Chart a new course

Ground Operations courses
Aviation passenger numbers are set to double by 2035!

Imagine the career opportunities this offers you!
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MESSAGE FROM THE DIRECTOR GENERAL

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 8.8%. 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

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.

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

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.

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

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

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.

$2.7 trillion is the worldwide economic impact of aviation

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

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 airside safety to managing accident investigations and preventions.

1 million professionals and graduates have trained with IATA since 1999

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

There are 2.3 billion active social media users

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.

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

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

Maurizio Carrara
Ground Operations

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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.

IATA TRAINING

ESTABLISHING A SUCCESSFUL CAREER IN AVIATION
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 they 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

Airline Business Management
Industry case studies, challenging simulation programs and practical training will help you maximize your potential as an airline manager

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

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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.
Train at your own pace

Our self-study courses are ideal for graduates, industry newcomers looking to get a start in aviation and young professionals seeking vocational qualifications. These courses focus on key job roles in airline operations, airport operations, cargo operations, travel and tourism. All materials are developed by IATA subject matter experts, and supported by instructional design experts to ensure you get the most out of your learning experience.

Self-Study Kits

IATA self-study courses deliver comprehensive instruction to busy aviation and travel industry professionals. Our training solutions are interactive, learner-friendly, and available in a variety of convenient formats.

www.iata.org/distance-learning

E-Learning

This quick and flexible training method 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.

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

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.

www.iata.org/training-calendar

Quality Training

That is why we hire only the most qualified instructors to deliver our courses at 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

“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
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 CENTER LOCATIONS

45 Training Centers
IATA Training Centers and Regional Training Partners

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, Nairobi, Riga, Santo Domingo

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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.

“I’ve never seen such a well-equipped, knowledgeable instructor before.”
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.

MONTRÉAL
A unique mix of cultures and styles, Montréal merges European and North American culture as well as English and French heritages. The result is a cosmopolitan and creative city, evident as much in the cuisine as it is in the architecture. Far from being defined by dark winter months, Montréal keeps the heat on all year round with theatres, museums, and art galleries galore. Added to the mix is a full calendar of events. Music festivals are just one of many highlights. The Festival International de Jazz de Montréal is perhaps the headline event but there is something for everyone, from MUTEK and Île Soniq to the Orchestre symphonique de Montréal’s Classical Spree.

MIA MIA MIA MI MIA
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 harborfront 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
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
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

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

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

- **Embry-Riddle Aeronautical University, USA (Miami)**
  - IATA-Embry-Riddle Aviation Management Certificate
  - IATA-Embry Riddle Supply Chain Management Certificate
  - IATA-Embry-Riddle US Aviation Law Diploma

- **Nanyang Technological University, Singapore (Singapore)**
  - Advanced Management Program in Aviation
  - Executive MBA in Air Transport

“**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
The Authorized Training Center (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
- Erican College
- AFTRAL
- Air Travel Aviation Academy Ltd.
- Airline Training Center
- Career Institute
- Flymates
- Institute of Air Travel Studies
- Instituto de Formacao Turistica
- International Aviation Academy of Sri Lankan Airlines
- Mega Airlines Studies
- National Kaohsiung University of Hospitality & Tourism
- Omni Aviation Corporation
- Patriot Aviation College
- ProNordic Education Kommanditbolag
- Sanya Aviation and Tourism College
- Zabeel International Institute of Management & Technology

Accredited Training Schools
There are more than 160 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
- GMH Airport Limited
- IFMA - Institut de Formation aux Metiers de l’Aerien
- Instituto De Capacitacion Internac
- SAAA Cargo Services Pte Ltd
- Shanghai Pudong International Airport Cargo
- The Japan Air Cargo Institute for Safety (JACIS)
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 (DG)
- 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
Ground Operations

Safety and on-time performance are—and will continue to be—top priorities for service providers and their airline clients. The ability to deliver on both is a must. This selection of courses and diplomas will equip you with leading practices for balancing performance with safety, and cost effectiveness with customer satisfaction, so you can provide the level of service your clients expect. Standards are essential to keep our industry safe and efficient. We develop all ground operations training using industry reference material, including the Airport Handling Manual (AHM), the IATA Ground Operations Manual (IGOM), and ISAGO Standards and Recommended Practices.

DIPLOMAS

Airside Operations Excellence Diploma
A selection of our top courses for ramp lead agents. Through four practical and technical courses, learn to perform ramp handling services according to industry standards. Gain confidence in your ability to achieve safety while optimizing your station’s On-Time Performance (OTP).

Requirements: 2 Required courses and 2 Elective courses

Ground Operations Diploma
Gain management and operational knowledge about efficient ground operations for airlines and ground service providers. DIPL-39

Requirements: 2 Required courses and 2 Elective courses

COURSES

Aircraft De-icing Operations Management
Online Code*: TAPG-02
Length: 3d
Learn the ICAO, IATA, EASA, and FAA aircraft de-icing standards, plus your legal responsibilities when managing these operations. This course is open to airline, GSP, airport, and regulator staff, with the goal of coordinating an efficient winter operation plan between all stakeholders.

Aircraft Marshalling and Ramp Hand Signals with RampVR
Online Code*: TAPG-06
Length: 1d
This course covers the principles of ramp communications between the ground and cockpit crew, based on the IATA standards in the Airport Handling Manual (AHM) and IATA Ground Handling Manual (IGOM), with practical virtual reality training using RampVR.

Aircraft Turnaround Coordination and Loading Supervision
Online Code*: TAPG-57
Length: 4d
Learn the essential technical aspects of aircraft handling and loading, so that you can lead your ramp team and optimize the use of ground service equipment and manpower.

Aircraft Turnaround Coordination and Loading Supervision with RampVR
Online Code*: TAPG-40
Length: 5d
Learn the essential technical procedures for aircraft handling and loading to optimize the use of ground service equipment and manpower.

Aircraft Weight & Balance Refresher
Online Code*: TAPG-56
Length: 3d
Get up to speed with new information and standards on the key topics and refresh your skill set.

Aircraft Weight and Balance
Online Code*: TALP-01
Length: 5d
This course is designed for existing professionals with proven training and experience records.

Airport Ramp Services
Online Code*: TAPP-51
Length: 40h
Whether you are new to the industry or a recent recruit, this course provides a solid foundation for professional development in the field of ground operations. You will learn the basics of ramp services, plus the ground handling and safety standards you need to know to work safely on the ramp.

Airport Services - Passenger Handling
Online Code*: TALP-10
Length: 5d
This intensive crash course is designed to make you both customer-focused and knowledgeable in the many roles you may fill as a front-line employee. Course topics include customer service and conflict management best practices, combined with a review of international passenger and baggage handling standards.

Baggage Claims and Proration
Online Code*: TAPG-62
Length: 3d
Learn baggage pro-rate from the moment of payment of passenger claim until the agreement is made and the settlement of pro-rate amounts between respective carriers takes place. Looking at various case studies, this course will help you better understand the essentials of the baggage proration process.

* Visit www.iata.org/training-search and enter the 6-character code for more information. Contact: training.performance@iata.org
Baggage Tracking - Implementation and Compliance

Online Code: TAPP-49

Learn how to implement Resolution 753, a new requirement for IATA members to track baggage. Coming into affect in June 2018, the aim is to further reduce baggage mishandling through cross-industry tracking for every baggage journey.

Business Aviation Handling and Fixed-Base Operations, FBO

Online Code: TAPP-38

The lucrative business aviation niche market requires a higher level of service and customization than standard ground services. This course will show you best practice to incorporate into your FBO business model that will help you meet client expectations and deliver consistent service.

Crisis Communications and Media Response for Airport and Station Managers

Online Code: TAPP-39

Is your local staff prepared to speak to the media in the event of a crisis? This course lets you practice your ability to provide adequate, structured information to the media so you can handle immediate media response, before the corporate media response team takes over.

Document Control Systems

Online Code: TALS-05

This hands-on course gives you a test environment to build your own document control procedures, including process mapping, referencing, and amendments.

Ground Operations Management

Online Code: TALP-52

Learn how to supervise an airline station in a self-handled or out-sourced environment. Get the latest trends in passenger and baggage handling. This course comes with a complimentary copy of the IATA Airport Handling Manual (AHM).

Human Factors in Ground Operations

Online Code: TAPP-03

Human error is the leading cause of accidents in our industry. This course reviews the top human factor issues for ground operations, providing tips for improving safety and effectiveness in your operations. This course is recommended for management and operational staff alike.

IGOM Implementation and Standardized Procedures

Online Code: TAPP-41

Learn the scope, applicability and benefits of the IATA Ground Operations Manual (IGOM).

Passenger Assessment and Travel Document Checks

Online Code: TAPP-34

Practices that can save your airline from costly delays and penalties. Based on the latest trends and industry best practices, this course provides tools to identify forged documents and potentially disruptive passengers.

Passenger Ground Services

Online Code: TALP-51

Learn what it takes to work at one of the airline industry's most visible airport positions and obtain the skills you need to provide assistance and related passenger services at the check-in, gate and concourse of your airport.

Passenger Ground Services with Amadeus Altea DCS

Online Code: TALP-51-AMA

Obtain the skills you need to provide assistance and related passenger services at the check-in, gate and concourse of your airport.

SGHA Version 2018 & SLA Refresher

Online Code: TAPP-55

Get up to speed with new information and standards on the key topics and refresh your skill set. This course is designed for existing professionals with proven training and experience records.

SGHA-SLA and Effective Negotiation Behaviors

Online Code: TAPP-32

This course covers the IATA Standard Ground Handling Agreement section by section, giving you the foundations to write the Annex B and Service Level Agreement accurately and effectively. Learn how to enhance cooperation, efficiency and savings in your negotiations through technical training and exercises that replicate today's global marketplace.

Standard Line Maintenance Agreements

Online Code: TAPG-55

A dedicated course for line maintenance buyers, sellers and contract managers. Learn how to use the IATA Standard Ground Handling Agreement to its fullest potential as a commercial agreement and services description document for line maintenance services.

Station/Ground Handling Management

Online Code: TALP-02

A review of management responsibilities on the ramp and in the passenger and cargo terminals, this course equips you to improve the On-Time Performance of your station. Learn key ground handling functions, from marshaling to pushback, check-in to deicing within the framework of the IATA Airport Handling Manual.

Station Operations Control

Online Code: TAPP-35

For operations officers at GSP control centers and self-handling airlines. Learn key skills to run safe, efficient ground operations: aircraft handling, resource planning, standard messaging, basic slot requests and more.
CONTACTS

Contact the training team in your region for more information.

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