



**Landover Aviation
Business School**



COURSE BROCHURE

Landover Aviation Business School

17, Simbiat Abiola Road, Ikeja, Lagos

☎ 08037007026, 08037007027, 08163481827

✉ trg@landover.aero 🌐 www.landoveraviationschool.com

📘 @landoveraviationbusinessschool 🌐 @landoveraviationschool



NCAA Approved Aviation Training Institution



OUR IATA BEST PERFORMERS HALL OF FAME



Mrs. Deborah Oni, Awarded 2019 IATA Best Performer



Mr. Eze Vicor Ugorji with the Executive Director and his instructors Awarded 2022 IATA Best Performer



Mrs. Uche Orji, Awarded 2020 IATA Best Performer



Mrs Angela Ajetunmobi, Awarded 2021 IATA Best Performer



Mr. Theodore Ajetunmobi, Awarded 2021 IATA Best Performer



Miss Oluwayemi Ogunsola, Awarded 2021 IATA Best Performer

ABOUT US

Landover Aviation Business School (LABS) has been in existence since 2002.

LABS exists to instill a high sense of professionalism in students to enable them excel in their specialized area[s] of aviation practice; and also integrate Nigerian Aviation and Air Travel Professionals into the mainstream of latest technology and expertise in the highly dynamic global aviation industry by providing them both theoretical and practical trainings; which is facilitated by qualified and specialized Instructors.

WHY TRAIN WITH US?

- Award winning institution with over 15 years experience in Aviation training
- Globally recognized certificates with proven track records
- Recognized by various aviation organizations
- Certified and experienced instructors
- Conducive learning environment with state of the art facility
- On-the-job training and internship opportunities for our training programmes
- Foremost International Air Transport Association (IATA) Authorized Training Centre (ATC) in Nigeria
- Listed in the top ten ranking of IATA Authorized Training Centre in Africa
- Approved and accredited Nigerian Civil Aviation Authority (NCAA) Training Organization

OUR VISION

To be the best Aviation Training Institution
in West Africa

OUR MISSION

To provide quality training that is tailored
to meet the needs of current and aspiring
aviation professionals

OUR FACULTIES

Each Faculty is responsible for devising, teaching and delivering a wide programme of courses, academic research and development, working with partners in business industry there by fostering links with the industry for our students.

Get a feel of our Faculties by browsing through the courses offered by each Faculty listed below.

- **Technical & Operations Faculty**
- **Travel & Tourism Faculty**
- **Aviation Management Faculty**

Please note that our programmes can be organized on in-company bases in order to address company specific training needs.

We also have the professional capacity to mount specially designed operational technical and management programmes outside those described in this brochure.

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DANGEROUS GOODS REGULATION PROGRAMME

This course will equip participants with the following skills and knowledge:

Awareness of the legal requirements, operational restrictions, packaging instructions, marking, labeling and documentation pertaining to the transport of dangerous goods.

Skills on appropriate safety precautions in accepting handling and processing shipments of dangerous goods.

 **DURATION: 5 DAYS**
COURSE FEE: N280,000

COURSE CONTENT

- General Philosophy
- Dangerous Goods Applicability
- Dangerous Goods Limitation
- General Requirements for Shippers
- Hidden Dangerous Goods
- List of Dangerous Goods
- Dangerous Good Classifications
- Packaging and Packaging Specifications
- Marking & Labeling
- Dangerous Goods Documentation
- Handling of Dangerous Goods
- Recognition of Undeclared Dangerous Goods
- Pilot's Notification
- Provision to Passenger and Crew
- Radioactive Materials
- Emergency Procedures



BASIC AIRCRAFT TECHNICIAN COURSE

This course offers prospective candidates opportunities of completing an encompassing aircraft maintenance training including theory and practical in an Approved Maintenance Organization which will serve as foundation towards becoming a Licensed Maintenance Personnel.



DURATION: 10 WEEKS

COURSE FEE:N420,000

COURSE CONTENT

- **General Science Module**
 - Aviation Mathematics
 - Aviation Physics
 - Aviation Materials & Processes
 - Aviation Legislation I
 - Working Practice
- **Airframe Module**
 - Aircraft Structure
 - Fuel System
 - Hydraulic & Pneumatic System
 - Landing Gear
- **Power Plant Module**
 - Aircraft Propulsion (Piston Engine)
- **Aerodynamics Module**
 - Theory of Fixed Wing Flight
- **Avionics Module**
 - Electrical & Electronics Fundamentals
 - Aircraft Instrument
 - Aircraft Batteries
 - Engine Instrument
 - Electrical Measuring Instrument



ADVANCED AIRCRAFT TECHNICIAN COURSE

The course provides the foundation for persons desirous of becoming an Aircraft Maintenance Personnel with familiarization with aircraft systems, maintenance practices and control requirements.



DURATION: 10 WEEKS

COURSE FEE: N437,500

COURSE CONTENT

- **General Module**
 - Aircraft Hardware
 - Human Factors in Maintenance
 - Air Legislation II
 - Workshop Practice II
- **Airframe Module**
 - Ice & Rain System
 - Water & Waste System
 - Fire System
 - Environmental & Air Conditioning System
 - Cabin Furnishing & Equipment
- **Power Plant Module**
 - Gas Turbine Engine
 - Aircraft Propellers
- **Aerodynamics Module**
 - Theory of Flight II
 - Weight & Balance
- **Avionics Module**
 - Aircraft Lights
 - Pilot –Static Instrument
 - Gyroscope Instrument
 - Engine Instrument
 - Electrical Measuring Instrument



AIRCRAFT MAINTENANCE PLANNING & TECHNICAL RECORDS

This training will equip delegates with the understanding of the importance of technical records and the highest standards in managing technical records

 **DURATION: 4 DAYS**
COURSE FEE: N187,500

COURSE CONTENT

- Overview of Maintenance Management
- Production Planning and Control (Philosophy & Concept)
- Cost Saving Strategy Through Effective Maintenance Planning
- Maintenance Programme Overview
- Maintenance Planning Requirements
- Essential Elements of Production
- Current Practices in Aircraft Maintenance
- Planning and Scheduling
- Material and Logistics Planning
- Human Factor
- Ageing Aircraft
- Production Planning in Aircraft Maintenance



IATA CARGO INTRODUCTORY COURSE (SELF STUDY)

On completion of this training, participants will acquire solid background knowledge and skills in cargo operations, gain insight into rules, regulations, safety and security as it affects cargo handling functions.

Participants will also understand the cargo industry and how it operates and be able to use and interpret codes used in cargo operations.

COURSE CONTENT

- Industry Regulations
- The Air Cargo Agency
- World Geography and Time Zones
- Uses of Guides
- Aircraft
- Handling Facilities
- Air Cargo Acceptance
- Cargo Booking Procedures
- Cargo Automation
- Air Cargo Rates and Charges
- The Airway Bill
- Special Cargo (Human Remains, Perishable Cargo, Live Animals, Dangerous Goods e.t.c)



COURSE FEE: N40,000 + 395USD

BASIC FLIGHT DISPATCHER'S COURSE

This course will equip participants with the following skills and knowledge:

Latest knowledge and current technological changes in the aviation industry.

Develop a career path leading to a licensed flight dispatcher certificate.

Introduce first level student to the basics of flight operations



DURATION: 6 WEEKS
COURSE FEE: N360,000

90 DAYS OJT AVAILABLE
(Terms & Conditions apply)

COURSE CONTENT

- Introduction to Basic Flight Operations
- Introduction to Aircraft Basic Systems & Aerodynamics
- Basic Aviation Weather Theory
- Air Traffic Control, Controllers & Airspace Systems
- Airport, Environment and Operations
- Aeronautical Information Manuals, Regulations,
- Airport Facility Directory (AFD)
- Basic Flight Operations (Preflight, In-flight & Post flight Ops)
- Navigational Equipment, Charts (IFR & VFR) & Operational Manual
- Aircraft Loading, Dangerous goods & Introduction to Aircraft Performance
- Aviation and Airport Security
- Runaway Incursion, TCAS Systems and Collision Avoidance



ADVANCED FLIGHT DISPATCHER'S COURSE

This course will equip participants with the following skills and knowledge:

Latest knowledge and current technological changes in the aviation industry.

Develop a career path leading to a licensed flight dispatcher certificate.

Introduce first level student to the basics of flight operations

 **DURATION: 5 WEEKS**
COURSE FEE: N420,000

COURSE CONTENT

- Introduction to Advanced Flight Operations
- Introduction to Aircraft Basic Systems & Aerodynamics
- Advanced Aviation Weather Theory
- Air Traffic Control, Controllers & Airspace Systems
- Develop Strategies to Manage Threats and Errors and Minimize their Consequences
- Address the Challenges of the Human-Machine Interface and Associated Interpersonal Activities
- Apply the Threat and Error Management Model to Improve Safety Systems
- Learn Techniques to Facilitate CRM
- Minimize Operational Cost using Dynamic Cost Index Optimization
- Increase Fuel Efficiency while Improving Safety
- Improve On-Time Performance while Decreasing your Costs
- Maximize the Use of Cost Index Optimization in your Operations
- Perform a "Fuel Efficiency" Audit of your own Organization
- Develop a Basic Fuel Management (MI) System to Track all Aspects of Fuel Consumption
- Plan, Prevent and Manage Crew Error & Coordinate Tasks Inside the Cockpit
- Decision Making Process in Abnormal Situations



HELIDECK ASSISTANT COURSE

This training will equip delegates with the skills, knowledge and understanding required to perform the role of a Helideck Assistant.

COURSE CONTENT

- Helideck Assistant's Responsibilities
- Awareness of Helicopter Operation Hazards
- Helideck Layout and Equipment
- Helideck and Equipment Checks
- Meteorology
- Helicopter Communications
- Helicopter Operation Procedures
- Recommended Check Lists for HDAs
- Helicopter Loading / Passengers and Freight
- Dangerous Goods Awareness
- Helicopter Safety and Emergency Procedures
- Helicopter Identification
- Awareness of Regulatory Bodies



DURATION: 2 DAYS
COURSE FEE: N150,000

CABIN CREW TRAINING AB-INITIO PROGRAMME

At the end of this training, participants will be able to deliver exceptional service, meet and exceed in flight safety and service needs of customers, handle difficult customer complaints, objections and queries.

They will also acquire knowledge on how to prepare pre-flight passenger handling plans and handle emergency situations through simulation exercises (ditching, fire fighting, etc.).



DURATION: 4 WEEKS
COURSE FEE: N300,000

PS: Customer Service training available as an 'add-on' with Cabin Crew at N86,250

COURSE CONTENT

- General Aircraft Knowledge
- Air Law and Procedure
- Standard Operation Procedures
- Meteorology
- Aviation Physiology and Psychology
- First Aid in Aviation Medicine
- S.E.P [Emergency Procedure/Safety and Survival]
- Aviation Security
- Dangerous Goods
- Health and Beauty Therapy
- Service Procedure
- Passenger Care and Psychology
- Crew Resource Management
- Emergency Equipments
- Aircraft Specifics
- Hands on Drills



AVIATION STORE MANAGEMENT

This course will equip participants with the knowledge to successfully run and operate aviation stores according to industry standards. Delegates will also develop deep understanding of the role of stores in Aircraft Operations and the procedures to successfully run same.



DURATION: 3 DAYS
COURSE FEE: N187,500

COURSE CONTENT

- Material & Logistics Management
- Technical Stores Procedures
- Storage Conditions
- Airline Spares & Inventory Management
- Supply Chain Management Overview
- ICAO Requirements & Regulatory Framework
- Continuing Airworthiness
- Bogus Parts
- Maintenance Management Overview
- IOSA & Stores Quality Audit
- Human Factors and Error Management





RADIO TELEPHONY

Upon completion of this course, trainees will be able to:

Explain the origin and purpose of ICAO Aviation Radio Telephony.

Have the knowledge and understanding of ICAO Aviation, Radio Telephony, and communication in relation to legal instruments.

Communicate company message/data effectively on VHF and HF radios.

Communicate relevant meteorological information and other data of safety importance to aircraft stations.

Effectively engage during emergency Radio Telephony procedure

Manage communication failure.

COURSE CONTENT

- Fundamental Basics of Communication
- Effective & Ineffective Communication
- Barriers to Effective Communication
- Radio Telephony & Use of 2 Way Radio Equipment
- ICAO Communication Acronyms & Phraseology
- Commonly Used Aviation Abbreviation
- Transmitting Techniques
- Managing Communication Failure
- Radio Discipline
- Offshore Communication Services
- Emergency Radio Telephony Procedures
- Video Sessions of Communication Practices



DURATION: 3 DAYS
COURSE FEE: N150,000

BASIC HELICOPTER LANDING OFFICERS' COURSE

**Upon completion of this course,
participants will be able to:**

Understand the responsibilities of an
Helicopter Landing Officer (HLO) in
coordination of the Helideck crew

Safely and efficiently board and
disembark passengers, Baggages and
freights from the Helicopters operating to
and from the rig, Platforms and
operational base helipads


Assert authority in dissemination
Helicopter duties, taking safety as priority

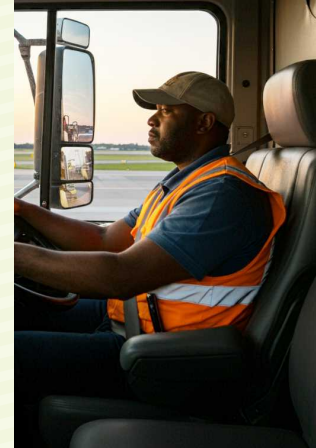
COURSE CONTENT

- Introduction
- Duties and Responsibility of Helicopter Landing Officers (HLOs)
- Awareness of the Potential Dangers Associated with Helicopter Operations.
- Familiarity with the Helideck/Helipad and Equipments
- Communication
- Manifesting and Loading
- Dangerous Goods (DGR)
- Passenger Handling
- Pilot Requirement from the HLO
- Procedure to be followed in Helicopter Operations
- Helicopter Emergency Procedures
- Refueling
- Regulatory Bodies



 **DURATION: 3 DAYS**
COURSE FEE: N187,500

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AIRSIDE DRIVERS' SAFETY COURSE

This course will provide vehicle operators with the necessary knowledge and skills required to safely drive on the airside in accordance with ICAO ANNEX 14 and Nig. CARs

On completion of the training, participants will:

- Understand the key concepts and regulations related to airside driving operations.
- Learn the responsibilities of airside drivers and their role in ensuring safety and security.
- Identify airside zones, vehicle types, and associated markings and signage.
- Develop proficiency in safe airside driving techniques and principles.
- Comprehend the importance of effective communication and radio procedures.
- Enhance awareness of wildlife hazards and how to report and mitigate them.
- Familiarize participants with emergency response procedures on the airside.

 **DURATION: 3 DAYS**
COURSE FEE: N180,000

COURSE CONTENT

- Definition
- Importance of Safe Airside Driving
- General Information
- Airside Drivers Responsibilities
- Airside and Landside
- Airside Regulations and Compliance
- Airside Vehicle Types
- Authorized Vehicles
- Vehicle Escort
- Air Operations Area Ground Vehicle Operations
- Airside Vehicle Inspection
- Air Operations Area
- Airport Signs and Markings
- Radio Communication
- Communication Procedures
- Navigation on the Movement Area
- Common Traffic Advisory Frequency (CTAF) Procedures
- Best Management Practices
- Safe Speed and Distance
- Wildlife Hazard Management for Airside Drivers
- Emergency Procedures
- Security for Airside Drivers
- Random Alcohol Test
- Eye Test
- Commitment to Safe Airside Driving

AIRCRAFT MARSHALLING COURSE

The Aircraft Marshalling Course will provide personnel with the knowledge, skills, and understanding needed to perform aircraft marshalling safely, efficiently, and in compliance with aviation regulations and industry standards.

 **DURATION: 2 DAYS**
COURSE FEE: N180,000

COURSE CONTENT

- Introduction
- Definition
- Components of Aircraft Marshalling
- Importance of Aircraft Marshalling
- Role of Aircraft Marshalling on the Ground
- Communication with Flight Crew
- Standard Verbal Phraseology
- Principles of Marshalling
- Marshalling Signals
- Safety Procedures
- Aircraft Types
- Marshalling Zones
- Marshalling Equipment
- Emergency Procedures
- Common Scenarios
- Aircraft Towing and Pushback



BASIC AERODROME OPERATIONS COURSE

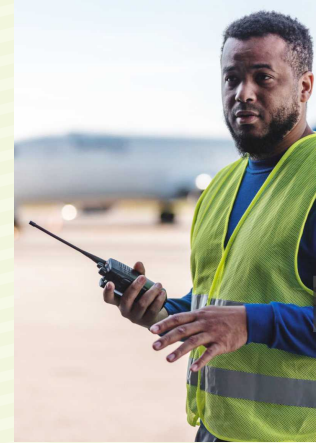
At the end of this course, participants will gain an overview of the required physical characteristics for aerodromes including:


- Application aerodrome reference code
- Runways
- Taxiways
- Aprons with the access to reference documents they will be able to determine the physical characteristics required for specific aircraft types.

 **DURATION: 3 DAYS**
COURSE FEE: N220,000

COURSE CONTENT

- Definition
- Regulatory Framework
- Roles And Responsibility f Aerodrome Personnel
- Aerodrome Reference Code
- Exercise/ Discussion
- Airport Safety and Security
- Airside And Landside Safety
- Security Measures and Protocols
- Airport Infrastructure
- Runway Operations
- Taxiway Operations
- Apron Operations
- Airfield Lighting and Signage
- Terminal Facilities and Passenger Handling
- Air Traffic Management
- Coordination Between Ground and Tower Controllers
- Ground Handling and Ramp Operations
- Aircraft Marshalling and Parking
- Baggage Handling
- Security Procedures and Access Control
- Airport Security Measures
- Check-In Security and Boarding
- Aircraft Movements
- Safe Aircraft Movement on The Apron
- Wildlife Management
- Bird Strike Prevention
- Emergency Procedures
- Emergency Response Plan
- Evacuation And Communication
- Protocols During Emergencies
- Environmental Consideration
- Noise Control Measures
- Aerodrome Inspection and Audits
- Human Factors in Aerodrome Operations
- Human Factors and Limitations
- Fatigue Management
- Real World Scenarios and Case Studies



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BIRD/WILDLIFE HAZARDS MANAGEMENT

On completion of this course participants will be able to:

- Understand the importance of wildlife hazard management for airport safety.
- Understand the consequences of wildlife vis a vis airport safety
- Describe the major measures and techniques used to manage and negate wildlife hazards.
- Understand the steps involved in mitigating Wildlife Hazard
- Recognize the importance of reviewing wildlife management effectiveness for continuous improvement.

 **DURATION: 2 DAYS**
COURSE FEE: N220,000

COURSE CONTENT

- Overview of Wildlife Hazard.
- Importance of Wildlife Hazard Management
- Why should we be worried about Wildlife
- Consequences of Wildlife Hazard
- Wildlife Hazard Regulatory Framework.
- Causes of Wildlife attraction to Aerodromes.
- Wildlife Hazard Risk Assessment
- Wildlife Hazard Mitigation Strategies.
- Wildlife Hazard Management Plan
- Wildlife Hazard Management Plan Evaluation.



RAMP SERVICES COURSE

This course is designed for personnel to gain relevant knowledge and understanding of Ramp handling standards and procedures as well as ground handling standards and safety requirements required to work safely on the ramp

 **DURATION: 3 DAYS**
COURSE FEE: N180,000

COURSE CONTENT

- General Overview of the Airport
- Understand criteria for access into the Ramp Area.
- Importance of Ramp Services
- Various Airport Ramp Service activities
- Airport Ramp Hazards
- Operational Ramp Hazard Mitigation
- Foreign Object Debris and Control
- Passenger Ramp Safety
- Airside Safety and Security
- Ramp Safety Responsibility
- Ramp Safety Procedure
- Airport Safety Rules
- Emergency Communication.



FLIGHT ANNOUNCER COURSE

At the end of this course, participants will acquire the required skills to give information about flight schedules, make boarding calls for travelers, inform the public about flights and make other overhead announcements

 **DURATION: 3 DAYS**
COURSE FEE: N240,000

COURSE CONTENT

- Introduction to Airport Operations
- Communication Skills
- International Phonetic Alphabets
- Effective Communication Technique
- Barriers to Effective Communication
- Introduction to Flight Announcer Training
- Role and Responsibility of Airport Flight Announcer
- Language Proficiency
- Understanding Flight Information
- Airport Codes and Their Corresponding Cities
- Announcing Departure Procedure
- Announcing Arrival Procedure
- Emergency Procedures
- Announcement Scripts
- Customer Service Skill
- Technology Usage
- Legal And Security Consideration
- Simulation Exercise
- Continuous Improvement
- Improving Intelligibility of Airport Terminal Public Address Systems



CUSTOMER SERVICE COURSE

On completion of the training participants should be able to:

.....
Have a general overview and understanding of the corporate environment.
.....

Have enhanced customer service skills.
.....

Have enhanced job seekers' profile in the employment market.
.....

Be able to relate with customers on a more professional level by possessing better communication skills.

 **DURATION: 3 DAYS**
COURSE FEE: N115,000

COURSE CONTENT

- Course Introduction
- Measuring Customer Service Effectiveness
- Communication Skills/Customer Contact Technicalities
- Dealing with Difficult Customers/Clients and their Complaints
- Exceeding Customer Expectations
- Customer Recovery
- Personal Branding vs. Brand Image
- New Trends in Customer Service
- Managing Stress



IATA MANAGING THE TRAVEL BUSINESS

This Managing the Travel Business Course will improve your skills to supervise and manage a team, to initiate change and make business decisions based on sound negotiating strategies. It will also help you learn how to gain a competitive business strategy by developing new products and marketing them effectively.

You will also gain insight on agency accounting procedures to build business plans that ensure good financial health.

 **DURATION: 4 WEEKS (MON-WED)**
COURSE FEE: N145,000 +600USD

COURSE CONTENTS

- Managerial skills
- Negotiation skills
- Special-Interest Travel and Tour Production
- Corporate Event and Meeting Management
- Agency Financial Management and Accounting
- Marketing Travel
- Digital Business Development Tools



QUALITY MANAGEMENT SYSTEMS FOR AIRLINES (QMS)

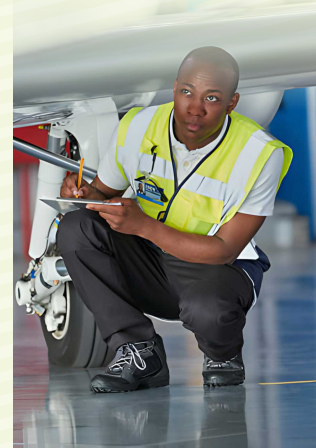
(QMS) will help organizations understand the Quality requirements of Regulatory bodies and other national Authorities such as ISO, EASA, FAAN and NCAA. This course outlines key practices required to develop, implement and maintain a Quality Management System, Policy, Procedures, Audit and Report.



DURATION: 4 DAYS
COURSE FEE: N220,000

COURSE CONTENT

- Introduction to Quality
- Overview of ISO 900 Quality Management Pricing
- Process Management
- Document Control and Management
- Audit Management
- Integrated Risk Management (Quality/Safety/Security)



SAFETY MANAGEMENT SYSTEM (SMS)

This course is aimed at helping participants and organizations understand the function, role and importance of developing and implementing a Safety Management System (SMS). This training will equip attendees with the understanding and the basic knowledge, techniques and skills needed to develop a Safety Management System and measure its performance.



DURATION: 3 DAYS
COURSE FEE: N187,500

COURSE CONTENT

- SMS Course Introduction
- Introduction to Safety Management System
- Safety Accountability & Responsibility
- Hazards & Consequences
- ICAO SMS Pillars
- Safety Policy and Objectives
- Safety Risk Management: :
 - Safety Assurance
 - Safety Promotion
- SMS Reporting
- Managing Human Factors



TRAVEL AGENCY MANAGEMENT COURSE

This course provides an in-depth understanding of the principles and practices involved in managing a travel agency. Topics covered include industry overview, marketing strategies, customer service, technology integration and sustainable tourism practices.

For aspiring travel agents and industry professionals looking to enhance their knowledge and expertise, enrolling in a travel management course can be a game-changer. These courses provide a comprehensive understanding of the travel industry, equipping individuals with the tools and strategies needed to succeed in this competitive field.

 **DURATION: 4 WEEKS**
COURSE FEE: N145,000

COURSE CONTENT


- Introduction to Travel Agency
- Types of Travel Agencies
- Marketing in Travel Business
- Sales and Customer Service
- Financial Management for Travel Agencies
- Social Media in the Travel Agency Business
- Sustainability
- Air Travel Geography and Travel Formalities



BASIC AIRFARES AND TICKETING PROGRAMME

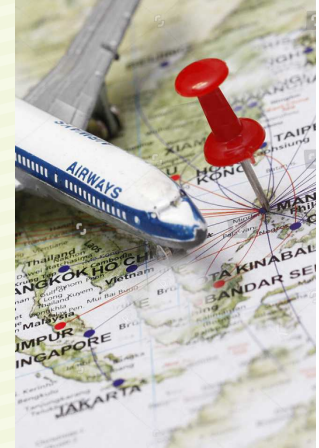
This course will equip participants with the following skills and knowledge:
Airfare computation and ticketing skills to enable them perform more efficiently and effectively on the job.

Adequate knowledge required to offer error-free professional advice to customers on complex itinerary planning.

 **DURATION: 8 DAYS**
+3 Days Practicals (SABRE)
COURSE FEES: N165,000.00

COURSE CONTENTS

- Phonetic Alphabets
- Three Letter City and Airport Codes
- Journey Vs Pricing Unit Concept
- IATA Geography and Global Indicators
- Fare Selection Criteria
- Currency Rules
- One way Fare Construction
- Return Trip Fare Construction
- Child and Infants Fares
- Circle Trip Fare Construction
- Travel Formalities
- Ticketing
- Electronic Booking Tools (EBT)



IATA + EBT INTERNATIONAL TRAVEL & TOURISM TRAINING PROGRAMME - FOUNDATION LEVEL

**On completion of the training,
participants will:**

Be proficient in the use of Global Distribution Systems.

Be able to complete international travel documents in accordance with the applicable IATA rules and procedures.

To answer customer queries, quote rates & supplements, explain conditions and book tour products.

Make appropriate travel arrangements and reservations

Calculate and quote appropriate airfares

Acquire the necessary skills and knowledge to ensure that front-line contact with the customer is remarkable

COURSE CONTENT

- Airfares & Ticketing + EBT (Electronic Booking Tool)
- The Business Environment of the Travel and Tourism Industry
- Geography in Travel Planning
- Travel Formalities
- Land Transport Rail 1
- Land Transport Car Camper
- Hotels
- Water Transport Ferry
- Tour Package 1
- Air Transport Essentials
- Customer Services
- Technology in the Travel Industry 1
- Fundamentals in Airfares & Ticketing

CLASS OPTIONS AND DURATIONS

Weekdays (Mon - Wed) - 6 WEEKS

Weekends (Fri and Sat) - 3 MONTHS

COURSE FEE:

N157,500 + \$600 (Weekday)

N186,000 + \$600 (Weekends)



PASSENGER HANDLING PROGRAMME

Upon completion of this course, participants will be able to:

Understand Departure, Arrival and Transfer processes

Gain insight into rules, regulations, safety and security as it affects the aviation industry

Understand Air travel geography, Travel formalities and Air Passenger Services

Use the "ideal" process for passenger and baggage that successfully pass through all airlines and government authorities at airports

Understand the various entry codes and abbreviations contained in different type of tickets

Use and interpret the listed terms and definitions and codes used in airlines reservations

COURSE CONTENT

- History of Aviation
- Phonetic Alphabets
- City and Airport Codes
- The Airport
- Travel Formalities
- Passenger Handling Process
- Safety and Security
- Arrivals and Departures
- Passenger Ticket and Baggage Check
- Introduction to Customer Service
- Behind the Frontline & on the Frontline
- How to Deal with Difficult Customers
- Managing Stress



DURATION: 5 DAYS
COURSE FEE: N110,000



DANGEROUS GOODS REGULATIONS (DGR) FOR GENERAL CARGO ACCEPTING AND PROCESSING PERSONNEL, E-LEARNING

This interactive course will guide you in the tasks and responsibilities to ensure that you are competent to Identify and classify dangerous goods, interpret hazard communication, detect hidden dangerous goods in cargo and mail, learn to check documentation and packages for indications of undeclared dangerous goods, explain the basic emergency response procedures and be in full compliance with the regulations

COURSE FEE: N40,000 + 170USD

COURSE CONTENT

The key topics that are covered during this course include:

- Understanding the Basics of Dangerous Goods
- Recognizing Dangerous Goods
- Indicators within Documentation of Undeclared Dangerous Goods
- Report Dangerous Goods Accidents



DANGEROUS GOODS REGULATIONS (DGR) FOR HANDLING AND LOADING PERSONNEL, E-LEARNING

This interactive course will guide you in the tasks and responsibilities to ensure that you are competent to Identify and classify dangerous goods, Interpret hazard communication, detect hidden dangerous goods in cargo and mail, Implement cargo pre-loading procedures, Implement transporting, loading and unloading cargo/baggage to and from aircraft, explain the basic emergency response procedures and be in full compliance with the regulations

COURSE FEE: N40,000 + 170USD

COURSE CONTENT

The key topics that are covered during this course include:

- Understanding the Basics of Dangerous Goods
- Recognizing Dangerous Goods
- Indicators within Documentation of Undeclared Dangerous Goods
- Report Dangerous Goods Accidents



SAFETY MANAGEMENT SYSTEM FUNDAMENTALS, E-LEARNING

This self-study e-learning course has been developed to provide entrants to the aviation industry, including service providers, and airline frontline personnel, with an overview and understanding of the key principles and concepts associated with Safety Management Systems (SMS).

As an outcome of this training, learners will acquire the necessary knowledge, skill, and attitudes to support their organization's SMS and increase aviation safety.

COURSE FEE: N40,000 + 170USD

COURSE CONTENT

The key topics that are covered during this course include:

- Regulatory requirements and Industry best practices in SMS
- Organizational accidents and incidents models
- Safety policy and objectives
- Safety risk management
- Safety assurance
- Safety promotion and training



AIRPORT EMERGENCY RESPONSE AWARENESS, E LEARNING

Upon completion of this course, participants will be equipped with the skills to describe responsibilities, roles and functions of organizations involved in responding to emergencies or crises, recognize fundamental needs and requirements of directly affected persons and demonstrate empathetic communications and act as trustable member of the "airport community" in the initial hours following an occurrence

COURSE FEE: N40,000 + 110USD

COURSE CONTENT

The key topics that are covered during this course include:

- Emergency and Crisis Management Fundamentals
- Types and phases of emergencies
- Responsibilities, roles and tasks
- Immediate Accident Response
- Recovery and Business Continuity
- Humanitarian Response



BASIC AIRSIDE SAFETY, E-LEARNING

Upon completion of this course, you will have the skills to cover all critical parts of safety at the apron, provide a common knowledge-base to protect people and equipment, so that all staff can cooperate safely and respond to incidents and accidents and reduce the risk of accidents and ramp damages.

COURSE FEE: N40,000 + 140USD

COURSE CONTENT

The key topics that are covered during this course include:

- The Airport
- Communication
- Hand Signals
- Aircraft Ground Support Equipment
- Security and Safety
- Security
- Aircraft Danger Zones
- Health and Safety
- Severe Weather Conditions
- Traffic Rules at the Ramp
- Accident and Incident Reporting
- Fire and First Aid
- Fire Prevention
- Fire Protection and Fire Action
- First Aid



AIRCRAFT MARSHALLING AND RAMP HAND SIGNALS, E-LEARNING

In this course, you will learn the principles of nonverbal ramp communications between the ground and cockpit crew as well as guidance signals for safe operations of Ground Support Equipment (GSE) around the aircraft.

COURSE CONTENT

The key topics that are covered during this course include:

- Guide Person Hand Signals For GSE
- Aircraft Movement Hand Signals for Headset Operator
- Aircraft Movement Hand Signals for Wing Walker, Headset Operator/Tug Driver
- Marshalling Hand Signals for Aircraft
- Technical/Service Hand Signals-Ground Staff to Flight Crew
- Technical/Service Hand Signals-Flight Crew to Ground Staff



COURSE FEE: N40,000 + 90USD

IATA FOUNDATION IN TRAVEL & TOURISM WITH AMADEUS (SELF STUDY)

On completion of the training, participants will: Be proficient in the use of Global Distribution Systems. Be able to complete international travel documents in accordance with the applicable IATA rules and procedures. To answer customer queries, quote rates & supplements, explain conditions and book tour products. Make appropriate travel arrangements and reservations Calculate and quote appropriate airfares Acquire the necessary skills and knowledge to ensure that front-line contact with the customer is remarkable

COURSE FEE: N40,000 + 590USD

COURSE CONTENT

- Airfares & Ticketing + EBT (Electronic Booking Tool).
- The Business Environment of the Travel and Tourism Industry.
- Geography in Travel Planning.
- Travel Formalities.
- Land Transport Rail 1.
- Land Transport Car Camper.
- Hotels.
- Water Transport Ferry.
- Tour Package 1.
- Air Transport Essentials.
- Customer Services.
- Technology in the Travel Industry.
- Fundamentals in Airfares & Ticketing



IATA MANAGING THE TRAVEL BUSINESS (SELF STUDY)

This Managing the Travel Business Course will improve your skills to supervise and manage a team, to initiate change and make business decisions based on sound negotiating strategies. It will also help you learn how to gain a competitive business strategy by developing new products and marketing them effectively. You will also gain insight on agency accounting procedures to build business plans that ensure good financial health.

COURSE CONTENT

- Administration and Accounting Strategic
- Management and Negotiation
- Product Development
- Meeting and Event Planning
- Sales and Marketing Plus Developing a Social Media Strategy
- Agency Financial Management and Accounting



COURSE FEE: N40,000 + 600USD

TRAVEL & TOURISM CONSULTANT (SELF STUDY)

Upon completion of this course you will learn how to customize and construct complex travel itineraries, gain the skills to process ticket exchanges and reissues, and understand how industry regulations affect your travel operations.

COURSE FEE: N40,000 + 645USD

COURSE CONTENT

- Destination Geography
- Passenger Rail for Travel Consultants
- Land Transport-Bus and Coach
- Accommodation (other than Hotels)
- Cruise Destinations and Products
- Tour Production, Group and Luxury Travel
- Law and regulations
- Selling Skills
- Advanced Airfares and Ticketing



**PLEASE NOTE THAT THE FOLLOWING COURSES
ARE ONLY AVAILABLE ON REQUEST**

- BIRD/WILDLIFE HAZARD MANAGEMENT COURSE
- HELIDECK ASSISTANT COURSE
- RAMP SERVICES COURSE
- HELICOPTER LANDING OFFICER COURSE
- FLIGHT ANNOUNCER'S COURSE
- QUALITY MANAGEMENT SYSTEM
- AIRCRAFT MARSHALLING
- AIRSIDE DRIVERS' SAFETY COURSE
- BASIC AERODROME OPERATIONS





Landover Aviation Business School

17, Simbiat Abiola Road, Ikeja, Lagos

☎ 08037007026, 08037007027, 08163481827

✉ trg@landover.aero 🌐 www.landoveraviationschool.com

📘 @landoveraviationbusinessschool

🌐 @landoveraviationschool