

A close-up, high-contrast photograph of a man's face, focusing on his eye which has a green contact lens. The skin is wrinkled and the lighting is dramatic, casting deep shadows.

Threatening Customers e-Learning

We offer a full range of web-based training courses in safety, security and service topics. Our self-study modules comply with the regulations of international and national legislations and those established by governing bodies, such as the ICAO and IATA.

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College.com**

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IATA have developed guidance and training that aim to prevent unruly passenger behavior and to manage situations effectively when they arise. The Threatening Customers eLearning course provides skills how to identify and prevent unruly behavior.

We can activate our cloud based training portal for your use immediately. The training portal is reliable, secure, scalable and available 24/7.



Threatening Customers e-Learning Covers

- Introduction
- Preventing measures
- Facing a threatening customer
- Acting in a threatening situation
- After a threatening situation
- After-care and reporting
- Debriefing and follow-up
- Course summary
- Final test



We make sure the content is up to date with our dedicated team of subject matter experts.

AirportCollege.com Training Offering

Efficient training solutions are designed for Ground Handling Companies, Airport Service Providers and Airlines. Examples of available e-Learning courses:

- Aviation Security
- Airside Safety
- Dangerous Goods Regulations
- Human Factors
- Passenger Handling
- Ramp Handling
- Cargo Handling
- Aircraft Turnaround Coordination
- Pharmaceutical Cargo Handling
- ULD Handling
- De-icing Operator DI-L10
- and many more

Training Management System (TMS) enables automatic certificate issuing, delivery, analytics and follow-up.

Our network throughout America, Europe, Middle-East, Africa, Asia and Pacific is at your service. To discover how we can help your organisation to get effective, reliable and affordable ready to use e-Learning service, please contact us!

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