

COURSE INTRODUCTION

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.

The course is designed to complement the training requirements outlined in the IATA Airport Handling Manual (AHM), the IATA Safety Audit for Ground Operations (ISAGO) and the IATA Passenger Services Conference Resolutions Manual (PSCRM).

WHO SHOULD APPLY?

- Airline passenger service staff
 - Ground Handling Agents' passenger services staff
 - Airport operators' staff providing passenger services
 - Civil Aviation Authorities' staff providing passenger services
 - Anyone wishing to start a career as a Passenger Service Agent
- Basic reading, writing and speaking in the English language is necessary.

CAREER OPPORTUNITIES

Reservation & Ticketing Executive, Airline Call Center executive, Customer Service, Executive (airports), Traffic Assistant (airports), Tour Operator, Tour Guide, Sales Executive (Airlines), Marketing Executive (Airlines), IATA Instructor

COURSE CONTENT

- Introduction to airport & airline operations
- Computer Reservations (CRS) and Departure Control Systems (DCS) functions
- Passenger & Baggage check-in procedures (airport & off-site)
- Conditions of passenger & baggage carriage, boarding procedures and flight close-out messaging
- Dangerous Goods regulations awareness for passenger service agents
- Managing passenger interactions
- Aviation security procedures for passenger & baggage transport
- Enhanced passenger facilitation, latest innovations and career opportunities

COURSE SCHEDULE

Course duration: 6 Months

Course days: Mon-Fri (1000-1300)

Model exams: 6 papers

EXAMINATION

Exams conducted by: IATA

Nos. of papers: 1

Duration: 3 hours

Exam venue: Fixed by IATA

ADMISSION REQUIREMENTS

2 passport size photographs, Adhar card copy, Plus two certificate copy, and fee as specified in the Fee Policy