



IATA CBTA Center Recognition Awards Terms and Conditions

VOID WHERE PROHIBITED.

NO PURCHASE IS NECESSARY TO ENTER OR WIN



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General Information

- 1.1. Information on how to enter the IATA CBTA Center Recognition Awards (the "Competition") and the prize details form part of these terms and conditions of entry ("Terms and Conditions"). Entry into the Competition is deemed acceptance of these Terms and Conditions. Entrants not in accordance with these Terms and Conditions are deemed ineligible.
- 1.2. The Sponsor of the Competition is the International Air Transport Association ("IATA" or the "Sponsor"), having its Head Office at 800 Place Victoria, Montreal, Quebec, Canada H4Z 1M1 and its Executive Offices at 33, route de l'Aéroport, P.O. Box 416 CH-1215 Geneva 15 Airport, Switzerland.
- 1.3. In addition to the specific requirements set out in these Terms and Conditions, the Competition is comprised of two parts:
 - a. the Initial Application Process (see part A below); and
 - b. the Competition (see part B below).
- 1.4. Entrants must comply with each part of the Competition and the Terms and Conditions in order to be eligible to receive any of the prizes referred to in the Terms and Conditions.
- 1.5. The Competition is an exclusively skill-based competition without any element of chance.

Part A: Initial Application Process

Eligibility of Entry and the Initial Registration Process

- 2.1. The Competition is held annually on a date determined by IATA and notified to CBTA Centers. Entry eligibility is exclusive to organizations accredited by the IATA CBTA Center Program ("**Entrants**").
- 2.2. For the avoidance of doubt, the term "Entrant" refers to the CBTA Center participating in the Competition and not to the identity of the employees of that CBTA Center taking part in the Competition.
- 2.3. In relation to the Best Innovation Award, Entrants are required to complete and submit an application form within the registration period, which shall be confirmed by IATA in due course.
- 2.4. In relation to the Best Performance Award, Entrants are required to register their interest to participate via e-mail to IATA.
- 2.5. Participation in the Competition is voluntary and free of charge, and each Entrant's team may include an unlimited number of employees of a CBTA Center.
- 2.6. The Competition aims to motivate and inspire CBTA Centers to create a productive and positive learning environment by promoting innovation and encouraging the development of new concepts and ideas that contribute to the digitalization, and sustainability as well as the effective delivery of the training programs and to strive for excellence.
- 2.7. Entrants can participate in either or both of the following categories:
 - 2.7.1. Best Innovation Award:
 - a. The Best Innovation Award aims to recognize the most innovative training solution that has been implemented by the CBTA Center and to encourage other CBTA Centers to adopt similar strategies to improve the quality of their training solutions.



- b. An innovative training solution includes the demonstration of exceptional creativity, originality and effectiveness in all aspects of training activities such as training needs analysis, design, development, delivery, assessment and evaluation from a technology-enhanced learning perspective.
- c. In this category, subject to these terms, Entrants are permitted to submit as many entries as they wish.
- d. There will be a maximum of two winners for the Innovation Award.
- e. An independent jury shall evaluate all entries.

2.7.2. Best Performance Award

- a. The Best Performance Award aims to recognize CBTA Centers that have demonstrated exceptional effectiveness in their training and desired results connected to employee competencies and improved business outcomes.
- b. The award is based on high levels of student satisfaction with the Entrants' reported training as measured by IATA's online CBTA Center Training Satisfaction Survey ("**Survey**") through an online assessment based on one year's performance.
- c. There will be a maximum of six winners for the Performance Award.

- 2.8. To enter the Competition, Entrants must register their interest by sending an email to cbta.center@iata.org during the registration period, specifying the category in which they wish to enter.
- 2.9. Entrants are responsible for ensuring that their contact details and any other required information for the Competition submitted to IATA are correct. Entrants may forfeit their right to claim prizes in the event that their submitted information is inaccurate or incomplete.
- 2.10. Award winning Entrants may be selected to participate in the CBTA Center Conference that is held in conjunction with the annual World Cargo Symposium (WCS), as appropriate and consistent with the conference programme. It is the responsibility of each Entrant and, where the Entrant is a team, of the representative of the Entrant, to ensure that he/she is able to travel to the location of WCS. IATA will ensure that Entrants have at least thirty (30) days notice from the date of the announcement of the winners of the Competition to organise their passports/visas, if required. Attendance at the WCS is at the Entrant's own discretion and expense. IATA will not cover expenses.

Entry into the Competition

- 3.1. Specific to the Best Innovation Award, the Entrant must complete the application form available at the IATA CBTA Center Web Site (Competition Web Site) www.iata.org/cbta-center and send it to cbta.center@iata.org along with their idea, proposal and all related or supporting attachments. Submissions which fail to use the template will not be accepted.
- 3.2. Entrants are encouraged to provide additional materials such as brochures, photographs, certificates of appreciation or other materials to support their submission.
- 3.3. In the Best Innovation Category, Entrants should consider that their innovative training solutions must produce measurable outcomes that demonstrate their effectiveness in achieving the desired results. An innovative training solution must also be easily replicable and adaptable to different contexts, and it must address at least one of the following objectives:

Best Innovation
Incorporate new and innovative techniques to enhance the learning experience
Integrate with emerging technologies
Increase the effectiveness of training and assessment activities
Simplify training and assessment processes and systems without compromising quality

3.4. In addition, the submitted proposal must help to achieve at least one of the air cargo industry priorities:

Enhance the learning experience and competencies of the industry's workforce	Speed up industry digitization and create a technology-enhanced learning environment	Contribute to aviation safety and security
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3.5. Entrants in The Best Performance category do not need to fill out an application form or send any documentation. It is sufficient to send an email to cbta.center@iata.org indicating their interest and wish to be considered in this category.

3.6. The Best Performance Award will be selected based on survey data set out in Clause 4.2 below.

3.7. In the Best Performance Category, Entrants should consider that their training performance must demonstrate exceptional effectiveness in achieving the desired outcomes, as evidenced by the Survey responses obtained from their reported students.

3.7.1. To enter the Competition, the Entrant must receive feedback from at least 20% of the reported students, being customers of CBTA Centers, through Surveys over the course of a year, otherwise the entry will not be accepted. Considering the participation rate of the Survey, Entrants are advised to motivate their students to complete the Survey within one (1) week after the training course has been completed.

3.7.2. Entrants should also guide their students to complete the Surveys in a fair and constructive manner to support the following objectives set for this specific category:

Best Performance
Continuous achievement of desired results linked to: <ul style="list-style-type: none"> - learner experience and competencies - trainer experience and competencies - student satisfaction - business outcomes
Enhancement of effectiveness of training and assessment activities
Creating a positive, productive, and feedback-oriented learning environment



Part B: Competition

Selection Process

4.1. The Best Innovation Category

- 4.1.1. A panel of independent judges (the "**Jury**") will be asked to evaluate the entries received and choose two (2) winners in this category.
- 4.1.2. The independent Jury includes industry SMEs, independent validators, and IATA representatives.
- 4.1.3. The Jury evaluates all entries regarding the set criteria within two (2) weeks from the end of the Registration Period of the Competition and determines the award winners.
- 4.1.4. It shall be at the discretion of the Jury to request shortlisted entries to pitch their innovation solutions in an online final round presentation before deciding the winners.
- 4.1.5. The winners will be announced on the Competition Web Site.

4.2. The Best Performance Category

- 4.2.1. The CBTA Center program management will report each Entrant's yearly performance based on survey results which reflect student satisfaction. Regarding the highest results, there will be 1 Global Best Performer and 5 Regional Best Performer Awards in this category. In each of the five (5) regions defined by IATA, the Entrant with the highest score will be awarded the Regional Best Performer, and the highest score among the regions will also be awarded the Global Best Performer.
- 4.2.2. All responses to the Survey will be kept confidential and anonymous. IATA will comply with all applicable legal requirements related to data privacy and protection, including the General Data Protection Regulation (GDPR).
- 4.2.3. The winners will be announced on the Competition Web Site.

Selection Criteria

5.1. The Best Innovation Category

- 5.1.1. The Jury will be asked to evaluate the entries received based on their innovation, potential to contribute to industry priorities and air cargo sustainability. The Jury will also focus on how well the entries align with the set objectives, how user-friendly they are in design, how feasible they are to implement, and whether they are based on solid evidence ensuring that they are effective and practical. The Jury will evaluate all entries submitted that best meet the scope.
- 5.1.2. Submissions will be judged on:
 - a. Eligibility of the application;
 - b. Completeness of the solution;
 - c. Robustness of the solution;
 - d. Development and implementation strategy;
 - e. Innovativeness of the idea.



5.2. The Best Performance Category

- 5.2.1. The award winners are exclusively determined based on the highest scores of the Survey results of the reported training over the course of a year's performance.
- 5.2.2. The evaluation criteria in the Survey are as follows:
 - a. Instructor / Trainer performance: This section assesses the effectiveness and quality of the instructors or trainers involved in the course.
 - b. Course content / materials: This section assesses the relevance, comprehensiveness, and overall quality of the course materials and content provided.
 - c. Student's experience: This section involves gathering feedback on the overall experience of the students, including their satisfaction level, engagement, and any areas for improvement they might highlight.

Prizes and presentation

6.1. The Best Innovation Category

- 6.1.1. For the two (2) best innovative training solution ideas, the Competition offers the following:
 - a. Expertise: The Best Innovation Awards provides access to experienced industry subject-matter experts.
 - b. Networking: The Best Innovation Awards offers the opportunity to connect with other CBTA Centers, airlines, training companies and other aviation industry organizations.
 - c. Recognition: The winners of the Best Innovation Category Awards shall each receive (1) complimentary plaque and will be able to have the privilege of using the CBTA Center Award Winner badge. The winners will also have visibility in IATA's communication channels.

6.2. The Best Performance Category

- 6.2.1. For the winners of the Best Performance Category, the Competition offers the following:
 - a. Expertise: The Best Performance Awards provides access to experienced industry subject-matter experts.
 - b. Networking: The Best Performance Awards offers the opportunity to connect with other CBTA Centers airlines, training companies and other aviation industry organizations.
 - c. Recognition: The winners of the Best Performance Awards shall each receive (1) complimentary plaque and will be able to have the privilege of using the CBTA Center Award Winner badge. The winners will also have the visibility in IATA's communication channels.

6.3. The categories may have more awards than others based on the evaluation criteria. On the other hand, the categories may not have any award winners if there is no application, or the applications don't earn enough points.

6.4. Award winning Entrants may be selected to attend and present their winning proposals at the CBTA Center Conference, as appropriate and consistent with the conference programme.



Data Protection

- 7.1. IATA is committed to protecting and respecting Entrants' privacy and will only use personal information in accordance with these Terms and Conditions and IATA's Privacy Policy which is available at www.iata.org/privacy.
- 7.2. By entering, Entrants agree that any personal information provided may be held and used by IATA or its agents, suppliers and advisers for the purposes of the Competition.

General

- 8.1. IATA reserves the right to verify the validity of entries and to disqualify any Entrant who tampers with the entry process or who submits an entry that is not in accordance with the Terms and Conditions. IATA will not accept any late or misdirected entries.
- 8.2. The Entrants retain all right, title and interest to the proposal, including all accompanying documentation (together, the "Submission"), submitted to the Sponsor in the context of this Competition. For further clarity, the Sponsor does not own the Submission. Each Entrant, however, allows the Sponsor and the Jury to reproduce and distribute the Submission among the relevant members of the Jury, for the sole purpose of reviewing the Submission and designation of the Competition finalists and eventual winners. The Sponsor shall not otherwise disclose or distribute the Submission, and shall not appropriate or use in any manner the business and other ideas, or content found in the Submission. The Jury shall be subject to the same standards of confidentiality and will be limited in their ability to use, disclose or reproduce the Submission as set out above.
- 8.3. By entering this Competition, Entrants represent and warrant that the Submission is an original work of authorship, and does not violate any third party's proprietary or intellectual property rights. If the entry infringes upon the intellectual property right of another, the Entrant(s) will be disqualified at the sole discretion of IATA. If the content of the entry is claimed to constitute infringement of any proprietary or intellectual proprietary rights of any third party, the Entrant(s) shall defend or settle against such claims at its expense. The Entrant(s) shall indemnify, defend, and hold harmless IATA from and against any suit, proceeding, claims, liability, loss, damage, costs or expense, which IATA may incur, suffer, or be required to pay arising out of such infringement or suspected infringement of any third party's right.
- 8.4. In the event the Entrant is selected as a winner or finalist and presents at the CBTA Center Conference, the Entrant acknowledges that it is a public presentation and neither the Sponsor nor the Jury has any control over, and will not be liable for, any use or illegal appropriation of the ideas and content expressed in the presentation, by third parties that may be in attendance. In that context, each finalist acknowledges that they are fully responsible for the format and content of their presentation.
- 8.5. IATA reserves the right, in its sole discretion, to cancel, terminate, modify or suspend the Competition and its awards or to award less than the stated prize items. However, provided that there are at least three Entrants in each of the categories, all prizes will be awarded. No cash alternative to the prizes will be offered. The prizes are not transferable. Prizes are subject to availability, and IATA reserves the right to substitute any prize with another of equivalent value without giving notice.
- 8.6. IATA's decision in relation to any and all aspects of the Competition is final and binding on every person who enters and no correspondence will be entered into.



- 8.7. Disqualification of any individual whom IATA has reason to believe has breached any of the Terms and Conditions, or engaged in any unlawful or other improper misconduct calculated to jeopardize the fair and proper conduct of the Competition, is at IATA's sole discretion.
- 8.8. IATA is not responsible for any problems or technical malfunction of any telephone network or lines, computer or online systems, servers, or providers, computer equipment, software, technical problems or traffic congestion on the Internet or at any web site, delay or error in postal service or any combination thereof, including but not limited to any injury or damage to eligible Entrants' or any other person's computer related to or resulting from participation in or down-loading any materials in this Competition. IATA is not responsible for any incorrect or inaccurate information, either caused by the phone user or for any of the equipment or programming associated with or utilized in this Competition, or for any technical error, or any combination thereof that may occur in the course of the administration of this Competition including any omission, interruption, deletion, defect, delay in operation or transmission, communications line or telephone, mobile or satellite network failure, theft or destruction or unauthorized access to or alteration of entries.
- 8.9. If for any reason this Competition is not capable of running as planned, including but not limited to infection by computer virus, bugs, tampering, unauthorized intervention, fraud, technical failures, international sanctions preventing the attendance of an Entrant, or any other causes beyond the control of IATA which corrupt or affect the administration, security, fairness, integrity or proper conduct of this Competition, IATA reserves the right, subject to any written directions given under applicable law, to disqualify any individual who tampers with the entry process, and to cancel, terminate, modify or suspend the Competition. IATA reserves all rights to recover damages and/or other compensation as may be deemed appropriate from such an entrant.
- 8.10. IATA reserves the right, acting in its sole opinion, to cancel, terminate, modify or suspend the Competition at any time.
- 8.11. **LIMITATION OF LIABILITY:** IATA, ITS AFFILIATES, SUBSIDIARIES, ADVERTISING AND PROMOTIONAL AGENCIES, ANY INTERNET OR ON-LINE ACCESS PROVIDERS OR ANY OF THEIR EMPLOYEES, OFFICERS, DIRECTORS, SHAREHOLDERS, AND AGENTS SHALL HAVE NO LIABILITY AND SHALL BE HELD HARMLESS BY ANY AND ALL ENTRANTS FOR ANY DAMAGE, LOSS OR LIABILITY TO PERSON OR PROPERTY, DUE IN WHOLE OR IN PART, DIRECTLY OR INDIRECTLY, BY REASON OF ENTERING THE COMPETITION, THE ACCEPTANCE, POSSESSION, USE OR MISUSE OF ANY PRIZE, OR WHILE PREPARING FOR, OR PARTICIPATING IN ANY PRIZE-RELATED ACTIVITY. Any and all claims, judgments and awards shall be limited to actual out-of-pocket costs incurred, including costs associated with entering this Competition, but in no event, attorney's fees. IATA and its promotion and advertising agencies are not responsible for technical, hardware, software or telephone failures of any kind, lost or unavailable network connections, fraud, incomplete, garbled or delayed computer transmissions, whether caused by the IATA, users or by any of the equipment or programming associated with or utilized in the Competition or by any technical or human error which may occur in the processing of submissions which may damage a user's system or limit a participant's ability to participate in the Competition.
- 8.12. The Entrants agree to the use of their name and image in any publicity material, including without limitation the Competition Web Site. By entering in this Competition, the Entrants understand and agree that IATA shall have the right, where permitted by law, to print, publish, broadcast, distribute, and use in any media now known or hereafter developed, in perpetuity and throughout the world, without limitation, the entry, name, portrait, picture, voice, likeness, image, statements about the Competition Web Site, and biographical information for news, publicity, information, trade, advertising, public relations, and promotional purposes. without any further compensation, notice, review, or consent.
- 8.13. These terms and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed by and construed in accordance with the law of England and Wales.