aMaDEUS

Ground handling courses

Airlines Learning Services

Summary

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e-Learning

Altéa Departure Control - Customer Management

As an agent, learn about automating key processes from customer acceptance to flight departure that streamlines your activities for the best customer service.

In this e-Learning you will learn:
> How to get started
> What is the Altéa suite?
> How to complete customer acceptance tasks
> How to complete customer baggage and seating tasks
> How to complete customer assistance and regrade tasks
> How to complete boarding tasks
> How to complete disruption tasks

Using a set of simulations, learn how to accept customers, manage special service requests (SSR), modify flight itineraries, transfer customers and other tasks with Altéa Departure Control - Customer Management (CM). Each lesson is presented in a sequence for you to complete, ending with a test requiring a passing score of 100%.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	8 hours + 50 minutes	English	Awareness	No	No

Is this the course for you?

This course is for:
> Airline Program Managers.
> Departure Control System Project Members.
> Airline trainers.
> Airline check-in and gate agents.

This course helps you use
> Altéa Departure Control - Customer Management (CM)

How the course is organised
First, there are forty-nine mandatory e-Learning lessons. After completion, there is an online test. After passing the test, there is an instructor-led session available to request enrolment. Finally, there are user guides available for download.

This course is also available in
English

What equipment do you need?
> A computer, laptop or tablet.
> A high-speed internet connection (< 1MB).
> The Google Chrome browser or alternatively the Microsoft Internet Explorer browser.
> An Amadeus login (LSS), organization ID (IATA code) and password.
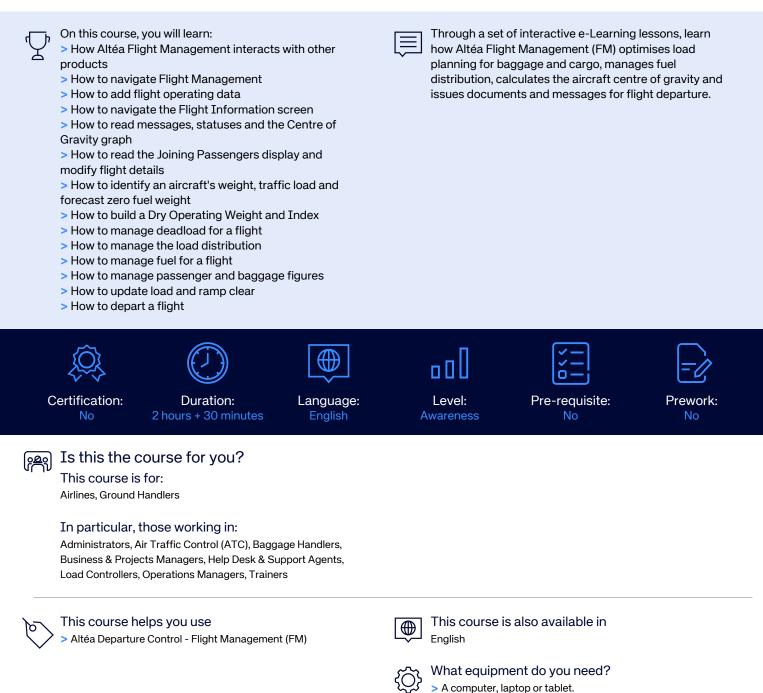
The last few details...
> Last update: July 2021

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e-Learning

Altéa Departure Control - Flight Management

As a Load Controller, discover how Amadeus helps you to manage passengers and baggage, cargo, and fuel with precision, to boost productivity in your load control operations.

On this course, you will learn:
> How Altéa Flight Management interacts with other products
> How to navigate Flight Management
> How to add flight operating data
> How to navigate the Flight Information screen
> How to read messages, statuses and the Centre of Gravity graph
> How to read the Joining Passengers display and modify flight details
> How to identify an aircraft's weight, traffic load and forecast zero fuel weight
> How to build a Dry Operating Weight and Index
> How to manage deadload for a flight
> How to manage the load distribution
> How to manage fuel for a flight
> How to manage passenger and baggage figures
> How to update load and ramp clear
> How to depart a flight

Through a set of interactive e-Learning lessons, learn how Altéa Flight Management (FM) optimises load planning for baggage and cargo, manages fuel distribution, calculates the aircraft centre of gravity and issues documents and messages for flight departure.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	2 hours + 30 minutes	English	Awareness	No	No

Is this the course for you?

This course is for:

Airlines, Ground Handlers

In particular, those working in:

Administrators, Air Traffic Control (ATC), Baggage Handlers, Business & Projects Managers, Help Desk & Support Agents, Load Controllers, Operations Managers, Trainers

This course helps you use
> Altéa Departure Control - Flight Management (FM)

This course is also available in
English

What equipment do you need?
> A computer, laptop or tablet.
> A high-speed internet connection (> 1MB).
> The Google Chrome browser or alternatively the Microsoft Edge browser.
> An Amadeus login (LSS), organization ID (IATA code) and password

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e-Learning

Altéa Departure Control - Operational Flight Updates

As a ground handler, learn how to manage flight schedules for another airline when close to the departure date.

You will learn:
> How to create a flight date.
> How to create a flight period.
> How to update a flight date
> How to update a blockspace size.

Through a set of interactive videos learn how to manage flight dates, flight periods and block space using Altéa Departure Control - Operational Flight Updates (OFU).

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	40 minutes	English	Awareness	Yes	No

Is this the course for you?
This course is for:
> Staff performing ground handling activities.

Things you need for this course
Pre-requisite:
> Basic knowledge of Altéa DC-CM or Altéa DC-FM.

This course helps you use
> Altéa Departure Control - Customer Management (CM)
> Altéa Departure Control - Flight Management (FM)

How the course is organised
There are four interactive lessons with a total duration of 40 minutes.

This course is also available in
English

What equipment do you need?
> A computer, laptop or tablet.
> A high-speed internet connection (< 1MB).
> The Google Chrome browser or alternatively the Microsoft Edge browser.
> An Amadeus login (LSS), organisation ID (IATA or Ground Handler code) and password.

The last few details...
> Please note that access to this course is restricted to Amadeus customers.

Instructor-Led

Amadeus Altéa Ground Handler DC - Administration

This course explains how to use Amadeus Altéa Administration Plan Template Management and Amadeus Altéa Administration Business Rules. It includes familiarisation and set-up sessions with Amadeus ground handling implementation experts.

In this course you will learn how to:
> Build a Departure Plan Template.
> Identify and create Business Rules.
> Benefit from setup and familiarisation sessions with Amadeus ground handling implementation experts.

This course covers the following topics:

Delivered by Airlines Learning Services:
> Departure Plan Template.
> Amadeus Business Rules (CM, FM, INV).

Delivered by Ground Handling Implementation:
> New Adhoc Solution and Web Seatmap Designer Tool.
> Device management.
> Post-implementation processes using ACSP.
> Data management responsibilities.
> Ground Handling main concepts: Altéa architecture and administration, Logon and Security Server, business rules and DBM process.
> Flight Life Cycle: Flight creation, ACV/Schedule management, troubleshooting, Operational Flight Updates and NGD messenger.
> Specific day dedicated to your organization with an expert project manager of ground handling.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	5 days	English	Fundamentals	Yes	No

Is this the course for you?
This course is for:
> Ground handlers using Altéa Departure Control.
> Administration staff responsible for creating Amadeus Departure Plan Template and Amadeus Business Rules within the ground handling partition.

Things you need for this course
Pre-requisite:
Have successfully passed one of the courses below
> Amadeus Altéa Ground Handler DC-CM Certification
> Amadeus Altéa Ground Handler DC-FM Certification

This course helps you use
> Altéa Administration
> Altéa Departure Control - Customer Management (CM)
> Altéa Departure Control - Flight Management (FM)

How the course is organised
> 1 day Departure Plan Template.
> 1 day Business Rules.
> 3 days familiarisation and setup.

Related courses
> Amadeus Altéa Ground Handler Departure Control - Customer Management Certification [Instructor-Led]
> Amadeus Altéa Ground Handler Departure Control - Flight Management Certification [Instructor-Led]

What equipment do you need?
View our instructor-led requirements·

The last few details...
> To schedule a customised session, please contact:

learning@amadeus.com
> Last update: June 2025

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Instructor-Led

Amadeus Altéa Ground Handler Departure Control - Customer Management Certification

This course explains to Ground Handlers how to use the check-in features of the Amadeus Altéa Departure Control - Customer Management solution. You will practice using hands-on exercises leading to a certification test.

On this course you will learn:
> Where Customer Management fits in the Altéa system architecture.
> How to navigate the Customer Management UI.
> How to manage customers including acceptance, linking, cancelling acceptance, adding customer comments and transfers.
> The concept of PCV.
> How to manage baggage.
> About seating processes.
> About boarding and close out.

This course covers the following topic:
> Customer Management.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
Yes - pass mark: 85%	5 days	English	Certification	No	Yes

Is this the course for you?

This course is for:
> Ground handlers migrating to Amadeus
> Ground handling staff responsible for check-in and boarding functions.
> Check-in supervisors.

Things you need for this course

Prework:
> Complete the following e-Learning (8.50h):
Altéa Departure Control - Customer Management awareness e-Learning

This course helps you use
> Altéa Departure Control - Customer Management (CM)

Related courses
> Amadeus Altéa Ground Handler Departure Control - Flight Management Certification [Instructor-Led]

How the course is organised
> 5 days training

What equipment do you need?
View our instructor-led requirements.

The last few details...
> To schedule a customised session, please contact:
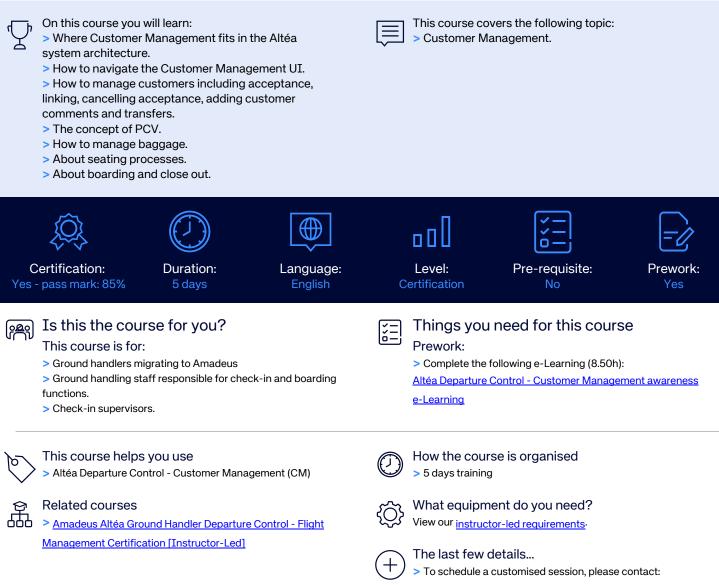learning@amadeus.com
> Last update: May 2021

AMADEUS

Instructor-Led

Amadeus Altéa Ground Handler Departure Control - Flight Management Certification

This course explains to Ground Handlers how to use the modules associated with load control in Amadeus Altéa Departure Control - Flight Management.
You will practice using hands-on exercises leading to a certification test.

On this course you will learn:
> Where Flight Management fits in the Altéa system architecture.
> How to navigate the Flight Management UI.
> How to prepare a range of aircraft types for departure through the full load-control process.
> How to create and trigger flights in the DCS window from Operational Flight Updates (OFU).
> How to manage disruption processes in OFU.

This course covers the following topics:
> Flight Management
> Opertional Flight Updates

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
Yes - pass mark: 85%	5 days	English	Certification	Yes	Yes

Is this the course for you?

This course is for:
> Ground Handlers migrating to Amadeus
> Ground Handlers or Load Controllers using Altéa Flight Management.

Things you need for this course

Pre-requisite:
> Knowledge of load-control processes.

Prework:
> Complete the following e-Learning (8.50h):
Altéa Departure Control - Flight Management awareness e-Learning

This course helps you use
> Altéa Departure Control - Flight Management (FM)

Related courses
> Amadeus Altéa Ground Handler Departure Control - Customer Management Certification [Instructor-Led]

How the course is organised
> 5 days training

What equipment do you need?
View our instructor-led requirements.

The last few details...
> To schedule a customised session, please contact:
learning@amadeus.com
> Last update: May 2021

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e-Learning

Amadeus Office Management

As a security administrator, control office security access across all Amadeus systems.

On this course, you will learn:
> How to manage offices
> How to manage terminals
> How to manage printers
> How to manage printer Sets
> How to manage certificates

Through a set of interactive lessons learn how to manage offices, terminals, printers, printer-sets and certificates using the web-based interface Amadeus Office Management (AOM).

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	2 hours	English	Awareness	No	No

Is this the course for you?

This course is for:

Airlines, Ground Handlers

In particular, those working in:

Administrators, Business & Projects Managers, Help Desk & Support Agents, Security Administrators, Trainers

This course helps you use
> Amadeus Office Management (AOM)

This course is also available in
English

What equipment do you need?
> A computer, laptop or tablet.
> A high-speed internet connection (> 1MB).
> The Google Chrome browser or alternatively the Microsoft Edge browser.
> An Amadeus login (LSS), organization ID (IATA code) and password.

The last few details...
To get access to AOM, you will need to complete a 2-days instructor-led training and successfully pass the test.

AMADEUS

e-Learning

Amadeus Security Management

As a security administrator, control user authentication and access control across all Amadeus systems.

On this course, you will learn:
> What is Amadeus Security Management
> How to create user access
> How to remove user access
> How to manage user access
> What are partnerships
> How to create partnerships
> How to remove partnerships

Through a set of interactive videos learn about user access, user responsibility, partnerships with other organisations by using Amadeus Security Management (ASM).

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	1 hour + 10 minutes	English	Awareness	No	No

Is this the course for you?

This course is for:

Airlines, Ground Handlers

In particular, those working in:

Administrators, Help Desk & Support Agents, Security Administrators, Trainers

This course helps you use
> Amadeus Security Management (ASM)

Related courses
> Local Security Management [e-Learning]
> Amadeus Office Management [e-Learning]

How the course is organised
7 interactive lessons with a duration of 1 hour and 10 minutes.

This course is also available in
English

What equipment do you need?
> A computer, laptop or tablet.
> A high-speed internet connection (> 1MB).
> The Google Chrome browser or alternatively the Microsoft Edge browser.
> An Amadeus login (LSS), organization ID (IATA code) and password.

The last few details...
To get access to ASM, you will need to complete a 4-days instructor-led training and successfully pass the test.

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Instructor-Led

Amadeus Security Management for Ground Handlers

This course explains how to use and configure Amadeus Security Management, an integrated solution for authentication, access control and security administration across Amadeus products.

On this course you will learn how to:
> Structure your organisation tree.
> Manage your security policy within your organisation.
> Create and modify users within your organisation.
> Accept partnerships, and view delegated roles and ACLs.
> Assign and remove delegated roles and ACLs.
> Run a report on locked user accounts
> View history

This course covers the following topics:
> Structuring your organisation tree.
> Managing the security policy within your organisation.
> Creating and modifying users within your organisation.
> Assigning and removing roles and Access Control Lists (ACLs).
> Accepting and removing partnerships, and delegating assignments.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	1 day	English	Awareness	Yes	Yes

Is this the course for you?

This course is for:
> Ground handling administrators responsible for security management **who are new to Amadeus Security Management**.

Things you need for this course

Pre-requisite:
> To have taken the Amadeus Security Management e-Learning course (1 hour)

Prework:
> Knowledge of business processes and permission distribution.
> Experience with administration and security tasks.

This course helps you use
> Amadeus Security Management (ASM)

How the course is organised
> 2 virtual training sessions of 2.5 hours.

What equipment do you need?
View our instructor-led requirements.

The last few details...
> Amadeus Security Management is also know as Log on Security Server (LSS).
> When enrolling in this course, make sure that you enrol in both modules.
> To schedule a customised session, please contact:
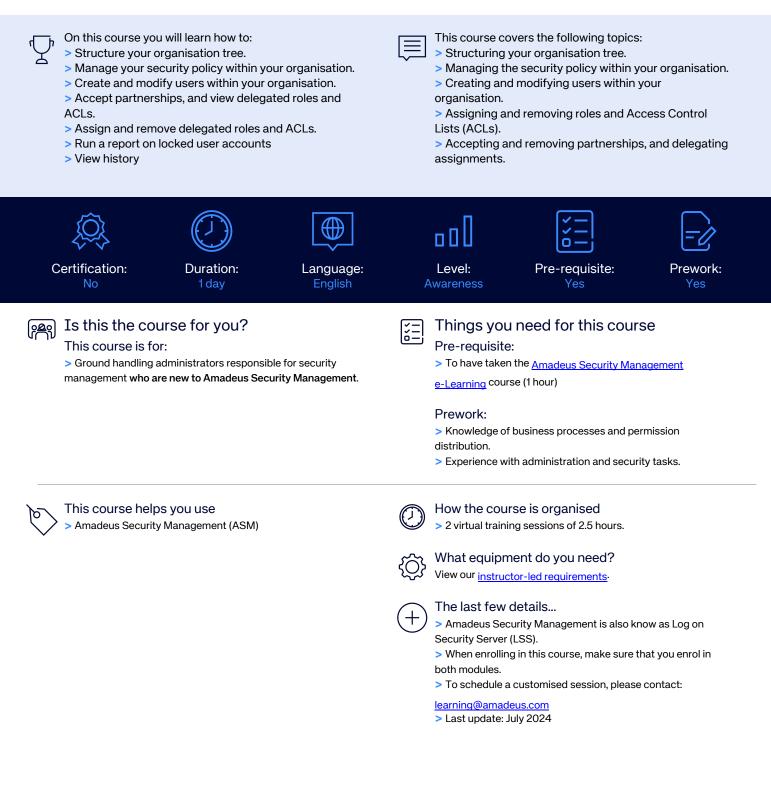
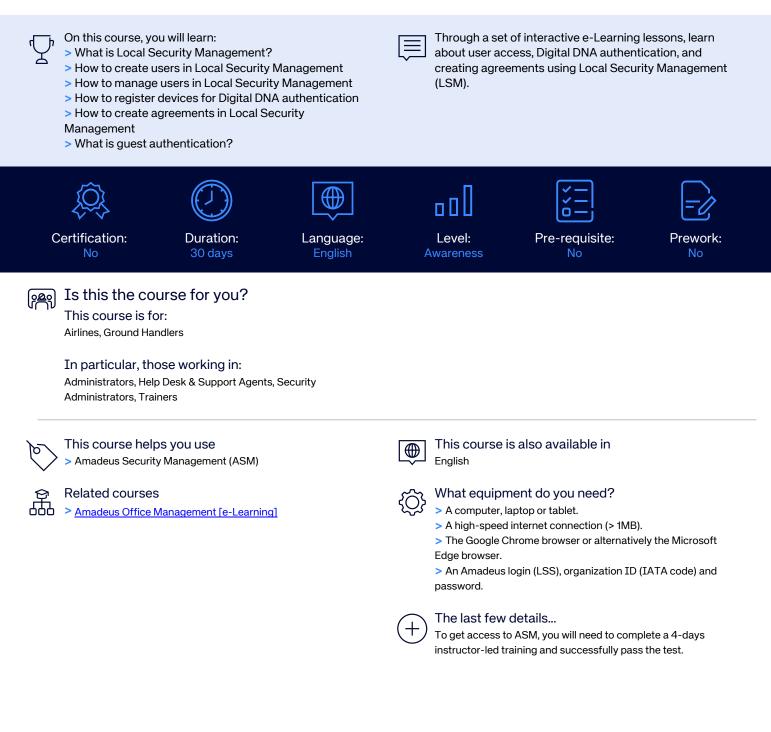learning@amadeus.com
> Last update: July 2024

aMaDEUS

e-Learning

Local Security Management

As a local security administrator, control user authentication and access control on your Amadeus product.

On this course, you will learn:
> What is Local Security Management?
> How to create users in Local Security Management
> How to manage users in Local Security Management
> How to register devices for Digital DNA authentication
> How to create agreements in Local Security Management
> What is guest authentication?

Through a set of interactive e-Learning lessons, learn about user access, Digital DNA authentication, and creating agreements using Local Security Management (LSM).

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	30 days	English	Awareness	No	No

Is this the course for you?

This course is for:

Airlines, Ground Handlers

In particular, those working in:

Administrators, Help Desk & Support Agents, Security Administrators, Trainers

This course helps you use
> Amadeus Security Management (ASM)

Related courses
> Amadeus Office Management [e-Learning]

This course is also available in
English

What equipment do you need?
> A computer, laptop or tablet.
> A high-speed internet connection (> 1MB).
> The Google Chrome browser or alternatively the Microsoft Edge browser.
> An Amadeus login (LSS), organization ID (IATA code) and password.

The last few details...
To get access to ASM, you will need to complete a 4-days instructor-led training and successfully pass the test.
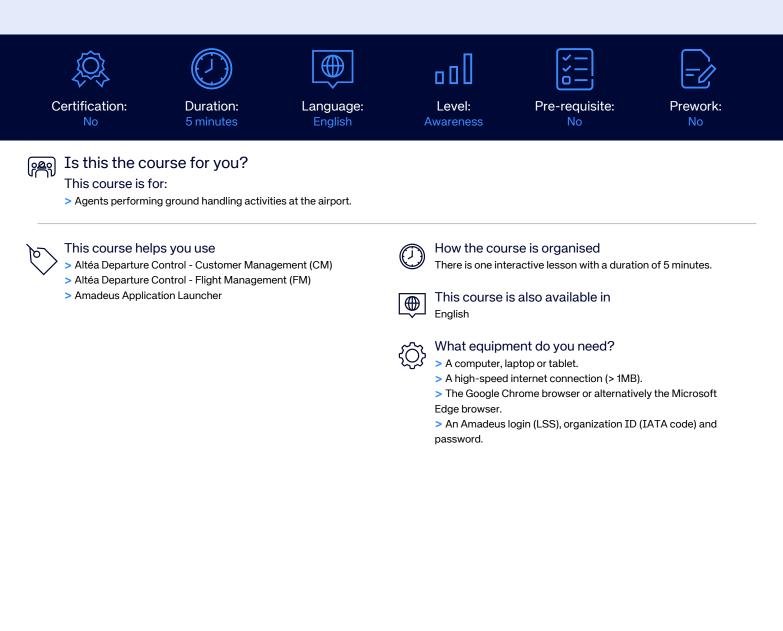
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e-Learning

Seatmap Management

As a ground handler, create seat maps for flights using the Altéa ad hoc solution.

On this course, you will learn:
> How to create a seat map using the Altéa ad hoc solution.

Through an interactive video learn how to create a seat map using Seatmap Management accessible in Amadeus Application Launcher.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	5 minutes	English	Awareness	No	No

Is this the course for you?

This course is for:
> Agents performing ground handling activities at the airport.

This course helps you use
> Altéa Departure Control - Customer Management (CM)
> Altéa Departure Control - Flight Management (FM)
> Amadeus Application Launcher

How the course is organised
There is one interactive lesson with a duration of 5 minutes.

This course is also available in
English

What equipment do you need?
> A computer, laptop or tablet.
> A high-speed internet connection (> 1MB).
> The Google Chrome browser or alternatively the Microsoft Edge browser.
> An Amadeus login (LSS), organization ID (IATA code) and password.

It's how travel works.

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