

# Swissport Tanzania Training Centre

## IATA AIRLINE CUSTOMER SERVICE COURSE

### ABOUT COURSE

Drive outstanding customer service with the winning combination of knowledge, skills, and attitude. Upon completing this course you will have the skills to:

- Learn techniques of effective communication and customer contact
- Understand the various social styles and cultural differences of airline customers
- Gain knowledge about new trends in customer service

### TARGET GROUP

This course is recommended for:

- Ticket office, reservations, check-in, traffic, operations, baggage service
- Cargo reservations and receiving staff
- Public relations and sales support personnel
- Flight attendants
- Newcomers to the industry

### ENTRY QUALIFICATION

At a minimum an applicant shall possess a Certificate of Secondary School Education (CSSE) with good command (pass) or above in English and any other two subjects.

### COURSE DURATION

6 Months Classroom, 3 Months Practical Training (*Optional*)

### CERTIFICATE AWARDED

An IATA & Swissport Certificates are awarded upon successful completion of the final examination

### CAREER DEVELOPMENT

This course is a step toward earning an *IATA Passenger Experience Excellence Diploma* after completing the required & elective courses within three years

### PRICE

The course Fee is **TSH 2,424,000/=** (*Inclusive of Uniforms*)

### IN-TAKE

Enrollment is on every March, June, September & December



Swissport Tanzania Training Centre

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## IATA AIRLINE MARKETING

### ABOUT COURSE

Stay ahead of the competition by understanding and applying sound marketing principles. Upon completing this course you will have the skills to:

- Interpret and understand your customers' needs
- Segment your targeted markets
- Exceed your customers' expectations with product innovation, product quality and efficient distribution
- Develop creative and cost-effective marketing strategies

### TARGET GROUP

This course is recommended for:

- Recently appointed marketing managers
- Sales managers and general sales agents
- Marketing officers and market coordinators
- Customer service staff
- Newcomers to the industry

### ENTRY QUALIFICATION

At a minimum an applicant shall possess a Certificate of Secondary School Education (CSSE) with good command (pass) or above in English and any other two subjects.

### COURSE DURATION

6 Months Classroom, 3 Months Practical Training (*Optional*)

### CERTIFICATE AWARDED

An IATA & Swissport Certificates are awarded upon successful completion of the final examination.

### CAREER DEVELOPMENT

Graduates of this course can apply for the [Harvard ManageMentor© \(HMM\)](#) distance learning program

### PRICE

The course Fee is **TSH 2,304,000/=** (*Inclusive of Uniforms*)

### IN-TAKE

Enrollment is on every March, June, September & December

## IATA GROUND OPERATIONS MANAGEMENT

### ABOUT COURSE

Control and supervise an airline station in a self-handled or outsourced environment. Upon completing this course you will have the skills to:

- Control and supervise an airline station in a self-handled or outsourced environment
- Use Ground Handling and Service Level Agreements (SLAs) to suit your Stations handling needs, reduce costs and provide quality service
- Implement a Safety and Security Station Management System according to industry standards and recommended practices
- Use and work with the latest edition of the IATA Airport Handling Manual (AHM).

### TARGET GROUP

This course is recommended for:

- Airlines, ground handling and other service providers
- Airport authorities
- Ground operations professionals at a supervisory level

### ENTRY QUALIFICATION

At a minimum an applicant shall possess a Diploma or Certificate of Secondary School Education (CSEE) and one of the following; IATA certificate in ground operations related courses and/or 6 months experience of work in the aviation field

### COURSE DURATION

6 Months Classroom, 3 Months Practical Training (*Optional*)

### CERTIFICATE AWARDED

An IATA & Swissport Certificates are awarded upon successful completion of the final examination.

### CAREER DEVELOPMENT

This course is a step toward earning an [IATA Airport Operations Foundation Diploma](#) after completing four (4) elective courses within three years.

### PRICE

The course Fee is **TSH 3,108,000/=** (*Inclusive of Uniforms*)

### IN-TAKE

Enrollment is on every March, June, September & December

## IATA CARGO INTRODUCTORY COURSE

### ABOUT COURSE

You will learn about basic IATA cargo rules and procedures, how freight forwarders and airline cargo units operate, plus much more. This course is mandated for IATA Cargo Agents in accordance with the IATA Cargo Agency Resolutions.

Upon completing this course you will have the skills to:

- Guide clients on the IATA rules and procedures for air freight shipments
- Arrange air cargo shipments in accordance with IATA rules and procedures
- Apply published rates and charges for air cargo shipments
- Prepare shipments ready for carriage

### TARGET GROUP

This course is recommended for:

- Newcomers to the industry
- Cargo agent and air freight forwarder sales and marketing staff
- Airline and manufacturer sales, reservations, and acceptance staff
- Junior-level managers at cargo agents, airlines, and manufacturers

### ENTRY QUALIFICATION

At a minimum an applicant shall possess a Certificate of Secondary School Education (CSSE) with good command (pass) in English & Geography or above.

### COURSE DURATION

6 Months Classroom, 3 Months Practical Training (*Optional*)

### CERTIFICATE AWARDED

An IATA & Swissport Certificates are awarded upon successful completion of the final examination

### CAREER DEVELOPMENT

This course is a step toward earning an [IATA Air Cargo Diploma](#) & [Special Cargo Handling Diploma](#) after completing three (3) required and one (1) elective courses within three years

### PRICE

The course Fee is **TSH 2,040,000/=** (*Inclusive of Uniforms*)

### IN-TAKE

Enrollment is on every March, June, September & December

## IATA AIR CARGO ADVANCED MARKETING

### ABOUT COURSE

This course uses our expertise to provide knowledge on cargo rating principles and Air Waybill completion, as well as basic marketing procedures. Upon completing this course you will have the skills to:

- Apply advanced construction and combination principles for unpublished rates
- Calculate rates and charges for mixed consignments, Unit Load Devices (ULDs) and complete air waybill
- Describe and use pricing strategies
- Determine an advertising budget and plan, selecting advertising media channels

### TARGET GROUP

This course is recommended for:

- Sales and marketing staff at cargo agents and air freight forwarders (consolidators)
- Sales, reservations, and acceptance staff at airlines and manufacturers
- Junior and middle management staff at cargo agents, airlines, and freight forwarders

### ENTRY QUALIFICATION

At a minimum an applicant shall possess an IATA Cargo Introductory Course Diploma Certificate.

### COURSE DURATION

6 Months Classroom, 3 Months Practical Training (*Optional*)

### CERTIFICATE AWARDED

An IATA & Swissport Certificates are awarded upon successful completion of the final examination

### CAREER DEVELOPMENT

This course is a step toward earning an [IATA Air Cargo Diploma](#) & [Special Cargo Handling Diploma](#) after completing three (3) required and one (1) elective courses within three years

### PRICE

The course Fee is **TSH 1,800,000/=** (*Inclusive of Uniforms*)

### IN-TAKE

Enrollment is on every March, June, September & December

## IATA DANGEROUS GOODS REGULATIONS

### ABOUT COURSE

This course is designed for freight forwarder staff who either have *no* prior DGR training or who have *not updated* their training during the past 24 months. This course fulfils ICAO and IATA training requirements and qualifies you to handle and process dangerous goods for carriage of by air for a 24-month period.

Upon completing this course you will have the skills to:

- Apply the IATA DGR to common work situations
- Understand related legal aspects and responsibilities of shippers, agents, and airlines
- Identify dangerous goods permitted for transport and their DGR categories
- Pack, mark, and label dangerous goods
- Complete a Shipper's Declaration for dangerous goods

### TARGET GROUP

This course is recommended for:

- Freight Forwarder staff preparing DG / HAZMAT shipments
- Airline staff preparing dangerous goods as Company Material (COMAT)
- Newcomers to the industry

### ENTRY QUALIFICATION

At a minimum an applicant shall possess a Certificate of Secondary School Education (CSSE) with good command (pass) in English.

### COURSE DURATION

6 Months Classroom, 3 Months Practical Training (*Optional*)

### CERTIFICATE AWARDED

An IATA & Swissport Certificates are awarded upon successful completion of the final examination

### CAREER DEVELOPMENT

This course is a step toward earning an *IATA Air Cargo Diploma* & *Special Cargo Handling Diploma* after completing three (3) required and one (1) elective courses within three years

### PRICE

The course Fee is **TSH 2,088,000/=** (*Inclusive of Uniforms*)

### IN-TAKE

Enrollment is on every March, June, September & December

## IATA FOUNDATION IN TRAVEL & TOURISM

### ABOUT COURSE

Acquire essential knowledge and skills to work in the travel and tourism industry and become an effective travel professional. Learn to use a global distribution system to create and manage reservations (Air Ticketing, Hotel Reservations, Car Rentals etc.)

After completing this course you will be able to:

- Advise customers on passport and visa requirements, as well as on travel insurance options
- Promote services and facilities available to airline passengers during their travel
- Interpret standard industry codes to plan and reserve travel itineraries
- Sell rail travel, car rental, hotel accommodation, cruises and pre-packaged tour products
- Use the Global Distribution System to make and maintain reservations

### TARGET GROUP

This course is recommended for:

- Travel agents
- Airline reservation agents
- Tour operators
- Call center agents

### ENTRY QUALIFICATION

At a minimum an applicant shall possess a Certificate of Secondary School Education (CSSE) with good command (pass) in English & Geography

### COURSE DURATION

6 Months Classroom, 3 Months Practical Training (*Optional*)

### CERTIFICATE AWARDED

An IATA & Swissport Certificates are awarded upon successful completion of the final examination

### CAREER DEVELOPMENT

This course is a step forward toward earning an *IATA Foundation in Travel & Tourism Diploma* and *Travel Sales & Operations Diploma*

### PRICE

The course Fee is **TSH 2,988,000/=** (*Inclusive of Uniforms*)

### IN-TAKE

Enrollment is on every March, June, September & December

## IATA TRAVEL & TOURISM CONSULTANT COURSE

### ABOUT COURSE

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, develop specialized knowledge of travel products and gain the skills to process ticket exchanges and reissues.

After completing this course you will be able to:

- Identify and provide advice on popular destination countries
- Advise on modes of transportation, accommodation, and tour products
- Apply IATA resolutions to your travel business and activities
- Prospect new and existing customers and counter sales objections
- Construct complex itineraries and manage changes to ticketed journeys

### TARGET GROUP

This course is recommended for:

- Foundation in Travel and Tourism graduates
- Retail, home-based and niche travel consultants
- Reservations, marketing and sales personnel

### ENTRY QUALIFICATION

At a minimum an applicant shall possess a Certificate of Secondary School Education (CSSE) with good command (pass) in English & Geography

### COURSE DURATION

6 Months Classroom, 3 Months Practical Training (*Optional*)

### CERTIFICATE AWARDED

An IATA & Swissport Certificates are awarded upon successful completion of the final examination

### CAREER DEVELOPMENT

This course is a step toward earning an *IATA Travel & Tourism Consultant Diploma & Travel Sales & Operations Diploma* after completing two required and one (1) elective courses within three years

### PRICE

The course Fee is **TSH 2,592,000/=** (*Inclusive of Uniforms*)

### IN-TAKE

Enrollment is on every March, June, September & December



## IATA AVIATION SECURITY AWARENESS

### ABOUT COURSE

This course introduces you to the security measures and regulations you need to know to work responsibly in the industry. Security is a concern for everyone in the industry, affecting virtually all areas of operation. Whether you work with passengers, cargo or at a security checkpoint, you have a role in keeping the industry safe.

By the end of this course, you will understand:

- Your role as a future security professional in the overall aviation security framework
- The types of threats to consider in a security risk assessment
- Steps for enforcing security in your work areas
- The role of human factors in maintaining security

### TARGET GROUP

This course is recommended for:

- Entry-level security staff
- Industry personnel working with passengers or cargo

### ENTRY QUALIFICATION

At a minimum an applicant shall possess a Certificate of Secondary School Education (CSSE) with good command (pass) in English

### COURSE DURATION

10 Days Classroom, 3 Months Practical Training (*Optional*)

### CERTIFICATE AWARDED

An IATA & Swissport Certificates are awarded upon successful completion of the final examination

### CAREER DEVELOPMENT

This course is a step toward earning an [IATA Aviation Security Screening Diploma](#), [Aviation Studies Diploma](#) & [Airport Operations Foundation Diploma](#) three (3) required and one (1) elective courses within three years

### PRICE

The course Fee is **TSH 2,292,000/=** (*Inclusive of Uniforms*)

### IN-TAKE

Enrollment is on every March, June, September & December

## IATA INTRODUCTION TO SAFETY MANAGEMENT SYSTEM

### ABOUT COURSE

This course will help participants and organizations understand the function, role and importance of developing and implementing a Safety Management System (SMS).

By the end of this course, you will understand:

- The basic knowledge, techniques and skills needed to develop a Safety Management System and measure its performance
- Discover how an effective system can reduce costs
- Learn cost-effective resource planning
- See how safety risks are managed proactively
- Explore how to build a positive safety culture within your organization

### TARGET GROUP

This course is recommended for:

- Representatives of Civil Aviation Authorities
- Experienced managers from airlines, airports, ANS providers, manufacturers and maintenance groups
- Supervisors in operations

### ENTRY QUALIFICATION

At a minimum an applicant shall possess a Certificate of Secondary School Education (CSSE) with good command (pass) in English

### COURSE DURATION

10 Days Classroom, 3 Months Practical Training (*Optional*)

### CERTIFICATE AWARDED

An IATA & Swissport Certificates are awarded upon successful completion of the final examination

### PRICE

The course Fee is **TSH 1,956,000/=** (*Inclusive of Uniforms*)

### IN-TAKE

Enrollment is on every March, June, September & December

## FLIGHT OPERATIONS/DISPATCH OFFICERS – FOO/FD

### ABOUT COURSE

The course design is aimed to equip the individuals with vast knowledge of the aircraft performance. Taking this course allows an individual to become a key person between the ground and the cockpit. Pilots advise, that is weather and route planning, airport conditions, aircraft balance, the aeronautical information, search and rescue coordination are some of the skills capability built by this course.

### TARGET GROUP

- People with flight operations duties
- Aeronautical officers, CLC managers/officers, Pilots
- People aspiring to work in aviation as operations officers

### ENTRY QUALIFICATION

At a minimum an applicant shall possess a Certificate of Secondary School Education (CSSE) with good command (pass) in English, Geography, Physics and Mathematics.

### COURSE DURATION

- 3 Months Classroom & 3 Months Practical Training

The school will do its best to present you to the available companies for the field practice.

### CERTIFICATE AWARDED

**Swissport Certificate:** Accredits one access for a license exam with the Civil Aviation Authority.

**CAA License:** After successful completion one is required to seat for a license exam with Local Civil Aviation Authority (TCAA) upon passing will be issued with an “FOO/FD License”

### CAREER DEVELOPMENT

The course is a mile stone in your career as an operational specialist. Further with experience of operations one can proceed to become a pilot, cabin crew, flight operations manager, Load control manager, Aeronautical Officer, Airline Safety officer, Ground Handling Manager.

### PRICE

The course Fee is **TSH 3,000,000/=** (Inclusive of Uniforms)

## AIRLINE CABIN CREW COURSE

### ABOUT COURSE

This course is ideal for young professionals looking to get a head start in the profession, introducing 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 the final module of the course giving useful tips for completing the recruitment process.

Upon completing this course you will have the skills to:

- Identify aircraft types and relevant cabin crew functions
- Manage passenger interactions in a variety of circumstances
- Recall emergency and safety procedures

### TARGET GROUP

This course is recommended for:

- Aspiring cabin crew members

### ENTRY QUALIFICATION

**Age** : 18 – 24 years old

**Height** : At a minimum of

157cm – Normal Height

210cm – Arm Reach when Standing on Tiptoes

**Weight**: BMI (Proportion of Height & Weight)

**Health**: A good level of health and physical fitness (subject to medical examination by a recommended health institution)

### COURSE DURATION

**Classroom** : 6 Months

**Drills** : *Optional*

### CERTIFICATE AWARDED

**Swissport Certificate**: Accredits one access for a license exam with the Civil Aviation Authority.

**IATA Certificate**: Gives you a global recognition by the international carriers (airlines) which are members of the *International Air Transport Association (IATA)*

**CAA License**: After successful completion one is required to seat for a license exam with Local Civil Aviation Authority (TCAA) upon passing will be issued with a "Cabin Crew License"

### PRICE

The course Fee is **TSH 4,800,000/=** (*Inclusive of Uniforms*)

**Drills**: *On-Request basing on Aircraft Type*