



## IATA TRAINING AND DEVELOPMENT INSTITUTE

### Training Highlights May 2011, Singapore

Upcoming professional courses at IATA's Singapore Regional Training Centre:

#### ➤ Dangerous Goods Regulations - Recurrent

May 4 – May 6, 2011

Fulfil the 24-month ICAO/IATA recurrent dangerous goods training requirement and learn more about the recent updates to the IATA Dangerous Goods Regulations, revalidating your knowledge in accordance with the latest ICAO and IATA amendments and directives, exploring modifications instituted by other governing authorities, such as the International Atomic Energy Agency, reviewing and sharing practical aspects of dangerous goods handling and maintaining your position as a leader in the transportation of dangerous goods by air.

**Fee: Non-member 1100 USD, member 935 USD and developing nation\* 770 USD.**

<http://www.iata.org/training/courses/tcgp04>

#### ➤ Airport Emergency Planning & Management

May 9 – May 13, 2011

This course aims to ensure that airport managers are better equipped to plan, manage and coordinate emergencies in a systematic manner, whilst understanding in more depth the ICAO's Standards and Recommended Practices for emergency planning at airports. Learn how to fully coordinate response plans with various outside agencies, develop table-top and full scale emergency drills, evaluate crisis management systems at aerodromes and identify required improvements.

**Fee: Non-member 3600 USD, member 3060 USD and developing nation\* 2520 USD.**

<http://www.iata.org/training/courses/tapp12>

#### ➤ Cargo Security

May 9 – May 13, 2011

Understand the fundamental principles of Air Cargo Security and acquire practical knowledge as to how to recognize and handle improvised explosive devices with the latest security initiatives (for example, with X-ray screening). Appreciate how to implement security initiatives and learn more about their implications, whilst learning how to minimize operational exposure with proper risk management techniques (e.g. cargo terminal access control and cargo security auditing).

**Fee: Non-member 3000 USD, member 2550 USD and developing nation\* 2100 USD.**

<http://www.iata.org/training/courses/tscg02>

#### ➤ Revenue Management - Introductory

May 9 – May 11, 2011

This course will assist pricing analysts, sales or marketing managers, aircraft schedulers and network planners to manage sales, pricing, inventory and other systems so as to be better equipped to capture revenue opportunities through developing and deploying effective revenue management policies and programmes. This course will also focus upon forecasting, tracking and yield analysis, whilst assisting students to better understand the importance of monitoring performance and of remaining competitive using different strategies that stimulate demand.

**Fee: Non-member 1900 USD, member 1615 USD and developing nation\* 1330 USD.**

<http://www.iata.org/training/courses/talm05>

#### ➤ Airline Commercial Challenges and Regulatory Issues

May 9 – May 11, 2011

Know your competition whilst strengthening your alliances, understand the challenges which exist in different geographic markets, and learn how to avoid the pitfalls of regulatory issues in the face of deregulation, liberalisation and globalisation. This course will provide you with an overview of cost-cutting and smart business solutions, techniques aimed at boosting profits, market performance forecasts, effective risk analysis and new approaches for increasing efficiency and productivity. Marketing, commercial services, finance, information technology, government and international affairs' managers are strongly recommended to take part in this training programme.

**Fee: Non-member 1900 USD, member 1615 USD and developing nation\* 1330 USD.**

<http://www.iata.org/training/courses/talg07>

#### ➤ Airline Industry Leading Practices

May 12 – May 13, 2011

Review the leading practices of the world's most successful airlines from both the low cost and network carrier sectors. Upon completing this course you will have gleaned the skills which are needed to analyse the evolving Low Cost Carrier model, explored the evolution of the industry, gained insight into future business models and identified successful cost management methods, ancillary revenue opportunities and competitive techniques in today's marketplace. Airline directors, and senior and industry-related managers will learn how to develop synergies between their business' practices from the successful stories of other airlines.

**Fee: Non-member 6000 USD, member 5100 USD and developing nation\* 4200 USD.**

<http://www.iata.org/training/courses/tapg04>

IATA Training & Development Institute

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### ➤ Revenue Management for Practitioners - Advanced March 21 – March 25, 2011

Improve revenue analysts and managers' skills in order to ensure the accuracy of forecasting and optimisation systems, make better revenue management decisions, and monitor initiatives and policies. Learn how to plan and prioritise tasks, as well as implement alternatives for efficient revenue management.

**Fee: Non-member 1400 USD, member 1190 USD and developing nation\* 980 USD.**  
<http://www.iata.org/training/courses/talm22>

### ➤ Customer Service May 18 – May 20, 2011

Focus on the skills which are needed to handle difficult customers and situations, make the most of every customer contact, develop customer loyalty, and learn how to feel confident in any situation with a customer. Understand the meaning of 'good customer service' and the various approaches, which are necessary to achieve excellence in communicating with various types of customers and in responding to their complaints with empathy and efficiency.

**Fee: Non-member 1800 USD, member 1530 USD and developing nation\* 1260 USD.**  
<http://www.iata.org/training/courses/taph42>

### ➤ Carbon Trading for Aviation May 19 – May 20, 2011

Understand the European Union's Emissions Trading System (ETS), whilst grasping cap and trade, carbon trading mechanisms, and carbon markets dynamics and strategies. Aviation managers in all fields will develop a greater appreciation of prices and price drivers in the EU's ETS, airline strategies in trading, the Clean Development Mechanism (MCDM), post-2012 mechanisms and 2020's outlook on carbon trading.

**Fee: Non-member 1900 USD, member 1615 USD and developing nation\* 1330 USD.**  
<http://www.iata.org/training/courses/taph42>

### ➤ Airline Business Foundations May 23 – May 27, 2011

This course focuses on five major topics which drive the aviation business: airline economics, strategy, structure, technology and environmental initiatives. Upon completing this course, participants will be able to draw upon the best practices provided of industry experts, interact with global aviation managers and analyse the issues which exist in airline economics, management, organisational structures and emerging technologies whilst reconciling the increasing demand for air transportation with the need to mitigate environmental impacts.

**Fee: Non-member 5800 USD, member 4930 USD and developing nation\* 4060 USD.**  
<http://www.iata.org/training/courses/taph42>

### ➤ Managing Aviation Policy and Regulations May 23 – May 27, 2011

This course aims to assist the staff of ANS providers and civil aviation authorities to better understand the dynamics of public and private policy-making and the interplay of regulatory options which may need to be assessed or promoted in order to support a change to a government's objectives for the aviation industry. Upon completing this course, participants will have gained the skills necessary to review aviation policies and regulations in the light of changing global aviation needs and to implement regulatory practices in a cost-conscious manner.

**Fee: Non-member 3000 USD, member 2550 USD and developing nation\* 2100 USD.**  
<http://www.iata.org/training/courses/tcvq26>

### ➤ Security Management Systems (SEMS) May 23 – May 27, 2011

Better understand current aviation security regulations, and learn how to apply a pro-active and layered approach to security. This course's content focuses upon establishing a security organisation, human factors, threat assessment, integrated risk management, quality control, security audit and quality assurance, contingency planning, security systems' design and implementation, change management strategies and performance-based requirements. SEMS has been designed for senior and middle aviation security managers.

**Fee: Non-member 3000 USD, member 2550 USD and developing nation\* 2100 USD.**  
<http://www.iata.org/training/courses/tscs18>

### ➤ Station / Ground Handling Management May 23 – May 27, 2011

Understand the key principles of establishing and managing a ground handling company, and implementing airside and airport safety and security measures. Improve your ability to plan for staffing and equipment requirements and to negotiate ground handling services. Learn how to handle agreements and services for other airlines, and reduce baggage irregularities. Designed for ground handling operators challenged by new competitors, airport and airline managers, and operational ground handling managers.

**Fee: Non-member 3800 USD, member 3230 USD and developing nation\* 2660 USD.**  
<http://www.iata.org/training/courses/talp02>

### ➤ Air Transport Logistics for Time & Temperature-Sensitive Healthcare Products May 23 – May 24, 2011

Understand the needs of the Healthcare industry and be able to successfully handle their temperature-sensitive products in the air cargo logistics process. This course will provide you with an introduction to the IATA's Perishable Cargo Regulations, as well as to the general distribution process for healthcare products, temperature management in the healthcare supply chain, and packaging technology and its applications. Learn how to better appreciate healthcare regulations, processes and procedures, and learn more about the role of a Quality Management System in healthcare logistics and about Service Level Agreements.

**Fee: Non-member 1400 USD, member 1190 USD and developing nation\* 980 USD.**  
<http://www.iata.org/training/courses/tcgp49>



### 7 Live Animal Regulations May 25 – May 27, 2011

Appreciate how to satisfy compliance standards and master the use of IATA's Live Animals Regulations manual, whilst ensuring the safety and welfare of animals on the ground and in the air. Review and discuss special routings and animal behaviours, identify and implement procedures to handle emergency situations and apply the container design principles to live animals. Meet your airline's responsibilities whilst better understanding government and airline regulations. This course has been designed for freight forwarders, cargo agents, import/export specialists, shippers and consolidators.

**Fee: Non-member 1900 USD, member 1615 USD and developing nation\* 1330 USD.**  
<http://www.iata.org/training/courses/tcgp06>

### 7 Foundations of CNS/ATM May 30 – June 3, 2011

This course provides air traffic controllers and managers of air traffic services with the opportunity to enhance their knowledge of: the ICAO annexes which are relevant to the provision of Air Traffic Services, ATM operational requirements; and the Manual on Global Performance of the Air Navigation System. Learn more about the global air traffic management operational concept, the system's requirements and the Global Air Navigation Plan. Discuss emerging technology, address CNS issues and examine how to reconcile the Global ATM concept with strategic business management.

**Fee: Non-member 3000 USD, member 2550USD and developing nation\* 2100 USD.**  
<http://www.iata.org/training/courses/tcvt24>

### 7 Integrated Aviation Management System (IAMS) May 30 – June 3, 2011

Learn how to use a 'system of systems' approach to aviation safety, quality, and risk and business management. Upon completing this course, you will have developed a thorough understanding of Safety Management Systems (SMS), Security Management Systems (SEMS), Quality Management Systems (QMS), Supplier Management Systems (SUMS), Enterprise Risk Management (ERM), Environment Safety Management System (ESMS) and Crisis Management, as well as the relevance of the IATA Operational Safety Audit (IOSA) and the IATA Safety Audit for Ground-Handling Organisations (ISAGO).

**Fee: Non-member 3000 USD, member 2550USD and developing nation\* 2100 USD.**  
<http://www.iata.org/training/courses/tals11>

### 7 Cargo Marketing Essentials May 31 – June 3, 2011

The topics covered in this course are manifold, including: marketing audits of organisation, trade patterns and the macroeconomic environment, modal split and the air cargo value chain, SWOT analysis and market segmentation; the concept of brand value; and the advantages and disadvantages of different distribution channels to the development of creative, yet cost-effective, marketing strategies.

**Fee: Non-member 2400 USD, member 2040 USD and developing nation\* 1680 USD.**  
<http://www.iata.org/training/courses/tcgm02>

### 7 Security Risk and Crisis Management May 30 – June 3, 2011

Examine the threats and risks affecting aviation security, as well as the attacks on civil aviation. Master risk analysis and risk management techniques, whilst learning how to identify areas of vulnerability, make assessments and prioritise. Develop the tools necessary to build upon your knowledge of security design and audit. Strategically evaluate security measures and technological integration, whilst learning how to manage stakeholders in the aviation security. This has been designed for security risk and compliance officers, law enforcement officers, and the managers of airport, airline and civil aviation safety and security.

**Fee: Non-member 3000 USD, member 2550USD and developing nation\* 2100 USD.**  
<http://www.iata.org/training/courses/tscs28>

### 7 Shipping Perishable Cargo May 30 – May 31, 2011

This course focuses on government regulations and environmental controls, including specific issues relating to developing and implementing a plan to minimise losses; improving the management of time and temperature sensitive cargos; and reducing exposure through the in-depth analysis of global government controls. Explore the latest industry trends and learn more about specific issues relating to perishable commodities transported by air. Identify new market opportunities and learn how to improve service levels to existing markets through the rigorous study of transport standards.

**Fee: Non-member 1400 USD, member 1190 USD and developing nation\* 980 USD.**  
<http://www.iata.org/training/courses/tcgp21>

### 7 Ground Operations Documentation and ISAGO May 30 – June 3, 2011

Understand the relationship between quality and regulations; recognize the importance of a Controlled Documentation System for Ground Service Providers and its key elements; build a process design, procedure development and a document hierarchy; identify ISAGO and Ground Handling Standards and recommended practices; and conduct a "gap analysis" to develop corrective action plans.

**Fee: Non-member 3000 USD, member 2550USD and developing nation\* 2100 USD.**  
<http://www.iata.org/training/courses/tals18>