IATA Training Unsupervised Online Examination Student User Guide

V5.1

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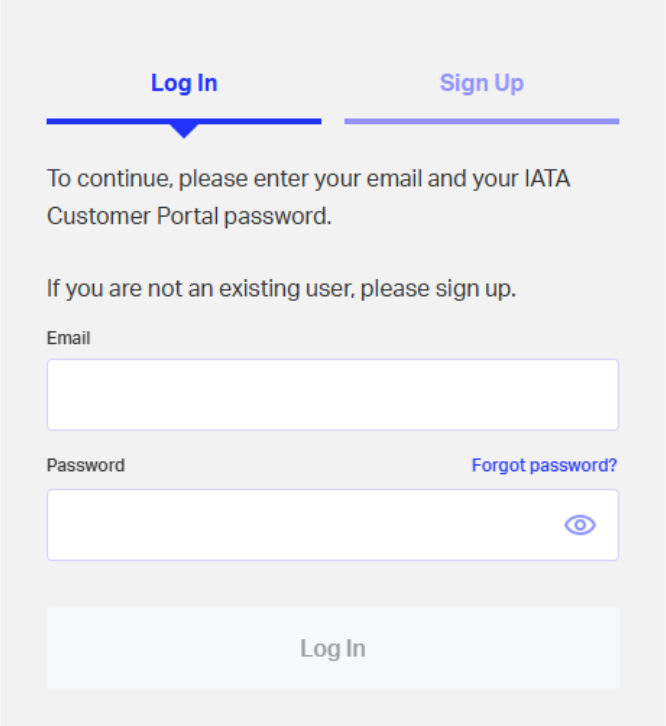
Create or log into your IATA Training account

- Create or log into your IATA Training Student Account at IATA Customer Portal.

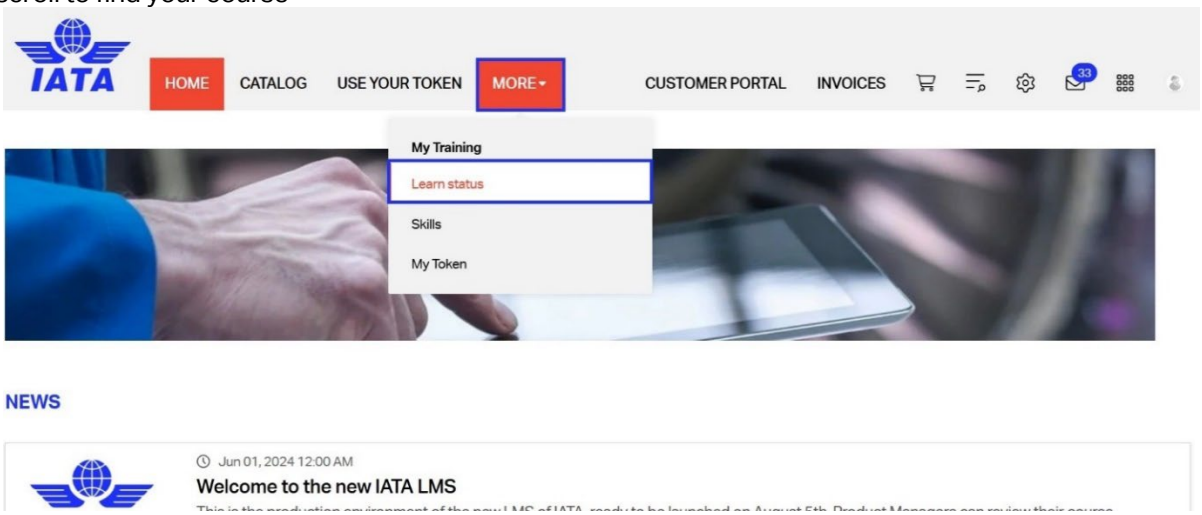


Note: if you need any assistance in creating your IATA Customer Account, please contact IATA Customer Service at **+1 (514) 390 6777**

- When you access the Customer Portal, you will see a list of available services. If you do not see IATA Training as an available service, click the “Request Access” button to add it to your Favorite Services.
- Click on IATA Training

Find your course and exam

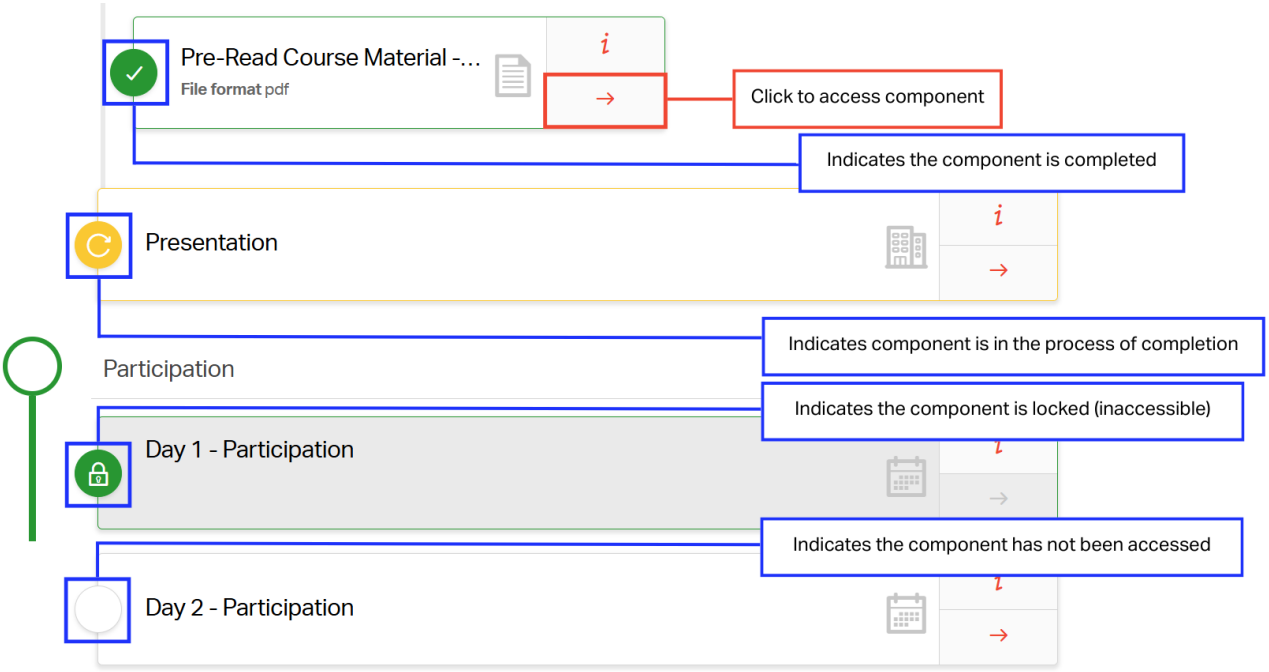
- From the training homepage, there will be two ways to access your course
  Option 1: From the homepage, scroll down until you locate your course
  Option 2: Click the "More" tab at the top of the screen, then go to "My Training">"Learn Status" and scroll to find your course



- Open the course by clicking on the course tile to enter the course page

- Under the progress bar, click "Syllabus."

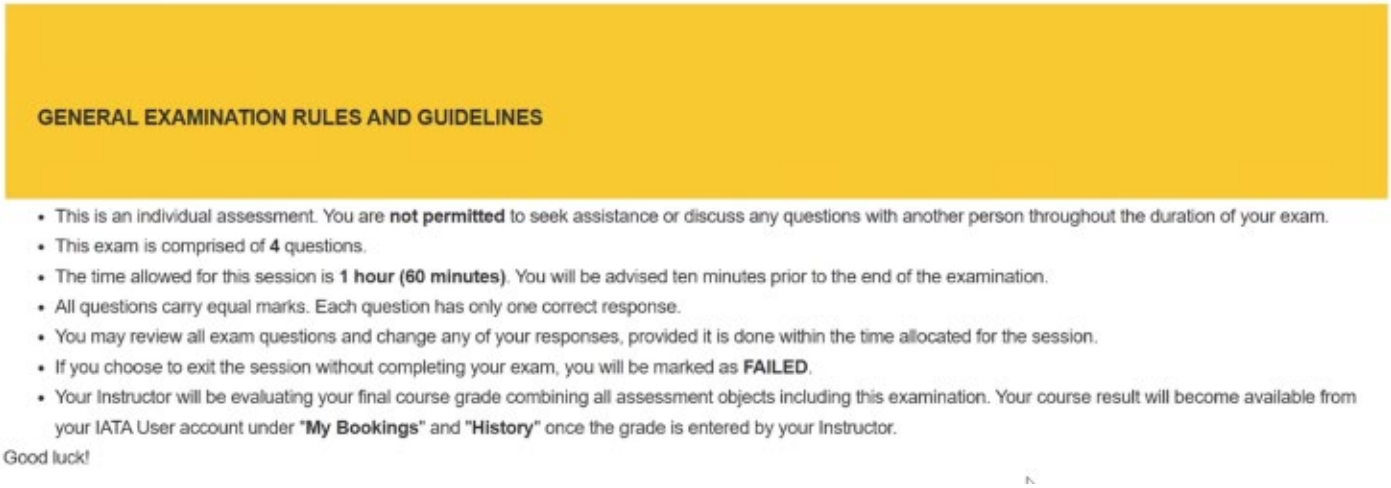
- Each course is made of different course components. By clicking either on the name of the component, of the arrow in the lower right corner of the component, you will be able to access its contents, such as e-learning material downloadable files, links, e-Books, and exams.



- Find the component with your exam and click on it.

Write your exam

- Review the General Examination Rules and Guidelines before beginning your exam.



GENERAL EXAMINATION RULES AND GUIDELINES

- This is an individual assessment. You are **not permitted** to seek assistance or discuss any questions with another person throughout the duration of your exam.
- This exam is comprised of **4** questions.
- The time allowed for this session is **1 hour (60 minutes)**. You will be advised ten minutes prior to the end of the examination.
- All questions carry equal marks. Each question has only one correct response.
- You may review all exam questions and change any of your responses, provided it is done within the time allocated for the session.
- If you choose to exit the session without completing your exam, you will be marked as **FAILED**.
- Your Instructor will be evaluating your final course grade combining all assessment objects including this examination. Your course result will become available from your IATA User account under "**My Bookings**" and "**History**" once the grade is entered by your Instructor.

Good luck!

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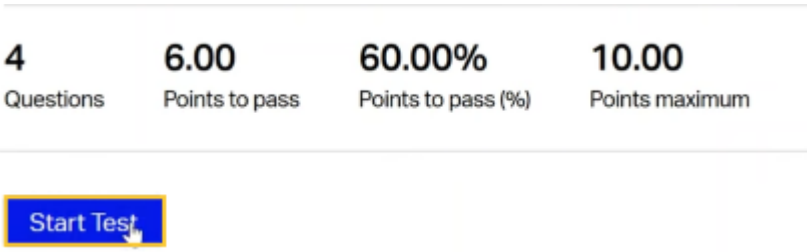
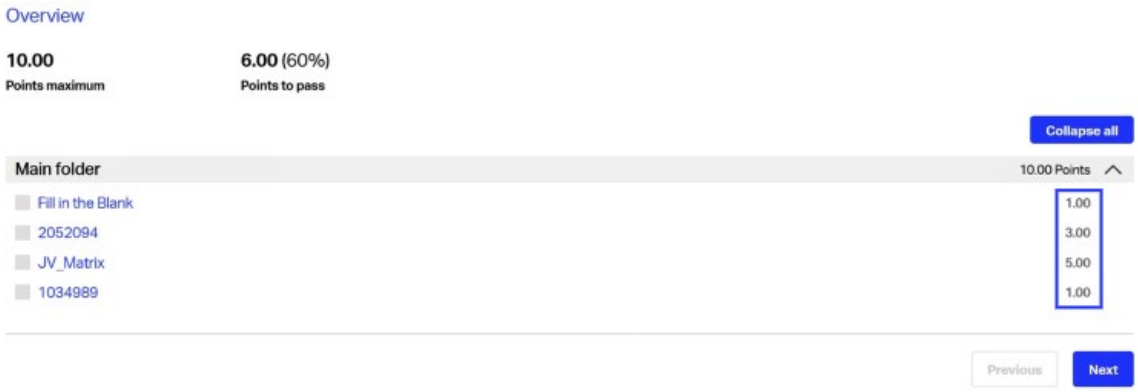
  - Now you can choose to start the exam by clicking on the “Start Test” button. Please note that once you have started your exam, you must complete it in the allotted time. The test cannot be paused and additional time cannot be granted.

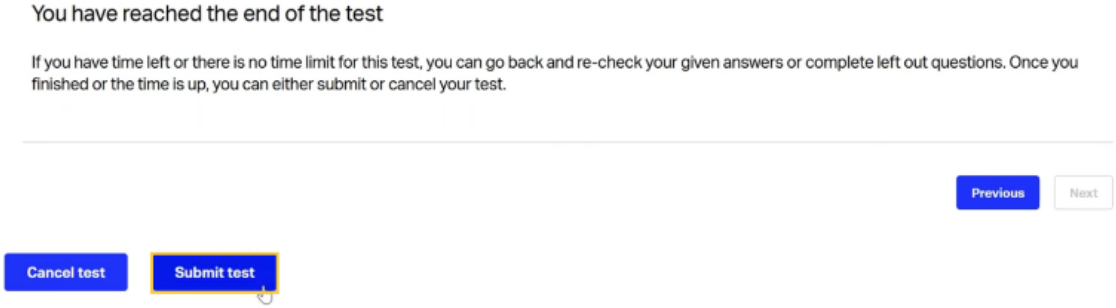


  - View the overview page, which will give a list of questions and their associated point value



  - Click “Next” to proceed to your exam

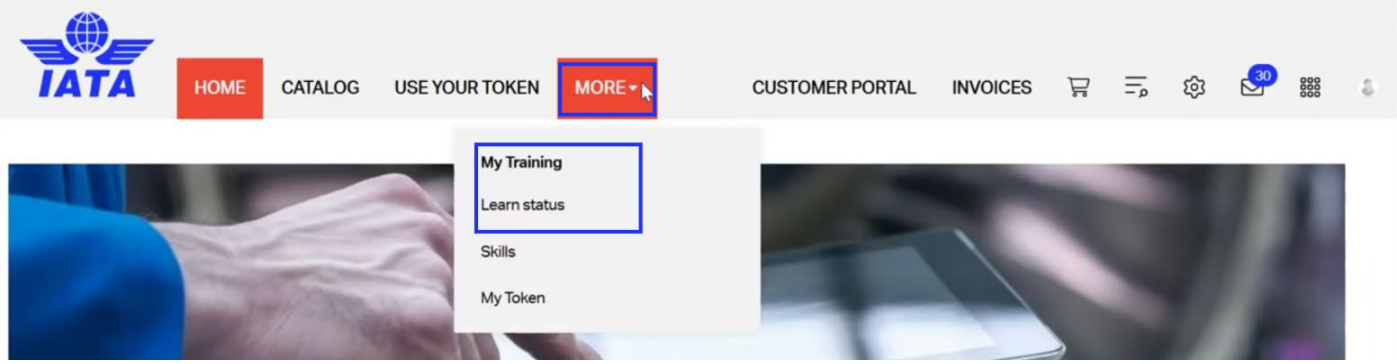
  - When you have finished the exam, click “Submit test”



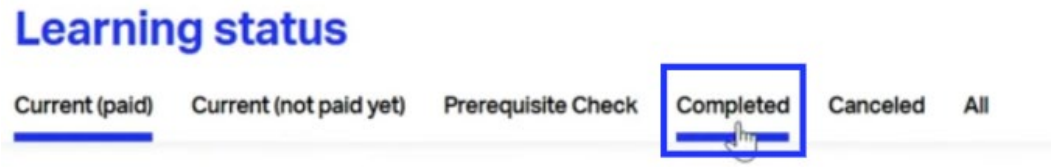
  - You will be prompted once again to submit your test. Click “Yes, submit test” when you’re ready

Download our certificate

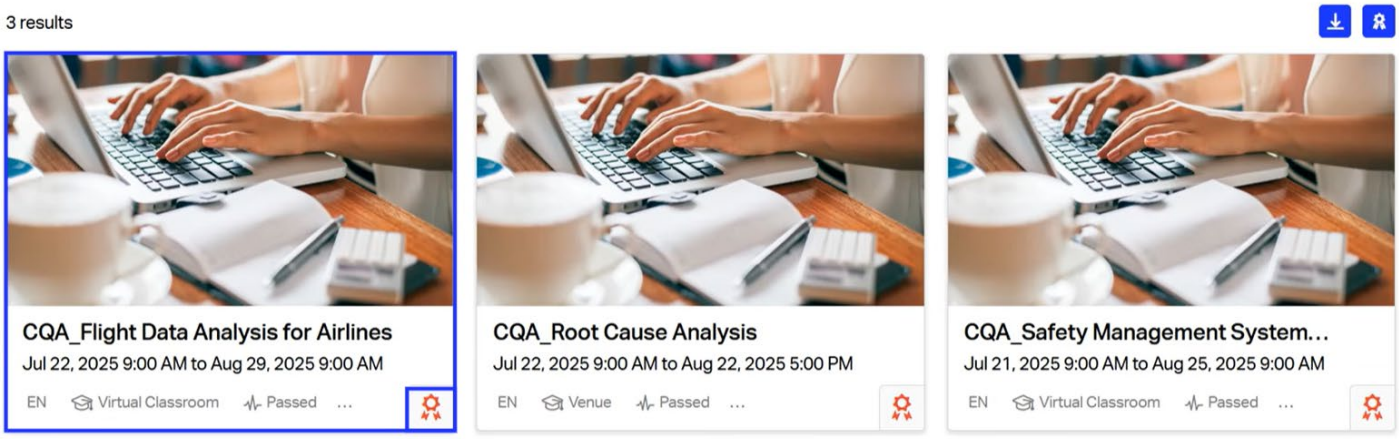
- Once you have completed your course, you will be given a designation of either passed, failed, or passed with distinction.
- To download your certificate, look at the tabs at the top of the screen. Click on the one that says “More” and under “My Training,” click “Learn Status”



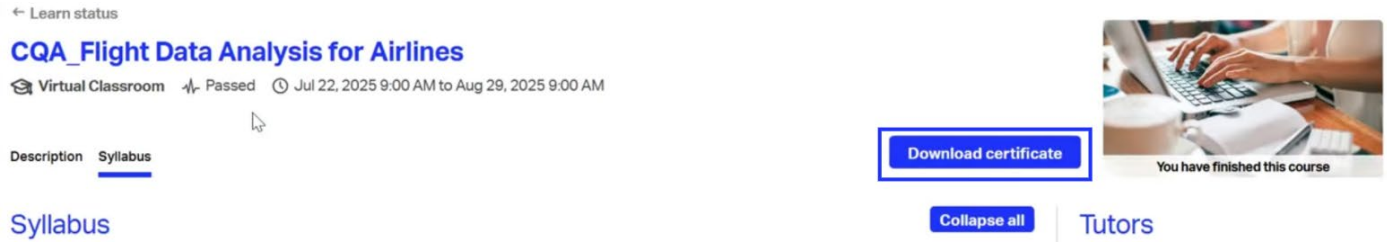
- Under Learning Status, click on “Completed” to show all of your completed courses



- In the lower right corner of the tile for the course you have just completed, there is a ribbon icon. Click on it to generate your certificate



- Alternatively, click on the tile for the course
- Click “Download Certificate”



Need help?

Please contact us through the IATA Customer Portal.