IATA TRAINING Catalog

Chart a new course

Fares and Ticketing courses
Aviation passenger numbers are set to double by 2035! Imagine the career opportunities this offers you!
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It is my pleasure to welcome you to this new edition of our Training catalog. Aviation is the business of freedom. This year it will connect the global community by transporting 4 billion passengers and over 50 million tons of cargo. Our customers rely on airlines to provide safe, reliable and affordable air transport. And the $2.7 trillion in GDP generated by air transport is critical to the global economy.

All this is made possible by a dedicated workforce of 9.9 million aviation professionals. Aviation is a dynamic and growing industry. So it is important that today’s aviation professionals and tomorrow’s industry leaders have the training needed to keep pace with the latest advances in global standards, best practices, regulations and technology. These are the focal points for IATA’s training offering which supports the industry in delivering ever more efficient, safer and sustainable connectivity.

We have a great track record. More than one million current and future aviation professionals have advanced their careers by participating in IATA Training.

Our syllabus is developed around IATA’s comprehensive areas of expertise and commitment to promoting global standards to address real workplace challenges.

We continue to develop courses using advanced technology, in formats and schedules that can fit into even the busiest work commitments.

IATA is your training partner, developing aviation professionals for today and tomorrow.

Alexandre de Juniac
Director General and CEO
THE AVIATION INDUSTRY

A THRIVING INDUSTRY THAT CONNECTS THE WORLD

The numbers don’t lie. More than 4 billion people will travel by air in 2017 to visit friends and family, explore new cultures, and negotiate business deals. The demand for air travel is such that some 63 million jobs are supported by the industry globally.

A safe, sustainable, and affordable aviation industry makes it all possible.

Safety is always the paramount concern. More than 100,000 flights take to the skies every day, carrying some 11 million people and 150,000 tons of cargo. In 2016, there were more than 40 million flight sectors and only 10 fatal accidents. It is an extraordinary achievement that makes flying the safest form of long-distance travel by far. However, the goal will always be zero accidents.

Meanwhile, sustainability took an enormous step forward in 2016 with a landmark agreement by governments. The Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA) is crucial to ensuring the industry meets its environmental commitments. No other industry has gone as far as aviation to tackle climate change. Targets for carbon-neutral growth from 2020 and cutting net emissions by half in 2050 compared with a 2005 baseline were self-imposed. But, again, there is always more to be done.

As for making air transport affordable, ticket prices have more than halved since the 1970s in real terms. They fell about 10% in 2016 alone. Even with this, huge efficiency gains continue to make the airline business viable and customers benefit from a safer, cheaper and better-connected air transport system. Airlines are expected to make a $31.4 billion profit on $743 billion in revenues in 2017. That will reward investors with above-cost-of-capital returns of 8.6%. Yet again, though, improvements can be made.

To ensure these incredible achievements are not just maintained but surpassed in future generations, recruitment and training must keep up with demand. Accommodating 7.2 billion passengers by 2034 won’t be easy. Aside from pilots and engineers, aviation needs ground crew, safety auditors, security specialists, financial experts, marketing professionals, and many, many more.

That’s where IATA Training comes in. Industry-leading expertise and modern delivery methods make IATA and its network of partners the ideal choice for starting or enhancing your career in aviation.

In 2016, almost 100,000 professionals and students studied over 350 finely-tuned courses. IATA’s unique insight as the industry’s most comprehensive training provider ensures each student and each course benefits from high quality, innovative training solutions that generate value for the industry and lock in the global standards that have made aviation such a success story.

Aviation is globalization at its very best. It helps people to live better lives. It is the business of freedom.

IATA is committed to cooperating with its partners to train the aviation professionals of tomorrow. Delivering the skillset required for sustainable industry growth is a daunting challenge. But it is one that IATA and its partners are proud to accept.
Airlines are forecast to earn $736 billion in 2017, a 4.1% net profit.

9% (on average) of airline revenue is generated by cargo.

By 2030, 36 million new aviation-related jobs will be created.

$2.7 trillion is the worldwide economic impact of aviation.

There are 2.3 billion active social media users.

1 million professionals and graduates have trained with IATA since 1999.

12% of European air traffic demands could go unserved in 2035.

The average return fare fell $44 in 2016 alone, even as airlines opened up 700 new routes.

In 2015, more than 3.5 billion people flew safely on 37.6 million flights.

The IATA Aircraft Weight and Balance course in Frankfurt has been one of the most formative experiences in my life.

Aviation passenger numbers are set to double by 2035.

STATISTICS

If you're one of them, then you know how important social media channels are. Not just for connecting with people but for sales, marketing, customer service, and much more. Airline Social Media Strategy weaves the importance of an online presence into airline business.

Does your airline achieve this return on investment? It equates to $734 per passenger. Train to understand where airlines spend their money and where they might improve revenue streams. This might make all the difference to your employer in a fiercely competitive market. Try Airline Financial Management or one of the many other courses dealing with costs and revenues.

The problem is congestion. New airports and runways are not being built quickly enough. The only solution is to maximize existing capacity. Airport Slots and Coordination might be the course for you. Or try Airport Terminal Planning and Design. Serving that 12% might depend on you.

Meeting the demand for skilled professionals will be no easy task. Companies can only achieve growth with a well-trained talent pool. That's the objective of IATA's training activities. IATA is your training partner to help you meet the challenges of today and realize the potential of tomorrow.

Flying is the safest mode of transportation by far. IATA is making it even safer as a leading driving force in the industry. No stone is left unturned. IATA safety training ranges from basic airspace safety to managing accident investigations and preventions.

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Aviation brings economic, social, and cultural benefits to the world. Connectivity thrives thanks to a framework created by IATA through global standards and coordinated industry policy on critical issues.

IATA further supports key areas of aviation by training professionals to achieve real results—in safety, in business, and in environmental mitigation. IATA Training courses are designed and delivered by industry experts. They equip students with the practical and relevant skills that develop individual careers, boost company performance, and ensure aviation continues to deliver real benefits to the world.
MESSAGE FROM THE DIRECTOR OF TRAINING

MOVING INNOVATION AND QUALITY FORWARD

In the aviation industry, training is crucial to keep up-to-date with global standards and regulations, particularly those pertaining to safety and security. I invite you to browse through our catalog and explore the breadth of courses that we have developed to empower you and your organization to be even more efficient, effective and agile in your daily activities.

We also recognize that the face of training is changing. Technology continues to penetrate the lives of people and organizations worldwide and has changed our customary ways of working and learning. We are striving to keep ahead of this tide of change and are developing innovative training solutions to meet the new demands placed on training decision-makers today.

Since the introduction of e-learning and blended learning into our training courses, we make them more accessible, engaging and interactive to facilitate the absorption of knowledge, within a schedule that suits the individual's needs. In the past year we have also introduced virtual reality technology into the classroom. For example, RampVR™ is IATA’s innovative virtual reality (VR) training platform, which was developed for ground operations training, especially where hands-on airside training is not feasible. However, in order to safeguard the value of training and development initiatives, we believe that our firm commitment to quality, regardless of the format in which they are brought to the learner, is of paramount importance.

Courses don’t grow on the proverbial tree of knowledge. They are the result of systematic planning, design, development, and quality assurance processes. At IATA Training, the carefully appointed subject matter experts and talented professionals who have made us the world-class learning institution we are today, are the guardians of this process. Whether they are delivered in the classroom or in-company, at a distance through printed textbooks, e-textbooks or online, our training products go through the same rigorous methodology to ensure they comply with instructional best practices.

And it doesn’t stop here. If you have already taken a course with us—and that would include almost 100,000 of you and counting—you know how much we value your opinion of the instructional quality of our courses. Indeed, participant feedback, together with that of instructors, is thoroughly analyzed so that it may inform decisions that contribute to the continuous improvement of our curriculum. It is through processes such as these that IATA Training has been consistently able to deliver quality training to aviation professionals worldwide and remains, year after year, the leading and most respected training organization in the industry.

In 2016, IATA Training was granted ISO 9001-2015 certification for Leadership, Business Development, Training Partners Management, Operations and Training Center Tasks. This stands as a testimony of our ability to unfailingly meet business and client requirements in these areas. We are very proud of this achievement. Nevertheless, we’re determined to keep moving forward and improve even more.

As such, this year has been marked by two additional quality initiatives aimed at certifying that our curriculum development and revision processes, our training material, and our instructors meet the highest standards in the training and development industry. We are confident that these initiatives will take IATA Training to new heights in terms of quality so that you, the learner, and ultimately, the aviation industry as a whole, may benefit further.

As you can see, we are taking a solid stand for innovation and quality and making a commitment to continuously improve to deliver better results.

We look forward to seeing you virtually or in class in one of our network training centers or even closer to home in your organization!

Guy Brazeau
Director of Training
SUBJECT AREAS
A COMPREHENSIVE TRAINING PORTFOLIO

Law and Regulations
A global perspective to manage the cross-border provision of air services in a safe, secure, and economical manner.

Air Navigation Services
Knowledge for managing a high performance business while providing safe, compliant and cost-effective air navigation services to airspace users.

Civil Aviation Authorities
Best practices and skills with a focus on ICAO SARPs, for safety, security, risk, airworthiness, airspace policy, law, economic regulation, efficiency, and sustainability.

Security
Timely information on legislation and strategies for addressing today’s security challenges, with courses ranging from operations to planning to management.

Accounting
Covering customized subjects for airlines, airports, cargo agents, and travel agents.

Airline Operations and Quality
Engaging, interactive training that quickly transfers the tools you need to ensure consistent operations.

Airport Planning, Operations and Management
Best practices and skills for building and maintaining safe, efficient, and competitive airports.

Environment and Fuel
Learn how to responsibly address environmental challenges such as noise, emissions, and waste management.

Ground Operations
Best practices for today’s complex operational environment, preparing you to increase on-time performance.

Dangerous Goods Regulations
The latest industry regulations and procedures to ensure that your dangerous goods shipments comply with industry standards.

Cargo
Innovative training solutions for every aspect of air cargo operations, including on-time performance, business management, and strategic planning.

Safety
Safety is everyone’s priority in our industry. Our courses are available for all sectors, focusing on safety management, workplace safety, and best practices for civil aviation.

Travel and Tourism
From entry-level travel agent basics to senior management for agencies or tour operations, each course leads to an IATA qualification, recognized internationally by the travel industry.

Fares and Ticketing
Beginner to advanced training on using the IATA BSP, global distribution systems, and other fare calculation procedures.

Aviation Performance and Management
From strategy planning and implementation, to project and operations management, our courses can help you and your company improve efficiency.

Airline Business Management
Industry case studies, challenging simulation programs and practical training will help you maximize your potential as an airline manager.
IATA is great in its ability to pool together an eclectic bunch of people from around the world with diverse experiences and backgrounds. The more diverse the backgrounds, the more interesting the discussions and perspectives will be. The quality of interaction and the learning from each other came as a good surprise!

**HOW WILL THE TRAINING HELP YOU?**

The skills learned are conceptual and hence will help me in driving better policy decisions. I will now better understand the opportunities and challenges of the various ecosystem players.

My employer chose IATA for me and I am thankful for this! This course was chosen as I have a background in finance but not in aviation. This course helped me get up-to-speed and refine my conceptual understanding of the field.

I enjoyed the training a lot. The instructors are very competent, and all of them are very experienced. They have a well-founded knowledge of the aviation business, as well as experience and knowledge in airport projects all over the world.

I met lots of people in the different courses from all over the world, in different functions in the aviation business. Different experiences around the world offer you a new point of view and different ways you can handle challenges.

I can definitely recommend IATA Training classes to anybody who is really interested in gaining skills and having a better understanding of the aviation business.
LEARN AT YOUR OWN PAGE

“IATA Training programs add great value to the knowledge of all travel professionals as well as the beginners.”

Vinodini Lakshmanadas
Graduate from Louis Preston School of Travel & Tourism, Sri Lanka

LEARN WITH AN INSTRUCTOR

Courses offered at our training centers are designed for professionals working in all areas of the industry covering a range of relevant topics. Hundreds of classes are scheduled at IATA Training Centers and partner locations every year. You can choose the courses that will help you get ahead in your career.

See our classroom schedule at: www.iata.org/training-calendar

AT YOUR COMPANY

An in-company session is the most efficient and cost-effective solution for training a group of five or more. You can choose any existing classroom course for in-company delivery or request a customized solution based on your training needs.

AT OUR TRAINING PARTNER LOCATIONS

We have a truly international network of training partners, with more than 400 partnering institutions, located in over 90 countries and across all continents. These include leading universities and some of the industry’s most respected organizations. Different partnership programs are available to training entities offering aviation-related courses. Find courses in a location near you: www.iata.org/partner-search

IN A VIRTUAL CLASSROOM

Our new virtual classroom platform is an ideal training solution for managers who are not able to spend time away from the office. It lets them study remotely with full interaction with the instructor and the other participants of the course. We bring the learning to you, making it easier to take advantage of the training we offer and advance your career. The virtual learning environment cuts down on travel and accommodation expenses, while offering a quality training solution through live and virtual events.

AT AN IATA TRAINING CENTER

The classroom setting is ideal for learning practical skills and exchanging best practices with international peers. Hundreds of classes are scheduled at IATA Training Centers and partner locations every year.

QUALITY TRAINING

That is why we hire only the most qualified instructors to deliver our courses at our IATA Training Centers, in-company sessions and Regional Partner locations. We work with more than 200 official IATA Instructors, IATA employees and sought-after consultants from around the world. Our instructors are dedicated professionals and it shows — participants consistently score our instructors over 90% on course evaluations for their knowledge of course content and ability to transfer skills in the classroom.

Are you interested in becoming an IATA Instructor? Find out how you can become an Instructor on our website.

www.iata.org/training-instructors

ELEARNING

“IT’S FAST & CONVENIENT!”

E-learning is a quick and flexible training method that allows you to learn online using short, interactive modules. Enroll for a course at any time and complete your final examination online when you are ready.

www.iata.org/distance-learning
With more than 780+ classroom training sessions each year, no matter where and how you choose to train with IATA, our courses are developed by subject matter experts and updated regularly to provide you with the most valid and relevant information. We live by our mission to provide quality training to our customers worldwide, with the aim to help you develop your career.

TRAINING CENTERS

IATA is continually expanding its services to help aviation businesses develop and retain talent for the future.

We are opening new training centers around the world, and expanding several of our existing training facilities to help training become even more accessible. We have more than 20 IATA Training Centers, located at IATA offices near key international hubs, offering courses covering all portfolios. Each center offers modern classrooms equipped with complimentary Wi-Fi internet access, printers and quiet workspaces.

Choose to study at an IATA Training Center and take advantage of a 20% early-bird discount when you register early (conditions apply).

www.iata.org/training-centers
**TRAINING CENTER LOCATIONS**

45 Training Centers  
IATA Training Centers and Regional Training Partners

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**25 IATA TRAINING CENTERS**


**20 REGIONAL TRAINING PARTNER (RTP) TRAINING CENTERS**

Abu Dhabi, Amman, Athens, Buenos Aires, Colombo, Doha, Frankfurt, Hong Kong, Istanbul, Jeddah, Johannesburg, Lima, Mexico City, Moscow, Muharraq, Nairobi, Riga, São Paulo, Singapore, Stockholm, Taipei, Tel Aviv

**REGIONAL CONTACT INFORMATION**

**ASIA + NORTH AND CHINA**  
tel: +86.10.8571.9262  
training.bjs@iata.org

**ASIA + PACIFIC AND SOUTH ASIA**  
tel: +65.6499.2293/2536  
training.sin@iata.org

**MIDDLE EAST AND AFRICA**  
tel: +41.22.770.2820  
training.gva@iata.org

**EUROPE, RUSSIA AND CIS**  
tel: +41.22.770.2820  
training.gva@iata.org

**NORTH AND SOUTH AMERICA**  
tel: +1.305.779.9860  
training.mia@iata.org

See our classroom schedule at: www.iata.org/training-calendar.

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“I’ve never seen such a well-equipped, knowledgeable instructor before.”
EXPLORE THE CITIES AND SURROUNDINGS OF OUR IATA TRAINING CENTERS

Combine your learning in the classroom with exploring the cities and regions of our Training Centers and discover what they have to offer.

BEIJING
Beijing manages to be everything you expect it to be and yet still retains surprises around every corner. In so many ways it is ultra-modern, a densely-populated cosmopolitan city bursting with life. Sleek high-rises house shopping malls, theatres, bars, and restaurants. But always present is a deep respect for the past. The Forbidden City—the Imperial Palace from 1420 to 1912, comprising close to 1,000 buildings—remains at the heart of Beijing. Tiananmen Square extends beyond the south gate of the Forbidden City and is an important ceremonial center to this day. Old Beijing can also be found in the Shichahai area, where you can learn folk arts, and, if you have the time to travel further afield, the Ming Tombs, and the awe-inspiring Great Wall.

GENEVA
A global hub for diplomacy and banking, Geneva is equally adept at easing the stress of business through its natural splendor. Pristine Swiss air, a vibrant lakeside city center, and a spectacular Alpine backdrop combine to make Geneva an elegant and exciting city. Culture is as prominent as the seamless blend of business and nature. Museums and theatres sit side-by-side with boutique shops, cafés, and restaurants on immaculate cobbled streets. Watch out for the Jet d’Eau, one of the tallest fountains in the world, or, if you have more time, travel to the Alps for adventure all year round, from winter snow sports to summer meadow trails.

MIAMI
One of the most famous destinations in the world, Miami lives up to its enviable reputation. Enjoy its rich cultural mix, its fine dining, its nightlife, and, most of all, its beaches, always magnificent under a tropical sun. From Cuban influences to South Beach style, the city piques interest on every street. Miami is also the gateway to an array of attractions. Visitors can enjoy an air boat ride in the Everglades or sample a key lime pie in the Florida Keys. Perhaps most tempting of all, just a few hours’ drive from Miami is the wonderful world of Walt Disney. The legendary theme parks and aquatic attractions in the Orlando area provide a once-in-a-lifetime experience.

SINGAPORE
Singapore is an island city-state off Southern Malaysia that packs quite a punch for its size. Multicultural, efficient, and with a can-do attitude, Singapore has become a driving force in the region, particularly renowned in the financial sector. The modern dynamism of the Marina Bay area effortlessly dovetails with ethnic neighborhoods, a vibrant harbortfront and colonial-era districts. But Singapore isn’t all about hustle and bustle. Sentosa is one of many retreats from the high-energy city, offering the chance to unwind on beaches, in picturesque quayside bars and restaurants, or even at the luxurious Auriga Spa at Capella Singapore Hotel, set with a private pool and views of the nearby Southern Islands. One ‘must-see’ for tourists is the Merlion, which symbolizes Singapore’s humble beginnings as a fishing village known as Temasek, meaning ‘sea town’ in Old Javanese.

"You really offer the best training. Keep it up!"

Dennis Mbole
Cargo Advanced Rating and Marketing course participant
TRAINING PARTNERS NETWORK

THE VALUE OF PARTNERS

Strategic partnerships with other industry organizations and businesses enable IATA Training to offer global coverage and a full range of resources.

IATA has a network of more than 450 training partners globally. Partnerships improve effectiveness and efficiency as well as create stability, cultivate trust, build local confidence, and minimize risk. Partners are chosen for their location and their pool of instructors who have local industry knowledge and expertise.

With the right alliances, the overall offer to the student is greatly enriched. This is particularly pertinent given that the countries with the greatest projected air traffic growth are emerging markets. Access to high quality aviation training in these markets is essential, especially in safety. It promotes compliance with ICAO Standards and Recommended Practices (SARPs) and is consistent with ICAO’s No Country Left Behind policy.

Technology will play an important role in extracting more value from partnerships. IATA has 125 locations globally where exams are held four times per year. Though until recently these exams have been paper-based, access to technology and greater connectivity will facilitate online exams. Benefits include security and confidentiality with the exam; cost savings in administration; consistency; and a high level of transparency. For the student, online exams provide greater flexibility, standardized grading, and fast results.

In 2016, IATA’s training partners recorded student enrolments from 156 countries, reaching 80% of all countries globally. This steadily growing professional network of training partners is a fundamental part of the success not only of IATA Training but also of the industry, which is growing safer by the day even as air traffic increases.

Thanks to IATA’s partners, over 100,000 professionals and students are trained each year. By expanding training capacity, partners play an integral part in IATA’s vision to be the leader in developing professionals for tomorrow’s air transport.

• Aircargo Training Center of Japan, Japan
• Alhind Academy, India
• Airport College, France
• DGM, The Netherlands
• Etihad Airways, United Arab Emirates
• Kadosh Training Services, Mauritius
• Louis Preston, Sri Lanka
• Qatar Aeronautical College, Qatar
• Sichuan Southwest College of Civil Aviation, People’s Republic of China
• Turkish Airlines Aviation Academy, Turkey
ACADEMIC PARTNERS & PROGRAMS

Our Academic Partners are internationally renowned universities with programs designed for the working professional. These programs are a combination of industry and academic training, available as eLearning, virtual classroom and classroom training.

McGill School of Continuing Studies, Canada (Montreal)
- Project Management: Practice and Certification

Harvard Business Publishing, USA (Cambridge)
- Aviation Leadership Development Program in collaboration with Harvard Business Publishing
- Aviation Strategy Execution Program in collaboration with Harvard Business Publishing
- Foundations in Leadership Program in collaboration with Harvard Business School Publishing
- Harvard ManageMentor Leadership and Management Training Program

ENAC, France (Toulouse)
- IATA-ENAC Advanced Master in Aircraft Life Management and Maintenance
- IATA-ENAC Advanced Master in Airline Operations

Harvard Business Publishing, USA (Cambridge)
- Aviation Leadership Development Program in collaboration with Harvard Business Publishing
- Aviation Strategy Execution Program in collaboration with Harvard Business Publishing
- Foundations in Leadership Program in collaboration with Harvard Business School Publishing
- Harvard ManageMentor Leadership and Management Training Program

University of Geneva, Switzerland (Geneva)
- Advanced Studies in Aviation Management
- Diploma of Advanced Studies in Advocacy, Communication, and External Relations

“What makes this efficient is mixing the academic experience of university style lectures with the experience of IATA experts, on top of the immense knowledge of other professional participants from all aviation fields.”

Capt. Anwar Bassam Akkad
Senior Manager Quality-Operation
Abu Dhabi, UAE
Regional Training Partners (RTP) undergo a rigorous selection process. Each RTP must display an in-depth knowledge of its region’s training needs and be able to translate this understanding into high-quality customer service in appropriate facilities. Classroom training with IATA Instructors and official IATA course materials are offered at more than 20 independent institutions.

If you would like to study at a Regional Training Partner, please visit our website for more information: www.iata.org/training-RTP

Areas of training include:
- Air Navigation Services
- Airline Operations, Management, Law, Finance
- Airport Planning, Operations and Management
- Civil Aviation
- Ground Handling and Operations
- Safety, Quality and others
- Security: Cyber, Cargo, Predictive, Management

Authorized Training Centers (ATC) network comprises 250-plus training institutes that deliver IATA self-study courses using their own instructors. ATCs have demonstrated the requisite expertise in their subject areas and an ability to deliver quality training. ATCs recruit and train students independently but examinations are organized and supervised by a local IATA coordinator.

If you would like to study at an ATC, please visit our website for more information: www.iata.org/training-ATC

TOP PERFORMING ATCs
- Bird Education Society for Travel & Tourism
- Career Institute
- Flymates
- Institute of Air Travel Studies
- National Kaohsiung University of Hospitality & Tourism
- Omri Aviation Corporation
- Patriot Aviation College
- ProNordic Education Kommanditbolag
- Sanya Aviation and Tourism College
- Zabeel International Institute of Management & Technology

Accredited Training Schools (ATS) are more than 150 Accredited Training Schools (ATS) around the world. They are permitted to provide courses that use IATA-approved training material and instructors that meet IATA requirements. ATS are able to deliver Dangerous Goods Regulations (DGR) training. Criteria for endorsement to teach DGR are based on Section 1.5 of the IATA Dangerous Goods Regulations and Dangerous Goods Training Standard.

If you would like to study at an ATS or become one, please visit our website for more information: www.iata.org/training-ATS

TOP PERFORMING ATSs
- BCR Consultoria e Treinamento Ltda
- Bird Education Society for Travel & Tourism
- Dangerous Goods Management (China)
- Entebbe Handling Services Limited
- Excellence Academy
- Global Transport Training Services
- GMR Airport Limited
- IFMA - Institut de Formation aux Métiers de l’Aérien
- Instituto De Capacitacion Internac
- SAAA Cargo Services Pte Ltd
- Shanghai Pudong International Airport Cargo
- The Japan Air Cargo Institute for Safety (JACIS)
TRAINING CATALOG | PROGRAMS AND COURSES

PROGRAMS AND COURSES

INTRODUCTION

Training is a multi-faceted sector, requiring the intelligent weaving of many different strands. As the association for the global airline industry, IATA is best placed to combine these strands in a manner that ensures your training success. IATA Training is effective and efficient, enabling the rapid transfer of rich, relevant content from subject matter experts to aviation professionals no matter how the student chooses to access that content. The global reach of the courses and the deployment of leading-edge technologies to deliver them is aligned with IATA’s vision to be the force for value creation and innovation in the industry. It ensures aviation knowledge continues to develop to help the industry deliver its many economic and social benefits through ever-safer air connectivity.

LIST OF COURSES:

AIR NAVIGATION SERVICES
AIRLINE BUSINESS MANAGEMENT
AIRLINE OPERATIONS AND QUALITY
AIRPORT PLANNING, MANAGEMENT AND OPERATIONS
AVIATION PERFORMANCE AND MANAGEMENT
CARGO
CIVIL AVIATION AUTHORITIES
DANGEROUS GOODS REGULATIONS (DGR)
ENVIRONMENT AND FUEL
FARES AND TICKETING
FINANCE AND ACCOUNTING
GROUND OPERATIONS
LAW AND REGULATIONS
SAFETY
SECURITY
TRAVEL AND TOURISM

PRICING

IATA courses combine industry-leading expertise with the most up-to-date materials and resources for a valuable learning experience. Even so, to encourage participation in this growing, dynamic industry, courses are priced competitively, with discounted prices for IATA Members and Developing Nations.

MEMBERS

The following organizations and their employees are eligible for the reduced member price:
- IATA Member Airlines
- IATA Strategic Partners
- NAA Members of ICAO
- IGHC Members
- GSSA Members
- Accredited Travel and Cargo Agencies
- ATC and ATS Employees
- Airport Operators and Authorities

DEVELOPING NATIONS

Member organizations headquartered in a developing nation and their employees are eligible for the reduced developing nation price. For the current list of developing nations, please visit our website: www.iata.org/dna-countries

NON-MEMBERS

The non-member price is applicable to organizations and individuals who are not eligible for Member or Developing Nation prices.

DISCOUNTS

To further assist organizations and potential students, there is a discount available for those who register far enough in advance for scheduled classes at an IATA Training Center.
- Register three weeks before the course start date to save $100
- Register three months before the course start date to receive a 20% discount
- Payment must be made by credit card or clearing house

Please visit our website for course prices and more information: www.iata.org/training-pricing
Fares and Ticketing

Even though fares can be automatically calculated, you need to keep your pricing skills sharp to be sure you provide competitive quotes and the best advice to your customers. These courses will help you stay on top of changing resolutions so you will accurately price journeys and avoid costly errors or rules that result in customer disappointment and costly debit memos for your travel agency. Simulations, along with practical journey pricing exercises, will ensure you know how to select correct fares, apply the principles of mileage pricing, collect taxes, and interpret rules.

COURSES

Accounting and Financial Management for Travel Agencies

Online Code*: TTTG-93
Length: 15h
Learn to speak accounting language, grasp accounting principles and interpret financial statements to assess and steer your business.

Advanced Skills in Journey Pricing and Ticketing

Online Code*: TTTG-15
Length: 19h
Gain confidence in pricing more complex journeys that apply exceptions to standard pricing principles.

BSP Agent Best Practices and Common Solutions

Online Code*: TTTG-48
Length: 2h
Identify common challenges faced by travel agents in BSP and gather solutions and best practices.
Also available in Spanish

BSP Agent Billing Reports and Procedures

Online Code*: TTTG-46
Length: 2h
Learn about the Agent reporting process in the Billing and Settlement Plan (BSP) and how to interpret billing reports.
Also available in Spanish

BSP Agent Remittance Procedures

Online Code*: TTTG-47
Length: 2h
Examine the Agent Remittance process of the Billing and Settlement Plan (BSP), including the reporting calendar and debt identification.
Also available in Spanish

BSP and BSPLink Training for Travel Agents in Africa

Online Code*: TTTG-02
Length: 1d
Designed for IATA Accredited Travel Agents, learn more about local IATA Billing and Settlement Procedures (BSP) and Governance.

BSP and BSPLink Workshop for Airlines in Europe

Online Code*: TALF-82
Length: 1.5d
A fully customizable workshop is designed for airlines to learn more about local IATA Billing and Settlement Procedures (BSP) and Governance.

BSP and BSPLink Workshop for Travel Agents in Europe

Online Code*: TALF-36
Length: 1.5d
A fully customizable workshop is designed for IATA Accredited Travel Agents to learn more about local IATA Billing and Settlement Procedures (BSP) and Governance.

BSP Essentials for Travel Agents

Online Code*: TTTG-49
Length: 2h
Learn to use BSPLink efficiently; interpret billing reports to reconcile financial accounts, adhere to the reporting calendar, identify debt, credit card fraud prevention best practices and manage or follow up on ADMs and ACMs. This course bundles six modules rich with BSPLink simulations. Each of six course modules is available independently.
Also available in Spanish

* Visit www.iata.org/training-search and enter the 6-character code for more information.
Contact: training.performance@iata.org
BSP Essentials for Travel Agents: Final Examination
Online Code*: TTTG-50

Demonstrate your knowledge of the Billing and Settlement Plan (BSP) for travel agents and earn an internationally recognized certificate.
Also available in Spanish

BSP Standard Documents and Procedures
Online Code*: TTTG-45

Length: 2h

Minimize costs through a better understanding of ticketing authority and the traffic documents used in BSP.
Also available in Spanish

CASS and CASSlink Workshop for Airlines in Europe
Online Code*: TALF-34

Length: 1.5d

This fully customizable workshop is designed for airlines to learn more about local IATA Cargo Account Settlement System (CASS) and Governance.

CASS and CASSlink Workshop for Cargo Agents in Europe
Online Code*: TALF-33

Length: 1.5d

A fully customizable workshop is designed for IATA Accredited and Associate Cargo Agents to learn more about local IATA Cargo Account Settlement System (CASS) and Governance.

Fundamental Skills in Journey Pricing and Ticketing
Online Code*: TTTG-14
Length: 70h

Learn the language of fare construction and fare rules so you provide your customers with the best advice and the lowest fare for their air itinerary.
Also available in French

Global Distribution Systems Fares and Ticketing Course - AMADEUS
Online Code*: TTTG-26
Length: 1d

Learn to use Amadeus to price journeys using the mileage system.

Global Distribution Systems Fares and Ticketing Course - GALILEO
Online Code*: TTTG-28
Length: 1d

Learn how to use Galileo to price journeys using the mileage system.

Global Distribution Systems Fares and Ticketing Course - SABRE
Online Code*: TTTG-29
Length: 1d

Learn to use Sabre to price journeys using the mileage system.

Introduction to BSPlink
Online Code*: TTTG-44
Length: 2h

Explore Billing and Settlement Plan (BSP) reporting and remittance processes and BSPLink user functionality.
Also available in Spanish

Passenger Fares and Ticketing - Advanced
Online Code*: TALF-24
Length: 10d

For experienced ticket and rate agents. This course will help you master normal fare construction and currency conversion procedures. Learn how to calculate fares for journeys with surface sectors and how to assess the impact of indirect travel limitations on fare construction and embedded surface sector.

Also available in Spanish

Special Fares and Ticketing - Intermediate
Online Code*: TALF-40
Length: 5d

In this course, you will learn to effectively quote special fares from pricing units, apply the most restrictive conditions and the new formula for fare construction.

Ticket Repricing, Exchange and Reissue
Online Code*: TTTG-91
Length: 30h

Master the principles behind ticket alterations, including ticket exchanges, reissues, and revalidations. Study ticketing procedures as well as refund processing and the collection of rebooking fees.

Travel Agency Fees: A Professional Approach
Online Code*: TTTG-13
Length: 2.5h

Learn best practices in implementing or setting of agency fees, the types of fees collected by travel agencies, and best to communicate them.

Travel and Tourism Workshop
Online Code*: TALF-74
Length: 5d

The Travel and Tourism Workshop provides you with a broad understanding of the global Tourism sector, and equips you with the knowledge and skills to maximize the business potential of this industry for your market.
CONTACTS

Contact the training team in your region for more information.

ASIA - PACIFIC AND SOUTH ASIA
tel: +65.6499.2293/2536
email: training.sin@iata.org

ASIA - NORTH AND CHINA
tel: +86.10.8571.9262
email: training.bjs@iata.org

EUROPE, RUSSIA AND CIS
tel: +41.22.770.2820
email: training.gva@iata.org

MIDDLE EAST AND AFRICA
tel: +41.22.770.2820
email: training.gva@iata.org

NORTH AND SOUTH AMERICA
tel: +1.305.779.9860
email: training.mia@iata.org

www.iata.org/training-centers