

About

Learn what it takes to work in one of the airline industry's most visible airport positions and gain the skills needed to provide assistance and related passenger services at the check-in, gate, and concourse of an airport. This 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).

Objective

Upon completing this course, you will have the skills to:

- Understand how airlines and airports operate in relation to the provision of passenger services.
- Learn about passenger and baggage check-in and boarding procedures, including those for passengers with special needs.
- Interpret the respective regulatory requirements related to passenger and baggage transport.
- Understand how computer reservations and departure control systems operate.
- Ensure safe and secure passenger and baggage transport.
- Provide superior customer service in a demanding customer-facing environment.
- Learn about the latest technological innovations in passenger services.
- Add value to current and prospective employers seeking to hire and retain knowledgeable and high-performing personnel.

Content

The key topics covered during this course include:

- Introduction to airport and airline operations
- Computer Reservations (CRS) and Departure Control Systems (DCS) functions
- Passenger and Baggage check-in procedures (airport and off-site)
- Conditions of passenger and 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 and baggage transport
- Enhanced passenger facilitation, latest innovations and career opportunities

Prerequisite

- Proficient in both spoken and written English; knowledge of other languages is a plus.

Exam & Certification

- Exam Method: Online exam with remote supervision by IATA
- Passing Grade: 60% correct answers

Participants who successfully pass the final exam will be awarded:

- An IATA and KHDA Certificates are awarded to participants successfully passing the final exam.
- A Dangerous Goods Regulations Certificate, approved by the Federal body of UAE General Civil Aviation Authority (GCAA), will be awarded.
- Internship at Ras Al-Khaimah International Airport, UAE, is included.