IATA Training
Self-study Course Enrollment Guide

V6.5

Contents

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1.   Introduction

To register for an IATA self-study course on our Training Platform (LMS), you will need a personal Training Account connected to your Customer Portal account. We have now made it easier to access our IATA Training Platform directly from our mobile-friendly Customer Portal.

In this guide, we will explain how to subscribe to the IATA Training Service through the IATA Customer Portal for the first time, how to access your Training Account, how to purchase a course, how to book an exam, how to make a payment, how to manage your exam booking, and how to access your course and exam.
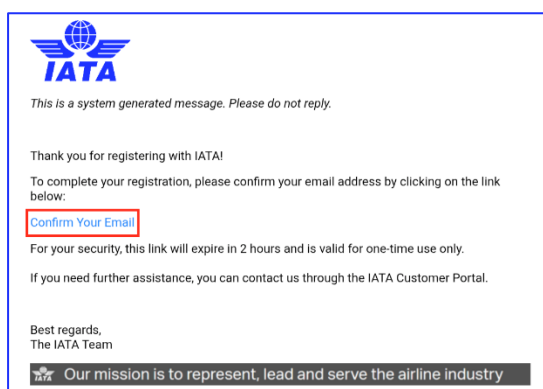
Important Notes:

- **The self-registration process works best with Chrome, Firefox, Safari, IE 11 upwards and Edge.**

- **Make sure that you allow pop-ups and cookies in your browser.**

2.   How to create an IATA Training Student Account

a.   If you don't have an IATA Customer Account, go to the IATA Customer Portal: https://portal.iata.org

b.   Click on "Create new user" and follow the steps to create your account.

Important Note

- If you want to bill your company, please ensure that your login email is your company email.

- If you need any assistance in creating your IATA Customer Account, please contact IATA's Customer Service at **+1 (514) 390 6777**

c.   Once your IATA Customer Account is successfully created, please log into the IATA Customer Portal, and click on IATA Training tile.

Favorite Services

Click here to access the new training platform

e All →

IATA Training

IATA Training

EXAM LMS

Training Platform (LMS

IATA Store

IATA Store

If you do not see the IATA Training or Store service, click here to request access

Payment Link

Request Access

This platform will only be use for DGR exams

d. The IATA Training service will be accessible from the IATA Customer Portal.
e. If you already have an IATA Customer Account, log into IATA Customer Portal: https://portal.iata.org

3. How to enrol in a self-study course and book an exam

Important Note:

- Carefully read the Terms and Conditions: https://www.iata.org/en/training/aboutus/terms-conditions/ before enrolling in a course.

- You will need to have pop-ups enabled.

3.1. Search for a self-study course

a. On the Courses & Diplomas page of the IATA website, enter keyword(s) or refine your search to find the course you would like to purchase, selecting 'e-Learning' or 'Partner-taught or Self-study' under the delivery method for our self-study courses, and click on "SEARCH NOW".

Courses & Diplomas

An extensive training portfolio

Need Help?
✉ Contact us

IATA Training enables you to **be the best you can be**. Every year, 100,000 participants trust the **unique industry insight** available from our courses. We are **ISO9001 certified, ACCET accredited**, and have more than 50 years of experience at the heart of the industry.

Our **professional subject matter experts** set the industry standards that are at the core of aviation and are the **prime source of our course content**. All our courses lead to internationally recognized qualifications.

DOWNLOAD OUR CATALOG OF COURSES AND DIPLOMAS ◢

Classroom Schedule

Virtual Classroom Schedule

Diplomas

Training Network map

Training Centers

Customer Success Stories

Our instructors

Pricing

Certificates

Use the filters to find courses and diplomas that will help you get ahead in your career

Search

🔍 Enter keywords

SEARCH NOW ◢

Refine by

| INDUSTRY SECTOR ▾ | AREA OF STUDY ▾ | LEVEL ▾ | DELIVERY METHOD ▾ | LANGUAGE ▾ | COURSE /DIPLOMA ▾ |

☐ Classroom (319)
☑ e-Learning (66)
☑ Partner-taught or Self-study (72)
☐ Virtual Classroom (257)

RESET

Found 673 courses and diplomas

b. Carefully read all the information on the course page and make sure that you select the right course in the right format for you.

c. Click on BUY E-BOOK

Registration

Dev. Nations*
USD 400 (e-book)

BUY E-BOOK

Regular*
USD 400 (e-book)

English
*Please refer to our **payment options** and **applicable taxes**.*

Note: For e-Learning courses, the BUY NOW option will be displayed:

d. Log in to the IATA Customer Portal.
e. You will be taken to a new page. Click on "Available courses".

Did you know that in the past 5

🎓 Virtual Classroom

Description | Available courses

3.2. Place an order

a. Click "Add to shopping basket".

Cargo Introductory Course
Aug 05, 2025 3:22 PM to Aug 05, 2026 3:22 PM

EN 🎓 Ebook ⌁ In progress   **Add seats to cart** ⋯

b. Click "Continue to checkout".

Remove from shopping basket

Subtotal   1,800.00 USD

Continue to checkout

Important Note

- The price indicated on this page does not include the applicable shipping fees and taxes. The total price will be calculated after the billing and shipping information is provided.

c. Click on the shopping cart icon in the upper right of the screen.

Search the catalog 🔍

TOOLS AND SOLUTIONS | SERVICES   👤 ACCOUNT 🛒 1

Subscription
Elevate your experience with our subscription.

MANAGE SUBSCRIPTIONS

d. OPTIONAL: If you plan on paying with IATA Clearing House (ICH), provide your Staff Name or Staff ID. Please note, this option will only be available to ICH members.
e. OPTIONAL: If you have a promo code, enter it under the text reading "Do you have a promo code?" and click "Apply".

31-4 September, 2025
English (United States)
Course code:
REMOVE

15,000 USD
Unit price: 1,000 USD
Quantity: 15
Contract ID:
SET CONTRACT PRICING

Total   15,000.00 USD

PROCEED TO CHECKOUT

Provide Staff ID or Staff Name for payment ⓘ

Do you have a promo code?

Enter a promo code   APPLY

f.   Click "Proceed to Checkout".

g.   You will be given the option to either use an existing billing address or enter a new one. To enter a new billing address, select the option and input the details. Click "Search My Address". If your intention is to bill this course to your company, you must input your company's billing address at this stage, not your personal address.

h.   Check the box next to "I agree to IATA Condition of Sale".

i. OPTIONAL: If you have a promo code, enter it under the text reading "Do you have a promo code?" and click "Apply".

j. Click "Proceed to Payment".

k. Choose your payment method, first by selecting whether you will "Pay with a saved credit card" or "Use another form of payment". If you will use another form of payment, select your preferred method of payment and fill in details. Please note that bank transfers may require additional processing time.

l.   Click "Place Order".

3.3. Access your Invoice

a. From the Training Platform, click on the button labeled "Invoices"

b. This will take you to a list of invoices for each of your orders
c. Click on the download icon in the rightmost column to download your invoice

3.4. Book an exam

a. From the training homepage, there will be two ways to access your course
    Option 1: From the homepage, scroll down until you locate your course
    Option 2: Click the "More" tab at the top of the screen, then go to "My Training">"Learn Status" and scroll to find your course
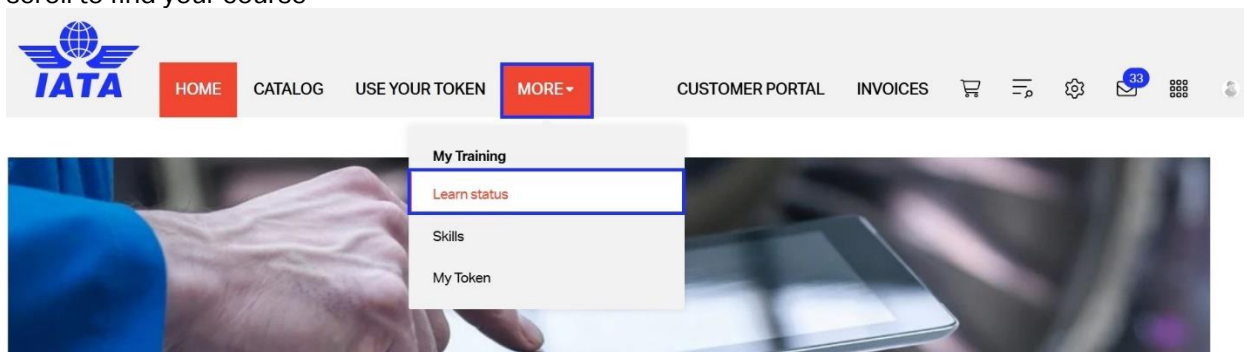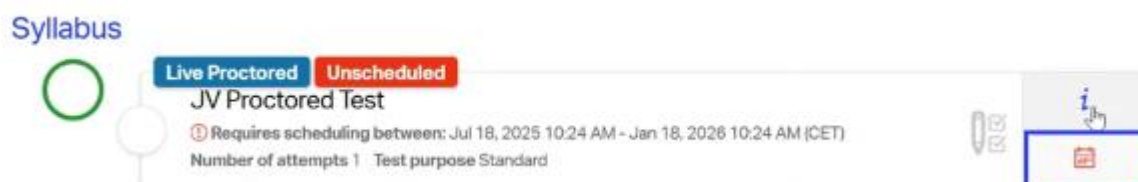

b. Open the course by clicking on the course tile to enter the course page

c. Click on the calendar icon in the lower right corner of the exam component on your course page under the Syllabus tab

d. Check the box next on the Terms & Conditions page and click "Accept Terms"

e. You may be prompted to either create or reset your password.

f. Under the "Scheduled Appointments" section, locate the course you registered for.
g. Click "Check your exam rules" to access more information about the rules for your exam
h. Click "Schedule" to schedule your exam

i. Select your desired exam date from the calendar

j. Input the approximate time you would like to take your exam. Please note, it may not be possible to take an exam at the exact time requested, but the search tool will find the closest available slots for the time and date selected.
k. Click "Submit Search"

l. Scroll through the list of suggested exam times to find one that works for your schedule
m. Click "Select"

n. To confirm, click "Schedule"

Important Note:

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- E-Learning courses and courses with unsupervised exams do not require an exam booking.
- Please refer to the OERS Information page, OERS User Guide, and Unsupervised Online Exam User Guide for more information on the exams.

4. How to access your course and exam

a. Log in to the IATA Customer Portal: https://portal.iata.org with your IATA Customer Account credentials.

b. Select IATA Training from your Favorite Services. If you are not able to see the Training Platform (LMS) tile, they can either click "See All" to view or "Request Access"
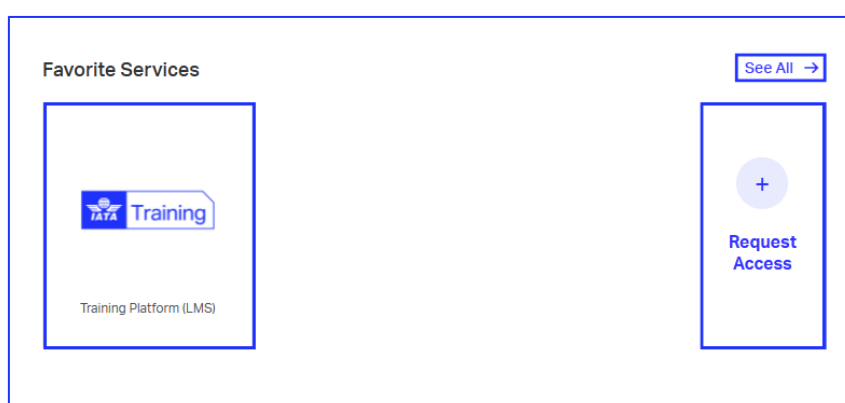
c. From the training homepage, there will be two ways to access your course
Option 1: From the homepage, scroll down until you locate your course
Option 2: Click the "More" tab at the top of the screen, then go to "My Training">"Learn Status" and scroll to find your course
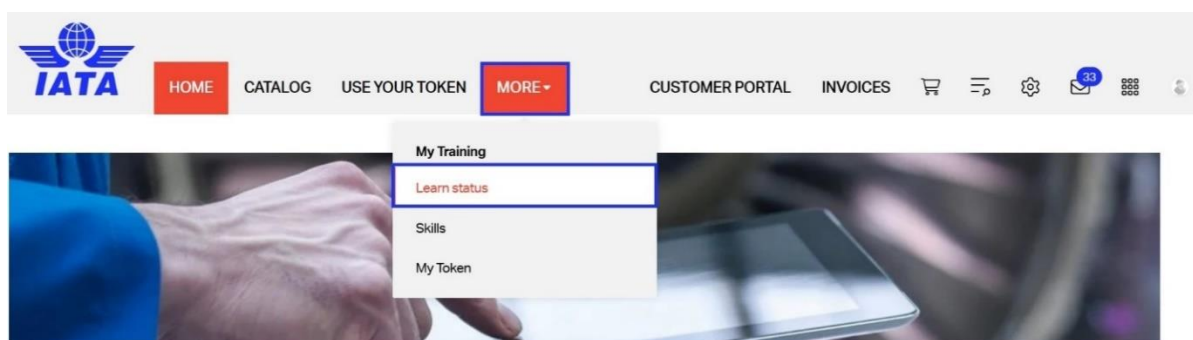
d. Open the course by clicking on the course tile to enter the course page

Current courses

QA_DL_Global Reporting Format for...	BPT - DL Test Course2	Foundation in Travel and Tourism with...
Did you know that in the past 5 years, 903 participants from...		
Jul 14, 2025 3:11 PM to Jan 14, 2026 3:11 PM	Jul 08, 2025 4:02 AM to Jan 08, 2026 4:02 AM	Jul 08, 2025 4:59 PM to Jul 15, 2026 6:41 AM
EN Elearning In progress	EN Elearning In progress	EN Ebook In progress

e. Under the progress bar, click "Syllabus."

Airline Safety Investigation
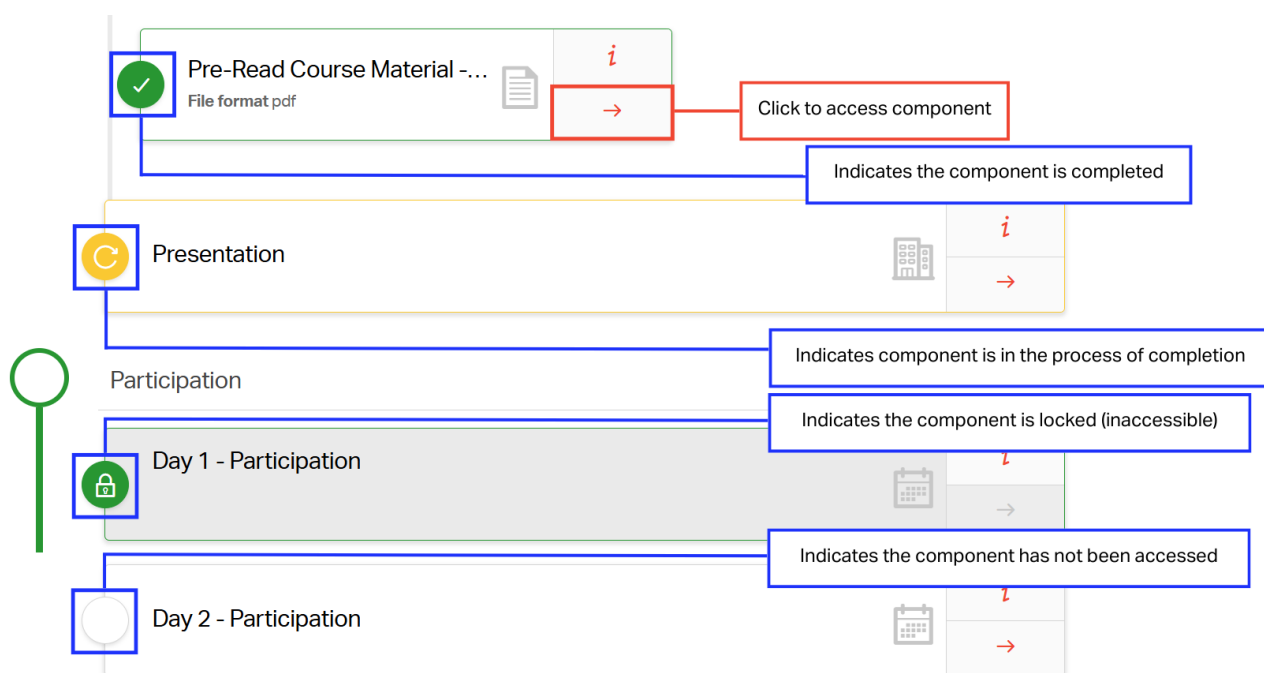
 Venue   In progress   Aug 25, 2025 9:00 AM to Aug 29, 2025 5:00 PM

0%

Description   **Syllabus**

f. Each course is made of different course components. By clicking either on the name of the component, of the arrow in the lower right corner of the component, you will be able to access its contents, such as e-learning material downloadable files, links, e-Books, and exams.

Pre-Read Course Material -...
File format pdf

i

→ ——— Click to access component

Indicates the component is completed

Presentation

i

→

Indicates component is in the process of completion

Indicates the component is locked (inaccessible)

Participation

Day 1 - Participation

i

→

Indicates the component has not been accessed

Day 2 - Participation

i

→

5. Registration and Exam Booking Confirmation

You will receive an e-mail confirmation for your course enrollment once your order is successfully submitted.

Order information

Order date   2025-08-12

Placed by

Order number

PO9154377

Payment method

Bank transfer - IATA Bank Account

Please ensure payment by

You will receive an email notification within 3 business days once your payment is proceed.

View payment instructions details

Billing address

For those who take OERS exams, you will also receive an e-mail confirmation about your exam booking details once your order payment is confirmed by IATA Finance. Please follow the instructions in the e-mail to prepare for your exam.

Dear ▓▓▓▓▓

This email is to confirm your Online Exam with Remote Supervision (OERS) registration, and outlines the steps you must complete before the day of your exam.

The following information will appear on any certificates issued to you by IATA Training (in Roman characters only):

- First Names: ▓▓▓▓▓
- Family Name: ▓▓▓▓▓
- Date of Birth (MMDD): ▓▓▓▓▓

If any of this information is incorrect, please contact our customer service team as soon as possible **before** your next course or exam. Once issued, changes to your certificate may incur an amendment fee.

- **It is mandatory for all students to complete and review the steps outlined in the OERS User Guide**, and our OERS demonstration video (YouTube, YouKu). Please bookmark these URLs, so that you can always access the latest versions of the guides.

- Academic integrity is one of our top priorities. All students are expected to familiarize themselves and abide by our Academic Integrity Policy (AIP). Any behaviour that goes against IATA's AIP or ethical values could lead to the issuance of an Academic Dishonesty Notice (AD Notice), as well as the invalidation of any previously issued results and revocation of training kits & exams, without refund.

- **You may only change the date and time of your booking before the registration deadline of the session you are booked into (March 01, 2024 23:59 ET).**

- The list of allowable materials can be found in Appendix C of the OERS User Guide. This list may be updated at any time, based on the changes made to the exam content.
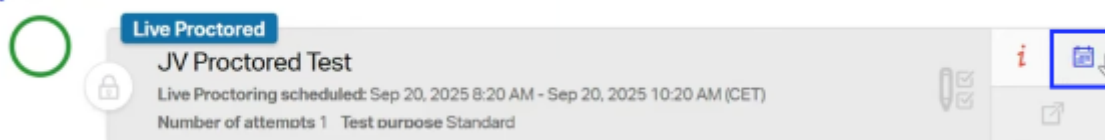
Your booking details are as follows:

Exam Name:	Airline Revenue Management
Exam Session:	March 2024
Booking ID:	▓▓▓▓▓
User ID:	▓▓▓▓▓
IATA Portal Account:	▓▓▓▓▓
Appointment Time:	03/29/24 09:30 EDT
Withdrawal Deadline:	March 01, 2024 23:59 ET

6. How to change your OERS exam booking

You may modify or change the date and/or time of your exam prior to the Exam Registration / Cancellation / Change deadline.

a. Go to your course page (see section 3.3 or 4 for more information)
b. Locate the exam under the Syllabus tab. Click on the calendar icon in the upper right corner of the component

c. Find your exam under the "Scheduled Appointments" section. Click "Reschedule"

d. Select your desired exam date from the calendar

e. Input the approximate time you would like to take your exam. Please note, it may not be possible to take an exam at the exact time requested, but the search tool will find the closest available slots for the time and date selected.
f. Click "Submit Search"

g. Scroll through the list of suggested exam times to find one that works for your schedule
h. Click "Select"

i. To confirm, click "Schedule"

7.   Need assistance?

Should you need any assistance with your course enrollment or exam booking, please <u>check our FAQs</u>, contact us through the <u>IATA Customer Portal</u>, or call us on **+1 (514) 390 6777.**

If you are an ATC User, please contact your ATC