IATA Self-study Course Enrollment Guide
– Learning Management System (LMS)
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1. How to create an online student account

In order to register for an IATA Self-study course, you need a personal student account.

To create an online student account, please follow the below steps:

1.1. Go to https://training.iata.org/signinup
1.2. Click on the ‘Sign Up’ button located on the right side of the screen:

**Note:** If you have previously taken a course with IATA, please do not create a new account – simply sign in with your existing account. If you have forgotten your username/password click on the ‘Forgot your username or password?’ link to reset your login credentials.
1.3. Fill out the mandatory fields below:

**Note:** Please disregard the field requesting an ‘Enrollment Key’ as it is not applicable to self-study course registrations.
The ‘Enrollment Key’ will also be requested once you login to your account. Please disregard this field and proceed by clicking on one of the following options (Product Search/My Bookings/Logout):
1.4. You will receive a verification email confirming the creation of your online account. Please click on the link in the email to validate your email address. After validation, you will be able to enrol in the course of your choice on your student account:

Dear John Smith,

Your User Account has been created.

Your User ID is: johns

Please click on the link below to validate your personal email address and complete your online registration.

http://training.iata.org/verify_email/email/330771/d4ac60bb3d374d16e437b0b3c8a9d050b684c6f

To complete your user profile, please also remember to validate your company email address and contact details.

Sincerely,
IATA Training team
www.iata.org/training

Tips:
- Add http://training.iata.org/login to your favorites to access your user account at any time.
- Put "noreply@iata.org" in your email address book to ensure future delivery of training-related messages.

Contact Us:
- Contact Us
If you do not receive a verification email requesting you to validate your email address, please log on to your account and click on ‘My Profile’:

You will then have the option to resend the verification email by clicking on Resend Verification Email:
2. How to enrol in an IATA Self-study/e-learning course

To enrol in an IATA Self-study course, students are required to submit an online enrollment form. Please follow below steps to enrol:

**Note:** It is required to use Google Chrome as your browser. You can download and install Google Chrome here: [www.google.com/chrome](http://www.google.com/chrome)

2.1. Go to [www.iata.org/training-search](http://www.iata.org/training-search)

2.2. Enter the keyword(s) to search for the course you would like to purchase, choose your Learning Option and click on the course title from the search results:
2.3. Once you click on the selected course, you will be redirected to the course page where you will view the course description, course price, and exam schedule.
2.4. Click on the ‘Prices & Registrations’ tab to view the course price and then select “Buy eBook” or “Buy printed” to continue.

**Note:** Some Self-study courses are available in both e-textbook (eBook) and Printed textbook.
For e-learning courses, the “Buy Now” option will be displayed as shown below:
2.5. You will then be directed to the IATA Training student login page. If you have already created your student account, please login with your username and password; if you do not yet have a student account, please go back to page 2 and follow the steps to sign up as a new user.
2.6. Once you have successfully logged on to your account, you will be able to view your order details which include the following:

- Course title and validity period of time
- Course fees
- Number of exam attempts

For e-learning courses you will only see the following information:

- Course title
- Course fees

**Note:** The price indicated above does not include the applicable shipping fees and taxes. The total price will be calculated after the billing and shipping information is provided (Page13-14).
3. How to register for an IATA Self-study - Supervised Exam

3.1. Select your exam location from the drop-down menu (please make sure that you click the bulletins below to confirm your choice of exam location and time).

3.2. Click on “Book” to continue.

Important: We currently offer four exam sessions per calendar year (March, June, September and December).

Please note that e-learning courses do not require any exam registration as all exams are taken online. You will receive login and exam details once your order is paid and confirmed.
4. How to register for an IATA Self-study – Online Exam with Remote Supervision

4.1. On your "My Bookings" page, please click "Open Course" for the course you wish to book an exam session.

4.2. After clicking "Open course", please click the "Book" button next to the course name

4.3. If you are already booked for an exam, the "Book" button will be a "Status" button instead. Please click the "Status" button.

4.4. On the following page, please click on "Withdraw from this booking".

4.5. You may now book your exam, please return to step 2.

4.6. You will then be prompted to select an "Exam Center". Instead, please click the "Online Exams" tab next to it.
4.7. A calendar will now be displayed. **Before you continue, please make sure the correct time zone is selected.**

4.8. Click on the date you would like to write your exam. The dates that are "grayed out" are not available.
4.9. Once the date is selected, a menu will appear below the calendar to "Select a Time". Please select one of the available time slots that would work for you. **Ensure you select the correct times, and that you have selected the correct AM or PM time.** If you missed the exam for any reason including a wrong date / time selection, you will lose the exam attempt.
4.10. Once the time has been selected, the "Submit Booking" button will appear below. Click it to confirm your booking. An email confirmation will be sent to your address on file. **A booking is not confirmed unless an email confirmation has been received.**

![Booking Form](image)

4.11. You can change your registered online exam session to any available date / time prior to the **exam registration deadline**. Once the deadline has passed, you will not be able to make any change.

More details about Remote Supervision exams can be found at the following links:

- Online Exam with Remote Supervision Information
- Online Exam with Remote Supervision - User Guide
- IATA Self-study Examination Schedule
5. How to make a payment for an IATA Self-study/e-learning course

5.1. Once you have registered for your exam, you will be able to make a purchase. Please verify your Billing and Shipping Information and make a payment.

Note: A prepayment is required for all self-study courses. A payment can be made by bank transfer or credit card.
If you select Credit Card as your method of payment, please fill out all the required information.
If you select **Bank Transfer** as your method of payment, you will need to make the money transfer prior to placing your order and enter the required information. The SWIFT copy of your **Bank Transfer** must be attached to your online application.
Once you click on ‘Terms and Conditions’ link, you will be directed to the ‘Training Terms and Conditions’ page: www.iata.org/training-terms

- 1. General Terms & Conditions

- 2. Special Terms & Conditions: Distance Learning Courses

- 3. Special Terms & Conditions: E-Learning Courses

- 4. Special Terms & Conditions: Classroom Courses

- 5. Special Terms & Conditions: Distance Learning Certification

- 6. Special Terms & Conditions: Virtual Programs (co-) delivered by Harvard Business Publishing

- 7. Personal Data Consent
Please read and accept the “Terms and Conditions” before clicking on “Pay” to place your order:
6. Order Confirmation and Purchase Receipt

6.1. The purchase details will be available online for print once your order is successfully submitted.
6.2. You will also receive a Purchase Receipt by email for your record.

Dear John Smith,

Thank you for your purchase of Airline Marketing.

Purchase Receipt
Purchased By: John Smith
Order Number: 0000371408
Date: March 13, 2017 12:04
Site: International Air Transport Association
Subtotal: $500.00
Shipping Fees: $29.00
Sales Tax: $79.22
Amount: $608.22
Payment Type: Bank Transfer
Products: Airline Marketing - Printed - English x 1
Booking Number: 0000532650

Billing Address: 800 Place Victoria
Montreal, QC H4Z 1M1 Canada

Shipping Address: 800 Place Victoria
Montreal, QC H4Z 1M1 Canada