



## IATA TRAINING AND DEVELOPMENT INSTITUTE

### Training Highlights

#### Sydney, 2011

Upcoming professional courses in Sydney:

#### ➤ Airport Certification and Standards Sydney, May 2 – May 6, 2011

Learn how to meet the applicable specifications of the aerodrome certificate, and understand the relevant Standards and Recommended Practices. Examine and discuss your obligations as an airport operator, and learn to better appreciate the airport certification process. Learn the ICAO certification requirements, ensuring operational safety during construction, apron safety management and AVOTP, emergency response, aerodrome inspection and safety management systems (SMS).

**Fee: Non-member 3775 USD, member 3235 USD and developing nation\* 2695 USD.**  
<http://www.iata.org/training/courses/Pages/tapp05.aspx>

#### ➤ Scheduling and Airport Slot Coordination - Introductory Level 1 Sydney, August 29 – August 31, 2011

Grasp the fundamentals of the slot scheduling and coordination processes, which includes an introduction to the WSG, EU Slot Regulations and SSIM Chapter 6. Enhance your knowledge of slot coordination procedures, "best practices" for slot clearance requests, the New IATA Worldwide Scheduling Procedures and SRS Analyser, as well as online tools. Understand the purpose of the European Economic Community Regulation 95/93, as well as amended regulation 793/2004 and its meaning. Designed for airport and operations' coordination staff.

**Fee: Non-member 2005 USD, member 1720 USD and developing nation\* 1435 USD**  
<http://www.iata.org/training/courses/Pages/talm13.aspx>

#### ➤ Scheduling and Airport Slot Coordination - Advanced Sydney, September 1 – September 2, 2011

Concentrating primarily on the Slot Historical List (SHL), initial submissions and terminal capacity, this course provides information needed to verify the contents of the SHL, including how best to use it to prepare for the future season. Exercises will test your knowledge of complex Slot Clearance Requests (SCR), preparing you for the course project: fulfilling airline schedule requirements. Determine how to design a terminal capacity analysis, monitor criteria, create the SHL and implement the allocation of slots based on priorities.

**Fee: Non-member 2005 USD, member 1720 USD and developing nation\* 1435 USD.**  
<http://www.iata.org/training/courses/Pages/talm43.aspx>

#### ➤ Airport Total Quality Management Sydney, September 12 – September 16, 2011

Gain the knowledge necessary to develop a total quality management (TQM) strategy for achieving organizational effectiveness in an airport environment. Resolve conflicting agency agendas, elevate existing relationships and improve customer service levels in an airport. Apply TQM strategies, and learn how to overcome difficulties which impact upon individuals' abilities to interact effectively with airport stakeholders. Improve airport service quality in a systematic manner, through inter-agency strengthened and constructive relations

**Fee: Non-member 3775 USD, member 3235 USD and developing nation\* 2695 USD.**  
<http://www.iata.org/training/courses/Pages/tapq33.aspx>

#### ➤ Station / Ground Handling Management Sydney, September 19 – September 23, 2011

Understand the key principles of establishing/managing a ground handling company, and learn how to implement airside and airport safety and security measures. Improve your ability to plan staffing and equipment requirements and negotiations associated with 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 3795 USD, member 3405 USD and developing nation\* 2835 USD.**  
<http://www.iata.org/training/courses/Pages/talp02.aspx>

#### ➤ Air Transportation Management Sydney, October 10 – October 14, 2011

Gain an understanding of the Air Transportation System, the critical role of the air transportation manager as a communicator and a facilitator, as well as the role and functions of airlines, airports and Civil Aviation Authorities. Better appreciate Air Transportation Law, Civil Aviation Security and the impact of technology on Air Transportation. Discuss the future in air transportation management and develop Team Action Plans. Designed for first-level managers without prior aviation industry experience.

**Fee: Non-member 3175 USD, member 2725 USD and developing nation\* 2275 USD.**  
<http://www.iata.org/training/courses/Pages/tcvq10.aspx>



## ➤ Benchmarking and Best Practices for ANS Providers

Sydney, October 17 – October 21, 2011

Designed for ANS providers' executives who want to understand the concept of Benchmarking and to master its applications. Learn to set organisational goals based upon hard data and to improve upon them from internal and external perspectives. Apply best practice models across the key result areas (KRAs) of safety, operational efficiency, cost effectiveness and customer satisfaction, and measure them against key performance indicators (KPIs). Apply ANS best practices, review specifications and the design of customer service operations, whilst implementing service improvements.

**Fee: Non-member 3175 USD, member 2725 USD and developing nation\* 2275 USD.**

<http://www.iata.org/training/courses/Pages/tcvg54.aspx>

## ➤ Security Management Systems (SEMS)

Sydney, November 7 – November 11, 2011

Ascertain current aviation security regulations, and learn how to apply a pro-active and layered approach to security. The course content focuses on establishing a security organisation, whilst taking into consideration 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. Designed for senior and mid-level aviation security managers.

**Fee: Non-member 3175 USD, member 2725 USD and developing nation\* 2275 USD.**

<http://www.iata.org/training/courses/Pages/tscs18.aspx>

## ➤ Airline Security Operations

Sydney, November 14 – November 18, 2011

Manage and implement an effective security programme for your airline. Enhance your knowledge on the elements of the regulatory requirements of aviation security in national airline and airport security programmes. Build your skills in prevention/protection risk analysis through threat evaluation and crisis management. Learn about the forms of crime targeting the aviation industry, apply operational/security procedures in an international airport and study the role of security personnel within the aviation industry.

**Fee: Non-member 3175 USD, member 2725 USD and developing nation\* 2275 USD.**

<http://www.iata.org/training/courses/Pages/tsal02.aspx>

## ➤ Air Transportation Economics

Sydney, November 21 – November 25, 2011

Browse through the developments of air transport economics, including aviation management and business planning, as well as regulatory and policy issues. Focus on transportation regulations and the Public Policy/Regulatory frameworks, understand the ICAO/ACI/IATA relationships and the Value Chain concept. Master air cargo economics, its deregulation and the challenges brought by low-cost carriers. Study the impact on aviation fees and charges, environmental privatization strategies, as well as airport planning and terminal design.

**Fee: Non-member 3175 USD, member 2725 USD and developing nation\* 2275 USD.**

<http://www.iata.org/training/courses/Pages/tcvg49.aspx>

## ➤ Monitoring and Controlling Multiple Projects (30 PDUs)

Sydney, November 28 – December 2, 2011

Designed for project managers who aim to deliver high-quality projects on schedule and within budget. Focus upon the importance of team dynamics in project implementation, as well as the role of the project manager during project execution. Lead project change management, schedule and track cost performance index and its variance, interpret earned value computation results, monitor risk logs, use project dashboards and progress reporting charts. This course offers 30 PDUs towards your Project Management Professional certification.

**Fee: Non-member 2575 USD, member 2215 USD and developing nation\* 1855 USD.**

<http://www.iata.org/training/courses/Pages/taph16.aspx>

## ➤ Security Risk and Crisis Management

Sydney, December 5 – December 9, 2011

Examine the threats and risks affecting aviation security, and the attacks on Civil Aviation. Master risk analysis and risk management, identify areas of vulnerability, make assessments and learn about prioritising, building security design and auditing. Examine the strategic evaluation of security measures, technology integration, and learn how to manage stakeholders in aviation security. Designed for security risk and compliance officers, law enforcement officers, as well as airport, airline and civil aviation managers of safety and security.

**Fee: Non-member 3175 USD, member 2725 USD and developing nation\* 2275 USD.**

<http://www.iata.org/training/courses/Pages/tscs28.aspx>

IATA Training & Development Institute

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For any further information, or to register, please contact the IATA Training and Development Institute, Singapore, on +65 6499 2293 / 2294 / 2295 or at [training.sin@iata.org](mailto:training.sin@iata.org)

All IATA classroom courses listed within this document can be customised to your needs and delivered on-site for groups at your location.

Information regarding all training courses offered by IATA can be found on our website:

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

*\*applies to: IATA/ICAO/IACI/IGHC Members, IATA Partners, ANS Providers, IAT A Airport Advisors headquartered in Developing Nations.*

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