IATA Training
Self-study Course Enrolment Guide

V5.0
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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. 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 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:
- To access the IATA Customer Portal and IATA Training Platform, we recommend Google Chrome (Internet Explorer is not supported).
- 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 IATA Customer Portal: https://portal.iata.org
b. Click on “Create new user” and follow the steps to create your account.

Note: if you need any assistance in creating your IATA Customer Account, please contact IATA Customer Service at +1 (514) 390 6777
c. Once your IATA Customer Account is successfully created, please log into IATA Customer Portal, and click on IATA Training Platform to complete your IATA Training profile.

d. Submit the required information for IATA Training Service

Have you taken an IATA Training course before?

- No
- Yes
- I'm not sure

By clicking Next you confirm you have read and agree to our Privacy Policy

e. Verify your email address by clicking on the link in the IATA Training Email Validation email sent to you from IATA Noreply
f. Once your profile is updated for IATA Training service, your IATA Training Student Account will be created for you to access from IATA Customer Portal.

![Image of Profile Update]

Once your profile is updated, your IATA Training Student Account will be created.

Access IATA Training

If you already have an IATA Customer Account, log into IATA Customer Portal: [https://portal.iata.org](https://portal.iata.org) and follow the above step c-f to create your IATA Training Student Account.

3. How to access IATA Training Service


![Image of IATA Customer Portal]

Welcome to the IATA Customer Portal
b. Select IATA Training from your Favorite Services.

Note: “My active courses” and “My completed training & certificates” sections are currently under development. Once the development is done, your active courses will be listed in “My active courses” section and you will be able to download the certificates for your supervised(OERS) exams in the section of “My completed training & certificates”.

c. Click on “My active courses” to access your courses, exams, awards (for unsupervised exams only) in your IATA Training Student Account.
d. Check the recommended courses for you.

e. If you enrol in a course through an IATA Authorized Training centre (ATC), you can book your exam with an enrolment key assigned by your school.
4. How to enroll in a 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 use Google Chrome browser and have pop-ups enabled. You can download and install Google Chrome at: https://www.google.com/chrome.
- You can place your order and bill it to your company. If you want to bill your order to a company, please go to section 4.4.

4.1. Search course

a. Access IATA Training service through IATA Customer Portal and click “See Training Catalog” on IATA Training service page, you will land on the Courses & Diplomas page: www.iata.org/en/training/courses
Alternatively, you can click on “My active courses” to access your IATA Training Student Account and use the “Product Search” function to visit the Courses & Diplomas site: www.iata.org/en/training/courses

Welcome to your IATA Training Student Account

In your student account you can find your current courses and access your exams. You can also book yourself for a supervised (OERS) exam or withdraw from your current booking. If you used this account for your course with IATA Training in the past, you can find your past records by clicking on History.

Please read important information about your exams.

If you have studied individually with an e-book or printed study material, or you have studied with an Authorized Training Center (ATC) and your course has a supervised exam, please select IATA OERS Exam - Online Exam with Remote Supervision below.

If you participated in a virtual classroom (a live Zoom session) with an IATA Instructor, and were assigned to write your exam by your instructor or Training Coordinator, please select IATA LIVE Exams – Virtual Classroom Exams below.

Paused Exams and Courses

[Checkboxes for course options]
b. On the Courses & Diplomas page, enter keyword(s) or refine your search to find the course you would like to purchase and click on “SEARCH NOW”.

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

d. Click on BUY E-BOOK or BUY PRINTED to continue.

Note: Some self-study courses are available in one format (eBook or Printed) only. For e-Learning courses, the BUY NOW option will be displayed:
4.2. Book exam

If you enrol in a course with OERS exam (Online Exams with Remote Supervision), you need to book your exam while enrolling. Please select your preferred exam date and time from the available slots, then submit your booking.

Important Note:

- You can only book one exam per exam session (We offer six exam sessions a year).
- The e-Learning courses and courses with unsupervised exams do not require an exam booking.
4.3. Place order

a. Enter a promo code (if applicable), fill out the Billing and Shipping Information, and select the payment method (Credit Card or Bank Transfer) to continue.

**Billing and Shipping Information**

Please complete all required fields in Sentence Case (ex: John Smith) using only Roman characters (A-Z, 1-9).

Hong Kong and Macao residents should select ‘Hong Kong SAR, China’ and ‘Macao SAR, China’ in the country dropdown menu. If you would like to bill your organization, please ensure that your login e-mail’s domain reflects that of your current organization and select your organization’s details. Once done, come back to this page and refresh it so the Bill To dropdown is updated.

* Address 1: 800 Square Victoria
  
  Address 2: 
  
  * City: Montreal
  
  * Province/State: Quebec
  
  * Country: Canada
  
  Zip/Postal code: H3Z 1M1

**Payment Type**

Click continue to see the final amount of your purchase. You will be asked to confirm and complete your purchase on the next page.

*The above pricing may not reflect discounts. Click continue to see the amount with discounts.

**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.
b. Make a payment

- **Credit Card Payment**: enter the credit card information, consent to IATA policies and terms & conditions, and click on “Pay”
- **Bank Transfer Payment**: transfer the funds to IATA account provided on this page, enter the required bank transfer details, attached the SWIFT copy or the proof of payment issued by your bank, consent to IATA policies and terms & conditions, and Pay.

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### Purchase

<table>
<thead>
<tr>
<th>Product</th>
<th>Quantity</th>
<th>Promo Code</th>
<th>Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air Cargo Advanced Marketing (partner-taught or self-study) - Ebook - English</td>
<td>1</td>
<td></td>
<td>$280.00</td>
</tr>
<tr>
<td>5% GST, Canada</td>
<td></td>
<td></td>
<td>$14.00</td>
</tr>
<tr>
<td>9.975% GST, Quebec</td>
<td></td>
<td></td>
<td>$27.93</td>
</tr>
</tbody>
</table>

*Total*: $321.93

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### Billing Details

Royal Bank of Canada,  
1 Place Ville Marie  
Montreal, Quebec  
Canada H3C 3B5  

IATA Account Number: 409.749.8  
Bank Number: 092  
Branch Number: 00001  
Swift Code: ROYCCAT2  
US Correspondent Bank: JP Morgan Chase  
ABA NO: 021096021

If available, please reference your order number in the comments field of your bank transfer in order to ensure smooth payment application.

- Name of sender's bank
- Date of transfer
- Name of person or company executing transfer from sender's bank
- *Bank transfer fee* (If applicable)

How did you hear about us?  
Additional Information

(For Internal IATA Use Only)

- I consent to the processing of my personal information in accordance with [IATA's Privacy Policy](#) and I understand and agree to the [Terms & T&Cs](#)

[Pay]
4.4. Bill to company

a. In your IATA Training Student Account, click on My Profile and select “Belong to a company”

b. Select your company and click on the “Select company” button at the end of the list.
c. If the system does not suggest any companies, or none of the suggested companies match your company’s profile, click on “Work at a different company” at the bottom of the page to create your company’s profile.

![Work at a different company?](image)

Please provide your company’s contact information:

In order to allow IATA to take into account your tax exemption and zero rate the invoice, it is imperative that you send your exemption proof in scanned version to [email protected] BEFORE you confirm your order on-line.

An official letter issued by the tax administration or a declaration issued by your own company on an official letterhead are acceptable.

Important: IATA will not be able to predict the tax amount charged, should you fail to provide your exemption proof before ordering.

If your Company is based in a EU Country, it is mandatory to enter your VAT number (excluding the initial 3-letter country code, no space) for validation against the EU database. In case your VAT number is entered correctly but it does not get validated, please check with your fiscal administration if your VAT Number has been properly added to the EU database (http://ec.europa.eu/taxation_customs/vat/learnbasic/).

Important: Failing to input the VAT/GST tax number of your organization often results in IATA asking evidence to waive VAT/GST.

| * Company Name |
| * Phone |
| Address 1 |
| Address 2 |
| City |
| Province/State |
| * Country |
| * Zip/Postal code |
| VAT Number |

![Submit new company](image)

d. Your company’s profile will appear on “My Profile” page in your student account waiting for approval.

![My Profile](image)

e. Once the company profile is approved, you can enrol in a course by following the above steps in section 4.1, 4.2, and 4.3 to place your order and bill to your company referring to the instruction on the Billing and Shipping Information page.
Important Note:

- It may take up to one week for IATA Training to approve a new company profile.
- Do Not enroll in a course before your company profile is approved.
- If you need any assistance in creating or editing your company profile, please contact us through IATA Customer Portal.

5. Registration and Exam Booking Confirmation

You will receive an email confirmation for your course enrolment once your order is successfully submitted.
For those who take OERS exams, you will also receive an email confirmation about your exam booking details once your order payment is confirmed by IATA Finance. Please follow the instructions in the email to prepare for your exam.

Dear [Name],

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: [Name]
- Family Name: [Surname]
- Date of Birth (MMDD): [DOB]

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, YouYu). 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: [Booking ID]
User ID: [User ID]
IATA Portal Account: [Account]
Appointment Time: 03/29/24 09:30 EDT
Withdrawal Deadline: March 01, 2024 23:59 ET
6. How to change an OERS exam booking

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

**Note:** If you are a student at an IATA Authorized Training Center (ATC), you must contact your ATC to change your exam booking.

a. Go to “My Bookings” in your IATA Training Student Account

b. Open the course for its exam booking that you want to change.

c. Click on the “Details” button for the exam.
d. Click on “Withdraw from this booking”.

![Withdraw from this booking]

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e. After the exam booking is withdrawn, you can open the course on the launch page and rebook your exam at your preferred date and time. You will receive a new exam booking confirmation email for your new booking.

![Welcome to your IATA Training Student Account]

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Course Resources

**IMPORTANT NOTE**: For students taking an **Online Exam with Remote Supervision (OERS)**:

To start your exam:

1. If you see the “Details” button, please refresh your browser until you can see the “Launch Exam” button.
2. Click on “Launch Exam” and you will be referred to ProctoredU to begin your exam.

**Note**: You will only be able to start your exam within 15 minutes of your scheduled exam time. For example, if your exam start time is 10:00 UTC+3, you can start your exam between 10:00 and 13:15 UTC+3. If you miss this 15-minute window, you will be automatically marked “No-Show”.

For students taking an **Unsupervised exam**

After completing all the course modules in your e-learning course, please assess your exam by clicking on “Write Exam”.

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7. Need assistance?

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