



# IATA DIPLOMA IN AVIATION MANAGEMENT & SEP



## INTRODUCTION

This one-year diploma will equip aspiring aviation professionals with the knowledge, skills, and industry-recognized training required to succeed in various ground and air service roles across international airports and airlines.

It offers a comprehensive foundation for individuals aiming to build careers in airline operations, ground services, and cabin crew management.

## COURSE MODULES

- Passenger Ground Services (PGS) | 60 hours
- Airline Cabin Crew | 60 hours
- Airport Operations Management (AOP) | 60 hours
- Airport Ramp Services | 60 hours
- Ground Operation Management (GOM) | 80 hours

## WHAT WILL YOU LEARN IN DIPLOMA?

A **Diploma in Aviation Management** combined with **Safety and Emergency Procedures (SEP) Training** provides students with a comprehensive foundation in both operational and safety aspects of the aviation industry and equips students with essential knowledge in airline and airport operations, customer service, aviation safety, and regulatory compliance, along with hands-on emergency response skills such as firefighting, water ditching, and first aid.

This unique blend of managerial education and practical safety training prepares candidates for a wide range of careers in aviation including ground handling, cabin crew, and airport services, by developing the professional and technical skills required to thrive in this dynamic industry.

### 1. Passenger Ground Services (PGS) | 60 hours

#### INTRODUCTION:

This course is designed for individuals aiming to work in one of the most visible roles in the airline industry. It provides the essential skills and knowledge required to deliver professional assistance to passengers at various airport touchpoints, including check-in counters, boarding gates, and concourse areas.

#### KEY TOPICS

- Passenger and Baggage Check-in and boarding procedures
- Gate and concourse operations
- Customer service and complaints handling
- Baggage claims and transfer

### 2. Airline Cabin Crew | 60 hours

#### INTRODUCTION:

This cabin crew course is ideal for young professional looking to get a head start in the profession, introducing the skills and responsibilities expected by the world's leading airlines.

#### KEY TOPICS

- Introduction to the airline industry and aircraft
- In-flight service procedures and passenger safety



- Emergency handling and first aid
- Professional grooming and communication

### 3. Airport Operations Management (AOP) | 60 hours

#### INTRODUCTION:

This course is prepared to provide you with a solid overview of the airport operations field and with tools to apply your knowledge and skills to your airport. It is designed to be useful not only for your own benefit but also to help you make better decisions for your organization.

#### KEY TOPICS

- Operational functions of the airport
- Rescue, firefighting and other support services Airport issues and challenges
- The future of airports
- Technological developments

### 4. Airport Ramp Services | 60 hours

#### INTRODUCTION:

This course offers an introduction to ramp services as well as the ground handling standards and safety requirements you need to know to work safely on the ramp.

#### KEY TOPICS

- Introduction to the airside environment and airport ramp services
- Aircraft characteristics and turnaround plan
- Cleaning, catering, and other services
- Ground service equipment
- Standard operating procedures
- Airside safety and ramp security awareness
- Future developments in the sector of ramp services

### 5. Ground Operation Management (GOM) | 80 hours

#### INTRODUCTION:

This course is designed by industry experts and reflects the provisions in IATA Airport Handling Manual Also, learn how to control and supervise an airline station in a self-handled or outsourced environment.

#### KEY TOPICS

- Operational standards in the IATA Airport Handling Manual (AHM)
- Coordination with various airport stakeholders
- Supervision of ground staff
- Airport safety and security protocols
- Emergency Response Plans

## Additional Package:

### 1. Dangerous Goods Regulations Certification (DGR) 4.1.I & 4.1.J | 12 hours

This certification course provides essential training in accordance with IATA Dangerous Goods Regulations, specifically tailored for Passenger Handling Staff (4.1.I) and Flight Crew & Load Planners (4.1.J).

Participants will learn the fundamentals of handling, accepting, and transporting dangerous goods by air, in full compliance with international safety and regulatory standards. The training covers recognition of dangerous goods, labeling and documentation requirements, safety data collection, and emergency response procedures.

Successfully completing this globally recognized certification enhances your qualifications and readiness for roles that involve the safe and compliant handling of dangerous goods within commercial aviation operations.

#### KEY TOPICS:

- Understanding the basics of dangerous goods and recognizing dangerous goods applicability
- Understanding the general limitations
- Identifying roles and responsibilities
- Understanding the importance of classification and packaging
- Understanding hazard communication
- Familiarization with basic emergency response
- Transporting cargo/baggage
- Collecting safety data
- Accepting passenger and crew baggage

## 2. Practical Training | 8 hours

We are collaborating with Dynamics Advanced. This one-day session combines theory with hands-on experience using advanced simulators. Designed to reflect real-life scenarios, it enhances crew readiness and sets a new standard in cabin safety training across the MENASA region.

The training day covers the following key areas:

- **Safety and Emergency Procedures (SEP)**  
his training equips air crews with essential skills and knowledge of cabin safety and emergency procedures (SEP) for normal, abnormal, and emergency situations.
- **Aeromedical Aspects and First Aid**  
In-flight medical emergencies can occur unexpectedly. This module provides the knowledge, skills, and confidence needed to effectively manage various in-flight medical emergencies.
- **Fire and Smoke**  
This training covers fire theory, fire types, and the use of fire-fighting equipment. Participants gain hands-on experience using advanced simulators and Real Fire Fighting Trainers (RFFT), and practice smoke protection and cabin evacuation for specific aircraft.
- **Water survival**  
Prepares crew for aircraft ditching and survival at sea. Covers ditching procedures, flotation, raft management, survival techniques, rescue coordination, and use of survival kits—simulated in realistic conditions.
- **Aircraft Doors and Exits – Operation and Management**  
Covers the operation of various aircraft doors and exits in normal and emergency situations. Includes hands-on training with advanced simulators for different aircraft types, ensuring crew can operate all exits safely and confidently.
- **Decompression and Hypoxia**  
Equips crew to recognize and manage altitude-related risks, including decompression and hypoxia. Includes real-life scenarios, simulator-based training in oxygen use, pressurization, and emergency procedures, aligned with GCAA regulations.
- **VVIP Service Elegance**  
Designed for Corporate Flight Attendants to master elite service standards. Training includes hands-on practice in a full-motion business jet simulator, covering aircraft management, in-flight service, cultural etiquette, hospitality, personal branding, and industry trends.

### 3. Grooming and Professional Development Sessions | 9 hours

These sessions focus on elevating personal presentation and professionalism for a career in aviation. Participants receive training on hygiene, uniform care, and maintaining a polished appearance, with uniforms provided to meet airline standards and build confidence for real-world service.

### 4. Interview preparation | 9 hours

Students will learn to create impactful CVs that align with airline expectations and receive personalized coaching to confidently navigate interviews—highlighting their skills, professionalism, and passion for aviation.

## 5. Arabic Sessions | 24 hours

As part of our comprehensive training program, we offer introductory Arabic language sessions tailored specifically for non-Arabic-speaking students in the aviation industry. These sessions emphasize essential vocabulary, common phrases, and expressions used in inflight communication, passenger interaction, and airport announcements.

The objective is to equip students with practical language skills that improve customer service and foster cultural awareness in diverse aviation environments.

### MODULES:

#### Module 1: Introduction to Arabic Language and Alphabet | 4 hours

- Introduction to the Arabic script and pronunciation
- Direction of writing and reading
- Basic Arabic sounds and letters
- Writing and recognizing simple words

#### Module 2: Greetings and Basic Communication | 4 hours

- Common greetings
- Introducing yourself and others
- Asking simple questions and giving short answers

#### Module 3: Airport Vocabulary and Phrases | 6 hours

- Common airport signs and announcements
- Communicate clearly at check-in, security, and boarding areas
- Guiding passengers through security, boarding, and immigration
- Key phrases used at the gate, baggage claim, and information desks

#### Module 4: Onboard Communication | 6 hours

- Welcoming passengers onboard
- Demonstrating safety instructions in Arabic
- Offering food and beverage service in Arabic
- Assisting passengers with requests or concerns
- Emergency-related vocabulary and instructions

#### Module 5: Cultural Awareness & Practical Scenarios | 4 hours

- Understand and respect cultural norms and values in Arab countries.
- Use appropriate Arabic expressions and gestures when dealing with sensitive or challenging situations.
- Apply learned Arabic in simulated, real-world aviation contexts (e.g., complaints, special requests).

Flashcards, airport sign visuals, group activities, role plays, and interactive games are all incorporated throughout the sessions to enhance engagement and support learning outcomes.

## Audience

- Students interested in international airline careers
- Fresh graduates and job seekers in the aviation field
- Young professionals looking to switch to aviation
- Airline aspirants with a focus on cabin or ground operations

## Duration

The total duration of the diploma is around 400 hours

## Payment plan:

### Option 1: Full Payment

A 10% discount will be granted if the full amount is paid upfront.

### Option 2: Installments

An initial payment of 30% of the total amount is required. The remaining balance will be paid in eight (8) equal monthly installments.