

# Passenger Ground Services with Amadeus Altéa DCS eLearning Course

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).



**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
- 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-gr-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>

## **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
- Input 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

**CLASSROOM COURSES****E-LEARNING COURSES**

- Location Athens : (EUR1800.00)
- Location Thessaloniki : (EUR1800.00)

- eLearning method (EUR1800.00)

**Family Name:****First Name:****Mr. o Mrs. o Ms. o**

Mailing/Shipping Address:

City/State:

Country:

Postal Code:

Telephone Number **(Mandatory)**

Fax Number

Country Code:

City Code:

No.:

City Code:

No.:

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

**Settlement of course fees. All fees are non-refundable/non-transferable and are subject to change without prior notice.**

Course Code		<b>METHODS OF PAYMENT:</b>
		<input type="radio"/> EUROCARD/MASTERCARD <input type="radio"/> VISA
Course Fee:		Cardholder's name:
Taxes:		Card no.: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
(Canadian residents only) Please include applicable GST and PST.		Expiry date: MONTH: YEAR:
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Total:		BEN: ATC IATA TRAINING LTD IBAN: MT11STBA19116000200050762858756 Bank: SATABANK P.L.C. BIC/SWIFT: STBAMTMT Reference line: 50762858756

**IMPORTANT NOTICE**

*Your application will be processed following receipt and clearance of your payment by A.T.C From the date of this payment clearance, please allow 4-6 weeks for delivery of kit. The amount for kit and registration fee are NON-refundable.*

**Date:** \_\_\_\_\_**Signature:** \_\_\_\_\_

Authorised  
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**AIRLINE TRAINING CENTER**

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