

S.	Course Title	Date	Location	Scope
December				
1	Basic Aviation Medicine	05/12 - 09/12	Live sessions	Aviation Medicine
2	Customer Service & VIP Handling	05/12 - 07/12	Live sessions	Airline Management
3	SMS For Ground Operations	05/12 - 09/12	Live sessions	Ground Operations
4	Aircraft Maintenance for Financiers	06/12 - 09/12	Live sessions	Maintenance
5	Route Forecasting & Development	06/12 - 09/12	Cairo	Revenue
6	Safety Management Systems (SMS)	12/12 - 16/12	Live sessions	Safety
7	TOT for AVSEC	12/12 - 16/12	Live sessions	Security
8	Training Needs Assessment	14/12 - 16/12	Cairo	Human Performance
9	Airport Ramp Services	19/12 - 22/12	Live sessions	Ground Operations
10	ICAO National Civil Aviation Security Quality Control Program workshop	19/12 - 23/12	Amman	Security
11	Fuel Efficiency and Conservation	20/12 - 23/12	Cairo	Fuel
12	Aviation Security Management Systems	26/12 - 30/12	Live sessions	Security
13	Senior Civil Aviation Management Workshop	26/12 - 30/12	Cairo	Civil Aviation & Airlines
14	Staff Retention	29/12 - 30/12	Amman	Human Performance
15	Human Resources Management in Aviation	05/12 - 08/12	Cairo	Management

S.	Course Title	Date	Location	Scope
16	Dangerous Goods Regulations Recurrent (Cat 6)	11/12 - 15/12	Live sessions	Cargo
17	ATA 300 STD	14/12 - 15/12	Cairo	Cargo
18	Advanced Safety Management Systems	18/12 - 22/12	Amman	Safety
January				
19	Safety Management Systems (SMS)	09/01 - 13/01	Cairo	Safety
20	Finance for Non-Finance Managers	10/01 - 13/01	Live sessions	Finance
21	Inspection and Quality Control System for A/C Component Maintenance	10/01 - 13/01	Cairo	Quality
22	Aviation Standard Maintenance Practices (Air Frame & Power Plant)	11/01 - 13/01	Amman	Maintenance
23	Airport Ramp Services	16/01 - 19/01	Cairo	Ground Operations
24	Aviation Internal Auditor	16/01 - 20/01	Live sessions	Quality
25	Aviation Security Profiling	16/01 - 20/01	Live sessions	Security
26	Basics of Crisis Management & Emergency Response Planning	16/01 - 18/01	Live sessions	Emergency
27	Dangerous Goods Regulations Course CAT 8	16/01 - 17/01	Live sessions	Cargo
28	Passenger Handling & Services	16/01 - 20/01	Live sessions	Ground Operations
29	Safety Performance Indicators (SPIs)	16/01 - 18/01	Live sessions	Safety
30	Airline Response "Go Team"	19/01 - 20/01	Amman	Emergency

S.	Course Title	Date	Location	Scope
31	Aviation Audit Techniques	23/01 - 27/01	Live sessions	Quality
32	Dangerous Goods Regulations Initial (Cat 6)	23/01 - 27/01	Amman	Cargo
33	ICAO Crisis Management	23/01 - 27/01	Live sessions	Security
34	Training Needs Assessment	23/01 - 25/01	Live sessions	Human Performance
35	Essential Skills for New Managers	24/01 - 27/01	Live sessions	Human Performance
36	Lean Six Sigma	30/01 - 02/02	Live sessions	Quality
37	Airport Operations and Management	30/01 - 03/02	Cairo	Airports
38	Branding Strategies & Management	30/01 - 01/02	Live sessions	Marketing & Sales
February				
39	Corrosion Prevention and Control	02/02 - 03/02	Amman	Maintenance
40	Consumer Protection Rights	06/02 - 09/02	Dubai Courses	Air Law & Agreements
41	Station / Ground Services Provider Management	06/02 - 10/02	Live sessions	Airline Management
42	Code Sharing & Interline Agreements	07/02 - 10/02	Amman	Airline Management
43	Documentation Establishment, Issuance & Control System	07/02 - 10/02	Live sessions	Quality
44	Financial Management in Aviation	07/02 - 10/02	Live sessions	Finance
45	Inspection and Change of Filter Water Separators	08/02 - 08/02	Live sessions	Aircraft Refueling

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46	Aircraft Turnaround Coordination	13/02 - 16/02	Cairo	Airports
47	Airline Leading Practices & Cost Reduction Strategies	13/02 - 17/02	Live sessions	Airline Management
48	General Data Protection Regulations	13/02 - 13/02	Live sessions	Security
49	Job Descriptions & Job Evaluation	14/02 - 17/02	Live sessions	Management
50	Negotiation Skills "Bilateral Agreements in Air Transport"	14/02 - 17/02	Cairo	Airline Management
51	Air Cargo Management	15/02 - 17/02	Amman	Cargo
52	Customer Service & VIP Handling	15/02 - 17/02	Cairo	Airline Management
53	Procedure for Meter Calibration	15/02 - 15/02	Live sessions	Aircraft Refueling
54	Aviation Key Performance Indicators & Optimization	20/02 - 24/02	Amman	Airports
55	Dangerous Goods Regulations Course CAT 8	20/02 - 21/02	Amman	Cargo
56	Dangerous Goods Regulations Initial (Cat 6)	20/02 - 24/02	Live sessions	Cargo
57	Human Factors in Aviation	20/02 - 22/02	Live sessions	Safety
58	Negotiation Skills	20/02 - 22/02	Amman	Human Performance
59	Safety Management System (SMS)	20/02 - 24/02	Live sessions	Safety
60	Managing Sales: Opportunities and Risks	21/02 - 24/02	Amman	Marketing & Sales

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61	Appearance Check, Visual Check, Control Check & Conductivity Check	22/02 - 22/02	Live sessions	Aircraft Refueling
62	Occupational Health and Safety Administration (OSHA)	22/02 - 24/02	Cairo	Safety
63	Change Management	27/02 - 01/03	Amman	Human Performance
64	ICAO AVSEC Certification Systems workshop	27/02 - 03/03	Cairo	Security
March				
65	International Aviation Law	01/03 - 03/03	Live sessions	Air Law & Agreements
66	Fuel Tank Safety	02/03 - 03/03	Amman	Maintenance
67	Aviation Waste Management	06/03 - 10/03	Cairo	Airports
68	Fundamentals of HR	06/03 - 09/03	Live sessions	Management
69	ISAGO Preparation & Implementation for Ground Operations	06/03 - 10/03	Live sessions	Ground Operations
70	Root Cause Analysis	08/03 - 10/03	Cairo	Quality
71	Routine Checks for Mobile & Fixed Equipment	08/03 - 08/03	Live sessions	Aircraft Refueling
72	Advanced Communication Skills	13/03 - 17/03	Live sessions	Human Performance
73	Airside Operations - Safety Compliance & Implementation	13/03 - 17/03	Live sessions	Safety
74	Aviation Security Management Systems	13/03 - 17/03	Live sessions	Security
75	Basic Aviation Medicine	13/03 - 17/03	Cairo	Aviation Medicine

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76	Contracting in the Airline Industry	14/03 - 17/03	Live sessions	Air Law & Agreements
77	Hoses and Hose Testing	15/03 - 15/03	Live sessions	Aircraft Refueling
78	Shipping Perishables	16/03 - 17/03	Amman	Cargo
79	Airline Marketing & Sales Post Pandemic	20/03 - 24/03	Live sessions	Marketing & Sales
80	Aviation Resilience Management	20/03 - 22/03	Amman	Management
81	Dangerous Goods Regulations Course CAT 8	20/03 - 21/03	Live sessions	Cargo
82	Human Factors In Aviation	20/03 - 22/03	Cairo	Human Performance
83	ICAO National Civil Aviation Security Program	20/03 - 24/03	Cairo	Security
84	IOSA Audit	20/03 - 24/03	Live sessions	Safety
85	Traffic Rights and Air Services Agreements	20/03 - 20/03	Live sessions	Air Law & Agreements
86	Bonding Wire and Lanyard Testing	22/03 - 22/03	Live sessions	Aircraft Refueling
87	Legal Aspects of Aircraft Accident and Incident Investigations	22/03 - 24/03	Live sessions	Air Law & Agreements
88	Aviation Medicine Refresher	27/03 - 30/03	Live sessions	Aviation Medicine
89	Cargo Claims	27/03 - 27/03	Live sessions	Cargo
90	Crew Scheduling and Duty Time Limitation and Rest requirement	27/03 - 31/03	Amman	Safety

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91	Dangerous Goods Regulations Recurrent (Cat 6)	27/03 - 31/03	Amman	Cargo
92	Developing the Competencies of Airline Country Managers	27/03 - 31/03	Live sessions	Human Performance
93	Fuel Efficiency and Conservation	27/03 - 30/03	Live sessions	Fuel
94	Project Management	28/03 - 31/03	Amman	Management
95	Analysis of Airports and Airlines Relationship	29/03 - 31/03	Live sessions	Airports
May				
96	Business Continuity Plan in Aviation	08/05 - 10/05	Live sessions	Airports
97	ICAO Cargo & Mail Security	08/05 - 12/05	Live sessions	Security
98	International Aviation Law	08/05 - 12/05	Amman	Air Law & Agreements
99	SAFA Inspection	08/05 - 11/05	Cairo	Quality
100	Training of Trainers	08/05 - 12/05	Amman	Human Performance
101	Airline Economics	09/05 - 12/05	Live sessions	Airline Management
102	Airlines Finance and Accounting Management	09/05 - 12/05	Live sessions	Finance
103	Inspection and Testing of Mobile Equipment Interlocks	10/05 - 10/05	Live sessions	Aircraft Refueling
104	Advanced Sales Strategies for Airlines	15/05 - 19/05	Live sessions	Marketing & Sales
105	Aircraft Turnaround Coordination	15/05 - 18/05	Live sessions	Airports

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106	Airline Re-Structuring	15/05 - 18/05	Live sessions	Human Performance
107	Basic Cargo Skills & Procedures	15/05 - 19/05	Amman	Cargo
108	Branding Strategies & Management	15/05 - 17/05	Amman	Marketing & Sales
109	Consumer Protection Rights	15/05 - 19/05	Live sessions	Air Law & Agreements
110	Dynamic Pricing & Revenue Management	16/05 - 19/05	Live sessions	Revenue
111	Fuel Efficiency and Conservation	16/05 - 19/05	Cairo	Fuel
112	Quality Management System	16/05 - 19/05	Live sessions	Quality
113	Underwing Fueling by Refuellers + Hydrant Servicer	17/05 - 17/05	Live sessions	Aircraft Refueling
114	First Aid	18/05 - 19/05	Cairo	Aviation Medicine
115	Security Threats Against Aviation	18/05 - 19/05	Live sessions	Security
116	Dangerous Goods Regulations Course CAT 8	22/05 - 23/05	Live sessions	Cargo
117	Dangerous Goods Regulations Recurrent (Cat 6)	22/05 - 26/05	Amman	Cargo
118	Family Assistance Centre and Special Assistance Team Management	22/05 - 24/05	Live sessions	Emergency
119	Station / Ground Services Provider Management	22/05 - 26/05	Cairo	Airline Management
120	Aircraft operations post COVID-19 (Crews operational health measures in-flight)	23/05 - 24/05	Live sessions	Safety

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121	Customer Service Program Post-Pandemic	24/05 - 26/05	Cairo	Airline Management
122	Over-wing Fueling	24/05 - 24/05	Live sessions	Aircraft Refueling
123	Crew Resource Management- CRM	29/05 - 31/05	Amman	Security
124	How to establish a lean & efficient staffing structure to quickly recover from the crisis	29/05 - 31/05	Live sessions	Human Performance
125	Maintenance Production Planning and Control	29/05 - 31/05	Amman	Maintenance
126	Staff Retention	29/05 - 31/05	Amman	Human Performance
June				
127	Benchmarking Flight Costs through Effective KPI Management	05/06 - 09/06	Live sessions	Revenue
128	Leadership and Decision Making	05/06 - 07/06	Amman	Human Performance
129	Ramp Handling & Services	05/06 - 08/06	Live sessions	Ground Operations
130	Job Descriptions & Job Evaluation	06/06 - 09/06	Amman	Management
131	Aircraft Defueling	07/06 - 07/06	Live sessions	Aircraft Refueling
132	ATA 300 STD	07/06 - 09/06	Live sessions	Cargo
133	Electrical Practices & Tools (EWIS)	07/06 - 09/06	Amman	Maintenance
134	Advanced Aviation Medicine	12/06 - 16/06	Live sessions	Aviation Medicine
135	Air Law for Non-Lawyers	12/06 - 16/06	Amman	Air Law & Agreements

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136	Airline Economics and Financial Management	12/06 - 16/06	Live sessions	Management
137	Aviation Audit Techniques	12/06 - 16/06	Cairo	Quality
138	Ancillary Revenue for Airline Industry	13/06 - 16/06	Live sessions	Revenue
139	Cargo Supply Chain	14/06 - 16/06	Amman	Cargo
140	Receipt of Aviation Fuel by Road Vehicle	14/06 - 14/06	Live sessions	Aircraft Refueling
141	Dangerous Goods Regulations Course CAT 8	19/06 - 20/06	Amman	Cargo
142	EASA Aviation Legislation	19/06 - 23/06	Cairo	Quality
143	Human Factors In Aviation	19/06 - 21/06	Live sessions	Human Performance
144	Safety Management System (SMS)	19/06 - 23/06	Amman	Safety
145	Training Needs Analysis	19/06 - 23/06	Live sessions	Human Performance
146	Aviation Security Profiling Passenger Predictions Based on Behavior Analysis	20/06 - 23/06	Amman	Security
147	Airline Customer Service	21/06 - 23/06	Live sessions	Marketing & Sales
148	Refueller Loading	21/06 - 21/06	Live sessions	Aircraft Refueling
149	Airside Operations - Safety Compliance & Implementation	26/06 - 30/06	Cairo	Safety
150	Aviation Insurance	26/06 - 26/06	Live sessions	Management

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151	Dangerous Goods Regulations Recurrent (Cat 6)	26/06 - 30/06	Live sessions	Cargo
152	Virtual Trainer	26/06 - 28/06	Live sessions	Human Performance
July				
153	Airside Safety Operations and Management	03/07 - 06/07	Live sessions	Airports
154	Crew Resource Management (CRM) for Instructors	03/07 - 07/07	Amman	Safety
155	ICAO National AVSEC Instructors	03/07 - 07/07	Cairo	Security
156	Introduction to Airline Revenue Management	03/07 - 07/07	Live sessions	Revenue
157	Cost Reduction Strategies in the Airline Industry	04/07 - 07/07	Amman	Revenue
158	Finance for Non-Finance Managers	04/07 - 07/07	Live sessions	Finance
159	Inspection and Quality Control System for A/C Component Maintenance	04/07 - 07/07	Live sessions	Quality
160	The role of HR during and after the crisis	04/07 - 06/07	Live sessions	Human Performance
161	Business Succession Planning	05/07 - 07/07	Amman	Airline Management
162	Tank Release	05/07 - 05/07	Live sessions	Aircraft Refueling
163	Airline Commercial Challenges and Regulatory Issues	17/07 - 21/07	Amman	Marketing & Sales
164	Aviation Cyber Security Awareness	17/07 - 19/07	Live sessions	Security
165	Aviation Internal Auditor	17/07 - 21/07	Cairo	Quality

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166	Aviation Statistical Analysis (Using MS Excel S/W)	17/07 - 21/07	Live sessions	Airports
167	Dangerous Goods Regulations Course CAT 8	17/07 - 18/07	Live sessions	Cargo
168	International Criminal Aviation Law	17/07 - 21/07	Amman	Air Law & Agreements
169	Code Sharing & Interline Agreements	18/07 - 21/07	Live sessions	Airline Management
170	Occupational Environmental Health in Aviation Facilities	18/07 - 21/07	Cairo	Airlines
171	Air Cargo Management	19/07 - 21/07	Live sessions	Cargo
172	Disruptive Passengers	20/07 - 21/07	Live sessions	Air Law & Agreements
173	Airline Marketing and Sales Management	24/07 - 28/07	Amman	Marketing & Sales
174	Dangerous Goods Regulations Recurrent (Cat 6)	24/07 - 28/07	Amman	Cargo
175	Passenger Handling & Services	24/07 - 28/07	Cairo	Ground Operations
176	Air Crew Health education program	25/07 - 27/07	Cairo	Aviation Medicine
177	Corporate Rivalry and Market Power: Competition Issues in Aviation	26/07 - 28/07	Amman	Marketing & Sales
178	Security Management Systems - SeMS	31/07 - 04/08	Amman	Security
August				
179	Airline Economics	01/08 - 04/08	Amman	Airline Management

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180	Carbon Offsets for Aviation	09/08 - 11/08	Live sessions	Fuel
181	Decision Making and Problem Solving	09/08 - 11/08	Amman	Human Performance
182	Aviation Resilience Management	14/08 - 16/08	Live sessions	Management
183	Dangerous Goods Regulations Course CAT 8	14/08 - 15/08	Amman	Cargo
184	Documentation Establishment, Issuance & Control System	15/08 - 18/08	Cairo	Quality
185	Shipping Perishables	17/08 - 18/08	Live sessions	Cargo
186	Aircraft Rescue and Fire Fighting (ARFF)	21/08 - 25/08	Live sessions	Safety
187	Instructional Techniques	21/08 - 25/08	Amman	Human Performance
188	Passenger Claims	21/08 - 22/08	Live sessions	Cargo
189	Airline Re-Structuring	22/08 - 25/08	Amman	Human Performance
190	Airline Leading Practices & Cost Reduction Strategies	28/08 - 01/09	Amman	Airline Management
191	Dangerous Goods Regulations Recurrent (Cat 6)	28/08 - 01/09	Live sessions	Cargo
192	Ground Handling Agreements	28/08 - 01/09	Live sessions	Air Law & Agreements
193	Occupational Health and Safety Administration (OSHA)	29/08 - 31/08	Live sessions	Safety
September				
194	Advanced Aviation Medicine	04/09 - 08/09	Cairo	Aviation Medicine

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195	Airline Economics and Financial Management	04/09 - 08/09	Amman	Management
196	Station / Ground Handling Management	04/09 - 08/09	Live sessions	Airline Management
197	Developing and Implementing Strategy	05/09 - 08/09	Amman	Human Performance
198	Root Cause Analysis	06/09 - 08/09	Live sessions	Quality
199	Airline Marketing & Sales Post Pandemic	11/09 - 15/09	Amman	Marketing & Sales
200	Ancillary Revenue for Airline Industry	12/09 - 15/09	Amman	Revenue
201	Carbon Offsets for Aviation	13/09 - 15/09	Cairo	Fuel
202	Cargo Marketing	13/09 - 15/09	Live sessions	Cargo
203	Dangerous Goods Regulations Course CAT 8	18/09 - 19/09	Live sessions	Cargo
204	IOSA Audit	18/09 - 22/09	Cairo	Safety
205	Live Animals Regulations (LAR)	20/09 - 22/09	Amman	Cargo
206	Self-Leadership in times of Crisis	21/09 - 22/09	Live sessions	Human Performance
207	Aircraft Safety Investigation	25/09 - 29/09	Amman	Safety
208	Contracting in the Airline Industry	25/09 - 28/09	Amman	Air Law & Agreements
209	Dangerous Goods Regulations Recurrent (Cat 6)	25/09 - 29/09	Amman	Cargo
210	ISAGO Preparation & Implementation for Ground Operations	25/09 - 29/09	Cairo	Ground Operations

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October				
211	International Aviation Law	02/10 - 06/10	Live sessions	Air Law & Agreements
212	Dynamic Pricing & Revenue Management	03/10 - 06/10	Amman	Revenue
213	SAFA Essentials	04/10 - 05/10	Live sessions	Safety
214	Airline Commercial Challenges and Regulatory Issues	09/10 - 13/10	Live sessions	Marketing & Sales
215	Aviation Waste Management	09/10 - 13/10	Live sessions	Airports
216	Staff Retention	09/10 - 11/10	Live sessions	Human Performance
217	Advanced Sales Strategies for Airlines	16/10 - 20/10	Amman	Marketing & Sales
218	Basic Cargo Skills & Procedures	16/10 - 20/10	Live sessions	Cargo
219	Quality Audit Techniques	16/10 - 20/10	Cairo	Quality
220	Advanced Safety Management Systems	23/10 - 27/10	Amman	Safety
221	Dangerous Goods Regulations Course CAT 8	23/10 - 24/10	Amman	Cargo
222	Dangerous Goods Regulations Recurrent (Cat 6)	23/10 - 27/10	Live sessions	Cargo
223	SMS – Implementation and Control	23/10 - 25/10	Amman	Safety
224	Aviation Liquidity and Cash Management	24/10 - 27/10	Live sessions	Finance
225	Competency-Based Interviewing Skills	24/10 - 27/10	Cairo	Management
226	Dealing with Customers Post Pandemic	25/10 - 27/10	Cairo	Management

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November				
227	Crisis Leadership	01/11 - 03/11	Amman	Human Performance
228	Training Needs Analysis	01/11 - 03/11	Amman	Human Performance
229	Security Threats Against Aviation	02/11 - 03/11	Amman	Security
230	Contract Drafting	06/11 - 06/11	Live sessions	Air Law & Agreements
231	Cost Reduction Strategies in the Airline Industry	06/11 - 09/11	Live sessions	Revenue
232	Occupational Environmental Health in Aviation Facilities	06/11 - 09/11	Live sessions	Airlines
233	Family Assistance Centre and Special Assistance Team Management	08/11 - 10/11	Amman	Emergency
234	Accomplishment of Diploma Certificate	12/11 - 22/11	Cairo	Aviation Medicine
235	Instructional Techniques	13/11 - 17/11	Live sessions	Human Performance
236	Quality Management System	14/11 - 17/11	Cairo	Quality
237	Corporate Rivalry and Market Power: Competition Issues in Aviation	15/11 - 17/11	Live sessions	Marketing & Sales
238	Air Law for Non-Lawyers	20/11 - 24/11	Live sessions	Air Law & Agreements
239	Dangerous Goods Regulations Course CAT 8	20/11 - 21/11	Live sessions	Cargo
240	Managing Sales: Opportunities and Risks	20/11 - 23/11	Live sessions	Marketing & Sales

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241	Cargo Supply Chain	22/11 - 24/11	Live sessions	Cargo
242	Dangerous Goods Regulations Recurrent (Cat 6)	27/11 - 01/12	Amman	Cargo
243	Route Forecasting & Development	27/11 - 30/11	Amman	Revenue
244	SAFA Inspection	27/11 - 30/11	Live sessions	Quality
245	Safety Management Systems (SMS) - Train the Trainer	27/11 - 01/12	Amman	Safety