

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	Safety Management Systems (SMS)	12/12 - 16/12	Live sessions	Safety
6	TOT for AVSEC	12/12 - 16/12	Live sessions	Security
7	Airport Ramp Services	19/12 - 22/12	Live sessions	Ground Operations
8	Aviation Security Management Systems	26/12 - 30/12	Live sessions	Security
9	Dangerous Goods Regulations Recurrent (Cat 6)	11/12 - 15/12	Live sessions	Cargo
January				
10	Finance for Non-Finance Managers	10/01 - 13/01	Live sessions	Finance
11	Aviation Internal Auditor	16/01 - 20/01	Live sessions	Quality
12	Aviation Security Profiling	16/01 - 20/01	Live sessions	Security
13	Basics of Crisis Management & Emergency Response Planning	16/01 - 18/01	Live sessions	Emergency
14	Dangerous Goods Regulations Course CAT 8	16/01 - 17/01	Live sessions	Cargo
15	Passenger Handling & Services	16/01 - 20/01	Live sessions	Ground Operations

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16	Safety Performance Indicators (SPIs)	16/01 - 18/01	Live sessions	Safety
17	Aviation Audit Techniques	23/01 - 27/01	Live sessions	Quality
18	ICAO Crisis Management	23/01 - 27/01	Live sessions	Security
19	Training Needs Assessment	23/01 - 25/01	Live sessions	Human Performance
20	Essential Skills for New Managers	24/01 - 27/01	Live sessions	Human Performance
21	Lean Six Sigma	30/01 - 02/02	Live sessions	Quality
22	Branding Strategies & Management	30/01 - 01/02	Live sessions	Marketing & Sales
February				
23	Station / Ground Services Provider Management	06/02 - 10/02	Live sessions	Airline Management
24	Documentation Establishment, Issuance & Control System	07/02 - 10/02	Live sessions	Quality
25	Financial Management in Aviation	07/02 - 10/02	Live sessions	Finance
26	Inspection and Change of Filter Water Separators	08/02 - 08/02	Live sessions	Aircraft Refueling
27	Airline Leading Practices & Cost Reduction Strategies	13/02 - 17/02	Live sessions	Airline Management
28	General Data Protection Regulations	13/02 - 13/02	Live sessions	Security
29	Job Descriptions & Job Evaluation	14/02 - 17/02	Live sessions	Management
30	Procedure for Meter Calibration	15/02 - 15/02	Live sessions	Aircraft Refueling

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31	Dangerous Goods Regulations Initial (Cat 6)	20/02 - 24/02	Live sessions	Cargo
32	Human Factors in Aviation	20/02 - 22/02	Live sessions	Safety
33	Safety Management System (SMS)	20/02 - 24/02	Live sessions	Safety
34	Appearance Check, Visual Check, Control Check & Conductivity Check	22/02 - 22/02	Live sessions	Aircraft Refueling
March				
35	International Aviation Law	01/03 - 03/03	Live sessions	Air Law & Agreements
36	Fundamentals of HR	06/03 - 09/03	Live sessions	Management
37	ISAGO Preparation & Implementation for Ground Operations	06/03 - 10/03	Live sessions	Ground Operations
38	Routine Checks for Mobile & Fixed Equipment	08/03 - 08/03	Live sessions	Aircraft Refueling
39	Advanced Communication Skills	13/03 - 17/03	Live sessions	Human Performance
40	Airside Operations - Safety Compliance & Implementation	13/03 - 17/03	Live sessions	Safety
41	Aviation Security Management Systems	13/03 - 17/03	Live sessions	Security
42	Contracting in the Airline Industry	14/03 - 17/03	Live sessions	Air Law & Agreements
43	Hoses and Hose Testing	15/03 - 15/03	Live sessions	Aircraft Refueling
44	Airline Marketing & Sales Post Pandemic	20/03 - 24/03	Live sessions	Marketing & Sales

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45	Dangerous Goods Regulations Course CAT 8	20/03 - 21/03	Live sessions	Cargo
46	IOSA Audit	20/03 - 24/03	Live sessions	Safety
47	Traffic Rights and Air Services Agreements	20/03 - 20/03	Live sessions	Air Law & Agreements
48	Bonding Wire and Lanyard Testing	22/03 - 22/03	Live sessions	Aircraft Refueling
49	Legal Aspects of Aircraft Accident and Incident Investigations	22/03 - 24/03	Live sessions	Air Law & Agreements
50	Aviation Medicine Refresher	27/03 - 30/03	Live sessions	Aviation Medicine
51	Cargo Claims	27/03 - 27/03	Live sessions	Cargo
52	Developing the Competencies of Airline Country Managers	27/03 - 31/03	Live sessions	Human Performance
53	Fuel Efficiency and Conservation	27/03 - 30/03	Live sessions	Fuel
54	Analysis of Airports and Airlines Relationship	29/03 - 31/03	Live sessions	Airports
May				
55	Business Continuity Plan in Aviation	08/05 - 10/05	Live sessions	Airports
56	ICAO Cargo & Mail Security	08/05 - 12/05	Live sessions	Security
57	Airline Economics	09/05 - 12/05	Live sessions	Airline Management
58	Airlines Finance and Accounting Management	09/05 - 12/05	Live sessions	Finance
59	Inspection and Testing of Mobile Equipment Interlocks	10/05 - 10/05	Live sessions	Aircraft Refueling

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60	Advanced Sales Strategies for Airlines	15/05 - 19/05	Live sessions	Marketing & Sales
61	Aircraft Turnaround Coordination	15/05 - 18/05	Live sessions	Airports
62	Airline Re-Structuring	15/05 - 18/05	Live sessions	Human Performance
63	Consumer Protection Rights	15/05 - 19/05	Live sessions	Air Law & Agreements
64	Dynamic Pricing & Revenue Management	16/05 - 19/05	Live sessions	Revenue
65	Quality Management System	16/05 - 19/05	Live sessions	Quality
66	Underwing Fueling by Refuellers + Hydrant Servicer	17/05 - 17/05	Live sessions	Aircraft Refueling
67	Security Threats Against Aviation	18/05 - 19/05	Live sessions	Security
68	Dangerous Goods Regulations Course CAT 8	22/05 - 23/05	Live sessions	Cargo
69	Family Assistance Centre and Special Assistance Team Management	22/05 - 24/05	Live sessions	Emergency
70	Aircraft operations post COVID-19 (Crews operational health measures in-flight)	23/05 - 24/05	Live sessions	Safety
71	Over-wing Fueling	24/05 - 24/05	Live sessions	Aircraft Refueling
72	How to establish a lean & efficient staffing structure to quickly recover from the crisis	29/05 - 31/05	Live sessions	Human Performance
June				
73	Benchmarking Flight Costs through Effective KPI Management	05/06 - 09/06	Live sessions	Revenue

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74	Ramp Handling & Services	05/06 - 08/06	Live sessions	Ground Operations
75	Aircraft Defueling	07/06 - 07/06	Live sessions	Aircraft Refueling
76	ATA 300 STD	07/06 - 09/06	Live sessions	Cargo
77	Advanced Aviation Medicine	12/06 - 16/06	Live sessions	Aviation Medicine
78	Airline Economics and Financial Management	12/06 - 16/06	Live sessions	Management
79	Ancillary Revenue for Airline Industry	13/06 - 16/06	Live sessions	Revenue
80	Receipt of Aviation Fuel by Road Vehicle	14/06 - 14/06	Live sessions	Aircraft Refueling
81	Human Factors In Aviation	19/06 - 21/06	Live sessions	Human Performance
82	Training Needs Analysis	19/06 - 23/06	Live sessions	Human Performance
83	Airline Customer Service	21/06 - 23/06	Live sessions	Marketing & Sales
84	Refueller Loading	21/06 - 21/06	Live sessions	Aircraft Refueling
85	Aviation Insurance	26/06 - 26/06	Live sessions	Management
86	Dangerous Goods Regulations Recurrent (Cat 6)	26/06 - 30/06	Live sessions	Cargo
87	Virtual Trainer	26/06 - 28/06	Live sessions	Human Performance
July				
88	Airside Safety Operations and Management	03/07 - 06/07	Live sessions	Airports

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89	Introduction to Airline Revenue Management	03/07 - 07/07	Live sessions	Revenue
90	Finance for Non-Finance Managers	04/07 - 07/07	Live sessions	Finance
91	Inspection and Quality Control System for A/C Component Maintenance	04/07 - 07/07	Live sessions	Quality
92	The role of HR during and after the crisis	04/07 - 06/07	Live sessions	Human Performance
93	Tank Release	05/07 - 05/07	Live sessions	Aircraft Refueling
94	Aviation Cyber Security Awareness	17/07 - 19/07	Live sessions	Security
95	Aviation Statistical Analysis (Using MS Excel S/W)	17/07 - 21/07	Live sessions	Airports
96	Dangerous Goods Regulations Course CAT 8	17/07 - 18/07	Live sessions	Cargo
97	Code Sharing & Interline Agreements	18/07 - 21/07	Live sessions	Airline Management
98	Air Cargo Management	19/07 - 21/07	Live sessions	Cargo
99	Disruptive Passengers	20/07 - 21/07	Live sessions	Air Law & Agreements
August				
100	Carbon Offsets for Aviation	09/08 - 11/08	Live sessions	Fuel
101	Aviation Resilience Management	14/08 - 16/08	Live sessions	Management
102	Shipping Perishables	17/08 - 18/08	Live sessions	Cargo
103	Aircraft Rescue and Fire Fighting (ARFF)	21/08 - 25/08	Live sessions	Safety

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104	Passenger Claims	21/08 - 22/08	Live sessions	Cargo
105	Dangerous Goods Regulations Recurrent (Cat 6)	28/08 - 01/09	Live sessions	Cargo
106	Ground Handling Agreements	28/08 - 01/09	Live sessions	Air Law & Agreements
107	Occupational Health and Safety Administration (OSHA)	29/08 - 31/08	Live sessions	Safety
September				
108	Station / Ground Handling Management	04/09 - 08/09	Live sessions	Airline Management
109	Root Cause Analysis	06/09 - 08/09	Live sessions	Quality
110	Cargo Marketing	13/09 - 15/09	Live sessions	Cargo
111	Dangerous Goods Regulations Course CAT 8	18/09 - 19/09	Live sessions	Cargo
112	Self-Leadership in times of Crisis	21/09 - 22/09	Live sessions	Human Performance
October				
113	International Aviation Law	02/10 - 06/10	Live sessions	Air Law & Agreements
114	SAFA Essentials	04/10 - 05/10	Live sessions	Safety
115	Airline Commercial Challenges and Regulatory Issues	09/10 - 13/10	Live sessions	Marketing & Sales
116	Aviation Waste Management	09/10 - 13/10	Live sessions	Airports
117	Staff Retention	09/10 - 11/10	Live sessions	Human Performance



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118	Basic Cargo Skills & Procedures	16/10 - 20/10	Live sessions	Cargo
119	Dangerous Goods Regulations Recurrent (Cat 6)	23/10 - 27/10	Live sessions	Cargo
120	Aviation Liquidity and Cash Management	24/10 - 27/10	Live sessions	Finance
November				
121	Contract Drafting	06/11 - 06/11	Live sessions	Air Law & Agreements
122	Cost Reduction Strategies in the Airline Industry	06/11 - 09/11	Live sessions	Revenue
123	Occupational Environmental Health in Aviation Facilities	06/11 - 09/11	Live sessions	Airlines
124	Instructional Techniques	13/11 - 17/11	Live sessions	Human Performance
125	Corporate Rivalry and Market Power: Competition Issues in Aviation	15/11 - 17/11	Live sessions	Marketing & Sales
126	Air Law for Non-Lawyers	20/11 - 24/11	Live sessions	Air Law & Agreements
127	Dangerous Goods Regulations Course CAT 8	20/11 - 21/11	Live sessions	Cargo
128	Managing Sales: Opportunities and Risks	20/11 - 23/11	Live sessions	Marketing & Sales
129	Cargo Supply Chain	22/11 - 24/11	Live sessions	Cargo
130	SAFA Inspection	27/11 - 30/11	Live sessions	Quality