

IATA COURSES DESCRIPTION

International Travel & Tourism Training

COURSE	DESCRIPTION
Foundation in Travel & Tourism	In this course students will learn travel sales essentials: geography, transportation, hotel, fares, e-ticketing, customer service, technology and GDS functionality.
Travel & Tourism Consultant	In this course students will identify and consult on popular international travel and tourism destinations as well as advice on travel and tourism products, modes of transportation, accommodation, cruises, and tours. Students will also be able to interpret IATA resolutions that apply to accredited travel agencies and identify and consult on popular international travel and tourism destinations.
Managing the Travel Business	Students will distinguish a manager's roles and responsibilities within travel organizations, motivate and inspire employees, develop negotiating skills and assess business and learn about special interest travel and tour production.
GDS Fares & Ticketing – AMADEUS	Students will be able to analyze GDS displays relevant to mileage system pricing, identify and price different journey types, read, interpret, and apply fare rules and check minimum-fare rules in pricing itineraries.

COURSE	DESCRIPTION
IATA Geography in Travel Planning	This interactive e-learning course, developed with travel professionals in mind, will appeal to anyone with a passion for travel. In an engaging web-based presentation guided by an Avatar, students will learn while exploring the richness of the world's geography.
IATA Destination Geography	Ten countries out of 50 receive 40% of these international visitors. What countries are travelers visiting and why? Travel professionals provide value-add service when they know what attracts visitors to these destinations and when they provide accurate information about them.

IATA COURSES DESCRIPTION

International Aviation Training Program



COURSE	DESCRIPTION
<p style="text-align: center;">Introduction to the Airline Industry</p>	<p>Students will know the history, current scale and scope of the airline industry. They will also find out about the multiple operational and business functions of airlines, and describe the duties and responsibilities of key airline personnel.</p>
<p style="text-align: center;">Introduction to Safety Management Systems</p>	<p>This course will help participants and organizations understand the function, role and importance of developing and implementing a Safety Management System (SMS).</p>
<p style="text-align: center;">Airline Cabin Crew</p>	<p>Students will be able to appreciate the cabin crew profession, its origins and current practices, as well as describe aircraft types and cabin crew functions. They will also learn about managing passenger interactions in a variety of circumstances and recall emergency and safety procedures.</p>
<p style="text-align: center;">Airline Customer Service</p>	<p>Students will learn techniques of effective communication and customer contact and will understand the various social styles and cultural differences of airline customers in addition to gaining knowledge about new trends in customer service.</p>
<p style="text-align: center;">Airline Marketing</p>	<p>Students will be able to interpret and understand their customers' needs, segment targeted markets, exceed the customers' expectations with product innovation, product quality and efficient distribution. They will also be able to develop creative and cost-effective marketing strategies.</p>
<p style="text-align: center;">Airline Finance & Accounting Management</p>	<p>Students will evaluate the financial manager's role within the airline management team, conduct financial analyses, initiate change and improve performance using a functional approach to cost management.</p>

COURSE	DESCRIPTION
Airline Revenue Management	This course aims at equipping students with the techniques applied by airlines to derive revenue from seat sales to maximize profitability.
Airport Operations	This course aims to know the history of aviation and understand the role airports play in the economy, discover the various airport customers and partners and gain knowledge about the multiple operational and business functions of airports
Aviation Security Awareness	This course builds solid skills for greater aviation security and understands its regulations, concepts and recommended practices.
Airport Ramp Services	This course explores the many ground service tasks involved to support aircraft both pre- and post-flight.
Ground Operations Management	Students will be able to control and supervise an airline station in a self-handled or outsourced environment, use Ground Handling and Service Level Agreements (SLAs) to suit the Stations handling needs, reduce costs and provide quality service. In addition students will be able to prevent fraud by being knowledgeable about the current methods that fraudsters use to dilute airline revenues.
Air Transport Fundamentals	Students will study how the air transportation system relates to airlines, airports, Civil Aviation Authorities and Air Navigation Services.
Basic Airside Safety	This course trains new staff involved in ground operations and refreshes the skills of current staff. This course also helps companies save on airside safety training costs and reduce the risk of accidents and ramp damages