



IATA TRAINING AND DEVELOPMENT INSTITUTE

Training Highlights

March 2011, Singapore

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

➤ Airline Security Operations March 7 – March 11, 2011

Develop the keys to managing and implementing an effective security programme for your airline, including: interpreting the latest international regulatory requirements; planning, coordinating and enforcing effective preventive measures; and last but not least, analysing threats and risks to the daily operations of your airline.

Fee: Non-member 3000 USD, member 2550 USD and developing nation* 2100 USD.
<http://www.iata.org/training/courses/tsal02>

➤ Instructional Techniques March 7 – March 11, 2011

Launch your career in training with a solid understanding of what it takes to be a good instructor, including: effectively preparing for, managing, conducting, facilitating and evaluating a training event; using instructional tools and techniques to enhance instruction; acquiring practical presentation and communication skills; motivating participants and engaging their active participation during training; and integrating group work and collaborative learning.

Fee: Non-member 2400 USD, member 2040 USD and developing nation* 1680 USD.
<http://www.iata.org/training/courses/taph03>

➤ Effective Communication Skills March 14 – March 18, 2011

Aimed at business professionals working within international environments and multi-national companies, this course develops presentation, negotiation and writing skills through role-playing, facilitated group discussions and written analysis. Latest communication channels (e.g. the web and social media) will also be introduced, as well as tools which can be used to measure the effectiveness of both internal and external communication.

Fee: Non-member 1900 USD, member 1615 USD and developing nation* 1330 USD.
<http://www.iata.org/training/courses/taph09>

➤ Dangerous Goods Regulation - Initial March 14 – March 18, 2011

Enhance your knowledge of transporting dangerous goods by air, including: acquiring the necessary skills to properly prepare and process the shipment of dangerous goods; developing an awareness of relevant legal requirements, operational restrictions and governing entities; learning how to champion compliance with dangerous goods' standards in your organisation; enhancing your ability to identify any weak links in your handling procedures; learning more about safety measures and how to apply them in the workplace; and maximising your cargo handling abilities.

Fee: Non-member 1600 USD, member 1360 USD and developing nation* 1120 USD.
<http://www.iata.org/training/courses/tcgp03>

➤ Procurement and Contracts' Management March 14 – March 18, 2011

This course covers procurement concepts, from understanding the needs of customers, creating effective workflows, designing procurement vehicles and contracting structures, addressing risk sharing and awarding contract bids, to managing post-award roles of the buyer and seller and handling disputes. Focus on the objectives, evaluations and legal implications of contract administration.

Fee: Non-member 2400 USD, member 2040 USD and developing nation* 1680 USD.
<http://www.iata.org/training/courses/taph26>

➤ Airport Strategic Management March 21 – April 1, 2011

Focus on the best-management practices adopted by modern commercial airports, including: developing an overall airport strategy; using process and human resource change tools; applying performance management; understanding facility and operational planning; using integrated financial and investor techniques; and addressing the emerging topics of sustainability and the adoption of technology.

Fee: Non-member 6000 USD, member 5100 USD and developing nation* 4200 USD.
<http://www.iata.org/training/courses/tapg04>



➤ Professional Skills for DGR Instructors March 21 – March 25, 2011

Design and deliver a customised dangerous goods training programme for your company based on IATA's Dangerous Goods Training Programme, books 1 to 5, including: understanding theoretical principles and delivering immediate results; mastering effective communication and presentation skills; learning to evaluate, plan, implement and execute effective training programmes; designing exciting training strategies to give your organisation a competitive edge; overcoming the technical nature of DGR; and providing your students with a memorable learning experience.

Fee: Non-member 3000 USD, member 2550 USD and developing nation* 2100 USD.
<http://www.iata.org/training/courses/tcqh01>

➤ Airline Management Integration: Air Mercury March 28 – April 1, 2011

Lead your business to success with a high-level understanding of airline operations. Working in teams, you will be challenged to devise a business plan to return Air Mercury, IATA's virtual airline, to profitability and long-term viability. You will contribute to formulating a high-level strategy for network and fleet development, the creation of a new schedule and branding, product definition and marketing decisions. The simulation tool will enable your team to test and evaluate the impact of their plans and decisions in both financial and operational terms. Your team will present and defend your business solution, whilst demonstrating that you have learned what it takes to bring stability and long-term viability to your airline.

Fee: Non-member 2400 USD, member 2040 USD and developing nation* 1680 USD.
<http://www.iata.org/training/courses/taph03>

➤ Benchmarking and Best Practices for ANS Providers March 28 – April 1, 2011

Implement service improvements and achieve better performance results. Designed for ANS Providers and operational and strategy managers, this course focuses on: benchmarking and setting organisational goals; removing roadblocks to success; applying best practice models across the Key Result Areas (KRAs) and measuring them against Key Performance Indicators (KPIs); and reviewing the core processes of specification and design.

Fee: Non-member 2400 USD, member 2040 USD and developing nation* 1680 USD.
<http://www.iata.org/training/courses/taph03>

➤ Passenger Fares and Ticketing Alterations March 29 – April 1, 2011

Learn how to apply the latest exchange/reissue and netting procedures, manage Miscellaneous Charges Orders (MCOs) in an electronic environment, handle different refund requests, determine when endorsements are necessary in e-ticketing, re-price tickets using either historical or current fares, and exchange.

Fee: Non-member 2400 USD, member 2040 USD and developing nation* 1680 USD.
<http://www.iata.org/training/courses/taph03>

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

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/CAO/ACI/IGHC Members, IATA Partners, ANS Providers, IATA Airport Advisors headquartered in Developing Nations.



**IATA REGIONAL TRAINING CENTRE, SINGAPORE
MARCH 2011 PROMOTION**

Course	Promotion			
	Early Bird Register by 15th March and enjoy a 10% discount on courses taking place before 30 th June, 2011	Triple Treat Register for three consecutive courses and receive a 10% discount on both the second and third courses' fees	Loyalty Register now and enjoy a 10% discount when registering for a second course which will take place within 6 - 12 months of the first course	Recommend a Friend Refer a person to attend the same course as yourself and enjoy a 10% discount on your course fee
Airlines Security Operations	√	√	√	√
Instructional Techniques	√	√	√	√
Effective Communication Skills	√	√	√	√
Dangerous Goods Regulations – Initial				
Procurement and Contracts' Management	√	√	√	√
Airport Strategic Management	√*	√	√	√
Professional Skills for DGR Instructors				
Airline Management Integration: Air Mercury	√	√	√	√
Benchmarking and Best Practices for ANS Providers	√			√
Passenger Fares and Ticketing Alterations	√**			

* Applicable to non-member and member prices only. Registration deadline: 22nd February 2011.

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Note: These promotions are only applicable to courses which are to be held in Singapore during the months of March, April, May, and June, 2011.