
PREMIER INTERNATIONAL ACADEMY - CURRICULUM

Unit One - General

- § Introducing Travel & Tourism.
- § A travel agent's day (Jobs handled at a travel agency)
- § Travel & Tourism Industry Careers
- § Phonetic Alphabet
- § Airline Terminology
- § Airline abbreviations
- § Twenty four hour clock, Time Differential
- § Trade Bodies & their respective roles
- § General Industry Regulations & Relations
- § Airline Two Letter Codes
- § IATA Airport and City Codes
- § Assessment One

Unit Two - Over view of Cabin Crew functions.

- § Directorate General of Civil Aviation - Regulatory Authority and its role in Cabin Crew Functions.
- § Cabin Crew Duties and Responsibilities.
- § In-flight services
- § Passenger Handling
- § In-flight medical care
- § A Day in the life of a cabin crew
- § Assessment two

Unit Three - Passenger Service Agent

- § Check-in objectives and procedures
- § Understanding a PNL - (Passenger Name List)
- § Passenger Handling
- § Weight & Balance Basics
- § Assessment Three

Unit Four - Basic IATA Fares and Ticketing

- § IATA World Geography
- § Global Indicators/ Glossary of Terms used in the Industry
- § Basic Airfare & Ticketing
- § Bank Settlement Plan
- § Multi Purpose Document
- § Assessment Four

Unit Five - Travel Agent

- § The role of a Travel Agent
- § Travel Agency Guides and Reference Materials
- § Destinations knowledge
- § Inbound and outbound Tourism
- § Cruising
- § Tours Pricing - Basics and Principles
- § Assessment Five

Unit Six - Reservations Agent

- § Understanding of a PNR (Passenger Name Record)
- § Basic entry codes used to create a computerized PNR
- § A note on CRS/GDS
- § Special Service Requests etc
- § Assessment Six

Unit Seven - Practical Session on Computerized Reservations using a GDS

- § Lab Training using a GDS
- § Assessment Seven

Unit Eight - Practical Session - Work Experience in a Travel Agency

- § A week long on hand assignment in an IATA Travel Agency

Unit Nine - Completion Course

- § Curriculum Vitae preparation
- § Letter of application
- § Communication Skills
- § Preparing for the Interview
- § Foreign Currency conversion exercises
- § Mock Exam papers