# Courses

**Life Support Skills & First – Aid**

- FA 01 / CPR & Basic Life Support Skills
- FA 02 / First – Aid (Basic)

**Customer Service**

- CSG / Customer Service
- AAS / Advanced Airport Services Course

**Departure Control System**

- DCC / Departure Control System (DCS/Check-In)
- DCP / Departure Control System (DCS / Pax Control)
- DCR / Departure Control System (DCS Check-In/Refresher)

**Load Control**

- BLC / Basic Manual Load Control (Narrow Bodied Aircraft - A320 / F27 / ATR 42)
- ALC / Advanced Manual Load Control (Various Aircraft types)
- DCL / DCS Load Control (Narrow Bodied Aircraft-A320)
- DCA / Advanced DCS Load Control (Wide Bodied Aircraft)

**Ramp Handling**

- RH / Ramp Handling
- RSG / Ramp Safety

**Dangerous Goods**

- DGP / Dangerous Goods Awareness Session (Flight Crew / Load Planners / Ramp Handlers)
- DG / Dangerous Goods Regulations Course (Acceptance)
- DG / Dangerous Goods Regulations Course (Refresher For Shippers & Agents)
- DGC / Dangerous Goods Awareness Session (For Cabin Crew)
- DGG / Dangerous Goods Awareness Session (For Pax Staff)
- DGS / Dangerous Goods Regulations Course (For Shippers & Agents)
- DGR / Dangerous Goods Regulations Course (Acceptance For Non-Dg Staff)
- Dangerous Goods Awareness Session For Cabin Crew

**Cargo**

- BCA / Basic Cargo Aviation Course
- BCR / Basic Cargo Rates Course
- ACR / Advanced Cargo Rates Course

**Management Courses**

- Leadership Skills for Airline Managers

- Project Management
- Management of Training
- Basic Management for Supervisors
- Customer Service, VIP Handling Course
- Cultural Awareness in the Aviation Industry
- Airline Customer Service
- Managing People Performance
- Leadership Development and Succession Planning
- Customer Service in a Service Organization
- Communication Skills for Managers and Supervisors
- Leadership & Decision Making Course
- Developing Your Managerial Mindset
- Train the Trainer
- Stress Management
- Making powerful Presentations
- Negotiation Skills Course

**International Certificate in Purchasing & Supply (CIPS)**

**IATA/ UFTAA Foundation Course**

**WT / World Tracer**