will give you the advantage of offering services that meet customer needs. The course helps build a comprehensive picture of the products and services available in rail transportation in various parts of the world, including the features and benefits of rail products and a review of popular rail passes.

Passenger Fares & Ticket Alterations

The calculation of international airfares and the issuance of air traffic documents are valued skills performed by trained and experienced travel professionals. Develop your ability to interpret ticket data and handle voluntary changes to fully unused and partially used e-tickets, including exchange, reissue and refund procedures.

Tourism: Next Generation

Understand factors affecting the tourism industry and its vision for the future. This course explores the history of tourism, its chain of supply and demand as well as the latest tourism trends. Identify different industry business models, tourism marketing approaches and quality management standards. Through this course you will be sensitized to the needs of the future traveler.

Certificate e-book courses + online examination targeting specific knowledge and skills

Harvard – IATA Leadership & Management Diploma

IATA and Harvard Business Publishing have partnered to offer aviation professionals powerful new Distance Learning options focused on leadership and management.

IATA Diploma in Travel Sales and Operations with an Android Tablet

An IATA Diploma in Travel Sales & Operations can lead to new career opportunities. Enroll in the following IATA distance learning e-book or e-learning courses in the IATA International Travel and Tourism Training Program and receive an android tablet for your course studies. The tablet is yours to keep at no cost.

IATA's gift of an android tablet, a modern way to build knowledge and skills in an industry dependent on technology.
Certificate Online Courses targeting specific skill sets

IATA GDS Fares and Ticketing
Become an air fare expert and gain competitive advantage in the market place. This course will help you price simple to complex journeys and interpret detailed ticket data. Avoid potential misquotes, under or over collection. Offered in a simulated online environment, via Internet or on CD-ROM format, this course lets you use Amadeus, Galileo or Sabre GDS systems to gain confidence in air itinerary pricing and ticketing.

IATA Geography in Travel Planning
Travel professionals and their customers know how challenging travel planning can be. Itineraries can be complex and time zones confusing. This interactive e-learning course, developed with travel professionals in mind, will appeal to anyone with a passion for travel.
In an engaging web-based presentation guided by an Avatar, you’ll learn while exploring the richness of the world’s geography.

IATA BSP Essentials for Travel Agents
Staying up-to-date on Billing and Settlement Plan (BSP) transactions and reports is essential for IATA Accredited Agents. Delivered online, this e-learning course provides fundamental BSP skills to improve your work efficiency and to raise your level of expertise. This convenient, cost-effective solution allows you to learn anytime and anywhere.
The full course comprises six modules leading to an IATA Certificate in BSP Essentials for Travel Agents, after successfully passing the examination.

IATA Destination Geography - The Most Visited Countries In The World
Do you know where Machu Picchu is? Or what famous mountains attract adventure travelers? Or why the climate on coastal England is mild and temperate while it shares the same latitude as Quebec City? This interactive e-learning course will help you understand what attracts visitors and creates tourism. Learn the features of countries receiving the highest international arrivals.

IATA Travel Agency Fees - Best Practices
New Suppliers have made it possible for travel consumers to buy online through travel search engines. However, many travelers continue to seek the professional advice and services of a travel agent. The travel agency’s business model today is one that charges fees for its professional advice, like in many other professions. This e-learning course will show best practices in implementing an agency fee policy, the types of agency fees collected, how to correctly set fees and most importantly, how to convince your customers that your services are worth paying for.

Social Media for the Travel Industry
The course provides an overview on the common uses of social media sites and describes the most popular sites followed by business and consumers. Dos and don’ts in implementing a social media marketing strategy are highlighted. Strategies and procedures for getting the

Professional Designation
Promote your professional experience and knowledge. A professional designation certifies your experience and competencies with employers, colleagues and consumers. It reinforces your role as a travel industry professional and builds confidence in your ability and experience. IATA gives you this unique opportunity to prove your knowledge and skills to the market and potential employers with the IATA professional recognition as a Travel and Tourism Professional (TTP).

Who can get Certified?
• Travel Professionals
• Travel Consultants

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

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