

Aviation Reservation & Ticketing Training Program (Short Code ART)

Course Overview

The Aviation Reservation & Ticketing Training Program is designed to teach students how airline booking systems work in real life. This course covers reservation systems (GDS), ticketing, fare calculation, and customer handling skills to prepare students for professional roles in the aviation industry.

Course Objective

- Understand the aviation and travel industry
 - Use reservation systems (GDS)
 - Create and manage PNR (Passenger Name Record)
 - Issue and manage airline tickets
 - Calculate basic international fares
 - Handle customers professionally
 - Work in travel agencies and airline offices
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Course Duration

- Total Duration: 03 Months
 - Classes: 2 Days per Week. Total Classes: 30 Days
 - Time Per Class: 1Hour
 - Class Type: Offline / Online (Optional)
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Examination Structure

- Mid-Term Exam (After 2 Months)
 - Final Exam (After 3 Months)
 - Viva & Practical Assessment Included
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Course Modules

Subject 101: Introduction to Aviation

Classes: 3 | Hours: 3

- History of Aviation
- Aviation Alphabet (A–Z Phonetics)
- Aircraft Codes & Basic Engine Knowledge
- Aviation Terminology
- Airport Codes (IATA/ICAO Basics)
- City Codes
- Airline Codes
- Country Codes
- Currency Codes

Subject 102: Airline Operation Management

Classes: 2 | Hours: 2

- Airport Operations Departments & Functions
- Airline Commercial Department Functions
- Airline Administration Structure & Roles

Subject 104: IATA & ICAO

Class: 3 | Hours: 3

- Definitions of IATA & ICAO
- Functions & Objectives
- Services Provided by IATA
- Organizational Structure of IATA
- Members of IATA
- Standing Committees
- Freedom of Commercial Rights (Air Freedoms)
- Global Indicators

Subject 105: Aviation Geography

Classes: 2 | Hours: 2

- Global Map Understanding
- IATA Area System
- Bangladesh Map & Aviation Context
- Time Zone & GMT
- Basic GMT Calculations
- International Date Line
- Tropical World Map & Countries

Subject 106: Aviation & Tourism Industry

Classes: 2 | Hours: 2

- Travel Terminology
- Types of Travel Agents & Functions
- Airline Business Models
- Principal, GSA & PSA Functions
- Codeshare & Interline Systems
- Marketing vs Operating Careers
- Airline Alliances

Subject 107: Basic Reservation & Fare Construction

Classes: 3 | Hours: 3

- Types of Journeys
- Types of Passengers
- Basic PNR Creation
- Types of Airline Fares
- FIT & GIT Fare Differences
- Fare Break Point Analysis
- Fare Construction Basics
- Pricing Concepts
- RBD (Reservation Booking Designator) Analysis

Subject 108: Advanced Reservation System

Classes: 6 | Hours: 6

- CRS / GDS / NDC Systems
- Flight Booking Procedure
- E-Ticket Structure & Elements
- Fare Rules & Conditions
- Schedules & Fare Checking
- Conditions of Carriage
- Reservation & Reconfirmation
- Ticket Validity
- Passenger Types (Adult/Child/Infant)
- Baggage Rules (Weight/Piece Concept)
- Excess Baggage & Liability
- Stopover & Layover
- Restricted Items & Safety Rules
- Seat Selection

- Minimum Connecting Time
- Refund & No Show Rules
- Date Change & Ancillary Services

Subject 109: Consumer Behavior

Classes: 2 | Hours: 2

- Types of Customers
- 7O's Framework
- Decision-Making Process

Subject 111: GDS Operations

Classes: 4 | Hours: 4

- Live GDS Training
- Sabre / Galileo / Amadeus

Subject 114: Basic Computer Skills

Classes: 3 | Hours: 3

- MS Word Basics
- MS Excel Basics
- PowerPoint Basics

BONUS CAREER DEVELOPMENT PROGRAM

- Email Writing (Professional Format)
- Basic English Communication (30 min daily practice)
- CV Writing for Aviation Jobs
- LinkedIn Profile Optimization
- Field Visit (Dhaka / Chandpur Historical & Aviation Sites)
- Internship Placement Support

Career Opportunities

After successful completion, students can pursue careers as:

- Airline Customer Service Agent
 - Airport Ground Staff
 - Airline Marketing and Sales Executive
 - Reservation Executive
 - Travel Consultant
 - Tour Operator
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Why Choose AeroNest Aviation Academy?

- Industry-Oriented Training
 - Practical Learning Approach
 - Experienced Trainers
 - Career Guidance Support
 - Affordable Course Fee
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Contact Us

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Start your journey with AeroNest today!