



3 IATA Courses in 1 (one).....

after your success in IATA Exams

assured work in all Airports with intake Conditions*

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For on-line registration: <http://atc.com.gr/en/line-registration>



Passenger Ground Services with Amadeus Altéa DCS eLearning Course

Assured work in all Airports with intake Conditions*

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).

AMADEUS

Included with this course: Amadeus Altéa Departure Control - Customer Management (Altéa DC-CM) e-Learning.

Upon completion of the Passenger Ground Services course you will be granted free access to an e-Learning course on the Departure Control System (DCS), Amadeus Altéa. This e-Learning includes lessons on the acceptance of passengers and baggage, seating, boarding and handling disruptions. It can be completed at your convenience and leads to an electronic certificate of completion.

What you will learn

- Understand how airlines and airports operate in relation to the provision of passenger services
- Learn about passenger and baggage check-in & boarding procedures, including 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 & baggage transport
- Provide superior customer service in a demanding customer facing environment
- Learn about the latest technological innovations in passenger services
- Add value to existing and future employers looking to hire and retain knowledgeable and high performing personnel

Key topics

Passenger Ground Services course content:

- Introduction to airport & airline operations
- Computer Reservations (CRS) and Departure Control Systems (DCS) functions

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- 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

Table of Contents

<http://www.iata.org/training/courses/Documents/pax-ar-services-toc.pdf>

Amadeus Altéa DC-CM e-Learning content:

- **Check-in Agent collection:**
- **Accept a customer and handle a baggage drop**
- **Handle group and frequent traveller acceptance, baggage connections and seating**
- **Create bookings, and handle crew, rush and cabin baggage as well as seating and disruptions**
- **Gate Agent collection**
- **Board a passenger**
- **Accept, board and re-grade a customer**
- **Supervisor collection**
- **Complete all check-in agent and gate agent responsibilities**
- **Explain the system architecture of the Amadeus Altéa Suite including Departure Control - Customer Management**

Amadeus e-Learning technical requirements

<http://www.iata.org/training/courses/Documents/amadeus-altea.pdf>

For on-line registration: <http://>

Who should attend

- 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

Certificate awarded

An IATA Certificate is awarded upon successful completion of the course and final examination.

An Amadeus certificate is awarded upon obtaining a grade of 80% on all assessments within the e-Learning.

Additional information

Amadeus Altéa DC-CM e-Learning technical requirements:

Hardware:

- Minimum 1024 x 768 screen resolution
- Internet connection (broadband recommended)
- Sound card recommended for some courses
- I nput devices: mouse and keyboard
- Software:
 - Microsoft Internet Explorer 6 or later
 - Adobe Flash Player 9 or later
 - Windows XP, Vista or 7
 - Java Runtime 1.6.0_30 or above

➤ **Basic Airside Safety (eLearning)**

An interactive, flexible and cost-effective way of learning about implementing best practices in airside safety.

What you will learn

The purpose of this course is to:

- Train new staff involved in ground operations
- Refresh the skills of your current staff
- Help your company save on airside safety training costs
- Reduce the risk of accidents and ramp damages

Key topics

- The airport environment (the airport, communication, hand signals, aircraft ground support equipment)
- Security and Safety (Security, Aircraft Danger Zones, Health and Safety, Severe Weather Conditions, Traffic Rules At The Ramp, Accident and Incident Reporting)
- Fire and first aid (fire prevention, fire protection and fire action, first aid)

Who should attend

This course is recommended for:

- All personnel involved in aircraft services or ramp operations

Certificate awarded

All candidates will be given three attempts to successfully complete the exam at the end of the course. To successfully pass the exam, the student must achieve a grade of 80% or higher.

Additional information

Minimum System Requirements

- Hardware:
 - Pentium II 300MHz or Mac
 - 64MB RAM
 - 16bit SB compatible sound card
- Software:
 - MS Internet Explorer ONLY, for PC or Mac
 - Flash Player

➤ **IATA Dangerous Goods Regulations (DGR) – Category 5 & 8 (eLearning)**

Upon completion of this course you will have the skills to:

- Identify and classify dangerous goods
- Recognize dangerous goods labels and package specification markings
- Understand provisions for dangerous goods in the baggage of passengers and crew
- Follow basic dangerous goods emergency response procedures

Key topics

- Applicability
- Limitations
- Classification - Classes and Divisions
- Packing
- Marking and Labelling
- Storage and Loading
- Provision of Information
- Dangerous Goods Emergency Response

Who should attend

This course is recommended for:

- Freight forwarder staff involved in the handling, storage and loading of cargo, mail or stores
- Operator and ground handling agent staff involved in the handling, storage and loading of cargo, mail or stores
- Airline and cargo training specialists
- Operations managers and frontline supervisors

Certificate awarded

All candidates will be given three attempts to successfully complete the exam at the end of the course. To successfully pass the exam, the student must achieve a grade of 80% or higher.

Upon successful completion of the exam, the student will be provided with a DGR Awareness e-Certificate that can be printed. The Certificate is valid for 24 months.

The Price Including Courses :

Basic Airside Safety eLearning + IATA Dangerous Goods Regulations (DGR) – Category 5 & 8 (eLearning)

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<u>CLASSROOM COURSES</u>	<u>E-LEARNING COURSES</u>
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Telephone Number (Mandatory)	Fax Number
Country Code: City Code: No.:	City Code: No.:

E-mail (please print): _____ **Mobile phone:** _____

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Course Fee:		Cardholder's name:
Deposit :		Card no.: _____
		Expiry date: MONTH: YEAR:
Balance :		Signature/date:
Grand Total:		



Date: _____

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