

FOCUS

Students will learn to:

- Handle all major aspects of travel agency business.
- Provide accurate advice to clients on major tourist destinations.
- Produce customized and international inclusive tours.
- Sell international business, incentive and conference travel arrangements.
- Construct complex fares and routings by applying advanced IATA fare constructing principles; issue and reissue tickets and other documents for all types of international journeys.
- Familiarize the students with the common national requirements, IATA's Regulations and the role of the National Travel Agents' associations.
- Learn effective selling skills.
- Understand the Settlement System to give operations a distinct operational advantage.

AUDIENCE

This DIPLOMA is a widely recognized qualification in the travel and tourism industry world wide.

This course is designed for students who have completed Foundation Diploma or the previous IATA Standard Diploma. This course will benefit Travel consultants with some industry experience, who wish to upgrade their professional competence, staff of tour operators and consolidators, and airlines.

CAREER OPPORTUNITIES

Executives, consultants, officers and agents for:
Airline, Airports, Travel agencies, Ticketing offices,
Customer services, Ground handling agencies

COURSE CONTENTS

Environment

The Travel & Tourism Industry and the Travel Professional, Geography in Travel Planning, Travel Formalities

Products

Land Transport - Rail Water Transport – Ferry, Land Transport - Car and Camper, Tour Packages, Hotels
Air Transport Essentials

Support Services

Customer Service Technology in the Travel Industry

Air Fares and Ticketing

Air Fares and Ticketing

EXAMINATION

Type of Exam: External

Exam Duration: 1 paper of 3 hours

Exam Venue: To be advised as per IATA directives

Exam Date: TBA

REGISTRATION FEE

AED3,000/- INCLUSIVE OF EXAMINATION FEE
(Fees subject to change)

ADMISSION REQUIREMENTS

2 Passport size photographs, Passport/Visa Copy and AED 3,000/- to be paid at the time of Application