



IATA Training & Development Institute

KNOWLEDGE • EXPERIENCE • NETWORKING • SKILLS • RESULTS

December 2014 Exam Results &
2014 Student Survey Results



ATEIA-OLTRA

Associació de Transitaris Internacionals de Barcelona
Organització per a la Logística, el Transport i la Representació Duana

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Nos complace adjuntar información remita por IATA sobre los resultados de los exámenes de diciembre de 2014 en todo el mundo.

En la página 12 aparece Spain:

Country / Course Title	Passed	Failed
Spain		
Airline Marketing	100%	0%
Ground Operations Management	0%	100%
IATA Cargo Introductory Course	100%	0%
Introduction to the Airline Industry	100%	0%
Travel and Tourism Consultant	100%	0%

Atentos saludos,
Secretaría

Miembro de:





IATA Training & Development Institute

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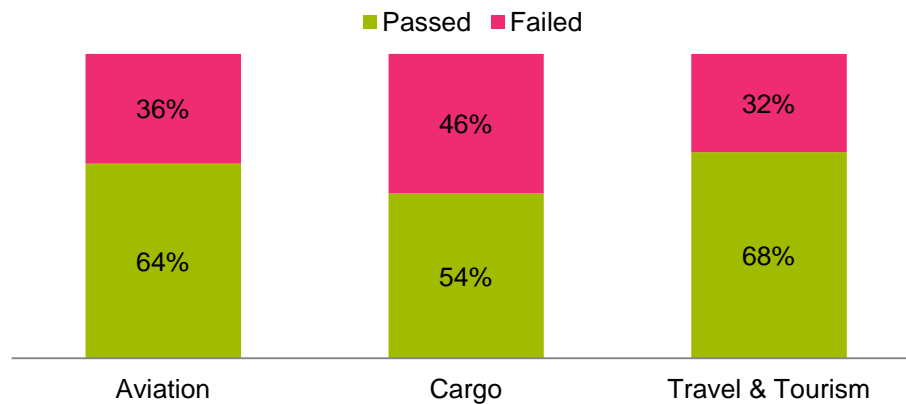
December 2014 Exam Results & 2014 Student Survey Results

Montreal, February 2015

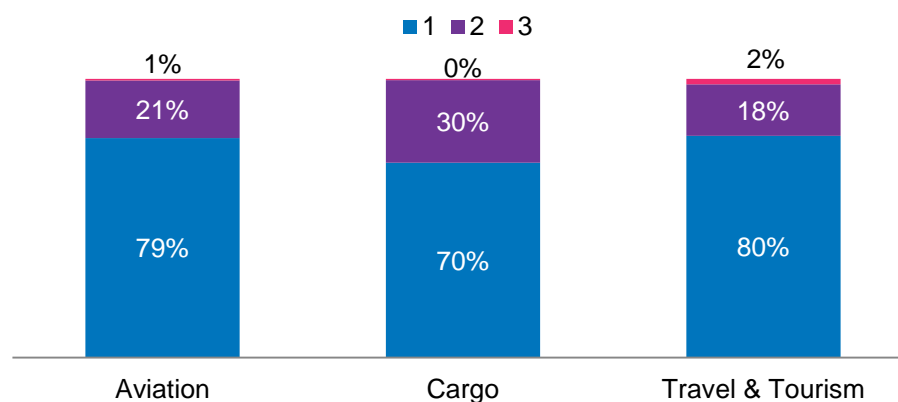
During the December 2014 exam session, **5079** students were registered for the exam in one of **89** countries that ITDI is represented through **115** exam locations.

Results are as follows:

Global Exam Pass Rate per Training Portfolio



Students per exam attempt





December 2014 Global Exam Pass Rate

Portfolio / Course Title	Passed	Failed
Aviation	64%	36%
Air Transport Fundamentals	52%	48%
Airline Cabin Crew Training	56%	44%
Airline Customer Service	48%	52%
Airline Finance and Accounting Management	89%	11%
Airline Marketing	71%	29%
Airline Revenue Management	88%	13%
Airport Operations	59%	41%
Airport Ramp Services	72%	28%
Aviation Security Awareness	88%	12%
Ground Operations Management	59%	41%
Introduction to Safety Management Systems (SMS)	82%	18%
Introduction to the Airline Industry	69%	31%
Passenger Ground Services	74%	26%
Cargo	54%	46%
IATA Cargo Advanced Rating and Marketing	94%	6%
IATA Cargo English	100%	0%
IATA Cargo Introductory Course	77%	23%
IATA Dangerous Goods Regulations (DGR) - Category 3	18%	82%
Supply Chain and Transport Modes	85%	15%
Travel & Tourism	68%	32%
Food and Beverage Manager	100%	0%
Food and Beverage Server	0%	100%
Foundation in Travel and Tourism	66%	34%
Global Distribution Systems Fares and Ticketing Course - AMADEUS	67%	33%
Global Distribution Systems Fares and Ticketing Course - GALILEO	48%	53%
Global Distribution Systems Fares and Ticketing Course - SABRE	75%	25%
Managing the Travel Business	88%	12%
Reservation Sales Agent	100%	0%
Tourism Essentials	79%	21%
Tourism: Next Generation	83%	17%
Travel and Tourism Consultant	71%	29%
Grand Total	65%	35%

Note: Exams within portfolio are presented in alphabetical order.



December 2014 Exam Pass Rate per Country

Country / Course Title	Passed	Failed
Albania		
IATA Cargo Advanced Rating and Marketing	100%	0%
Argentina		
Foundation in Travel and Tourism	100%	0%
Australia		
Airline Finance and Accounting Management	100%	0%
Airline Revenue Management	100%	0%
Airport Ramp Services	0%	100%
Foundation in Travel and Tourism	100%	0%
Global Distribution Systems Fares and Ticketing Course - SABRE	82%	18%
IATA Cargo Introductory Course	33%	67%
Passenger Ground Services	100%	0%
Travel and Tourism Consultant	100%	0%
Bahrain		
Airline Customer Service	100%	0%
Belgium		
Airline Revenue Management	100%	0%
Airport Operations	100%	0%
Aviation Security Awareness	100%	0%
Foundation in Travel and Tourism	100%	0%
Global Distribution Systems Fares and Ticketing Course - AMADEUS	100%	0%
IATA Cargo Advanced Rating and Marketing	100%	0%
IATA Dangerous Goods Regulations (DGR) - Category 3	100%	0%
Reservation Sales Agent	100%	0%
Travel and Tourism Consultant	100%	0%
Benin		
Airline Marketing	0%	100%
Foundation in Travel and Tourism	50%	50%
Bolivia		
IATA Dangerous Goods Regulations (DGR) - Category 3	0%	100%
Introduction to Safety Management Systems (SMS)	100%	0%
Brazil		
Foundation in Travel and Tourism	100%	0%
Bulgaria		
Airline Revenue Management	100%	0%
Foundation in Travel and Tourism	89%	11%
Ground Operations Management	100%	0%
IATA Dangerous Goods Regulations (DGR) - Category 3	50%	50%
Cameroon		



Country / Course Title	Passed	Failed
Airline Cabin Crew Training	0%	100%
Airline Marketing	100%	0%
Airport Operations	89%	11%
Foundation in Travel and Tourism	71%	29%
Global Distribution Systems Fares and Ticketing Course - GALILEO	0%	100%
IATA Cargo Introductory Course	100%	0%
Introduction to the Airline Industry	100%	0%
Managing the Travel Business	100%	0%
Passenger Ground Services	100%	0%
Canada		
Air Transport Fundamentals	100%	0%
Airline Marketing	100%	0%
Airline Revenue Management	100%	0%
Foundation in Travel and Tourism	100%	0%
Ground Operations Management	100%	0%
IATA Cargo Advanced Rating and Marketing	100%	0%
IATA Cargo Introductory Course	86%	14%
Managing the Travel Business	100%	0%
China		
Air Transport Fundamentals	100%	0%
Airline Finance and Accounting Management	100%	0%
Airline Revenue Management	100%	0%
Foundation in Travel and Tourism	3%	97%
IATA Cargo Advanced Rating and Marketing	100%	0%
IATA Cargo English	100%	0%
IATA Cargo Introductory Course	100%	0%
IATA Dangerous Goods Regulations (DGR) - Category 3	100%	0%
Introduction to the Airline Industry	100%	0%
Travel and Tourism Consultant	100%	0%
Chinese Taipei		
Airline Revenue Management	100%	0%
Managing the Travel Business	100%	0%
Colombia		
Introduction to the Airline Industry	100%	0%
Côte d'Ivoire		
Airline Cabin Crew Training	0%	100%
Foundation in Travel and Tourism	81%	19%
IATA Cargo Introductory Course	50%	50%
Managing the Travel Business	100%	0%
Tourism Essentials	79%	21%
Travel and Tourism Consultant	100%	0%



Country / Course Title	Passed	Failed
Cyprus		
Airline Cabin Crew Training	77%	23%
Airline Customer Service	67%	33%
Airline Marketing	100%	0%
Foundation in Travel and Tourism	88%	13%
Czech Republic		
Foundation in Travel and Tourism	100%	0%
IATA Dangerous Goods Regulations (DGR) - Category 3	55%	45%
Denmark		
Airline Revenue Management	100%	0%
IATA Cargo Introductory Course	100%	0%
Egypt		
Airline Cabin Crew Training	55%	45%
Airline Customer Service	100%	0%
Airline Revenue Management	100%	0%
Foundation in Travel and Tourism	50%	50%
IATA Cargo Advanced Rating and Marketing	0%	100%
Estonia		
Airline Revenue Management	0%	100%
Travel and Tourism Consultant	100%	0%
Ethiopia		
Airline Cabin Crew Training	0%	100%
Airline Customer Service	0%	100%
Airport Operations	0%	100%
Aviation Security Awareness	100%	0%
Foundation in Travel and Tourism	31%	69%
Global Distribution Systems Fares and Ticketing Course - GALILEO	55%	45%
France		
Foundation in Travel and Tourism	0%	100%
Introduction to the Airline Industry	100%	0%
Germany		
Foundation in Travel and Tourism	0%	100%
Global Distribution Systems Fares and Ticketing Course - AMADEUS	90%	10%
Ground Operations Management	100%	0%
IATA Cargo Advanced Rating and Marketing	100%	0%
Introduction to the Airline Industry	100%	0%
Ghana		
Airline Customer Service	100%	0%
Airline Marketing	100%	0%
Airport Operations	50%	50%
Foundation in Travel and Tourism	100%	0%



Country / Course Title	Passed	Failed
IATA Cargo Advanced Rating and Marketing	100%	0%
IATA Cargo Introductory Course	50%	50%
IATA Dangerous Goods Regulations (DGR) - Category 3	0%	100%
Introduction to the Airline Industry	100%	0%
Managing the Travel Business	100%	0%
Travel and Tourism Consultant	81%	19%
Greece		
Airline Cabin Crew Training	60%	40%
Airline Marketing	100%	0%
Airline Revenue Management	100%	0%
Airport Operations	100%	0%
Foundation in Travel and Tourism	50%	50%
IATA Cargo Introductory Course	100%	0%
IATA Dangerous Goods Regulations (DGR) - Category 3	0%	100%
Hungary		
IATA Dangerous Goods Regulations (DGR) - Category 3	100%	0%
Introduction to the Airline Industry	100%	0%
Reservation Sales Agent	100%	0%
India		
Air Transport Fundamentals	50%	50%
Airline Cabin Crew Training	10%	90%
Airline Customer Service	36%	64%
Airline Revenue Management	100%	0%
Airport Operations	63%	37%
Airport Ramp Services	67%	33%
Aviation Security Awareness	100%	0%
Foundation in Travel and Tourism	72%	28%
Global Distribution Systems Fares and Ticketing Course - AMADEUS	59%	41%
Global Distribution Systems Fares and Ticketing Course - GALILEO	50%	50%
Ground Operations Management	0%	100%
IATA Cargo Introductory Course	73%	27%
IATA Dangerous Goods Regulations (DGR) - Category 3	7%	93%
Managing the Travel Business	83%	17%
Passenger Ground Services	98%	2%
Supply Chain and Transport Modes	100%	0%
Travel and Tourism Consultant	69%	31%
Indonesia		
IATA Cargo Advanced Rating and Marketing	100%	0%
IATA Cargo Introductory Course	100%	0%
Passenger Ground Services	100%	0%
Iraq		



Country / Course Title	Passed	Failed
Foundation in Travel and Tourism	0%	100%
Ireland		
Airline Marketing	100%	0%
Airline Revenue Management	100%	0%
Ground Operations Management	100%	0%
Israel		
Travel and Tourism Consultant	100%	0%
Italy		
Ground Operations Management	100%	0%
IATA Cargo Introductory Course	100%	0%
Japan		
Airport Operations	100%	0%
IATA Cargo Introductory Course	74%	26%
IATA Dangerous Goods Regulations (DGR) - Category 3	20%	80%
Jordan		
Air Transport Fundamentals	50%	50%
Airline Cabin Crew Training	100%	0%
Airline Marketing	100%	0%
Airport Operations	100%	0%
Foundation in Travel and Tourism	45%	55%
IATA Cargo Advanced Rating and Marketing	100%	0%
IATA Cargo Introductory Course	100%	0%
Introduction to Safety Management Systems (SMS)	80%	20%
Travel and Tourism Consultant	100%	0%
Kazakhstan		
Foundation in Travel and Tourism	100%	0%
Global Distribution Systems Fares and Ticketing Course - AMADEUS	100%	0%
Introduction to Safety Management Systems (SMS)	100%	0%
Travel and Tourism Consultant	100%	0%
Kenya		
Airline Cabin Crew Training	69%	31%
Airline Marketing	100%	0%
Airport Operations	80%	20%
Foundation in Travel and Tourism	51%	49%
Ground Operations Management	100%	0%
IATA Cargo Advanced Rating and Marketing	100%	0%
IATA Cargo Introductory Course	65%	35%
IATA Dangerous Goods Regulations (DGR) - Category 3	0%	100%
Managing the Travel Business	100%	0%
Travel and Tourism Consultant	72%	28%
Kosovo		



Country / Course Title	Passed	Failed
Foundation in Travel and Tourism	0%	100%
Passenger Ground Services	0%	100%
Kuwait		
Global Distribution Systems Fares and Ticketing Course - GALILEO	17%	83%
Lebanon		
Foundation in Travel and Tourism	52%	48%
IATA Dangerous Goods Regulations (DGR) - Category 3	100%	0%
Lithuania		
Ground Operations Management	100%	0%
IATA Cargo Introductory Course	0%	100%
Travel and Tourism Consultant	100%	0%
Macedonia		
Foundation in Travel and Tourism	86%	14%
Global Distribution Systems Fares and Ticketing Course - AMADEUS	100%	0%
Malawi		
Foundation in Travel and Tourism	25%	75%
Managing the Travel Business	100%	0%
Travel and Tourism Consultant	50%	50%
Malaysia		
Air Transport Fundamentals	100%	0%
Airline Cabin Crew Training	25%	75%
Airline Finance and Accounting Management	100%	0%
Food and Beverage Server	0%	100%
Foundation in Travel and Tourism	53%	47%
IATA Dangerous Goods Regulations (DGR) - Category 3	0%	100%
Managing the Travel Business	83%	17%
Tourism: Next Generation	75%	25%
Travel and Tourism Consultant	63%	37%
Mauritius		
Airline Cabin Crew Training	0%	100%
Airline Customer Service	50%	50%
Airport Operations	0%	100%
Airport Ramp Services	50%	50%
Foundation in Travel and Tourism	74%	26%
IATA Cargo Introductory Course	75%	25%
IATA Dangerous Goods Regulations (DGR) - Category 3	0%	100%
Passenger Ground Services	100%	0%
Travel and Tourism Consultant	91%	9%
Mexico		
Introduction to Safety Management Systems (SMS)	100%	0%
Morocco		



Country / Course Title	Passed	Failed
Airline Finance and Accounting Management	100%	0%
Foundation in Travel and Tourism	0%	100%
Myanmar		
Air Transport Fundamentals	0%	100%
Airport Operations	50%	50%
Foundation in Travel and Tourism	63%	38%
Managing the Travel Business	0%	100%
Nepal		
Airline Revenue Management	100%	0%
Airport Ramp Services	100%	0%
Netherlands		
Air Transport Fundamentals	100%	0%
Foundation in Travel and Tourism	67%	33%
IATA Cargo Introductory Course	50%	50%
Introduction to the Airline Industry	25%	75%
Travel and Tourism Consultant	100%	0%
New Zealand		
Foundation in Travel and Tourism	100%	0%
IATA Cargo Introductory Course	95%	5%
Travel and Tourism Consultant	100%	0%
Nigeria		
Air Transport Fundamentals	0%	100%
Airline Customer Service	83%	17%
Airline Finance and Accounting Management	100%	0%
Airline Marketing	50%	50%
Airline Revenue Management	100%	0%
Airport Operations	33%	67%
Airport Ramp Services	67%	33%
Foundation in Travel and Tourism	52%	48%
Ground Operations Management	70%	30%
IATA Cargo Advanced Rating and Marketing	100%	0%
IATA Cargo Introductory Course	42%	58%
IATA Dangerous Goods Regulations (DGR) - Category 3	0%	100%
Introduction to Safety Management Systems (SMS)	75%	25%
Introduction to the Airline Industry	100%	0%
Managing the Travel Business	78%	22%
Travel and Tourism Consultant	63%	38%
Norway		
Foundation in Travel and Tourism	100%	0%
Oman		
Airport Operations	50%	50%



Country / Course Title	Passed	Failed
Foundation in Travel and Tourism	91%	9%
Introduction to the Airline Industry	0%	100%
Managing the Travel Business	100%	0%
Passenger Ground Services	100%	0%
Travel and Tourism Consultant	100%	0%
Pakistan		
Airline Finance and Accounting Management	100%	0%
Airline Marketing	0%	100%
Foundation in Travel and Tourism	10%	90%
Global Distribution Systems Fares and Ticketing Course - AMADEUS	80%	20%
Global Distribution Systems Fares and Ticketing Course - GALILEO	55%	45%
Global Distribution Systems Fares and Ticketing Course - SABRE	0%	100%
Managing the Travel Business	100%	0%
Travel and Tourism Consultant	71%	29%
Papua New Guinea		
Airport Ramp Services	100%	0%
Ground Operations Management	100%	0%
Peru		
IATA Cargo Introductory Course	100%	0%
Philippines		
Air Transport Fundamentals	100%	0%
Airline Cabin Crew Training	78%	22%
Poland		
Passenger Ground Services	100%	0%
Portugal		
Aviation Security Awareness	100%	0%
IATA Dangerous Goods Regulations (DGR) - Category 3	100%	0%
Qatar		
Air Transport Fundamentals	0%	100%
Airline Cabin Crew Training	100%	0%
Airline Customer Service	100%	0%
Airline Marketing	100%	0%
Airport Operations	17%	83%
Airport Ramp Services	100%	0%
Aviation Security Awareness	100%	0%
Food and Beverage Manager	100%	0%
Foundation in Travel and Tourism	92%	8%
Global Distribution Systems Fares and Ticketing Course - AMADEUS	50%	50%
Global Distribution Systems Fares and Ticketing Course - GALILEO	100%	0%
Ground Operations Management	78%	22%
IATA Cargo Introductory Course	67%	33%



Country / Course Title	Passed	Failed
Introduction to Safety Management Systems (SMS)	100%	0%
Introduction to the Airline Industry	100%	0%
Passenger Ground Services	100%	0%
Tourism: Next Generation	100%	0%
Travel and Tourism Consultant	100%	0%
Romania		
Aviation Security Awareness	100%	0%
Foundation in Travel and Tourism	83%	17%
Global Distribution Systems Fares and Ticketing Course - AMADEUS	100%	0%
IATA Cargo Introductory Course	89%	11%
IATA Dangerous Goods Regulations (DGR) - Category 3	50%	50%
Introduction to Safety Management Systems (SMS)	100%	0%
Travel and Tourism Consultant	100%	0%
Russian Federation		
Air Transport Fundamentals	0%	100%
Foundation in Travel and Tourism	100%	0%
Global Distribution Systems Fares and Ticketing Course - AMADEUS	50%	50%
Global Distribution Systems Fares and Ticketing Course - GALILEO	100%	0%
Global Distribution Systems Fares and Ticketing Course - SABRE	100%	0%
Ground Operations Management	100%	0%
IATA Cargo Introductory Course	100%	0%
IATA Dangerous Goods Regulations (DGR) - Category 3	25%	75%
Rwanda		
Foundation in Travel and Tourism	0%	100%
IATA Cargo Introductory Course	100%	0%
Saudi Arabia		
Airline Finance and Accounting Management	100%	0%
Airline Revenue Management	100%	0%
Aviation Security Awareness	100%	0%
Foundation in Travel and Tourism	50%	50%
Ground Operations Management	0%	100%
IATA Dangerous Goods Regulations (DGR) - Category 3	0%	100%
Managing the Travel Business	50%	50%
Passenger Ground Services	100%	0%
Travel and Tourism Consultant	0%	100%
Serbia		
IATA Cargo Introductory Course	0%	100%
Sierra Leone		
Airline Cabin Crew Training	100%	0%
Airport Operations	100%	0%
IATA Cargo Introductory Course	100%	0%



Country / Course Title	Passed	Failed
Singapore		
Air Transport Fundamentals	100%	0%
Airline Cabin Crew Training	30%	70%
Airline Customer Service	100%	0%
Airline Revenue Management	0%	100%
Airport Operations	100%	0%
Airport Ramp Services	100%	0%
Aviation Security Awareness	100%	0%
IATA Cargo Introductory Course	100%	0%
IATA Dangerous Goods Regulations (DGR) - Category 3	0%	100%
Introduction to the Airline Industry	100%	0%
Passenger Ground Services	100%	0%
South Africa		
Air Transport Fundamentals	67%	33%
Airline Finance and Accounting Management	100%	0%
Airline Marketing	0%	100%
Airline Revenue Management	50%	50%
Airport Operations	0%	100%
IATA Cargo Advanced Rating and Marketing	100%	0%
IATA Cargo Introductory Course	25%	75%
Managing the Travel Business	100%	0%
Travel and Tourism Consultant	100%	0%
Spain		
Airline Marketing	100%	0%
Ground Operations Management	0%	100%
IATA Cargo Introductory Course	100%	0%
Introduction to the Airline Industry	100%	0%
Travel and Tourism Consultant	100%	0%
Sri Lanka		
Airline Cabin Crew Training	0%	100%
Foundation in Travel and Tourism	66%	34%
Global Distribution Systems Fares and Ticketing Course - AMADEUS	67%	33%
IATA Cargo Introductory Course	100%	0%
IATA Dangerous Goods Regulations (DGR) - Category 3	0%	100%
Managing the Travel Business	90%	10%
Travel and Tourism Consultant	71%	29%
Sweden		
Foundation in Travel and Tourism	33%	67%
IATA Cargo English	100%	0%
IATA Cargo Introductory Course	67%	33%
Switzerland		



Country / Course Title	Passed	Failed
Airline Cabin Crew Training	73%	27%
Airline Customer Service	0%	100%
Airline Revenue Management	100%	0%
Aviation Security Awareness	100%	0%
Foundation in Travel and Tourism	0%	100%
IATA Cargo Introductory Course	100%	0%
Managing the Travel Business	100%	0%
Reservation Sales Agent	100%	0%
Tanzania		
Airline Cabin Crew Training	100%	0%
Airline Customer Service	17%	83%
Airport Operations	50%	50%
Aviation Security Awareness	100%	0%
Foundation in Travel and Tourism	31%	69%
Ground Operations Management	0%	100%
IATA Cargo Introductory Course	80%	20%
IATA Dangerous Goods Regulations (DGR) - Category 3	0%	100%
Managing the Travel Business	100%	0%
Passenger Ground Services	0%	100%
Travel and Tourism Consultant	0%	100%
Thailand		
Introduction to the Airline Industry	100%	0%
Trinidad and Tobago		
Airline Finance and Accounting Management	100%	0%
Turkey		
Airline Revenue Management	100%	0%
Aviation Security Awareness	0%	100%
Global Distribution Systems Fares and Ticketing Course - AMADEUS	38%	63%
Ground Operations Management	0%	100%
Introduction to the Airline Industry	100%	0%
Passenger Ground Services	100%	0%
Tourism: Next Generation	100%	0%
Uganda		
Airport Operations	100%	0%
IATA Cargo Introductory Course	100%	0%
Ukraine		
Airline Finance and Accounting Management	100%	0%
Foundation in Travel and Tourism	100%	0%
Global Distribution Systems Fares and Ticketing Course - AMADEUS	100%	0%
Passenger Ground Services	100%	0%
Travel and Tourism Consultant	100%	0%



Country / Course Title	Passed	Failed
United Arab Emirates		
Air Transport Fundamentals	50%	50%
Airline Cabin Crew Training	0%	100%
Airline Customer Service	50%	50%
Airline Finance and Accounting Management	50%	50%
Airline Marketing	50%	50%
Airline Revenue Management	75%	25%
Airport Operations	58%	42%
Airport Ramp Services	75%	25%
Aviation Security Awareness	67%	33%
Foundation in Travel and Tourism	57%	43%
Global Distribution Systems Fares and Ticketing Course - AMADEUS	100%	0%
Global Distribution Systems Fares and Ticketing Course - GALILEO	0%	100%
Ground Operations Management	29%	71%
IATA Cargo Advanced Rating and Marketing	100%	0%
IATA Cargo Introductory Course	100%	0%
IATA Dangerous Goods Regulations (DGR) - Category 3	0%	100%
Introduction to Safety Management Systems (SMS)	100%	0%
Introduction to the Airline Industry	60%	40%
Managing the Travel Business	100%	0%
Passenger Ground Services	38%	63%
Supply Chain and Transport Modes	0%	100%
Travel and Tourism Consultant	75%	25%
United Kingdom		
Air Transport Fundamentals	100%	0%
Airline Marketing	50%	50%
Airline Revenue Management	100%	0%
Foundation in Travel and Tourism	100%	0%
Global Distribution Systems Fares and Ticketing Course - SABRE	50%	50%
Ground Operations Management	100%	0%
IATA Cargo Introductory Course	0%	100%
Introduction to the Airline Industry	100%	0%
Managing the Travel Business	100%	0%
United States of America		
Airline Customer Service	100%	0%
Airline Revenue Management	100%	0%
Airport Operations	100%	0%
Aviation Security Awareness	100%	0%
Foundation in Travel and Tourism	100%	0%
Global Distribution Systems Fares and Ticketing Course - AMADEUS	100%	0%
Ground Operations Management	0%	100%



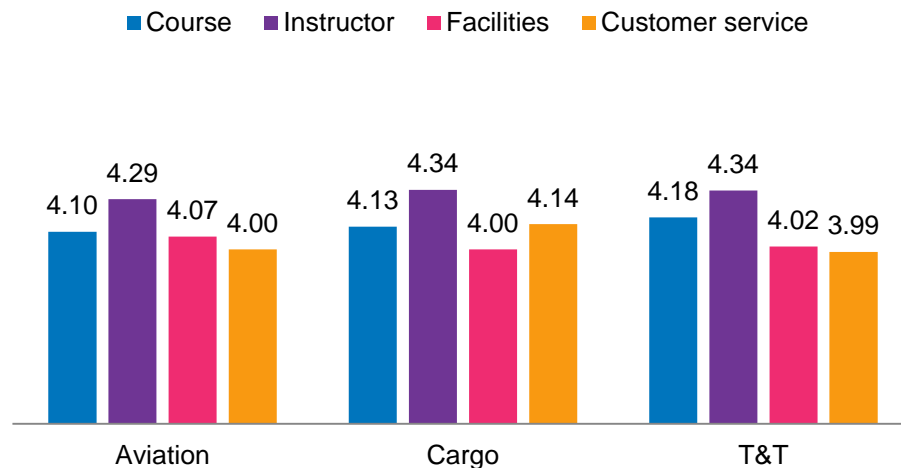
Country / Course Title	Passed	Failed
IATA Cargo Introductory Course	0%	100%
IATA Dangerous Goods Regulations (DGR) - Category 3	0%	100%
Vanuatu		
Air Transport Fundamentals	50%	50%
Airline Finance and Accounting Management	100%	0%
Venezuela		
Travel and Tourism Consultant	100%	0%
Vietnam		
Ground Operations Management	0%	100%
IATA Cargo Introductory Course	95%	5%
IATA Dangerous Goods Regulations (DGR) - Category 3	11%	89%
Yemen		
Airline Finance and Accounting Management	0%	100%
Foundation in Travel and Tourism	25%	75%
Managing the Travel Business	100%	0%
Travel and Tourism Consultant	0%	100%
Zambia		
Airport Ramp Services	100%	0%
Foundation in Travel and Tourism	76%	24%
Travel and Tourism Consultant	100%	0%
Zimbabwe		
Airline Finance and Accounting Management	100%	0%
Foundation in Travel and Tourism	56%	44%
IATA Dangerous Goods Regulations (DGR) - Category 3	100%	0%
Managing the Travel Business	100%	0%
Passenger Ground Services	100%	0%
Travel and Tourism Consultant	88%	13%
Grand Total	65%	35%



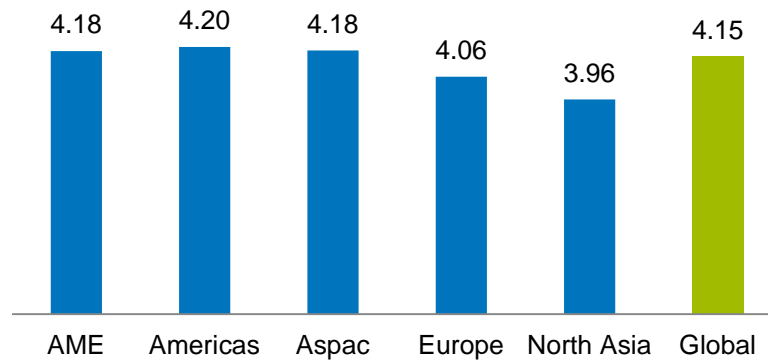
Student Survey Results

- ATC students feedback collected through online survey during 2 weeks after exams administered in 2014
- On a scale from 1 (poor) to 5 (excellent)
- Customized reports are provided to worldwide top 10 ATCs with 10 or more responses

Global Evaluation by Training Portfolio

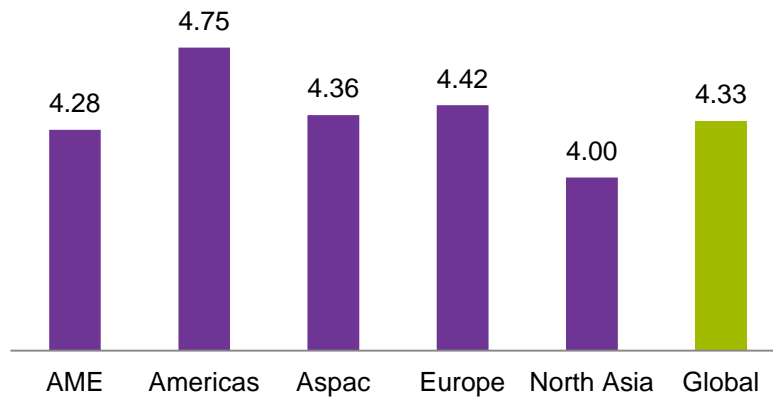


Course Evaluation by Region

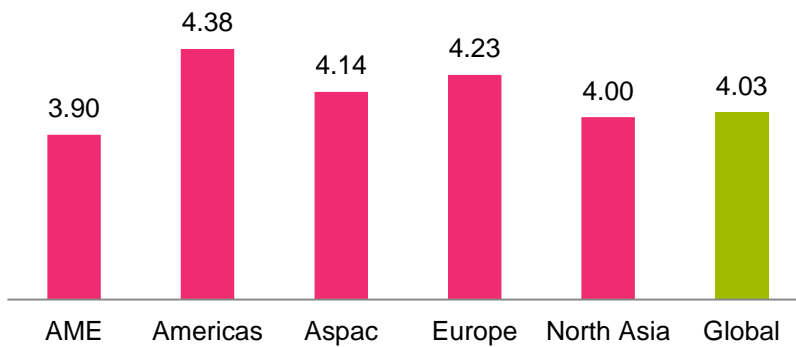




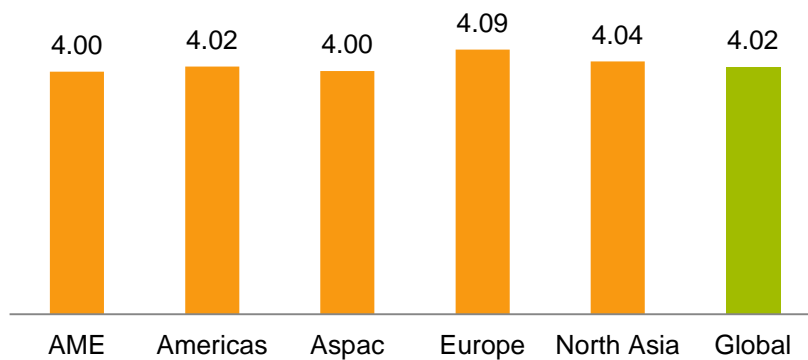
Instructor Evaluation by Region



Facilities Evaluation by Region



Customer Service Evaluation by Region





Evaluation by Country – ranked by overall average

Note: Only countries with more than 5 respondents are shown

	Course	Instructor	Facilities	Customer Service	Average
Macedonia	4.66	5.00	4.83	4.67	4.79
Costa Rica	4.55	4.83	4.33	4.33	4.51
Romania	4.38	4.61	4.50	4.46	4.44
Sri Lanka	4.37	4.65	4.65	4.29	4.41
Uganda	4.31	4.60	4.20	4.63	4.41
Ireland	4.23	4.64	4.45	4.27	4.40
Ghana	4.46	4.71	4.43	4.00	4.40
Cyprus	4.32	4.75	3.88	4.67	4.37
Pakistan	4.33	4.40	4.30	3.92	4.28
Kenya	4.40	4.45	4.06	4.13	4.25
Nigeria	4.27	4.56	3.94	4.20	4.24
India	4.24	4.39	4.09	3.99	4.14
Myanmar	4.25	4.14	4.00	4.00	4.11
Kosovo	4.01	4.11	4.33	4.33	4.09
United Arab Emirates	4.09	4.18	4.02	4.11	4.08
Greece	4.21	4.42	4.08	3.79	4.03
Qatar	4.18	4.00	3.50	3.83	4.00
Tanzania	4.24	3.80	4.00	3.90	3.97
Egypt	4.17	4.50	4.00	3.67	3.92
Malaysia	4.37	3.00	3.17	4.00	3.82
Lebanon	3.66	4.00	3.69	3.85	3.80
Mauritius	3.94	3.79	3.58	3.91	3.80
Ethiopia	3.66	3.95	3.11	3.84	3.66
Switzerland	3.40	3.00	3.17	3.67	3.31



Sample Customized ATC Student Feedback Report – 2014

Name of ATC (Country)

	Course evaluation	Instructor evaluation	Facilities evaluation	Customer Service
ATC average	4.20	4.30	3.90	4.13
Country average	4.35	4.41	4	4.08
Region average	4.11	4.25	3.88	4.08
Global average	4.15	4.29	3.96	4.07

Additional Student Comments

Course

good
great as it is
IATA
include video documentaries
its excellent
provide more equipments, eg. magnifying lens to read the maps
Travel & Tourism Consultant

Instructor

fair
good
I have no problem with my instructor
v.good

Facilities

excellent
excellent
good
my centre was perfect
v.good

Customer Service

excellent
good
provide more media to reach you