

# Course Portfolio

Courses at Flymates are designed for those aspiring to a career in Aviation. To provide the best quality training on the island, we have partnered with prestigious institutions such as IATA and Amadeus; and we have integrated our custom-designed soft modules to their courses, to better prepare our students for the challenges awaiting them in their future careers.

All our courses are MQA-Registered and HRDC-Refundable

## Travel Agent Foundation + Amadeus Novice Course (IATA Category: Travel & Tourism)

Study the basics of travel and tourism and what it takes to become a successful travel agent. Improve your customer service and sales skills to better advise prospective travelers. Have a better hands-on live experience by practicing directly on the Amadeus GDS system and benefiting from 01 month of supervised **traineeship** in a reputable agency.

## Travel and Tourism Consultant (IATA Category: Travel & Tourism)

Study popular tourism destinations and improve your sales skills to successfully advise your clients on the best travel options. Learn how to customize and construct complex travel itineraries, gain the skills to process ticket exchanges and reissues, and understand how industry regulations affect your travel operations.

## IATA Diploma in Aviation Studies

Gain a competitive edge in the global aviation job market with this prestigious Diploma awarded by IATA after successfully achieving **four IATA Aviation** examinations.

## Flight Attendant Course (IATA Category: Aviation)

This course introduces the skills and responsibilities expected by the world's leading airlines. Special emphasis is given to customer service and procedures for handling unusual situations during flight, with useful tips for completing the recruitment process.

## Airport Passenger Handling (IATA Category: Aviation)

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.

## Airport Operations Fundamentals (IATA Category: Aviation)

Starting a career or wishing to expand your knowledge in airports? Get the essential knowledge you need to succeed. Recommended for recently appointed airport staff, travel industry staff and newcomers to the industry.

## Aviation Security Awareness (IATA Category: Aviation)

This course introduces you to the security measures and regulations you need to know to work responsibly, and provides examples of practices you can apply to identify and prevent potential security threats, whether you work with passengers, cargo or at a security checkpoint.

## Ramp Operations & Services (IATA Category: Aviation)

Ramp handling services ensure the efficient turnaround of aircraft so that flights stay on schedule. This course offers an introduction to ramp services as well as the ground handling standards and safety requirements one needs to know to work safely on the ramp.

## Introduction to Cargo Operations (IATA Category: Cargo)

Develop a solid foundation for your cargo career by learning the fundamentals of cargo skills and procedures. Recommended for aspiring or existing cargo agents, freight forwarders and those involved

## Aviation Customer Service (IATA Category: Aviation)

Drive outstanding customer service with the winning combination of knowledge, skills, and attitude. The program teaches fundamental service principles to raise service levels and improve the customer care experience at every touch point.