

- Provide opportunities for participants to draw lessons, which could facilitate their coming up with appropriate strategies and action plans for their organizations.

Training Program 2019

Training session	Date	Venue
IGOM + IATA GHSA – SLA	19-21 June 2019	AFRAA HQ
Weight and Balance	24-28 June 2019	AFRAA HQ
Safety Management System	8 -12 July 2019	AFRAA HQ
Aviation Fuel Management Essentials	22-24 July 2019	AFRAA HQ
Cyber Security	5 -7 August 2019	AFRAA HQ
Cargo Management	19-23 August 2019	AFRAA HQ
Revenue Management	26-30 August 2019	AFRAA HQ
Passenger Assessment and Travel Document Check	2-4 September 2019	AFRAA HQ
Quality Management System	23-26 September 2019	AFRAA HQ
Route Forecasting and Development	31 September - 3 October 2019	AFRAA HQ
Ground Handling Management	21-25 October 2019	AFRAA HQ

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AFRAA also provide a wide range of courses and workshops in other subject Areas depending on the needs of our customers such as Commercial Aviation Management, Airlines Network Planning, Fleet Planning, Emergency Response Planning ...etc.



Contacts

Mr. Riadh Bouoni
Training Manager



African Airlines Association (AFRAA)
P O Box 20116 Nairobi 00200 - Kenya



Tel: +254 20 23 20 144 / 23 20 148
Mobile: +254 (0)742 373 360



Email: rbouoni@afraa.org

www.afraa.org

AFRAA TRAINING

“Better Skies for Africa”



INTRODUCTION

With breath-taking changes taking place in the aviation industry, including new safety and security standards, globalization, advanced information technology, advanced aircraft, stiff competition, unstable world financial markets, fluctuating fuel prices and the need for customer-centric organizations, it is necessary for African aviation to have adequately trained staff and competent leadership to lead the organizations forward. Training and re-training of personnel in the relevant courses will enable our organizations to adapt quickly and appropriately to the dynamic changes in the industry.

AFRAA is committed to the development of people so that African aviation continues to grow using highly trained and capable personnel. We appreciate that people are the basic foundation upon which aviation organizations build their strategic success, continue to develop and adapt to the enormous changes taking place in the operating environment.

Our mission, therefore, is to develop knowledge of the aviation business through training, seminars, workshops and conferences. We will continue to develop good links with reputable training organizations to create new synergies in delivering relevant training for the industry.

To assist aviation organizations in their restructuring programs as well as improving their operational efficiency and productivity, AFRAA has a number of highly experienced and capable consultants with proficiency in various areas of aviation activities.

Customized training programs are offered to organizations that seek expertise to meet organizational and departmental business objectives. Customized training entails offering courses at say an airline's base and tailored to its specific needs. This makes the training cost very competitive especially where an organization is training a large number of its personnel.

The success of the training programs that AFRAA offers hinges critically on the support that Chief Executive Officers (CEOs) provide. Therefore, CEOs need to allow their top executives, managers and staff to attend the courses on offer so that the management is better qualified to spearhead the development and prosperity of our organizations.

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TRAINING AND DEVELOPMENT PHILOSOPHY

AFRAA's training and development strategies and activities are guided and underpinned by the following guiding principles:

a) Stakeholder Primacy

AFRAA exists primarily to serve the interests of its members and other stakeholders, who include:

- Airline Customers
- Staff
- Suppliers
- Partners
- Civil Aviation Authorities
- International Aviation Organisations (ICAO, IATA, ACI, AFCAC etc.)
- Governments

b) Strategy Critical Activity

Training is a strategy-critical activity in the airline industry where technical know-how and managerial expertise are changing and advancing very rapidly. Any company would lose its ability to compete effectively unless its personnel are kept updated and have cutting edge expertise.

In this regard, AFRAA will ensure that its strategies, programs and delivery are aligned to the prevailing dynamic and challenging operating environment in order to achieve excellence in meeting the needs and expectations of its stakeholders.

c) Partnerships

AFRAA will work with any organization, groups or persons that enhance its capabilities and are relevant to the development and delivery of the best practices in training.

In this regard, AFRAA will:

- i) develop networks and co-operate with appropriate individuals, groups and organizations and
- ii) Promote co-operation and networking among and between member airlines, partners and clients.

d) Social Responsibility

In its quest to develop high quality training programs, the Association will strive to do so both qualitatively and quantitatively.

In this regard, AFRAA will:

- i) ensure that its programs and activities are geographically Spread as widely as possible to all regions of the continent
- ii) endeavor to ensure that the training programs are in both French and English

HUMAN RESOURCE DEVELOPMENT

Adequately trained and skilled human resources are key to the success of any organization. This is especially the case in the airline industry where the pace of change is mind-boggling. The critical expertise required to effectively run airlines is also changing rapidly.

With the current trends towards globalization, consolidation and liberalization, the rapid technological changes especially in the electronic field and other challenges confronting African airlines, the need to increase the skills and competencies of airline personnel at all levels is self-evident.

LEARNING APPROACH

The training programs are designed to be highly participative and challenging. Training methods include a mix of formal lectures, group discussions and in some cases, carefully selected videos and case studies. The number of participants is limited to allow maximum individual attention and participation.

INSTRUCTORS/FACILITATORS

The instructors/facilitators for the various courses are of world class standards. They have wide and extensive experience and proficiency in the relevant fields. To provide as much local (African) value added material as possible, reliance will be made largely on experts from within the continent rather than relying on first-world models. As far as possible, we utilize experienced, competent and capable resource persons from member airlines so that we benefit from their expert

knowledge of the African aviation business. This helps develop cooperation among member airlines, facilitate the marketing of each other's facilities and optimize the use of highly qualified and competent African airline personnel.

LOCATION AND FACILITIES

The venues of the courses have been carefully selected for ease of accessibility. The courses will be hosted either at AFRAA headquarters or by various airlines' training schools so as to increase awareness of each other's facilities and capabilities. This should improve bilateral co-operation and interaction among member airlines.

COURSE DATES

The course dates will be outlined on the training calendar in this prospectus as they become available, as well as on individual course programs.

CUSTOMISED PROGRAMMES

Where an airline wishes to train a large number of its own employees on a particular course, this can be arranged to be carried out at the airline's own base and tailored to its own specific needs.

WORKSHOPS, SEMINARS AND CONFERENCES

AFRAA organizes various workshops, seminars and conferences where some prominent speakers from within and outside the continent are invited to lead discussions on topical issues. The objectives of these are to:

- Avail participants with the latest ideas, views and information on current developments in the industry.
- Afford opportunities for participants to network.

