

TRAINING

✈️ CATALOG

DISCOVER A **NEW ERA**
OF TRAINING

WHAT CEOs THINK
is the key to success p.6

ATTRACTING TALENT
our guide to engaging
employees p.10



Beijing



Geneva



Buenos Aires



Travel,
Learn and
Connect

Montréal



Singapore



Johannesburg



90%
OF PARTICIPANTS
RECOMMEND
OUR COURSES!*

Our training is only as good as the results it brings. Therefore, our courses are designed by industry experts and updated regularly to ensure we provide you with the most valid and relevant information.

No matter where and how you choose to train with IATA, rest assured that you will be able to apply the skills that you have learnt immediately in the workplace and use them to further develop your career.

*Based on IATA course participants survey

Miami



Brussels



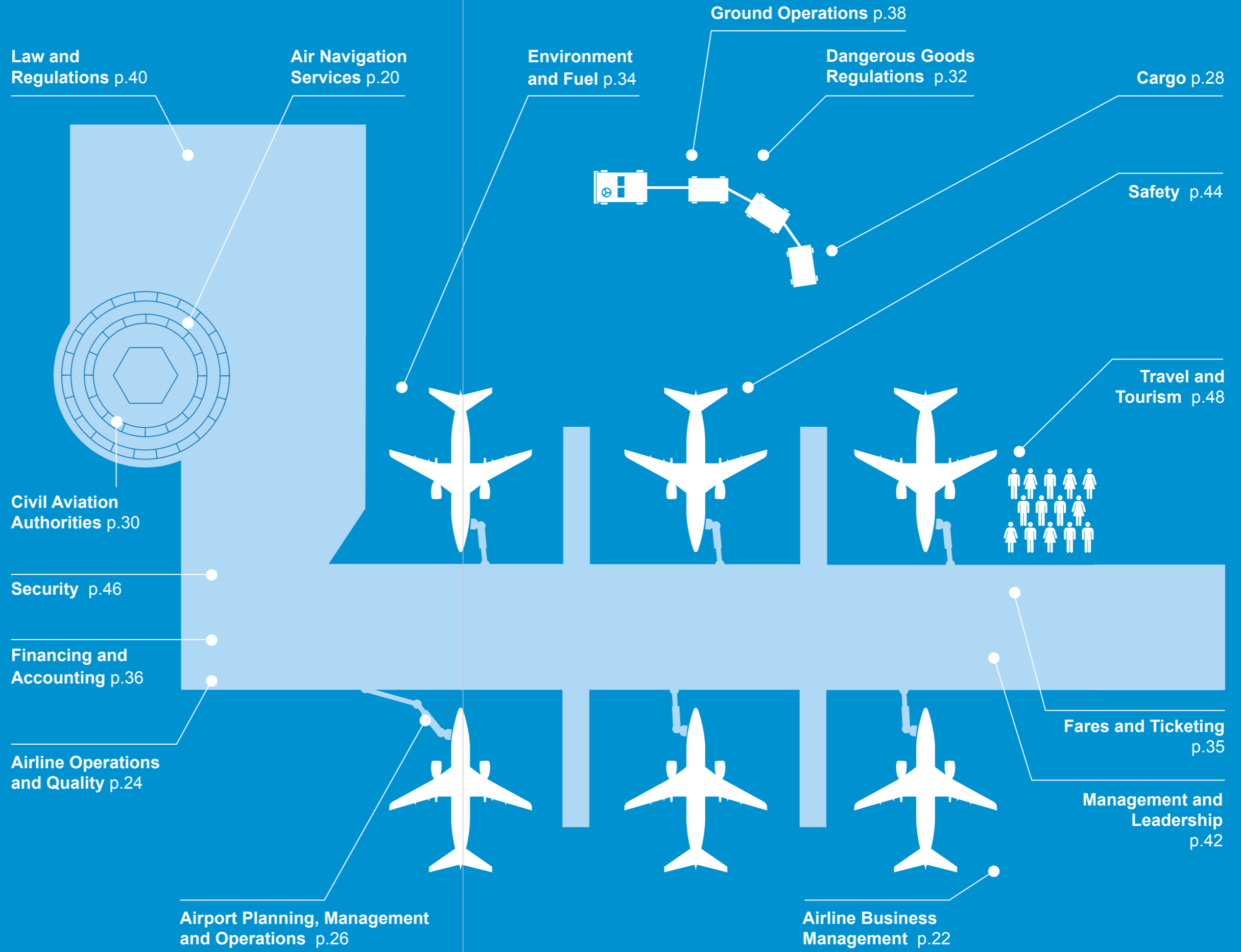
London



Discover all of our training locations!

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TRAINING IS THE KEY
to success



DELIVERING THE FUTURE BENEFITS OF AVIATION

Aviation is the Business of Freedom. It is globalization at its very best.

The numbers show how important the industry is to the peoples and companies of the world. In 2017, there were 4.1 billion travelers while air cargo grew 9.7%, with more than 60 million tonnes of freight transported by air.

The demand for air travel is such that passenger numbers will almost double within 20 years. That means the 63 million jobs and \$2.7 trillion in economic activity supported by aviation today will become close to 100 million jobs and \$6 trillion in GDP.

The IATA Training Catalog is a key document in delivering these benefits. As many airline CEOs have highlighted, if the industry is to meet the demand for its services a properly-trained, skilled, global pool of talent is vital.

Ensuring future generations receive quality training is the bedrock of success for any company in the aviation industry. The 100,000-plus people who advanced their careers in 2018 testifies that IATA's variety of courses and learning formats inspire today's students, the industry leaders of tomorrow. It will be up to them to continue delivering aviation's many benefits for the betterment of the world.

Aviation opens up a world of possibilities. Fulfil your ambitions with IATA Training.

Alexandre de Juniac
Director General and CEO

EMPOWERING THE INDUSTRY

Training is the platform for future aspirations, both on a personal and on an industry level.

It furthers careers and drives forward the understanding and skills that will deliver sustainable growth for airlines, aviation partners, and economies.

The IATA Training Catalog highlights our innovative learning techniques such as virtual reality, simulations, and gamification. Together with more traditional methodologies, these will give students the best possible chance to succeed and the industry the best possible chance of preparing for unprecedented growth.

Ensuring training remains relevant is one of the most important things we can do for future generations and for the future of the industry.

Explore what we have to offer, consider becoming a training partner or sign up for our dynamic courses, and play your part in furthering global connectivity.



DISCOVER A NEW ERA of Training

NEW WAYS OF LEARNING ARE TRANSFORMING THE TRAINING EXPERIENCE

The daunting prospect of “hitting the books” and a career-defining exam is no longer the only way forward.

Technologies that have permeated everyday life are being adapted to the training sector. These innovative training solutions meet the challenge of industry dynamics and growth head on.

Gaming, simulation programs, virtual reality, and e-learning provide powerful and intuitive learning platforms and ensure continued relevance for students and organizations alike.

The Face of Training is Changing

RISE OF DIGITAL

VIRTUAL REALITY

An exciting addition to the training portfolio is virtual reality training. IATA's RampVR® is a virtual reality training tool for ground operations that has already been installed in major airports for the enhancement of training experience and been incorporated into two courses - **Aircraft Turnaround Inspections with RampVR®** and **Aircraft Marshalling with RampVR®** - introducing a safe learning environment in an innovative format.

E-LEARNING

E-learning is a popular form of self-study and allows a student's training to be aligned with the work schedule. Textbooks or their electronic equivalent are used—most courses are Apple iPad or Android tablet friendly—with the exam taken online or at one of IATA's 100-plus examination locations worldwide.

E-learning is constantly being made more effective, efficient, and flexible. Delivering greater value to learners will ready them to meet the challenges of today's workplace and prepare them for more advanced learning and development activities.

SIMULATION

Simulation exercises form part of many courses. They provide a richer learning experience giving you practical experience to underpin your theoretical learning. As an example, as part of IATA's Airport Strategic Management Simulation course, airport managers of the future can create traffic and capacity forecasts, estimate aviation and non-aviation revenues, and delve into cost scenarios. Aspiring cargo managers, meanwhile, have access to real cargo industry data to help them understand and make executive-level decisions. And the unique IATA Revenue Management simulator tool allows participants to enjoy day-to-day management of their own airline in a competitive environment using the full range of tactics and features of a complex revenue management system.

GAMING

Gamification is helping to bridge the generational gap and engage new recruits. IATA has teamed up with Playrion to launch the *Airline Manager Tycoon 2* app for all budding aviation professionals to hone their skills.

iata.org/digital-training





LEARNING METHODS

The variety of courses and learning methods available through IATA means that students and organizations can choose the combination of subject and teaching methodology that is right for them.

Whether you choose to study with an instructor or prefer to study on your own, IATA's courses meet rigorous quality standards. IATA has received official accolades from two certification bodies for its training and is ISO 9001:2015 certified* and ACCET accredited**.

* globally except China
 ** IATA Training Centers in Miami and Montreal

CLASSROOM

Attending an IATA Training Center course is a great reward for employees. It can help employees further their careers while also helping companies to progress.

The classroom approach comes with several benefits, including meeting with professionals in your field and from around the world, direct interaction with an experienced instructor, and tailored training facilities.

VIRTUAL CLASSROOM

The brightest young talent can be nurtured through virtual classroom courses, which are an alternative to attending a training center.

The courses provide live interaction with the instructor, virtual collaboration and networking with peers.

This training methodology is carefully structured to accommodate busy schedules

with self-study activities but uses such collaborative activities as live sessions to allow participants to take part in facilitated discussions with a moderator and peers.

The Aviation Leadership Development Program in collaboration with Harvard Business Publishing (HBP), for example, is a 16-week course that assists participants in making a successful transition to the managerial ranks by harnessing leadership potential. Aside from a wealth of self-study materials, including articles, videos, and simulations, the program also includes eight virtual sessions facilitated by an HBP moderator.

Partner-taught classroom courses are also available at IATA's Authorized Training Centers (ATC) and Accredited Training Schools (ATS).

IN-HOUSE TRAINING

In-house training is a great way for companies to engage employees. Not only is there directly relevant knowledge to improve job and company performances but also the focused nature of the sessions motivates individuals and helps build a team.

This cost-effective alternative to IATA instructor led classroom training can be delivered to groups of five or more at any location. The same IATA Certificates and Diplomas are available, or companies can request customized courses focused on their training needs.

In-house training facilitates the rapid transfer of skills to an entire team and can offer savings on considerable travel and training costs.

iata.org/training-in-house

NO TIME OR BUDGET FOR TRAVEL?

No problem! IATA in-house training will come to you.



Train your **team cost-effectively**, where you want and when you want.



Ideal for **groups of five** and more.



Transfer skills quickly to your entire team.



Single or multiple **course packages available**, fully customizable.



Each participant receives an official **IATA Training Certificate**.



Learn from IATA's **qualified instructors**.



ENGAGING your employees

SELF-STUDY

If you prefer to study at your own pace, whether online or by reading a book, IATA Training offers numerous courses as self-study.

CAREER BOOST

This flexible option allows you to further your career by taking control of your studies and development. The courses are ideal for graduates, industry newcomers and young professionals seeking vocational qualifications.

FLEXIBLE

The schedule can be adapted to your working life, making it possible to learn new skills even as you perfect existing abilities during your day job.

AFFORDABLE

Self-study is affordable and comes complete with the requisite e-tools to ensure your potential is maximized. The learn–apply–reflect approach—where content is aligned for immediate application in the workplace—permeates all IATA courses, including self-study.



DID YOU KNOW?

IATA Training self-study courses are also available as classroom courses at our partner locations around the world.

ACADEMIC PROGRAMS

IATA partners with academic institutions to provide lifelong learning at every level, up to a Master Degree. All courses are flexible and can be tailored to a student's schedule. In addition, different schools offer studies in different aspects of the industry, giving students great scope and ensuring the demands of the modern aviation industry are met.

iata.org/academic-programs



IATA OFFERS TRAINING PROGRAMS IN CONJUNCTION WITH SOME OF THE BEST OF THE ACADEMIC WORLD

POSITION YOURSELF FOR A CAREER IN AVIATION MANAGEMENT

Top level training with IATA's world-renowned academic partners will position you for a successful career in aviation.

The Advanced Management Program at Nanyang Technological University (NTU) is just one of the programs that will help you reach your full potential. The combination of practical skills and theoretical knowledge offered by the program is a powerful mix that points the way to an innovative and rewarding future.

Rather than telling the participant what to think, the program is especially designed to provide a framework that enables them to take on a leadership role, enacting critical decisions on a day-to-day basis.

"My company has offered me a promotion already," says one participant, a Head of

Engineering at Air Navigations Solutions Ltd.

Furthermore, the IATA-NTU program creates a network for life. The different cultures and backgrounds of the participants not only add to every discussion throughout the program but also provide great contacts that help with career progression when studies finish.

It is similar at the Université de Genève (UNIGE). Aviation is global and the IATA-UNIGE program not only is the finest education available but also makes every student culturally aware.

"On one hand participation in this program provides us with theoretical knowledge from the IATA instructors and university professors," says an Air Transportation Specialist, DERTOUR GmbH & Co. KG.

"On the other hand, my classmates originate from different countries and continents with different professional backgrounds, and therefore we are additionally learning from each other's experiences and real business situations in an international setting."

The IATA-UNIGE program is hands-on in every aspect of the industry, providing participants a wide array of tools to handle any situation. As one puts it: setting. This program definitely requires your full engagement and many efforts, but it is a worthwhile investment in your future."

"Taking the course is equivalent to spending a decade working in the industry."

IATA-UNIGE Program Alumni
Aviation Managing Director, Nigeria



PARTNERSHIP

Courses and support crafted for your needs!

BECOME AN IATA TRAINING PARTNER AND TRAIN THE IATA WAY

SOLUTIONS THAT ARE TAILORED TO YOUR BUSINESS!

Being an IATA Training Partner brings a wealth of benefits to both training partner and student.

The main advantage stems from IATA's commitment to global development and regional delivery. This allows a partner to gain access to up-to-the-minute expertise and global best practice through the Training Partner network and in turn make that knowledge available to the student at the local and regional level.

The exposure to world-class courses and materials that answer the industry's needs also enriches a partner's offering, boosting their earning potential. Linking with the IATA brand in effect provides a stamp of quality in every aspect of their teaching. It is a key differentiator in a highly-competitive market.

Though the process to becoming a partner is straightforward. The focus is always on quality additions to what is an exclusive club offering the very best training standards in the world.

More than 450 partnering institutions located in over 90 countries are benefitting from their association with IATA.

TYPES OF PARTNERSHIP



Authorized Training Center

IATA Authorized Training Centers (ATC) are independent training facilities authorized to teach specific IATA Training courses and diplomas.

Authorization is granted based on demonstrable training quality and relevant expertise.

Examinations are organized in more than 100 locations worldwide by IATA or virtually proctored.



Accredited Training School

IATA Accredited Training Schools (ATS) utilize a unique partnership approach that allows ATSS to deliver IATA Training courses using their own materials and qualified instructors accredited by IATA.

Students can upgrade their professional competencies to IATA standards using IATA's manuals and guidelines.



Regional Training Partner

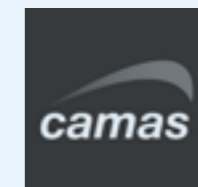
Regional Training Partners (RTP) are independent aviation training organizations that offer a selection of IATA classroom courses and diploma programs. These courses are delivered by IATA instructors with IATA course material and participants enjoy the same learning experience to that of an IATA Training Center.

The major advantage, however, is that RTPs cover the globe, meaning students can train closer to home, saving time and money.

Learn how to become a partner by visiting iata.org/training-partners

TRAINING PARTNER AWARDS

THE 2018 PREMIER CIRCLE WINNERS
(in alphabetical order)



IATA congratulates all winners for their success and thanks them for their contribution in developing more than 100,000 students and enhancing the skill levels of the global aviation talent pool.

IATA TRAINING DIPLOMAS

GET A DIPLOMA, GET RECOGNIZED

In a job market that is growing faster than ever before, the need to stand out from the crowd is becoming more important. IATA Training Diplomas can help you demonstrate your expertise and commitment to employers across the globe.

Aviation offers exciting career opportunities in a range of fields. But with growing technical complexity, increased job mobility, and changing job requirements, the aviation labor market is competitive for newcomers and seasoned professionals alike.

IATA Training Diplomas provide industry-recognized qualification that can help you stand out from the crowd!

iata.org/training-diploma



CLASSROOM COURSES

TAKE ADVANTAGE OF IATA TRAINING DISCOUNT RATES!

DISCOUNT

EARLY BIRD

Register
3 MONTHS
in advance

Register
3 WEEKS
in advance

GET **20% OFF***

GET **\$100 OFF***



DEVELOPING NATIONS



IATA MEMBERS
and other aviation
association members

GET **30% OFF***

GET **10% OFF***

*Certain conditions apply, details available online.

What are you waiting for? iata.org/training-pricing

AIR NAVIGATION SERVICES

The evening wave of traffic at a busy hub airport has just begun but the weather is closing in and delays and diversions seem inevitable. Has your Air Navigation Services Provision management team planned and budgeted correctly to provide your air traffic controllers with the right systems, training and procedures to manage high workload situations with ease?

Air Navigation Service Providers find themselves in a challenging environment with issues such as the maintenance of safety, cost pressures, regulatory compliance and an increasing need to collaborate with related stakeholders to operate seamlessly, all demanding attention.

Courses cover everything you need to know to respond to these demands, including business management, safety, and technology. Air Navigation Service Provision is a high-performance sector. Be ready!

[iata.org/training-ansp](https://www.iata.org/training-ansp)

FEATURED COURSES

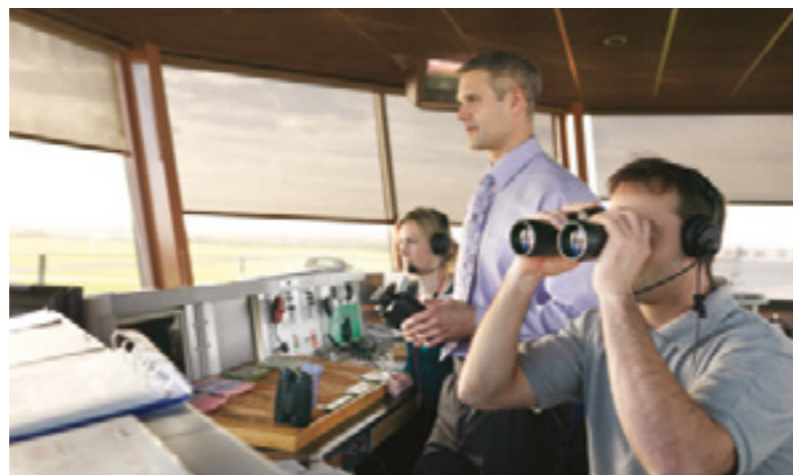
- 1 **Management of Air Navigation Services**
- 2 **Performance-Based Navigation (PBN) I**
- 3 **Aeronautical Information Services (AIS)**

“IATA have proven to be excellent professionals... which to our sector and country does a lot of good, always with the intention to improve and strengthen operational safety.”

Captain, Boeing 737 MAX, Aerolineas Argentinas
Course: Fatigue Risk Management Systems

“The instructor’s work on system-wide information management inspired the class and paved the way for enhancements in aviation in the years ahead. I strongly recommend this course for other companies.”

Air Traffic Management Standards Officer,
Civil Aviation Department, Hong Kong
Course: Aeronautical Information Management



DIPLOMAS

D Air Navigation Services Management Diploma

Be equipped to manage the challenging environment faced by Air Navigation Service Providers and learn how to run a business enterprise.

D Air Traffic Services Management Diploma

Learn how to be a leader in air traffic services management.

CLASSROOM - IATA INSTRUCTOR

Course Title	Diplomas	Languages*	Days
Aeronautical Information Management (AIM)	D	Fr, Sp	5d
Aeronautical Information Services (AIS)		Fr	3d
ATC Team Resource Management (TRM) and Safety	D		3d
Aviation English Language Solution - Assessment			Varies
Aviation English Language Solution - Training			Varies
Aviation System Block Upgrades (ASBUs) Implementation	D	Sp	5d
Benchmarking and Best Practices for Air Navigation Service Providers	D		5d
Business Transformation for ANS Providers	D		5d
CNS/ATM Planning Master Class	D	Sp	5d
Collaborative Decision Making (CDM) and Air Traffic Flow Management (ATFM)	D		5d
Cost Reduction Strategies for Air Navigation Service Providers (ANSPs)	D		5d
Fatigue Risk Management Systems (FRMS) for ANS Providers	D		3d
Foundations of CNS/ATM NEW	D		5d
Legal and Financial Issues for Air Navigation Service Providers	D		5d
Management of Air Navigation Services	D	Sp	5d
Managing ATM & the Environment			3d
Performance-Based Navigation (PBN) I	D	Sp	5d
Performance-Based Navigation (PBN) II	D		5d
Performance-Based Navigation (PBN) Implementation Workshop	D		5d
Phraseology and Safety Training for Air Traffic Controllers and Pilots			5d
Root Cause Analysis for Civil Aviation Authorities and Air Navigation Service Providers	D		5d
Safety, Legal and Regulatory Aspects of Unmanned Aircraft Systems (UAS)			4d
System Wide Information Management (SWIM)			2d
Threat and Error Management (TEM) in ATM		Sp	5d
Train the Trainer for CNS, AIS and MET	D		5d

*All courses are offered in English
Legend - Fr: French, Sp: Spanish

AIRLINE BUSINESS MANAGEMENT

The profitability of the industry in recent years is an anomaly in historical terms. Airlines find it hard to make money as competition, regulation, infrastructure and myriad other challenges squeeze revenue and bolster costs. Can you manage an airline well enough that it continues to grow?

Practical training, gained through industry case studies and simulation exercises, are the key to finding solutions to grow your business along with the dynamic nature of airline management.

Courses are tough but, once you've completed one, so will you be.

[iata.org/training-airline-management](https://www.iata.org/training-airline-management)

FEATURED COURSES

- 1 **Airline Business Models and Competitive Strategies**
- 2 **Network, Fleet and Schedule Planning**
- 3 **Revenue Management and Pricing with simulation**

DIPLOMAS

“One of the most interesting topics delivered wonderfully by an extremely knowledgeable instructor. Thoroughly enjoyed all 3 days and wished we could have continued for more!”

Participant, Amadeus
Course: Airline Business Foundation

“The instructor went out of his way to ensure the participants were kept interested in the subject. His professional approach ensured maximum class participation in formal and informal discussions. His broad knowledge of aviation ensured not only knowledge transfer but also sparked interest in the subject with the class.”

OIC Air Operations, United Nations in Congo
Course: Network Fleet and Schedule Planning

D Airline Business Development Diploma

Providing you with the skills and behaviors to further your proficiency to implement airline business development strategies effectively using key commercial activities.

D Airline Management Diploma

Master airline management and emerge with the skills to anticipate, respond, and adapt to the demands and challenges of a changing industry.

D IATA - ENAC Advanced Master in Aircraft Life Management and Maintenance

Improve your technical and regulatory knowledge, your understanding of business models, and the commercial fundamentals of the maintenance market.

D Passenger Experience Excellence Diploma **NEW**

Providing the platform to effectively develop skills, tools and behaviors required to provide excellent customer experience to passengers.

D Revenue Management Diploma **NEW**

Learn how airlines optimize revenue management opportunities, apply financial analysis and modeling techniques, and resolve common problems faced by financial decision makers.

CLASSROOM - IATA INSTRUCTOR

Course Title	Diplomas	Languages*	Days
Airline Business Foundations	D		5d
Airline Business Models and Competitive Strategies - virtual simulation program	D		5d
Airline Customer Service: Strategy Design and Implementation	D		3d
Airline Distribution Strategies and e-Commerce	D	Sp	5d
Airline Leading Practices and Cost Reduction Strategies	D	Sp	5d
Airline Marketing	D	Sp	4d
Airline Sales and Key Account Management	D		4d
Airline Sales Strategies	D		4d
Airline Social Media Strategy	D		3d
Ancillary Revenue Strategies	D		4d
Deregulation and Open Skies, Alliances, Equity Partnerships and Strategic Partnerships	D		5d
Executive Aviation Policy			3d
Passenger Processing Design and Implementation NEW			2d
Frequent Flyer Programs (FFPs), Customer Loyalty Management with Fraud Prevention	D		3d
IATA Trained NDC Consultant NEW			4d
Low Cost Carrier (LCC) Business Models			3d
NDC Extensive Training for Airlines			10d
Network, Fleet and Schedule Planning	D	Sp	5d
Re-imagining Passenger Experience Through Design Thinking NEW	D		2d
Revenue Management and Pricing with simulation NEW	D		4d
Revenue Management Expert Training with the Revenue Management simulator NEW	D		3d
Revenue Management for Practitioners with simulation NEW	D		4d
Route Forecasting and Development	D	Sp	4d
Transforming Customer Satisfaction Data into Actionable Insight NEW			2d

SELF-STUDY / CLASSROOM - PARTNER INSTRUCTOR

Course Title	Diplomas	Languages*	Hours
Airline Customer Service (also available with HMM©)	D	Ch	40-45h
Airline Marketing (also available with HMM©)	D		40-45h
Airline Revenue Management (also available with HMM©)	D		40-45h
Introduction to the Airline Industry (also available with HMM©)	D		40-45h

*All courses are offered in English
Legend - Ch: Mandarin Chinese, Sp: Spanish

AIRLINE OPERATIONS AND QUALITY

An upcoming audit has colleagues running around trying to ascertain the latest requirements. Do you have the knowledge to point them in the right direction?

A dynamic industry means staying on top of best practices and regulatory requirements isn't easy. Fortunately, IATA's operations, quality and audit training delivers the tools needed to make it possible.

The varied collection of courses uses interactive approaches to give students the skills to come out on top every time.

[iata.org/training-airline-quality](https://www.iata.org/training-airline-quality)

FEATURED COURSES

- 1 IOSA Airline Auditor
- 2 Quality Management Systems (QMS) for Airlines
- 3 Root Cause Analysis

DIPLOMAS

“I would recommend anyone in the aviation industry who is trying to develop themselves and increase their professional occupational competencies within their work center to choose IATA to take a course!”

Vice President, Quality, Pentagon Performance
Course: Aviation Internal Auditor



D Airline Operations Diploma

Learn the skills to manage airline operations, ground operations including contracts, and to implement emergency response programs.

D Airline Quality Management Diploma

Learn how to design and implement a Quality Management System that includes a document control system and internal audit processes.

D IATA - ENAC Advanced Master in Airline Operations

A degree program for airline operations professionals that combines operational expertise and comprehensive academic rigor.

CLASSROOM - IATA INSTRUCTOR

Course Title	Diplomas	Languages*	Days
Aircraft Airworthiness and Air Carrier Certification	D		5d
Aviation Internal Auditor	D		5d
Aviation Lead Auditor	D		3d
Introduction to Flight Operations Management	D		5d
IOSA Airline Auditor – Flight Operations (FLT) Discipline	D		3d
IOSA Airline Auditor – Operational Control and Flight Dispatch (DSP) Discipline	D		2d
IOSA Airline Auditor Training	D		5d
ISAGO for Auditors			4d
ISAGO for Ground Service Providers			3d
Medical Issues in Aviation	D		3d
Quality Management (QMS) for Airlines	D		4d
Quality Management System (QMS) Awareness	D		2d
Quality Management Systems (QMS) Implementation	D		3d

SELF-STUDY / CLASSROOM - PARTNER INSTRUCTOR

Course Title	Diplomas	Languages*	Hours
Airline Cabin Crew Training (also available with HMM©)	D	Ch	40-45h
ISAGO Auditor CBT - Load Control (LOD) NEW			2-3h
ISAGO Auditor CBT - Organization and Management (ORM) NEW			2-3h
ISAGO Auditor CBT – Aircraft Ground Movement (AGM) NEW			2-3h
ISAGO Auditor CBT – Aircraft Handling and Loading (HDL) NEW			2-3h
ISAGO Auditor CBT – Cargo and Mail Handling (CGM) NEW			2-3h
ISAGO Auditor CBT – Passenger and Baggage Handling (PAB) NEW			2-3h

*All courses are offered in English
Legend - Ch: Mandarin Chinese

AIRPORT PLANNING, MANAGEMENT AND OPERATIONS

More passengers than ever are passing through your facility. Expansion is out of the question in the near term, but technology may make operations efficient. Can you keep airlines and passengers happy while balancing the books?

Airports are critical nodes in the travel experience. The changes ahead promise huge improvements but also bring considerable challenges. Courses covering all levels of seniority ensure every student maximizes their potential.

iata.org/training-airport

FEATURED COURSES

- 1 **Airport Development & Infrastructure Design**
- 2 **Airport Strategic Management with Business Simulation**
- 3 **Airport Total Quality Management and Customer Service**

DIPLOMAS

“The course definitely helped me broaden my horizons, and work better with project managers that work on engineering design projects. The course helped me understand the needs of both the airport and our clients; the airlines.”

Manager, Air Service Development, Calgary Airport Authority
Course: Airport Development and Infrastructure

“The instructor had so much experience and shared a lot with us, including adaptability to our organizational set up and constructive guidance on further improvements.”

Participant, Liberia
Course: Emergency Response and Planning for Airports and GSPs



D Advanced Airport Operations Diploma

Designed for operations and corporate airport personnel, this diploma combines courses to enhance your knowledge in different areas of airport operations.

D Airport Operations Foundation Diploma

As prospective Airport and Ground Operations professionals, identify the key areas required to be able to perform tasks safely and efficiently.

D Airport Strategic Management Diploma

Combine courses in the areas of planning, management and business development for a complete overview of airport strategy.

CLASSROOM - IATA INSTRUCTOR

Course Title	Diplomas	Languages*	Days
A-CDM in Airport and Ground Operations	D		3d
Airport Certification and Infrastructure Standards		Sp	5d
Airport Development and Infrastructure Design	D		5d
Airport Extreme Weather Operations and Planning	D		4d
Airport Financial Management	D		5d
Airport Marketing & Corporate Communications Strategies	D		5d
Airport Master Planning	D		5d
Airport Operations - Advanced	D	Sp	5d
Airport Privatization and Transfer of Ownership	D		3d
Airport Route Development and Commercial Management	D		5d
Airport Slots and Coordination	D	Fr, Sp	3d
Airport Strategic Management with Business Simulation	D		10d
Airport Terminal Planning and Design	D		5d
Airport Total Quality Management (TQM) for Airports	D		5d
Baggage Handling Services and Systems	D		3d
Cargo Business Development for Airports	D		3d
Emergency Planning and Response for Airports and GSPs	D		5d
Management of Aviation Facilitation	D		5d
Safety Management Systems (SMS) for Airports	D	Fr	5d

SELF-STUDY / CLASSROOM - PARTNER INSTRUCTOR

Course Title	Diplomas	Languages*	Hours
Airport Operations (Distance Learning) (also available with HMM©)	D	Ch	40-45h
Basic Airside Safety	D		4h

*All courses are offered in English
 Legend - Ch: Mandarin Chinese, Fr: French, Sp: Spanish

CARGO

Nobody knows if the shipment complies with regulation. The paperwork is incomplete, but time is of the essence in air cargo. You must solve the short-term problem of the shipment and the long-term challenge of digital transformation.

Air cargo operations are very complex. Delivering a shipment safely and on time relies on your expertise. The sector is also undergoing a dramatic transformation. Dynamic and innovative training solutions for every aspect of air cargo operations will prepare you for the advent of digital processes, new entrants to the market, and the implementation of best practice.

[iata.org/training-cargo](https://www.iata.org/training-cargo)

FEATURED COURSES

1 **Air Cargo Management**

2 **Cargo Business Intelligence (BI) and Competition Analysis**

3 **Cargo Revenue Management with Optimization Simulations**

“The value I received was tremendous, and the whole team was left feeling empowered. The up-to-date information and increased knowledge has helped us to raise the quality of our service to customers, improve aspects of our business, and to optimize our performance while drafting those documents.”

Temperature Controlled & Special Products Manager,
CAL Cargo Airlines
Course: Temperature Controlled Cargo Operations

DIPLOMAS

D Air Cargo Diploma (Self-study)

A well-rounded introduction to today's complex air cargo industry, helping you get a head start in your career at an airline, freight forwarder or ground handling company.

D Air Cargo Management Diploma

Developed to help you understand the complex and changing issues required to maximize all aspects of the cargo business.

D Cargo Leadership Development Program with Harvard Business Publishing **NEW**

This program comprises IATA cargo training with Harvard ManageMentor® (HMM) management skills.

D IATA - Embry-Riddle Supply Chain Management Certificate

Address topics such as basic cargo procedures, loading, sourcing, procurement, packaging, distribution and customer service.

D Pharmaceutical Handling Diploma

Regulatory and operational foundations you need to start handling temperature-controlled shipments and build specialized pharmaceutical services.

D Special Cargo Handling Diploma

Develop a solid foundation for your cargo career by gaining knowledge and skills to accept and handle special cargo products such as dangerous goods, live animals, perishables and pharmaceuticals.

D Special Cargo Handling Diploma (Self-study)

Acquire necessary knowledge and specialization in transportation of special cargo by air and understand the principles and organization of air transport of sensitive goods and/or live animals.

CLASSROOM - IATA INSTRUCTOR

Course Title	Diplomas	Languages*	Days
Air Cargo Law and Convention	D		2d
Air Cargo Management	D	Sp	5d
Audit, Quality and Risk Management for Temperature Controlled Cargo	D		5d
Cargo Accident Investigation and Prevention			5d
Cargo Airline Customer Service			3d
Cargo Airline Management with Business Simulation	D		5d
Cargo Business Intelligence (BI) and Competition Analysis	D		3d
Cargo Business Strategy and Planning Management	D		4d
Cargo Claims and Complaint Handling	D		2d
Cargo Marketing and Advertising	D		4d
Cargo Operations Oversight for Airports			4d
Cargo Proration			5d
Cargo Revenue Accounting Procedures			5d
Cargo Revenue Management with Optimization Simulations	D		4d
Cargo Route Development Optimization	D		3d
Cargo Sales and Key Account Management	D		4d
Cargo Skills and Procedures	D	Sp	5d
Cargo Warehouse Operations	D		4d
Cargo XML Messaging and Standards			3d
CEIV Pharma Refresher course for Key Personnel NEW			2d
e-Cargo Business Process and Standards			4d
Live Animals Transportation	D	Sp, Ch	3d
Management of Live Animals Logistics NEW			3d
Managing Air Cargo Operations	D		4d
Perishable Cargo Transportation	D	Sp, Ch	2d
Safety Management Systems (SMS) for Cargo Airline	D		5d
Temperature Controlled Cargo Operations	D	Sp	3d
Temperature-Controlled Container Operations	D		2d

SELF-STUDY / CLASSROOM - PARTNER INSTRUCTOR

Course Title	Diplomas	Languages*	Hours
Cargo English			120h
Cargo Introductory Course (also available with HMM®)	D	Sp	160h
Cargo Marketing (also available with HMM®)	D		160h
Cargo Security Awareness			8h
Cargo Supply Chain and Transport Modes	D		160h
IATA - Embry-Riddle Supply Chain Management Certificate			400h
Live Animals Regulations (LAR)	D		16h
Time & Temperature Sensitive Healthcare Products	D		16h

*All courses are offered in English
Legend - Ch: Mandarin Chinese, Sp: Spanish

CIVIL AVIATION AUTHORITIES

The influx of drones is challenging long-decided rules and regulations, even the Chicago Convention of 1944. You need to know how to incorporate changes of regulation and verify that those you regulate are aware of the changes and incorporate them correctly. The traveling public relies on your wisdom, planning and vigilance.

Aviation is vital to the social, cultural and economic fabric of every country. It is up to civil aviation authorities to ensure their air transport industry is healthy and well-managed.

Training covers the oversight and regulation of civil aviation with a focus on safety, security, airspace policy, economic regulation, efficiency, sustainability, consumer protection, and the environment. All levels are catered for with specialized courses for senior civil aviation management to assist states in transforming civil aviation in line with ICAO provisions.

iata.org/training-caa

FEATURED COURSES

- 1 **Civil Aviation Management**
- 2 **Safety Management Systems (SMS) for Civil Aviation**
- 3 **Senior Civil Aviation Management**

“One of the beauties about participating in a course with IATA is that it not only offers the academic side of things, but also camaraderie, the experiences of other countries and cultures of other people. Having participated in the Strategic Management Program, I found it to be very useful for our strategic planning periods where I am able to give better guidance to my employees, better direction, and certainly we are able to implement plans in line with ICAO and the guidelines of the general aviation industry.”

Deputy Director General, Jamaica Civil Aviation Authority
Course: Strategic Management for Civil Aviation Authorities



DIPLOMAS

- D Civil Aviation Management Diploma**
 Strengthen your Civil Aviation management skills using strategies based on the latest trends and market needs.
- D Quality Management for Civil Aviation Authorities and Air Navigation Service Providers Diploma**
 Gain the necessary knowledge and skills needed to implement a quality management system in your organization.
- D Safety Management in Civil Aviation Diploma**
 Implement the safety strategies and ICAO Standards and Recommended Practices (SARPs) agreed by the air transport community to further improve aviation safety and efficiency.

CLASSROOM - IATA INSTRUCTOR

Course Title	Diplomas	Languages*	Days
Air Transport Economics	D		3d
Air Transport Statistics	D	Sp	4d
Air Transportation Management	D	Fr, Sp	5d
CAA Compliance with ICAO SARPS	D		5d
Civil Aviation Management	D	Sp	5d
Customer Service for Civil Aviation Authorities (CAA) and Air Navigation Service (ANS) Providers	D		5d
Emergency Response Planning (ERP) for Civil Aviation Authorities (CAAs) and Air Navigation Service Providers			5d
Fatigue Risk Management Systems (FRMS) and Safety Case Training for Regulators NEW	D		3d
Integrated Aviation Management System - IAMS	D		5d
Management of Aviation Quality and Service	D	Sp	5d
Managing Aviation Policy and Regulation	D	Fr	5d
Managing the Creation of Autonomous Civil Aviation Authorities	D		5d
Managing the Safety Oversight Function	D	Sp	5d
Performance-based Navigation (PBN) Operational Approvals for CAAs and Airlines	D		5d
Planning and Strategic Direction in Civil Aviation	D	Sp	5d
Quality Management Systems (QMS) for Civil Aviation Authorities (CAA) and Air Navigation Service (ANS) Providers	D		5d
Safety Management Systems (SMS) for Civil Aviation	D	Fr, Sp	5d
Senior Civil Aviation Management	D	Sp	10d
State Safety Program (SSP)	D	Fr, Sp	5d
Strategic Management for Civil Aviation Authorities	D		5d

*All courses are offered in English
 Legend - Fr: French, Sp: Spanish

DANGEROUS GOODS REGULATIONS (DGR)

A good client needs to ship some lithium batteries. But they don't know what the regulations are or even if they're allowed to send the shipment. Are you the person with the expert knowledge needed to keep the client happy and ensure safety and regulatory compliance?

Keeping up-to-date with the latest industry regulations and procedures is vital in the fast-moving dangerous goods sector. Courses focus on IATA's industry-recognized DGR Manual, bringing unique value and, ultimately, certification in handling dangerous goods shipments.

Training is also available for DGR instructors, auditors, and inspectors and can be taken in alternative languages, such as French and Spanish.

iata.org/training-dgr

FEATURED COURSES

- 1 **Dangerous Goods Regulations (DGR) for Auditors and Inspectors**
- 2 **Professional Skills for DGR Instructors - Categories 1,2,3,6**
- 3 **Shipping Lithium Batteries by Air**

“The instructor is extremely knowledgeable and has the keen ability to recognize student weaknesses, which made it possible for him to subtly modify the focus points in order to best address individual needs.”

Participant, Passcal Instrument Center
Course: Shipping Lithium Batteries by Air



DIPLOMAS

D Dangerous Goods Operations Diploma

Develop a solid foundation for your cargo career by learning the regulatory requirements to handle the transport of dangerous goods by air.

D Dangerous Goods Quality Specialist Diploma

Providing you with the skills to teach all aspects of the Dangerous Goods Regulations, and the expertise to prepare your organization for audit or inspection.



CLASSROOM - IATA INSTRUCTOR

Course Title	Diplomas	Languages*	Days
Dangerous Goods Management and Regulatory Updates			2d
Dangerous Goods Regulations (DGR) - Instructor Refresher		Ch	3d
Dangerous Goods Regulations (DGR) – Shippers and Packers - Category 1, 2			3d
Dangerous Goods Regulations (DGR) for Auditors and Inspectors	D		5d
Dangerous Goods Regulations (DGR) Initial Category 6	D	Fr, Sp, Ch	5d
Dangerous Goods Regulations (DGR) Recurrent Category 6	D	Fr, Sp, Ch	3d
Infectious Substances Transport - Train the Trainer			5d
Infectious Substances Transport	D	Sp	3d
Instructional Techniques for DGR - Categories 4, 5, 7, 8, 9, 10, 11, 12		Ch	5d
Professional Skills for DGR Instructors - Categories 1,2,3,6	D	Fr, Sp, Ch	5d
Shipping Lithium Batteries by Air	D	Sp, Ch	2d
Transport of Dangerous Goods by Sea			3d

SELF-STUDY / CLASSROOM - PARTNER INSTRUCTOR

Course Title	Diplomas	Languages*	Hours
Dangerous Goods Regulations (DGR) for Cabin Crew, Passenger Handling and Security Personnel			4-6h
Dangerous Goods Regulations (DGR) for Flight Crew and Load Planners			4-6h
Dangerous Goods Regulations (DGR) for General Cargo Acceptance Personnel			4-6h
Dangerous Goods Regulations (DGR) for Ramp and Warehouse Personnel			4-6h
Dangerous Goods Regulations (DGR) Initial Category 3	D		35-45h
Dangerous Goods Regulations (DGR) Recurrent Category 3	D		25-35h
Infectious Substances Shipping Guidelines	D		8-10h

*All courses are offered in English
 Legend - Ch: Mandarin Chinese, Fr: French, Sp: Spanish

ENVIRONMENT AND FUEL

Your airline is growing but takes environmental responsibility very seriously. Its uplift of fuel is increasing to service more flights so it's down to you to figure out a raft of environmental initiatives that keeps the airline's carbon footprint at the same level, and perhaps even reduces it.

Properly dealing with environmental issues is aviation's license to grow. It is an ever-developing field with new regulations and self-imposed industry targets.

Learn how to deal with noise, emissions, and waste management. There are also specialized courses dealing with the Carbon Offset Reduction Scheme for International Aviation.

iata.org/training-environment

FEATURED COURSES

- 1 **Aircraft Decommissioning Workshop**
- 2 **Aviation and the Environment**
- 3 **Human Trafficking Awareness Workshop**

“The course was very comprehensive and informative in regard to what is currently being done in the aviation industry as far as Environmental management is concerned. I was able to relate the theory from the course with the facts from the industry leadership at the [Global Sustainable Aviation] Summit.”

Environment Officer Coast Region, Kenya Airports Authority
Course: Aviation and the Environment with ATAG Global Sustainable Aviation Summit

DIPLOMA

D Aviation and the Environment Diploma

Master the knowledge and strategies to operate sustainably in the aviation industry with new technology, improved operations and modernized methods of airspace.

CLASSROOM - IATA INSTRUCTOR

Course Title	Diplomas	Languages*	Days
Aircraft Decommissioning Workshop NEW			2d
Aviation and the Environment - Managing Green Airports	D		3d
Aviation and the Environment NEW	D		4d
Aviation and the Environment with ATAG Global Sustainable Aviation Summit	D		4d
Aviation Fuel Management Essentials		Sp	3d
Carbon Markets and Sustainable Alternative Fuels NEW			2d
Climate Change and Aviation			3d
Environmental Management Systems in Aviation (ISO14001 based) NEW			2d
Fuel Efficiency and Conservation	D	Fr	3d
Human Trafficking Awareness Workshop NEW			2d

*All courses are offered in English, Fr: French, Sp: Spanish

FARES AND TICKETING

A complicated journey needs to be handled immediately. An increasingly competitive landscape means the customer has a huge choice and keeping up with the dynamics of air fares is challenging. Can you interpret the terminology and rules correctly to ensure you make the right offer?

Whether you're a beginner or an experienced user, IATA Training has the right course for you, covering a myriad of itinerary pricing practices and ticketing conventions.

iata.org/training-ticketing

FEATURED COURSES

- 1 **Advanced Skills in Journey Pricing and Ticketing**
- 2 **Fundamental Skills in Journey Pricing and Ticketing**
- 3 **Ticket Repricing, Exchange and Reissue**



“The instructor was amazing! Information was given clearly and in case of any doubts explained in different ways. This was my best experience on such a course!”

Quality and Service Supervisor, Air Baltic
Course: Passenger Fares and Ticketing

CLASSROOM - IATA INSTRUCTOR

Course Title	Diplomas	Languages*	Days
Agency Debit Memo (ADM) Prevention Workshop NEW			3d
CASS and CASSlink Workshop			1d
Passenger Fares and Ticketing - Advanced			10d
Passenger Fares and Ticketing - Basic		Sp	5d
Repricing Exchanges and Reissues		Sp	4d
Special Fares and Ticketing - Intermediate			5d
Travel and Tourism Workshop			5d

SELF-STUDY / CLASSROOM - PARTNER INSTRUCTOR

Course Title	Diplomas	Languages*	Hours
Advanced Skills in Journey Pricing and Ticketing			80h
BSP Essentials for Travel Agents		Sp	20h
Fundamental Skills in Journey Pricing and Ticketing		Fr	70h
Ticket Repricing, Exchange and Reissue			40h
Travel Agency Fees: A Professional Approach			2.5h

*All courses are offered in English Legend - Fr: French, Sp: Spanish

FINANCE AND ACCOUNTING

Another airline has just started competing with you on a prime route, but geopolitical tensions look set to make that route more popular than ever as other routes are withdrawn. There is also a potential to upgauge the aircraft, but the destination airport is becoming increasingly congested. How would you respond?

Finance and Accounting courses help the student to understand key aspects of the industry's revenues and expenses and to promote financial sustainability. Courses cover a wide range of financial and accounting disciplines for airlines, airports, cargo agents, and travel agents.

[iata.org/training-finance](https://www.iata.org/training-finance)

FEATURED COURSES

- 1 **Airline Financial Management**
- 2 **Airlines Understanding and Adopting NDC**
- 3 **Card Payment Policies and Fraud Prevention**

“The instructor brought enthusiasm and experience to every class we had. He was approachable and knowledgeable on the subject matter and presented information in an understandable way.”

Accounts Assistant, Kenya Airways
Course: Passenger Proration – Fundamentals



DIPLOMAS

D Finance Academy

Be prepared for the future of Finance. Thanks to technology, Finance will engage in more value-adding activities and become a strategic business partner. Be a driver of this transformation and digitalization of the airline business, and help your airline become a high performing finance organization (HIPO).

D Revenue Accounting and Control Diploma - Passenger Stream

Vital tools and techniques to protect and maximize your hard-earned revenue are a crucial elements to improve your bottom-line.



CLASSROOM - IATA INSTRUCTOR

Course Title	Diplomas	Languages*	Days
Accounting and Finance for Non-Finance Managers			3d
Aircraft Financing for Airline Finance NEW			tbc
Airline Financial Management (Classroom, 5 days)			5d
Airlines Understanding and Adopting NDC			3.5d
BSP and BSPLink Training for Airlines in Africa NEW			1.5d
BSP and BSPLink Training for Travel Agents in Africa			1.5d
BSP and BSPLink Workshop for Airlines in Europe			1.5d
BSP and BSPLink Workshop for Travel Agents in Europe			1.5d
Business Partnering for Airline Finance NEW			tbc
Card Payment Policies and Fraud Prevention	D		3d
Change Management for Airline Finance NEW			tbc
Cost Management for Airline Finance NEW			tbc
Decision Support and Analytics for Airline Finance NEW			tbc
Financial Risk Management for Airline Finance NEW			tbc
Integrated Approach to Passenger Revenue Accounting and Control	D		5d
Liquidity Planning for Airline Finance NEW			tbc
NDC Awareness for Airline Sales Account Managers			1d
New Distribution Capability Readiness	D		3d
Passenger Interline Accounting and Control	D		5d
Passenger Proration - Advanced	D		5d
Passenger Proration - Fundamentals	D		5d
Payment for Airline Finance NEW			tbc
Process Management for Airline Finance NEW			tbc
Project Management for Airline Finance NEW			tbc
Sales Accounting and Control			5d
Tax Planning and Compliance for International Airline Professionals			3d
Understanding NDC Architecture			2d
Understanding NDC (Virtual Classroom) NEW			0.5d

SELF-STUDY / CLASSROOM - PARTNER INSTRUCTOR

Course Title	Diplomas	Languages*	Hours
Accounting and Financial Management for Travel Agencies			20h
Airline Finance and Accounting Management (also available with HMM©)	D		40-45h
Introduction to BSPLink		Sp	4h
Introduction to the BSP System and Language		Sp	2h

*All courses are offered in English
Legend - Sp: Spanish

GROUND OPERATIONS

The aircraft is on a quick turnaround and ground operations need to run like clockwork. Do you know what to look out for? Can you identify issues before they happen, communicate with the right person, and find a solution that doesn't cost time or money?

Efficiency is the name of the game in ground operations. A number of partners come together in a relatively small footprint on the apron and working collaboratively while adhering to establish procedures takes real expertise.

Courses are taught by industry experts and focus on best practice and Airport Handling Manual standards compliance in the incredibly pressurized environment of a modern airport.

iata.org/training-ground-operations

FEATURED COURSES

- 1 **Aircraft Turnaround Coordination & Loading Supervision with RampVR™**
- 2 **Emergency Planning and Response for Airports and GSPs**
- 3 **Station/Ground Handling Management**

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“The course exceeded my expectations. The breadth and depth of instruction was perfect for my personal needs. The instructor did an excellent job in presenting all materials and making the course enjoyable, while extremely informative and worthwhile. The composition of participants was well balanced, which contributed to interesting and focused discussions. I will definitely recommend it to my colleagues.”

Head of Ground Services & ERCM Manager,
Croatia Airlines
Course: Human Factors in Ground Operations



DIPLOMAS

- D Airside Operations Excellence Diploma**
Learn to perform ramp handling services safely according to industry standards, while optimizing your station's On-time Performance (OTP).
- D Ground Operations Diploma**
Gain management and operational knowledge about efficient ground operations for airlines and ground service providers.

CLASSROOM - IATA INSTRUCTOR

Course Title	Diplomas	Languages*	Days
Aircraft De-icing Operations Management	D		3d
Aircraft Marshalling and Ramp Hand Signals with RampVR			1d
Aircraft Turnaround Coordination and Loading Supervision	D		4d
Aircraft Turnaround Coordination and Loading Supervision with RampVR	D		4d
Aircraft Weight & Balance Refresher NEW			3d
Aircraft Weight and Balance	D		5d
Airport Services - Passenger Handling	D		5d
Baggage Claims and Proration			3d
Baggage Tracking – Implementation and Compliance			3d
Business Aviation Handling and Fixed-Base Operations, FBO	D		3d
Crisis Communications and Media Response for Airport and Station Managers	D		2d
Document Control Systems	D		4d
Human Factors in Ground Operations	D		3d
IGOM Implementation and Standardized Procedures	D		3d
Passenger Assessment and Travel Document Checks	D		3d
SGHA Version 2018 & SLA Refresher NEW			2d
SGHA-SLA and Effective Negotiation Behaviors	D		5d
Standard Line Maintenance Agreements			3d
Station / Ground Handling Management	D		5d
Station Operations Control	D		4d

SELF-STUDY / CLASSROOM - PARTNER INSTRUCTOR

Course Title	Diplomas	Languages*	Hours
Airport Ramp Services (also available with HMM©)	D		40-45h
Ground Operations Management (also available with HMM©)	D		60-70h
Passenger Ground Services (also available with HMM©)	D		45h
Passenger Ground Services with Amadeus Altéa DCS			45h

*All courses are offered in English

LAW AND REGULATIONS

There has been an incident with an unruly passenger on one of your flights. The airline is registered and took off from one country, it is due to land on another continent and the incident happened over international waters. What does the law say about this?

Aviation struggles under a mountain of regulation, not always in favor of your business. Rules are applied at a national, regional, and global level. This complex and fragmented system involving a number of different agencies has to be understood and incorporated into the day-to-day running of the business.

IATA Training in Law and Regulations leverages the association's in-depth global knowledge and provides regulators and legal staff with the tools to manage the regulatory process.

iata.org/training-law-regulations

FEATURED COURSES

- 1 **Aircraft Acquisition and Financing**
- 2 **Data Protection – Key Principles and International Framework**
- 3 **International Air Law for Lawyers and Legal Professionals**

DIPLOMAS

“The instructor was awesome and his knowledge and experience in the field of aviation is so inspiring. It was such a pleasure being in class with such an experienced person. Listening to him just makes my passion for aviation grow even more. He is surely an asset to IATA and it’s an honor to have someone of his stature educate me.”

Team Leader, South African Airways
Course: Aviation Law for Managers (non-lawyers)



D Aeropolitical and Industry Affairs Diploma

Designed to offer a general overview of the regulatory and legal regimes, as well as the international industry affairs applicable to all aspects of the aviation industry.

D IATA - Embry-Riddle US Aviation Law Diploma **NEW**

A comprehensive overview of U.S. regulation and legislation, their application to aviation and administrative law, and the role of the Federal Aviation Administration (FAA).

D International Air Law Diploma

A comprehensive overview of the legal regimes applicable to all aspects of the aviation industry.

CLASSROOM - IATA INSTRUCTOR

Course Title	Diplomas	Languages*	Days
Aircraft Acquisition and Financing	D	Sp	3d
Airline Contract Law	D	Sp	4d
Aviation Law for Managers (non-lawyers)	D	Sp	5d
Aviation Law for Route Network Development NEW			4d
Aviation Policy and Advocacy	D		3d
Consumer Protection in Air Transport	D		3d
Data Protection – Key Principles and International Framework NEW	D		2d
European Union (EU) Aviation Law	D		3d
Global Aviation Competition/Antitrust Law	D		3d
International Air Law for Lawyers and Legal Professionals	D	Sp	5d
Law of Aviation Insurance	D		3d

SELF-STUDY / CLASSROOM - PARTNER INSTRUCTOR

Course Title	Diplomas	Languages*	Hours
Aviation Antitrust/Competition Law	D		2h

“The content of the course fully matched my expectations, and gave me a better insight into how the aviation insurance market works and is regulated. This course is certainly helpful towards better understanding and managing the risk to which an air operator is exposed and enabled me to search for the most suitable coverage that our company needs!”

General Counsel, Noordzee Helikopters Vlaanderen (NHV) Group
Course: Law of Aviation Insurance

*All courses are offered in English
 Legend - Sp: Spanish

MANAGEMENT AND LEADERSHIP

A business strategy needs to be properly communicated to your team even though there is little time in an industry that operates 24/7. How will you inspire them, ensure your instructions are understood, and drive implementation of a carefully constructed strategy forward?

Learn how to keep a team engaged while ringing the changes necessary to optimize performance. IATA Training offer programs to help business leaders acquire the skills they need, from strategy planning and implementation to project and operations management.

iata.org/training-leadership

FEATURED COURSES

1 **Customer Service – An Aviation Perspective (virtual classroom)**

2 **Project Management Essentials**

3 **Train-the-Trainer**

“The instructor provided excellent specific examples to our industry and addressed our questions thoroughly. His passion made the experience more enjoyable and he provided me with many assets to take back to the workplace.”

Senior Airport Services Agent, Qatar Airways - **Course:** Customer Service

DIPLOMAS

D General Management Diploma

Map your competency development from over 30 IATA general management courses in human capital, strategy, project management, and other important areas.

D Harvard Manage Mentor Leadership and Management Training Program

Enhance your critical business knowledge and skills combines 1 IATA course with 10 Harvard ManageMentor® (HMM) modules.

D Human Capital Management Diploma

Providing a broad understanding of people management for measurable human performance improvement in the workplace.

D IATA - Embry-Riddle Aviation Management Certificate

Addresses topics such as the overview and interdependence of the air transportation system and fundamental skills required of supervisors and/or managers.

D IATA - NTU Advanced Management Program in Aviation

Review management practices employed by airlines, airports and regulators to help you navigate the aviation industry's complex business environment.

D IATA - NTU Executive MBA in Air Transport

Our EMBA gives you all the benefits of the Nanyang Business School's world-ranked MBA program with a special focus on the global aviation context.

D IATA - UNIGE Advanced Studies in Aviation Management

Academic excellence is combined with highly practical content spanning the full scope of aviation business issues.

D IATA - UNIGE Diploma of Advanced Studies in Advocacy, Communication and External Relations

Best practices to help you successfully develop in an international business environment, providing both academic and practical content.

D Leadership & Management Diploma Program

A self-study option for world-class leadership and management training to enhance your critical business knowledge and skills.

D Professional Training Diploma

Become an effective instructor and develop your career in training, with key knowledge and skills that can applied to any new project, job or assignment.

D Project Management Diploma

In partnership with the Project Management Institute (PMI), methodologies provide a broad understanding of project management, from definition to planning, monitoring and control

D Women in aviation **NEW**

Equipping women with the tools and techniques to exercise their leadership skills. Reach the top of the industry by sharpening your knowledge, and learn how to build relations and develop new skills.

CLASSROOM - IATA INSTRUCTOR

Course Title	Diplomas	Languages*	Days
Aviation Leadership Development Program in collaboration with Harvard Business Publishing (Virtual)			48h
Aviation Strategy Execution Program in collaboration with Harvard Business Publishing (Virtual)			48h
Building Teamwork and Stakeholder Management	D		3d
Business Ethics	D		3d
Change Management	D		3d
Corporate Risk Management	D		5d
Customer Service - An Aviation Perspective		Sp	3d
Customer Service - An Aviation Perspective (Virtual) NEW			15h
Effective Communication Skills	D	Fr, Sp	5d
Foundations in Leadership Program in collaboration with Harvard Business School Publishing (Virtual)	D	Ch	32h
Human Resources Management	D		5d
Instructional Design	D		5d
Instructional Techniques	D	Sp	5d
International Negotiation Skills	D		5d
Leadership Development and Succession Planning	D		5d
Lean - Six Sigma in Aviation	D		5d
Management of Training	D		5d
Managing Across Cultures	D		3d
Managing People and Teams	D		3d
Managing People Performance	D	Sp	5d
Monitoring and Controlling Multiple Projects (30 PDUs)	D		5d
Procurement and Contracts Management (30 PDUs)	D		5d
Project Management - Advanced (30 PDUs)	D		5d
Project Management Essentials (30 PDUs)	D		5d
Train the Trainer	D	Fr, Sp	3d
Training Needs Assessment	D	Fr	3d

SELF-STUDY / CLASSROOM - PARTNER INSTRUCTOR

Course Title	Diplomas	Languages*	Hours
Air Transport Fundamentals (also available with HMM®)	D		40-45h
Air Transport Fundamentals 360 NEW			12-14h
Air Transport Fundamentals for Airlines NEW			3-4h
Air Transport Fundamentals for Airports NEW			3-4h
Air Transport Fundamentals for ANSs NEW			3-4h
Air Transport Fundamentals for CAAs NEW			3-4h
Project Management: Practice and Certification			35h
IATA - Embry-Riddle Aviation Management Certificate			

*All courses are offered in English
Legend - Ch: Mandarin Chinese, Fr: French, Sp: Spanish



SAFETY

You understand that safety is always the industry's top priority and there are no compromises at your airline. But what are the implications of the latest trends, how might the rules change, and how will you incorporate the latest knowledge to make your airline even safer?

IATA is committed to promoting safer and more effective work environments across the industry. This knowledge is transferred through our experts in a variety of training programs.

Stay current with compliance requirements, cultivate your technical, operational, and executive management skills, and make aviation safer than it has ever been.

[iata.org/training-safety](https://www.iata.org/training-safety)

FEATURED COURSES

- 1 Safety Management Systems for Airlines
- 2 Safety Performance Indicators
- 3 Safety Risk Management

“As a result of the concepts learnt, we were able to immediately improve our Standard Operating Procedures. In addition, our employees gained greater knowledge on Root Cause Analysis tools which we will implement in our continuous improvement efforts. We strongly recommend IATA Training. The lessons learned from their training not only showed us the latest industry best practices, they also allowed us to address our workplace challenges with practical solutions tailored for our company.”

Vice President, Quality & Safety, Etihad Airways Engineering
Course: Root Cause Analysis

“The Instructor of the training is highly professional and full of knowledge. He used a participatory approach and engaged all participants. We were given enough opportunity to ask questions and give feedback. Group exercises were relevant and contextual.”

Participant, Nepal
Course: Safety Management Systems in Airlines

DIPLOMAS

D Integrated Risk Management (IRM) Diploma

Review Integrated Risk Management (IRM) skills and theory to manage the multiple risks that affect aviation organizations and the industry.

D Safety Management for Airlines Diploma

Gain in-depth knowledge on the current safety management issues and best practices.

CLASSROOM - IATA INSTRUCTOR

Course Title	Diplomas	Languages*	Days
Advanced Safety Management Systems (SMS) in Civil Aviation	D	Sp	5d
Aircraft Recovery	D		5d
Airline Safety Investigation	D		5d
Airside Operations - Safety Compliance	D		5d
Crew Resource Management (CRM) Implementation	D		3d
Crew Resources Management for Instructors (CRMI)	D		3d
Developing an Effective Safety Culture	D		2d
Emergency Planning and Response for Airlines	D		4d
Fatigue Risk Management Systems (FRMS)	D		3d
Human Factors in Aviation	D	Sp, It	5d
IOSA-SMS Requirements	D		3d
Managing Accident Prevention and Investigation	D	Sp	5d
Operational Risk Management (ORM) in Civil Aviation	D	Fr, Sp	5d
Risk Management Implementation	D		5d
Root Cause Analysis	D		5d
Safety (SMS) and Quality Management (QMS) Processes in Civil Aviation	D	Sp	5d
Safety Interviewing of Aviation Agents and Witnesses	D		5d
Safety Management System (SMS) Recurrent			2d
Safety Management Systems (SMS) - Implementation and Control	D	Sp	3d
Safety Management Systems (SMS) - Train the Trainer	D		3d
Safety Management Systems (SMS) for Airlines	D		5d
Safety Performance Indicators	D		3d
Safety Risk Management	D		3d

SELF-STUDY / CLASSROOM - PARTNER INSTRUCTOR

Course Title	Diplomas	Languages*	Hours
Introduction to Safety Management Systems (SMS)			8h

*All courses are offered in English
Legend - Fr: French, It: Italian, Sp: Spanish

SECURITY

The security checkpoint queues are getting longer, and travelers are becoming annoyed. You'd like to move them through quicker but there can be no compromise in the robust procedures. If only there was a solution...

Security managers need the practical skills to transition to an outcome-focused, risk-based concept that will improve passenger throughput while concentrating security resources where they are needed most.

IATA offers professional development in security resulting in a diploma and the practical tools to deal with a dynamic work environment

Understand current threats and how to manage them, gain knowledge of international security standards and best practices, and learn about crisis management and risk assessment. Fast track your career in security today!

[iata.org/training-security](https://www.iata.org/training-security)

FEATURED COURSES

- 1 **Aviation Security Crisis Management Simulation**
- 2 **Security Audit and Quality Control**
- 3 **Security Management Systems - SeMS**

“This has been the best instructional course I have ever attended in my 17-year career within aviation. It was a real thought provoking course I will certainly recommend to my colleagues.”

Participant AVSEC Training Ltd
Course: Behavioral Analysis and Predictive Screening Strategies

“I come from an aviation security background and have a master’s degree in aviation security, and I still learned many new things from the instructor. I would like to say this was the best course in my aviation security career.”

Head of Department Airports Security, Dubai Police
Course: Aviation Security Management – Advanced

DIPLOMAS

D Aviation Security Management Diploma

With this industry recognized diploma, you will learn all the necessary security measures in response to dynamic security demands.

D Aviation Security Operations Diploma

Validate your understanding of the key players in aviation security: their organizational structure, operating procedures, and regulatory requirements.

D Aviation Security Screening Diploma

This diploma prepares trainees to work in access control, x-ray screening and checkpoint supervisory roles.

D Supply Chain Security Management Diploma

Develop your credentials as a cargo security specialist and build a skill set you can use throughout the dynamic air cargo sector.

CLASSROOM - IATA INSTRUCTOR

Course Title	Diplomas	Languages*	Days
ACC3 Aviation Security Independent Validator			5d
Air Cargo Security	D	Fr	5d
Airline Security Operations Optimization	D		5d
Airport Security Operations Optimization	D	Sp	5d
Aviation Cyber Security	D		3d
Aviation Security Crisis Management Simulation			3d
Aviation Security Management - Advanced	D		5d
Aviation Security Management		Sp	5d
Aviation Security Train the Trainer	D	It	5d
AVSEC Background Vetting and Insider Threat Mitigation			3d
Behavioral Analysis and Predictive Screening Strategies	D		5d
In-flight Security	D		5d
Passenger Data Exchange Programs (API/PNR)	D		3d
Recurrent Aviation Security Training	D	It	3d
Security Audit and Quality Control	D		5d
Security Checkpoint Management	D		5d
Security Financial Planning and Optimization	D		3d
Security Management Systems - SeMS	D	Sp	5d
Security Risk and Crisis Management	D		5d
Security X-ray Screening Operations	D		4d
Unruly Passenger Prevention and Response			3d

SELF-STUDY / CLASSROOM - PARTNER INSTRUCTOR

Course Title	Diplomas	Languages*	Hours
Aviation Security Awareness (also available with HMM©)	D		40h
X-Ray Screening Refresher – Cargo Screening NEW			6h
X-Ray Screening Refresher – Baggage Screening NEW			6h

*All courses are offered in English
 Legend - Fr: French, It: Italian, Sp: Spanish

TRAVEL AND TOURISM

Consumer demand for travel services and products is spurring global economic growth, creating millions of new jobs. How do you take advantage of this opportunity and forge a career in one of the world's fastest-growing industries?

Travel and tourism is a massive global employer with a significant contribution to global GDP. For some countries, it is the leading industry and the foundation on which future prosperity is built.

Travel and tourism training maximizes career opportunities in this rapidly expanding industry.

For travel professionals, strategies in specialization are replacing more traditional generalist travel sales. It involves a new set of skills, not the least of which is liaising with industry suppliers to create customized travel experiences.

Stand out from the crowd. With the right training, success is on the horizon.

iata.org/training-travel-tourism

FEATURED COURSES

- 1 **Assisting Travelers with Special Needs**
- 2 **BSP Essentials for Travel Agents**
- 3 **Managing the Travel Business**

“After completing the Managing the Travel Business course, I am more confident, motivated, and capable of working under high pressure compared with when I started my first IATA course.”

Travel Officer, Mauritius
Alumni: Diploma in Travel Sales and Operations



DIPLOMAS

D Foundation in Travel and Tourism Diploma

Improve your customer service and sales skills in order to better advise clients about when and where to travel based on their needs.

D Travel and Tourism Consultant Diploma

Customize and construct complex travel itineraries, gain the skills to process ticket exchanges and reissues, and understand how industry regulations affect your travel operations.

D Managing the Travel Business Diploma

Improve your management skills in accounting, negotiation, marketing, and product development with this flexible self-study course.

D Travel Sales and Operations Diploma

Demonstrate that you have gained complete essential competencies to be a successful travel agent or travel agency manager.

• SELF-STUDY / CLASSROOM - PARTNER INSTRUCTOR •

Course Title	Diplomas	Languages*	Hours
Assisting Travelers with Special Needs NEW			20h
Destination Geography			20h
Foundation in Travel and Tourism with Abacus (also available with HMM©)	D	Fr	210h
Foundation in Travel and Tourism with Amadeus (also available with HMM©)	D	Fr	210h
Foundation in Travel and Tourism with Galileo (also available with HMM©)	D	Fr	210h
Foundation in Travel and Tourism with Sabre (also available with HMM©)	D	Fr	210h
Geography in Travel Planning			20h
Managing the Travel Business (also available with HMM©)	D		145h
Selling and Managing Airline Reservations and Travel in Amadeus (SMART Amadeus)			60h
Selling and Managing Airline Reservations and Travel in Galileo (SMART Galileo)			60h
Selling and Managing Airline Reservations and Travel in Sabre (SMART Sabre)			60h
Selling International Rail Transportation			20h
Serving the Travel Customer		Fr	20h
Social Media for Travel Industry			20h
Travel and Tourism Consultant (also available with HMM©)	D		160h

“Foundation in Travel and Tourism has impacted my job performance positively and has earned me a promotion to the next level. I am also well equipped to start my own travel and tours company.”

Corporate Travel Manager, Nigeria
Course: Foundation in Travel and Tourism



*All courses are offered in English
 Legend - Fr: French

GLOBAL PRESENCE

Hundreds of classes are scheduled at IATA Training Centers and partner locations every year.

Located in over 90 countries and across all continents, you'll surely find a location near you. And with so many locations, why not attend a course abroad and discover a new city while learning practical skills and exchanging best practices with international peers.

[iata.org/training-locations](https://www.iata.org/training-locations)

CONTACT US

Contact the training team in your region for more information.

[iata.org/training-contact](https://www.iata.org/training-contact)

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20+

IATA Training
Centers

20+

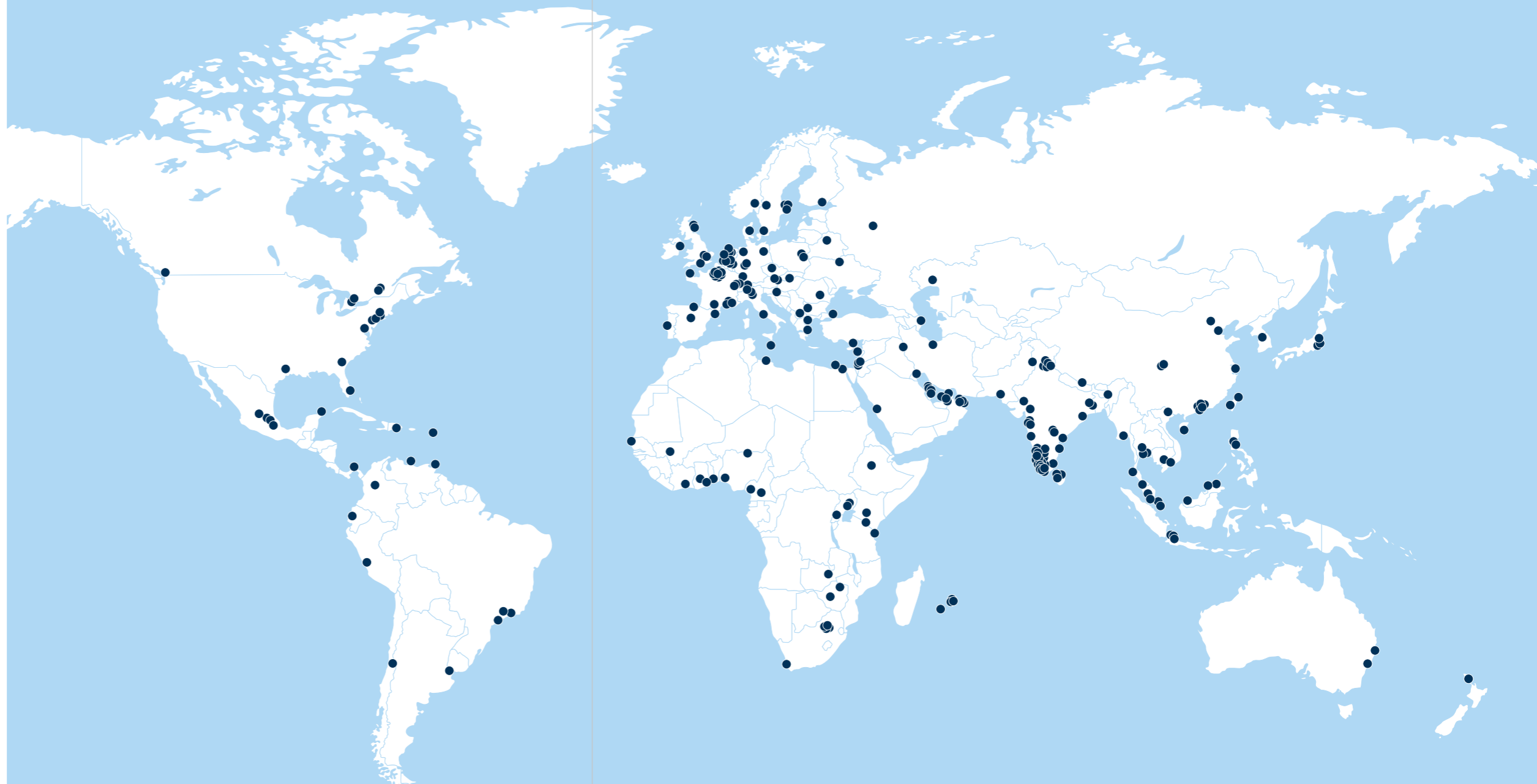
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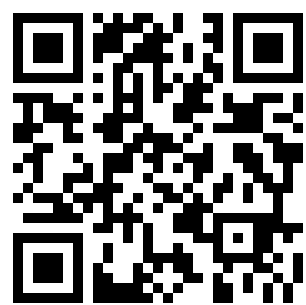
170+

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300+

Authorized Training
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Training

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