

SWISSPORT TANZANIA TRAINING CENTRE

Swissport Tanzania Training Center invites applications from those interested in building or developing their career in the fast growing Aviation, Travel and Tourism industry. In collaboration with IATA, the center offers various courses including the following:

AIRLINE COURSES

<p>Course: <u>IATA Introduction to the Airline Industry</u></p> <p>Target Group: Entry-level airline industry staff, New-comers to the airline industry</p> <p>Certificate awarded: IATA Certificate in Introduction to the Airline Industry</p>	<p>Course: <u>IATA Airline Customer Service</u></p> <p>Target Group: Ticket office, reservations, check-in, traffic, operations, baggage service and information desks staff, Cargo reservations and receiving staff, Public relations and sales support personnel, Flight attendants</p> <p>Certificate awarded: IATA Certificate in Airline Customer Service</p>	<p>Course: <u>IATA Airline Marketing</u></p> <p>Target Group: Recently appointed marketing managers, Sales managers and general sales agents, Marketing officers and market coordinators, Customer service staff</p> <p>Certificate awarded: IATA Certificate in Airline Marketing</p>
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CARGO COURSES

<p>Course: <u>IATA Cargo Introductory</u></p> <p>Target Group: Cargo agents, Freight forwarders, Cargo operations managers, Cargo training specialists</p> <p>Certificate awarded: Diploma in IATA Air Cargo Introductory Course</p>	<p>Course: <u>IATA Dangerous Goods Regulations – Initial</u></p> <p>Target Group: Dangerous Goods processing staff, Freight forwarders, Cargo agents, Shippers and operators staff preparing COMAT, Cargo operations managers and frontline supervisors</p> <p>Certificate awarded: Diploma in IATA Dangerous Goods</p>	<p>Course: <u>IATA International Air Cargo Rating</u></p> <p>Target Group: Freight forwarders, Cargo agents, Cargo operations manager, Cargo frontline supervisors</p> <p>Certificate awarded: Diploma in IATA International Air Cargo Rating</p>
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IATA TRAVEL AND TOURISM

<p>Course: <u>IATA / UFTAA Foundation & EBT Course (3 Months)</u></p> <p>Target Group: Travel agents, Airline reservation agents, Tour operators, Call centre agents</p> <p>Certificate awarded: IATA / UFTAA Diploma in Travel and Tourism Foundation</p>	<p>Course: <u>IATA / UFTAA Consultant Course</u></p> <p>Target Group: Continuing students, Travel consultants, Reservations and sales staff members in airline, tour operator and agency, Airline fare experts</p> <p>Certificate awarded: IATA / UFTAA Diploma in Travel and Tourism Consultant</p>
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Course: IATA / UFTAA Managing the Travel Business

Target Group: Entry level managers, Middle management in the travel industry, Agency back office staff members, Agency business owners, Travel managers

Certificate awarded: IATA / UFTAA Diploma in Travel and Tourism Management

Note: Duration for all the above courses is 3 months. IATA exam sessions and deadline for enrolment are as follows:

Exam session	Dec 2012	March 2013	June 2013	Sept 2013	Dec 2013
Deadline for enrolment	Sept 14, 2012	06 Jan 2013	28 Feb 2013	31 May 2013	14 Sept 2013

Early applications are recommended to process registration for IATA exams on time.

GROUND HANDLING COURSES

The following programs lead to a certificate upon successful completion of the courses. Next courses are scheduled to commence in October/November 2012, so book early as limited seats are available at an affordable fee.

Course	Duration	Target group
Induction to Aviation	2 weeks	Entry-level airline industry staff, New-comers to the airline industry
Basic Ramp Handling	2 weeks classroom and 3 months practical	Entry level and New-comers to the airline industry especially ground staff
Basic cargo acceptance	2 weeks	Entry level and New-comers to the airline industry especially staff involved in cargo operations, Forwarders
Dangerous Goods Awareness	5 days	Airline ground staff, Airport Security and Freight forwarders
Basic Load control	2 weeks classroom and 3 months practical training	Ground staff as well as Entry-level employees willing to take aircraft Weight & Balance challenge

1. Minimum qualification: For all courses minimum entry is “O” Level Secondary Education with good passes in English, Geography and Mathematics.

2. Application procedure

- Application forms are available at a non-refundable fee of Tshs 10,000 paid through any CRDB bank branch. Account details: CRDB BANK LIMITED-HAI BRANCH Bank account No. 02J 10898273 00
- Send the completed Application forms, along with the Bank pay in slip via e-mail, by hand or by post to the address below. Only paid for forms will be considered and processed.

3. Choice of appropriate course program

The Training Centre personnel are ready to advise the appropriate course to choose and any other advise upon request.

4. Course fees

- Course fees structure and terms of payments are available on request for the selected programs.
- Organisations registering more than 2 candidates are eligible for special discount.

5. Accommodation

The centre does not offer any accommodation. Upcountry and foreign participants are expected to make their own accommodation arrangements.

6. Transport to the centre

The centre is suitably located for public transport. Mtava bus stop which is close to Superdoll and Quality Centre Premises along Nyerere Road, is a few minutes walk to the Centre

Swissport Tanzania Training Centre

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