



# ETHIOPIAN AVIATION ACADEMY

COURSE CATALOGUE



Ethiopian  
የኢትዮጵያ  
THE NEW SPIRIT OF AFRICA



# WELCOME MESSAGE

Welcome to the exciting world of aviation!

Ethiopian Aviation Academy (EAA), which is one of the 8 Strategic Business Units of Ethiopian Airlines Group, has five schools with a total annual admission capacity of 4,000 trainees. To date, the academy has trained over 16,000 Aviation Professionals, in basic and recurrent trainings, from Africa and elsewhere in different aviation disciplines.

Ethiopian Aviation Academy (EAA) is Ethiopian Civil Aviation Authority Approved Training Organization, ICAO designated Regional Training Center of Excellence, European Aviation Safety Agency-EASA Approved Maintenance Training Organization Part 147 on B737

and B757/767, IATA Authorized Training Center(ATC), IATA Authorized Training School (ATS) and IATA Regional Training Partner (RTP). EAA has received the fourth-highest ranking in the Aviation Voice global review of international aviation training institutions.

Over six decades old, EAA is the largest and most modern aviation training center in the region, equipped with state-of-the-art and best-in-class training technologies. It is also the first training center in Africa to introduce the Multi-Crew Pilot Licensing (MPL) program in 2011 and among the few in the world to successfully run it.

Being part of the fastest-growing and the largest Airline Group in Africa, the

Academy has access to the many modern aircrafts, training devices and maintenance facilities for on-the-job and practical trainings. Please go through this Training Catalogue to get a deeper understanding of the Academy and various courses and programs of study we offer.

The best-in class technological excellence, combined with a global standard of training and very competitive pricing, makes the Ethiopian Aviation Academy a top choice for students.

We look forward to seeing you at our facility!

*Ethiopian Airlines Aviation Academy*

# Awards & Accreditation

Ethiopian Aviation Academy is Ethiopian Civil Aviation Authority Approved Training Organization, ICAO designated Regional Training Center of Excellence, European Aviation Safety Agency-EASA Approved Maintenance Training Organization Part 147 on B737 and B757/767, IATA Authorized Training Center (ATC), IATA Authorized Training School (ATS) and IATA Regional Training Partner (RTP). EAA has received the fourth-highest ranking in the Aviation Voice global review of international aviation training institutions.



ICAO



Authorized Training Center



Accredited Training School

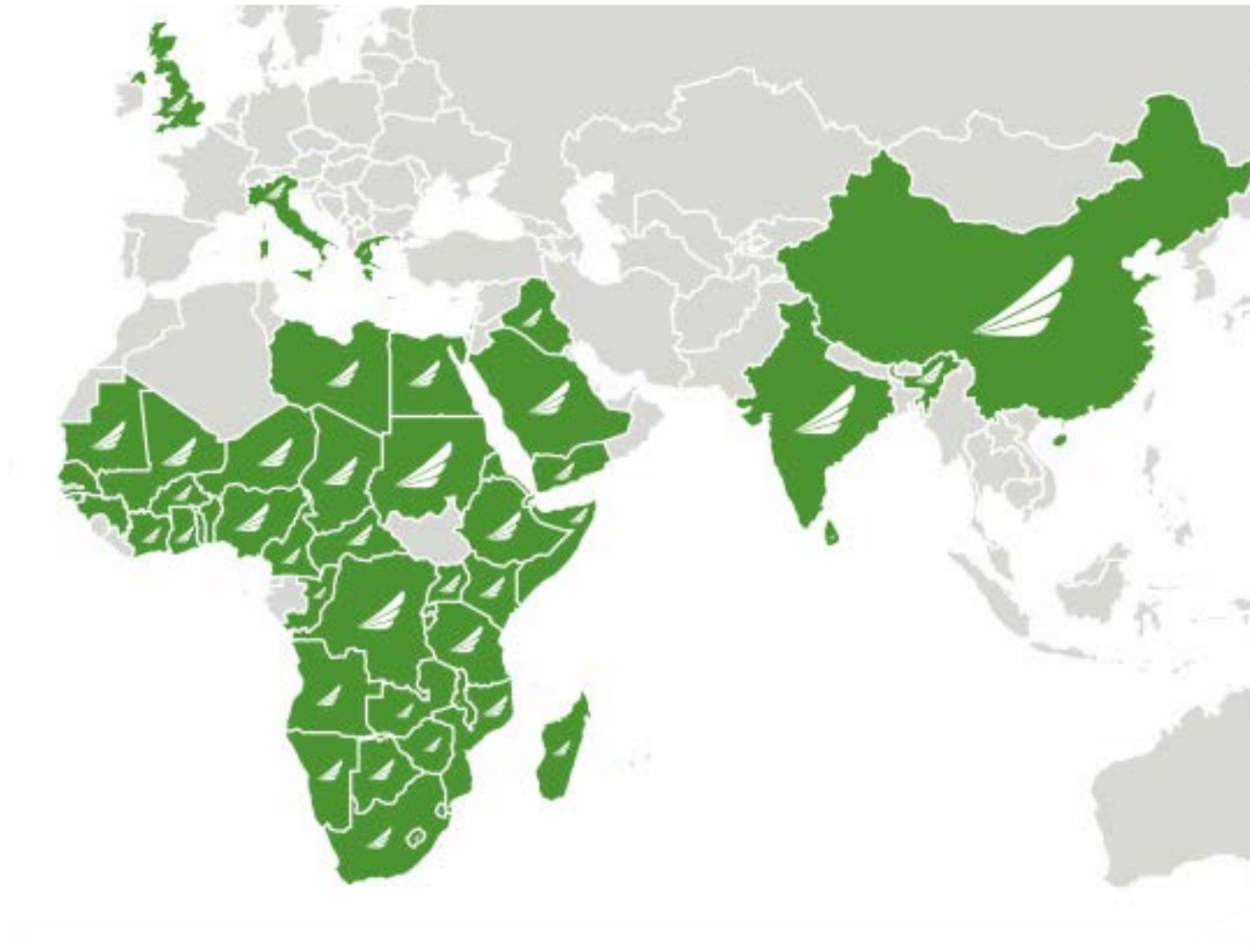


Regional Training Partner



# Our Global Footprint

A Truly Pan-African Aviation Academy, Ethiopian Airlines Aviation Academy has trained over 16,000 aviation professionals in its basic training programs to date. We have trained aviation professionals from all over Africa and several other parts of the world.





# A Legacy of Excellence

Established in 1964, the Ethiopian Aviation Academy has trained close to 1600 aviation professionals from over 52 countries across Africa, Europe and the Middle East.

# A LEGACY OF EXCELLENCE: *TIMELINE*

**1957**  
TRAINING  
CENTER  
ESTABLISHED

In 1957 the now Ethiopian Airlines Aviation Academy was established as Multi-National Aviation Training Center for the English-Speaking African Countries.

**1958**  
CABIN CREW  
TRAINING  
  
TECHNICAL  
RECURRENT  
TRAINING

In 1958, Technical Recurrent Training and Cabin Crew Training centers were established.

**1964**  
PILOT  
TRAINING  
SCHOOL

In 1964, the Pilot Training School started, followed by the Aircraft Maintenance Technicians School in 1967 and School of Marketing & Finance in 1981.

**1967**  
AIRCRAFT  
MAINTENANCE  
TECHNICIANS  
SCHOOL (AMTS)

**1981**  
SCHOOL OF  
MARKETING &  
FINANCE

**2010**  
AVIATION  
ACADEMY

All schools consolidated under the Ethiopian Aviation Academy from 2010 to 2011.



# Pilot Training School

The Pilot Training School was commissioned in 1964, and is selected as the primary training center for African and Middle Eastern Countries. Over the last 58 years, the Pilot Training School has trained pilots from over 52 countries across Africa, the Middle East, Asia and Europe.

The Pilot Training School currently offers accredited training programs for a Commercial Pilot License with Instrument and Multi-Engine Rating (CPL/IR/ME) and a Multi-Crew Pilot License (MPL). It also provides training programs

for Flight Instructors, Flight Dispatchers, and Full Flight Simulator Training for a variety of aircrafts and other related programs.

The faculty is comprised of highly experienced instructors for both flight and ground trainings. In addition, the Pilot Training School is equipped with all of the necessary facilities: state-of-the-art simulators, aircrafts (glass cockpit DA 40NG and Cesena 172), and well-equipped ground classrooms and computer-based training (CBT) rooms.



# PILOT TRAINING COURSES

## COURSE DESCRIPTION

## METHOD

## DURATION



### COMMERCIAL PILOT LICENSE (CPL)

WITH INSTRUMENT AND MULTI-ENGINE RATING

The Commercial Pilot License program/training follows an integrated syllabus for ground and flight training. It is offered based on the Ethiopian Civil Aviation Authority Regulation, ICAO Requirements for Airline Transport Pilot License (ATPL), CPL and IR/ME Requirements. It fulfills EASA ATPL Theoretical Knowledge requirements. It is also based on a benchmark of EASA and JAA-FCL detailed theoretical knowoeldge training syllaus. The practical training is comprised of different flight exercises at different stages both on FTDs and actual airplanes.

Academics / Aircraft / SIM  
(DA40/DA 42 or Cessna 172)

Academics = 870 hrs  
Aircraft = 149hrs  
(DA 40, DA 42 or Cessna-172)  
SIM = 82 hrs





#### COURSE DESCRIPTION

#### METHOD

#### DURATION



### MULTICREW PILOT LICENSE (MPL)

The program replaces the traditional hours-based perspective syllabi with competency-based training. The training program guides students throughout various aircraft trainings using simulation designed for multi-crew scenarios. It addresses the increased rates of loss of control in airline operations through Upset Prevention and Recovery Training (UPRT). It also enables to combat the continuing dominance of multi-crew human factors in accidents through Threat and Error Management(TEM) and Crew Resource Management (CRM). We also provide MPL training for an airline based on its own operating procedures. The practical training is comprised of different flight exercises at different stages both on FTD and actual airplane.

Theory  
SIM - DA40 and DA42,  
A/C - DA40 and DA42  
Type Training - B737 or Q400

Theory = 870 hrs  
SIM = 100 hrs (DA40 and DA42)  
A/C = 96.5 hrs (DA40 and DA42)  
Type Training = 200 hrs on B737  
or Q400

# PILOT TRAINING COURSES

## COURSE DESCRIPTION

## METHOD

## DURATION



### FLIGHT INSTRUCTOR DEVELOPMENT TRAINING

The course is designed to train flight instructors with no previous flying experience by using a well-organized and logically sequenced integrated syllabus for the ground and flight training. The syllabus is developed based on Ethiopian Civil Aviation Authority Regulations and ICAO requirements for Airline Transport Pilot License (ATPL), CPL and IR/ME Requirements. Moreover, due consideration is given to fulfill EASA ATPL Theoretical Knowledge requirements. The flight training comprises of flight exercises at different stages both on an FTD and on actual airplanes. Additional 30hrs SIM and 45Hrs of aircraft flying time are included in the flight instructor training in addition to the basic Commercial Pilot License flight training hours.

Theory  
Aircraft (DA40/42, Cessna 172)  
SIM (DA40/42, Cessna 172)

Theory = 870hrs  
Aircraft = 149hrs  
(DA 40 or Cessna 172, and DA 42)  
SIM = 82hrs  
(DA 40 or Cessna 172 and DA 42)

+

52hrs Academics  
30hrs SIM, and  
45hrs A/C



### FLIGHT-OPS DISPATCHERS TRAINING

The training includes control and supervision of flight preparation, furnishing flight information, preparing operational and Air Traffic Service (ATS) flight plans, and facilitating normal and emergency in-flight communication between ATC and Pilot-In-Command. It is prepared in accordance with current industry best practices and regulatory requirements. It is an approved program by the Ethiopian Civil Aviation Authority.

Classroom / OJT

Theory = 280 hrs  
On-the-Job Training (OJT) = 581 hrs



**COURSE DESCRIPTION**

**METHOD**

**DURATION**

**Instrument Rating**

This program enables to exercise PPL/CPL under IFR on multi-engine aircraft having night rating qualification.

Ground Class, Flight on FTD;  
Flight on actual aircraft

2 months – including 80 hours ground class, 30 hours Flight on FTD, 13 hours actual flight

**Multi-Engine Rating**

The program enables trainees:  
 - To fly an aircraft more than one engine (number is unlimited)  
 - Undergo a jet type-rating training  
 - Serve as a multi-engine Instructor (when combined with CFI license)

Ground Class, Flight on FTD;  
Flight on actual aircraft

2 weeks – including 20 hrs briefing/debriefing, 10 hrs flight on FTD, 10 hours flight on actual aircraft.

**Flight Instructor Rating**

The program enables trainees to conduct flight instruction on PPL/CPL type ratings for single-engine airplanes.

Ground Class, Flight on FTD;  
Flight on actual aircraft

3 months – including 30 hrs of flight on FTD and 45 hrs of flight on actual aircraft.

**Aviation Psychology and CRM Initial**

This training is designed to enable trainees (Pilots and flight dispatchers) to acquire the required competencies (knowledge, Skills and attitude) and become professional aviation personnel. The training provides adequate practice opportunities to help trainees develop their skills through group presentation and continuous feedback from peers and the facilitator.

Classroom

5 days

**Aviation Psychology and CRM Refresher**

This course is designed to update and refresh the competencies (knowledge, skills and attitude) of pilots and flight dispatchers who are already on the job.

Classroom

3 days

**Q-400 Type Rating Training**

The program is offered to commercial pilots who wish to achieve specific DH-8 type rating for Captain & First Officer.

CBT, FBS & FFS

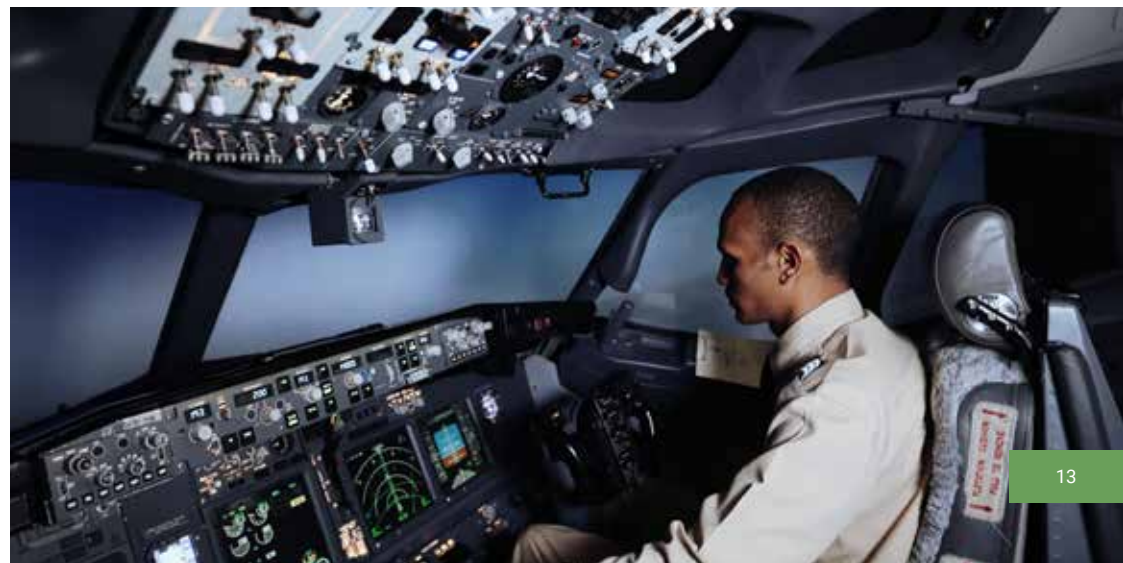
CBT-16 days (not available online), 5FBS, 9FFS including Checks.

	COURSE DESCRIPTION	METHOD	DURATION
<b>B 737 Type Rating Training</b>	It is an advanced flight training courses for commercial pilots who wish to achieve a specific Boeing aircraft type rating for Captain & First Officer.	CBT, FBS & FFS	CBT- 16 days (available online), 10 FBS, 13 FFS including Checks.
<b>B 767 Type Rating Training</b>	It is an advanced flight training course for commercial pilots who wish to achieve a specific Boeing aircraft type rating for Captain & First Officer.	CBT, FBS & FFS	CBT- 16 days (available online), 10FBS, 10 FFS including Checks.
<b>B 777 Type Rating Training</b>	It is an advanced flight training courses for commercial pilots who wish to achieve aircraft type rating for Captain & First Officer.	CBT, FBS & FFS	CBT-11 days (available online), 5FBS, 8 FFS including Checks.
<b>B 787 Type Rating Training</b>	It is an advanced flight training courses for commercial pilots who wish to achieve aircraft type rating for Captain & First Officer.	CBT, FBS & FFS	CBT-16 days (available online), 6 FBS, 8 FFS including Checks.
<b>A 350 Type Rating Training</b>	It is an advanced flight training courses for commercial pilots who wish to achieve aircraft type rating for Captain & First Officer.	CBT, FBS & FFS	CBT-18 days (available online), 6 APT, 14 FFS including Checks.
<b>Q400/B-737/B767/B777/B787 &amp; A35 Conversion / Requalification Training</b>	It is designed for pilots who seek requalification on this specific aircraft featuring ground school and simulator training to achieve recurrent proficiency.	CBT, FBS & FFS	Depending on the A/C type, CBT days range 2 – 10 days, FBS range 0-2 sessions, FFS ranges 5-7 sessions.
<b>Q400,B737,B767,B777,B787 &amp; A350 Recurrent Training</b>	The program is prepared for commercial pilots who wish to validate their commercial type rating license every six months.	CBT, FBS & FFS	CBT 16 Hrs. (2 Days) It is optional, 1 FFS & 1 Check Ride (1PT, 1PC).

**NOTE:**

\* All CBT have 1 or ½ day SOP and ½ day observations (optional) after completion of CBT.

\* All FFS sessions include checks, ZFTT, LVS as required.





# Aircraft Maintenance Training School

The Aircraft Maintenance School offers both Diploma and short Certificate programs, covering the full range of modern aircraft maintenance training. We offer a balance of theoretical and practical training, and incorporate the latest industry technologies and standards in order to give our graduates the knowledge and skills necessary for success in a range of aviation-related technical careers.

Our course offerings cover a wide variety of aircraft maintenance subjects, including line and hangar maintenance on aircraft with gas turbine engines, testing, troubleshooting and repair of major Avionic Components, Aircraft Structural Maintenance, and more. We also offer specialized certificate courses providing training on different types of aircraft engines.

# AIRCRAFT MAINTENANCE DIPLOMA COURSES

## COURSE DESCRIPTION

## METHOD

## DURATION



### Aircraft Maintenance Technicians Training (AMT)

DIPLOMA PROGRAM

This training is intended to enable trainees to perform line and hangar maintenance on aircrafts with gas turbine engines. The training contains a balance of theoretical and practical training which incorporates new technologies as per the industry standard and international regulatory body requirements.

Classroom / practical

371 days



### Aircraft Structure Maintenance Technician

DIPLOMA PROGRAM

This training is designed to enable trainees to specialize in aircraft structural maintenance. The training is more competency-based in that trainees will be able to accomplish a real set of structural repair tasks.

Classroom / practical

255 days



#### COURSE DESCRIPTION

#### METHOD

#### DURATION



## Avionics Component Maintenance Technician

**DIPLOMA PROGRAM**

This course is developed to enable trainees to perform testing, troubleshooting, and repair of major avionic components. The training includes avionics courses which are essential to acquire real set of competencies required to work in avionics component maintenance workshops.

Classroom / practical

329 days



# AIRCRAFT MAINTENANCE DIPLOMA COURSES

## COURSE DESCRIPTION

## METHOD

## DURATION



### Aircraft Cabin Maintenance Technician

DIPLOMA PROGRAM

This training is developed to enable trainees perform line, hangar and shop cabin maintenance activities. The training is designed to include all mechanical and avionics courses that are essential to acquire competencies required for line, hangar and shop cabin maintenance activities.

Classroom / practical

163 days



### Aircraft Powerplant Maintenance Technician (Gas Turbine Engine)

DIPLOMA PROGRAM

This curriculum contains a balance of theoretical and practical training for Aircraft Powerplant Technicians to work in Gas Turbine Engine Overhaul workshops. Each course is designed for trainees to be exposed to a sufficient amount of practical projects, which will relate the training courses to the actual job environment.

Classroom / practical

193 days



#### COURSE DESCRIPTION

#### METHOD

#### DURATION



## Airframe Mechanical Component Maintenance

DIPLOMA PROGRAM

Courses included here integrate theoretical and practical trainings on various airframe components, such as hydraulic and landing gear, pneumatic and air-conditioning, fuel and oil. As a result, this will lay the foundation for a comprehensive understanding of system-related components.

Classroom / practical trainings

313 days

## AIRCRAFT ENGINE SYSTEM AND COMPONENT SHOP CERTIFICATE COURSES

Aircraft Engine Shop courses included here are specialization courses intended to make trainees competent in: inspection, disassembly, assembly, repair, overhaul and testing of Engine, APU, as well as other related components at engine overhaul workshop.

A350 XWB Engine	5 days
B777 GE90-115B Engine	5 days
B787 GEnx-1B Engine	5 days
B787 Trent 1000 Engine	5 days
B737NG CFM56-7B Engine	5 days
B737NG GTCP-131-9B APU	3 days
B757 PW4000 Engine	5 days
B757 PW2000 Engine	5 days
B757 Rolls Royce (RB211) Engine	5 days
B767 PW4000 Engine	5 days
B757/B767 GTCP-331 APU	3 days
B767NG CFC6-80C2 Engine	5 days
Q400 PW150 Engine	5 days

## AIRCRAFT ELECTRIC SYSTEM AND COMPONENT SHOP CERTIFICATE COURSES

Aircraft Electric Shop courses included here are specialization courses intended to make trainees competent in: inspection, disassembly, assembly, repair, overhaul and testing of various aircraft components routed to aircraft electric shops.

A350 Steam Oven and Coffee Maker	5 days
B777 Espresso Maker and Steam Oven	5 days
B777 Battery and Battery Charger	5 days
B737NG Window Heat Controller	5 days
B757/767 Cabin zone controller	5 days
B757/767 Galley system electrical component training	15 days
B757/767 Antiskid system training	10 days
B757/B767 Battery Charger/Static Inverter	10 days
B757/767 Window Heat Controller	5 days

## AIRCRAFT INSTRUMENT SYSTEM AND COMPONENT SHOP CERTIFICATE COURSES

Aircraft Instrument Shop courses included here are specialization courses intended to make trainees competent in: inspection, disassembly, assembly, repair, overhaul and testing of various components related to aircraft cockpit instruments and backend line replaceable units (LRUs) at instrument shops.

B757/767 Electronic Display Unit	15 days
B737NG/B757/767 Radio Distance Magnetic Indicator	10 days
B737NG/B757/767/SSFDR and SSCVR	4 days
B757/767 Standby Altimeter and Airspeed Indicator	13 days
B757/767 Standby Attitude Indicator Training	5 days
B737NG/B757/B767 Fuel Quantity and Load Select Indicator	5 days
B777 FDR and CVR	5 days
B737NG Standby Altimeter and Airspeed Indicator	5 days

## AIRCRAFT RADIO & IFE SYSTEM AND COMPONENT SHOP CERTIFICATE COURSES

Aircraft Radio and IFE Shop courses included here are specialization courses intended to make trainees competent in: inspection, disassembly, assembly, repair, overhaul and testing of various components routed to Radio and IFE shops.

B777 XK516 HF system component	5 days
B777 Thales I5000 Entertainment System	5 days
B737-800 DPAVES	5 days
B737-700 TES	4 days
B787 I8000 Entertainment System	5 days
B787/ Airbus Avant IFE System	5 days
B737NG 490S-1 Antenna Coupler	5 days
B767 HF Transceiver	10 days
B767 DME -700	10 days
B767 ADF-700	10 days
B767 LRA 700 Radio Altimeter	10 days
B767 VOR 700	10 days
B767 ILS Receiver	10 days



## AIRCRAFT HYDRAULIC AND LANDING GEAR SYSTEM AND COMPONENT SHOP CERTIFICATE COURSES

Aircraft Hydraulic and Landing Gear Shop courses included here are specialization courses intended to make trainees competent in: inspection, disassembly, assembly, repair, overhaul and testing of hydraulic and landing gear system components and use of state of the art test benches in carrying out these maintenance activities.

B777 Hydraulic & Landing Gear System & Component	5 days
B787 Hydraulic & Landing Gear System & Component	5 days
B737NG Hydraulic & Landing Gear System & Component	5 days
A350 Hydraulic & Landing Gear System & Component	5 days
B767 Hydraulic & Landing Gear System & Component	5 days
B757 Hydraulic & Landing Gear System & Component	5 days
Q400 Hydraulic & Landing Gear System & Component	5 days

## AIRCRAFT PNEUMATIC AND AIRCONDITIONING SYSTEM AND COMPONENT SHOP CERTIFICATE COURSES

Aircraft Instrument Shop courses included here are specialization courses intended to make trainees competent in: inspection, disassembly, assembly, repair, overhaul and testing of various components related to aircraft cockpit instruments and backend line replaceable units (LRUs) at instrument shops.

B757/767 Electronic Display Unit	15 days
B737NG/B757/767 Radio Distance Magnetic Indicator	10 days
B737NG/B757/767/SSFDR and SSCVR	4 days
B757/767 Standby Altimeter and Airspeed Indicator Training	13 days
B757/767 Standby Attitude Indicator Training	5 days
B737NG/B757/B767 Fuel Quantity and Load Select Indicator	5 days
B777 FDR and CVR	5 days
B737NG Standby Altimeter and Airspeed Indicator	5 days

## AIRCRAFT FUEL AND OIL SYSTEM AND COMPONENT SHOP CERTIFICATE COURSES

Aircraft Fuel and Oil Component Shop courses included here are specialization courses intended to make trainees competent in: inspection, disassembly, assembly, repair, overhaul and testing of fuel and oil system components and use of state of the art test benches in carrying out these maintenance activities.

B777 Fuel and Oil System & Component	5 days
B787 Fuel and Oil System & Component	5 days
B737NG Fuel and Oil System & Component	5 days
A350 Fuel and Oil System & Component	5 days
B767 Fuel and Oil System & Component	5 days
B757 Fuel and Oil System & Component	5 days
Q400 Fuel and Oil System & Component	5 days

## AIRCRAFT WHEEL, BRAKE AND TYRE SYSTEM AND COMPONENT SHOP CERTIFICATE COURSES

Aircraft Wheel, Brake, and Tyre System and Component Shop courses included here are specialization courses intended to make trainees competent in: inspection, disassembly, assembly, repair, overhaul and testing of wheel, brake and tyre system components and use of state of the art test benches in carrying out these maintenance activities.

B777 Wheel, Brake and Tyre System Component	5 days
B787 Wheel, Brake and Tyre System & Component	5 days
B737NG Wheel, Brake and Tyre System & Component	5 days
A350 Wheel, Brake and Tyre System & Component	5 days
B767 Wheel, Brake and Tyre System & Component	5 days
B757 Wheel, Brake and Tyre System & Component	5 days
Q400 Wheel, Brake and Tyre System & Component	5 days



## AIRCRAFT CABIN MAINTENANCE SHOP CERTIFICATE COURSES

Aircraft Cabin Maintenance Shop courses included here are specialization courses intended to make trainees competent in: inspection, disassembly, assembly, repair, overhaul and testing of cabin maintenance shop components and use of state of the art test benches in carrying out these maintenance activities

B777 Seats, interior furnishing, escape slide, & emergency equipment	5 days
B787 Seats, interior furnishing, escape slide, & emergency equipment	5 days
B737NG Seats, interior furnishing, escape slide, & emergency equipment	5 days
A350 Seats, interior furnishing, escape slide, & emergency equipment	5 days
B767 Seats, interior furnishing, escape slide, & emergency equipment	5 days
B757 Seats, interior furnishing, escape slide, & emergency equipment	5 days
Q400 Seats, interior furnishing, escape slide, & emergency equipment	5 days



## AIRCRAFT STRUCTURE SHOP CERTIFICATE COURSES

Aircraft structure shop courses included here are specialization courses intended to make trainees competent in: damage identification, evaluation and repair of aircraft structures

Advanced aircraft metallic structure repair technique training  
Advanced aircraft composite structure repair technique training

5 days  
5 days

## NON-EASA APPROVED AIRCRAFT SYSTEM CERTIFICATE COURSES

Aircraft system training is delivered with state of the art desktop simulators and virtual maintenance (VMTs) trainers to ensure competency of maintenance personnel in theoretical and practical skill required to carry out both scheduled and unscheduled aircraft maintenance activity at base and line maintenance area

Airbus A350(Trent XWB Engine) Airframe, Powerplant and Avionics system 40 days  
B777-200/300 (GE90-115B Engine) airplane airframe, powerplant and avionics system 45 days  
B777-200/300 (GE90-115B Engine) Freighter Difference Course 5 days  
B787-800/900 (Genx-1B Engine) airframe, powerplant and avionics system 40 days  
B737-600/700/800/900 (CFM56-7B Engine) airframe, powerplant and avionics level III system 45 days  
B737-300/400/500 (CFM56-3C Engine) airframe, powerplant and avionics level III system 45 days  
B767-200/300 (PW4000/CF6-80C2 Engine) airframe, powerplant and avionics system 45 days  
B757-200/300 (PW2000/RR115B Engine) airframe, powerplant and avionics system 45 days  
Q-400 (PW150A Engine) airframe, powerplant and avionics system 40 days

40 days  
45 days  
5 days  
40 days  
45 days  
45 days  
45 days  
45 days  
45 days  
40 days

## EASA PART 147 APPROVED B1/B2 AIRCRAFT SYSTEM TRAINING

EASA Part 147 Approved B1/B2 Aircraft System Training is delivered with state of the art computer based trainers (CBTs) ensure competency of maintenance personnel in theoretical and practical skill required to carry out both scheduled and unscheduled aircraft maintenance activity at base and line maintenance area

B737-600/700/800/900 (CFM56-7B Engine) EASA Approved B1/B2 system training 50 days  
B767-200/300 (PW4000 Engine) EASA Approved B1/B2 system training 50 days  
B757-200/300 (PW2000 Engine) EASA Approved B1/B2 system training 50 days

## TECHNICAL RECURRENT GENERIC COURSES

This is a blend of online and classroom training prepared as per current regulatory body requirement to acquaint Aircraft Maintenance Personnel with a basic knowledge on international aviation regulation, Human Factor, and safety related topic that are standard requirements to work as aircraft maintenance technician.

ICAO Regulation training 2 days  
FAA Regulation training 2 days  
EASA Part 66 M training 2 days  
Aviation Legislation training 4 days  
Human Factors training 3 days  
Fuel Tank Safety training 2 days  
Electrical Wiring Interconnection Systems (EWIS) training 3 days



# Cabin Crew & Catering Training School

The Ethiopian Cabin Crew Training Center is a leading provider of quality cabin crew training, upholding the tradition of quality and professional training for years. The training center has an outstanding reputation in the industry for consistently achieving the highest industry standard level of training for over 58 years.

The Ethiopian Aviation Academy Cabin Crew School offers IATA & ECAA approved basic and recurrent programs with a combination of classroom and

practical training with Wide Body and Motion Narrow body Mockups. The training is conducted by dedicated and competent instructors. Trainings are conducted with the highest Safety Standards in order for the trainees to achieve the highest standard of customer service skills.

Our main goal is to provide aspiring trainees from all over the world with an opportunity to start their career in aviation, or allow more seasoned members of aviation to further advance in their careers.





#### COURSE DESCRIPTION

#### METHOD

#### DURATION



### Basic Cabin Crew Training

This training is intended to qualify new professionals planning to join the industry as cabin crew members aboard a modern airline. It includes Safety and Service training on Bombardier Q400, Boeing 737NG, 757, 767, 777, 787 and Airbus 350 aircrafts.

Classroom & Practical with Motion Mockup

60 days

# CABIN CREW COURSES

COURSE DESCRIPTION

METHOD

DURATION



## Basic Cabin Crew Aviation Safety

This course enables new cabin crew trainees to develop the required competencies in the area of aviation safety including familiarization with safety policy and procedures, functions of emergency equipment along with practical drills.

Classroom & Practical

20 days



	COURSE DESCRIPTION	METHOD	DURATION
<b>Cabin Crew Safety Recurrent</b>	This course is designed to update and refresh the competencies of Cabin Crew members who are already on the job.	Online, Classroom & Practical	3 days
<b>Fire Drill Theory And Practical With Motion Mockup</b>	This module aims to provide Cabin Crew members with sufficient knowledge, skill and attitude to identify fire hazards and apply firefighting procedures.	Classroom & Practical	3 days
<b>Actual Fire Fighting And Smoke Removal With Full Motion Mockup</b>	This practical training provides skills for Cabin Crew members to operate different types of fire extinguishers and protective breathing equipment.	Practical	2 days
<b>Fire Fighting Equipment-Hands-On-Drill</b>	This course enables Cabin Crew members to perform exercises on retrieving and operating fire- fighting and protective equipment.	Hands -on-Drill	1 day
<b>Turbulence Drill With Motion Mockup</b>	This practical training enables Cabin Crew members to minimize accidents that may affect passengers and crew members due to different levels of turbulence during phases of a flight.	Practical	1 day
<b>Decompression With Wide/Narrow Body Motion Mockup</b>	The module aims to provide Cabin Crew members with sufficient skills and attitude to properly apply cabin pressurization or perform a decompression procedure.	Practical	1 day
<b>Emergency Landing/Ditching</b>	This module aims to provide Cabin Crew members with sufficient knowledge, skill and attitude to properly perform their duties during anticipated and unanticipated emergency landings at land or sea.	Classroom & Practical	2 days
<b>Ditching Drill With Full Swimming Pool Attached Mockup</b>	This practical Training enables Cabin Crew members to safely and properly evacuate passengers during Ditching.	Practical	1 day
<b>Evacuation Drill With Motion Mockup</b>	This practical Training enables Cabin Crew members to safely and properly evacuate passengers during Ditching.	Practical	1 day
<b>Bombardier Dash 8 Q400 Training</b>	This course is designed to qualify the Cabin Crew members to perform duties on Bombardier Dash 8 Q400 as a type-rated professional.	Classroom & Practical	5 days
<b>Bombardier Dash 8 Q400 Practical Training</b>	The course provides practice opportunities on door operation, emergency procedures and cabin systems.	Practical	1 day

	COURSE DESCRIPTION	METHOD	DURATION
<b>Boeing-737 Training</b>	The course is designed to qualify Cabin Crew to perform duties on B-737 Aircraft.	Classroom	3 days
<b>Boeing-737 Practical training</b>	The course provides practical training and practice opportunities on door operation, emergency procedures and cabin systems on B-737.	Practical	1 day
<b>Boeing-757 Type Training</b>	The course is designed to qualify Cabin Crew to perform duties on B-757 Aircraft.	Classroom & Practical	3 days
<b>Boeing-757 Practical training</b>	The course provides practice opportunities on door operation, emergency procedures and cabin systems.	Practical	1 day
<b>Boeing-767 Type Training</b>	The course is designed to qualify Cabin Crew to perform duties on B-767 Aircraft.	Classroom & Practical	3 days
<b>Boeing-767 Practical training</b>	The course provides practice opportunities on door operation, emergency ^procedures and cabin systems.	Practical	1 day
<b>Boeing-787 Type Training</b>	The course is designed to qualify Cabin Crew to perform duties on B-787 Aircraft.	Classroom & Practical	3 days



	COURSE DESCRIPTION	METHOD	DURATION
<b>Boeing-787 Practical training</b>	The course provides practice opportunities on door operation, emergency procedures and cabin systems on B787.	Practical	1 day
<b>Boeing-777 Type Training</b>	The course is designed to qualify Cabin Crew to perform duties on B-777 Aircraft.	Classroom & Practical	3 days
<b>Air Bus-350 Type Training</b>	The course is designed to qualify Cabin Crew to perform duties on A-350 Aircraft.	Classroom & Practical	3 days
<b>Air Bus-350 Door Training</b>	The course provides practical training and practice opportunities on door operation of the Airbus A350 Aircraft.	Practical	1 day
<b>Crew Resource Management</b>	This course enables participants to apply human performance capabilities and limitations in their daily activities to real-life scenarios, and improve their communication, skills, decision-making skills, and teamwork.	Classroom	3 days
<b>Dangerous Goods Regulations - initial (Category 11)</b>	This course enables participants to identify and handle hazardous materials that could be carried onboard an aircraft based on the IATA Dangerous Goods Regulation.	Classroom	2 days
<b>Dangerous Goods Regulations - Refresher (Category 11)</b>	This course is designed to update and refresh the competencies of the Cabin Crew, who have already attended initial dangerous goods regulations training.	Online	1/2 day
<b>Cabin Health and First Aid</b>	This course is designed to enable Cabin Crew to manage medical emergencies and risks onboard the aircraft.	Classroom & Practical	3 days
<b>Cabin Health and First Aid Refresher</b>	The course is designed to update and refresh the competencies of Cabin Crew members who have already attended initial Cabin health and First Aid training.	Classroom & Practical	1 day
<b>Basic Cabin Crew Grooming</b>	The module aims to provide trainees with the skills, knowledge and attitude required to positively act as a cohesive Cabin Crew by grooming and maintaining an appropriate lifestyle similar to that of a professional Cabin Crew.	Classroom & Practical	6 days



#### COURSE DESCRIPTION

#### METHOD

#### DURATION

#### **In-Flight Service**

This unit involves the skills and knowledge required to provide comprehensive in-flight services, such as food and beverage, to passengers on a commercial aircraft.

Classroom & Practical

15 days

#### **Basic Aviation Catering**

This course enable participants to develop the competencies required to manage aviation catering activities for in-flight catering services, based on the FDRE Ministry of Education and IATA regulations.

Classroom & Practical

3 months

#### **Food & Beverage Control**

This course is designed to update and refresh the competencies of hotel operators in the food and beverage department who have already attended basic catering training.

Classroom & Practical

120 hrs

#### **HACCP, Food Safety & Hygiene**

This course is designed to enable aviation catering, hotel, and restaurant employees to manage international food safety systems and procedures in the hospitality industry.

Classroom & practical

40 hrs

#### **Hotel Operations Level 2**

The course aims to enable trainees to develop the competencies required to work as a qualified professional in a bar, restaurant, laundry, information center, porter service centers, point of sale, and accommodation centers per the customer service standards of the organization.

Classroom & Practical

2 years



# Commercial & Ground Operations Training School

The Commercial and Ground Operations Training School provides training to anyone engaged in ground handling and cargo operation activities. Through its initial and recurrent training programs, the school aims to familiarize personnel with general provisions and regulations, and to conduct in-depth training programs consistent with local authorities, IATA and other CAAs. Students receive instruction from licensed instructors on all relevant policies, procedures and operating practices and can earn certification as applicable.

Specializing in airline sales and marketing training, this school provides industry standard training for personnel working in call center customer service, reservations and ticketing, airport passenger & baggage handling,

cargo handling & operations, ground support equipment operations and maintenance. The school provides modularized diploma programs and short courses.

As an IATA Authorized Training Center(ATC), Authorized Training School (ATS) and a Regional Training Partner (RTP), the school provides training in travel & tourism, IATA's Dangerous Goods Regulation and other selected IATA courses under the RTP umbrella. The Commercial and Ground Operations Training School also provides training in Airline Finance and Accounting, including on-the-job training based on client requirements.

COURSE DESCRIPTION

METHOD

DURATION

**Introduction to Airline Industry**

This course provides basic understanding about the aviation industry. Participants will grasp basic terminologies in the industry along with existing conventions and agreements.

Classroom

3 days

**Soft Skills Training**

It takes more than technical competence for you to successfully deliver outstanding customer service. This course will guide you to better understand your unduplicated personality and acquire emotional intelligence so as to bring agility in your overall performance.

Classroom

3 days

**Advanced Passenger Fares and Ticketing**

The course enables trainees with Basic Passenger Fares & Ticketing background to construct normal fare of single Pricing Units and consecutive pricing units.

Classroom

8 days

**Professional Telephone Handling**

This course is designed to raise the awareness of customer service on the telephone and assist delegates in providing professional telephone service to callers.

Classroom

2 days





	COURSE DESCRIPTION	METHOD	DURATION
<b>Airport Passenger Handling</b>	This course in passenger services is designed to make trainees customer-focused and knowledgeable in the many roles they play fill as a front-line employee including, Meet and Greets, Check-in, Travel Document Verification, Boarding, Arrivals and. Service Recovery Program.	Classroom	5 days
<b>SABRE SONIC Check-in (SSCI)</b>	The course is designed for those who are involved in check-in activities, special guest handling, and baggage detail handling.	Classroom	5 Days
<b>WorldTracer</b>	This course enables trainees to create, amend, retrieve and read different type sof bag files, make rush/expedite bag labels with appropriate forwarding message and manage Central Baggage Tracing activities.	Classroom	5 Days
<b>Basic Cargo Skills and Procedures</b>	The course is designed for trainees to be able to define IATA areas, calculate the air cargo tariff, Understand rate application, Understand Services and related charges and Complete an Air Waybill.	Classroom	5 Days
<b>Safety Management System (SMS) - 1</b>	This course is tailored for aviation operators and mainteancne organization across the aviation industry to acquire the required Knowledge, Skill and Attitude to implement an effective Safety Management System (SMS).	Classroom	1 Day
<b>Automated Air Cargo System (Cargo Spot)</b>	This course on Cargo-spot is designed to create the understanding in the air freight's most widely used and comprehensive cargo management system, providing carriers with complete end-to-end control over the sale, operation and management of cargo.	Classroom	3 Days
<b>Dangerous Goods Regulation – Category 6 (including Cat 1, 2 and 3)</b>	In this training trainees apply the IATA Cargo Dangerous Goods Regulations correctly, understand and discern the legal aspects and the responsibility of shippers, agents, and airlines involved in transporting dangerous goods.	Classroom	5 Days
<b>Dangerous Goods Regulation – Category 8 &amp; 10</b>	In this training ,Pilots and Load Masters are trained to recognize undeclared Dangerous Goods, after this training by effectively applying the IATA's Dangerous Goods Regulations manual and complete the necessary dangerous goods transport documents.	Classroom	2 Day
<b>Dangerous Goods Regulation – Category 9 &amp; 11</b>	This training is designed for passenger handling staff to deal with Dangerous Goods that could be carried aboard an aircraft by passengers. It enables participants to distinguish declared Dangerous Goods by using the IATA's Dangerous Goods Regulations manual.	Classroom	1 Day

**COURSE DESCRIPTION****METHOD****DURATION****Dangerous Goods Regulation – Category 4 & 7**

This training is designed for freight forwarders to deal with Dangerous Goods. It will enable participants to distinguish declared dangerous goods by using the IATA's Dangerous Goods Regulations manual.

Classroom

1 Day

**Dangerous Goods Regulation – Category 12**

This training is designed for security staff to deal with Dangerous Goods that could be carried aboard an aircraft by passengers. It will enable participants to distinguish declared dangerous goods by using the IATA's Dangerous Goods Regulations manual.

Classroom

1 day

**Live Animal Regulations**

This course enables attendees to transport live animals by air safely, in the correct container and with the correct documentation. You will learn about container requirements, documentation requirements, and awareness of animals' health along with how to comply with standards and international welfare regulations

Classroom

10 hours

**Perishable Cargo Handling**

This training is intended to create understanding of government requirements pertaining to the transport of perishable cargo along with Requirements on handling, marking & labeling. You will also master the necessary packaging requirements and Information required for documentation when transporting perishable cargo

Classroom

8 hours



	COURSE DESCRIPTION	METHOD	DURATION
<b>Ramp Handling and ULD Control</b>	Ramp handling services ensure the efficient turnaround of aircraft so that flights stay on schedule. This course offers an introduction to ramp services as well as the ground handling standards and safety requirements trainees need to know to work safely on the ramp along with what is required to ensure 100% safe and efficient ULD handling.	Classroom	5 Days
<b>Aircraft Weight &amp; Balance – passenger Aircraft (Narrow Body)</b>	This course enables trainees to understand the theories and principles of weight and balance and identify the various weights used in the compilation of a load-sheet. Trainees will also be able to construct indexes and understand their use and become familiar with the design of trim charts for passenger carrying aircrafts.	Classroom	3 Days
<b>Aircraft Weight &amp; Balance – passenger Aircraft (Wide Body)</b>	This course enables trainees to understand the theories and principles of weight and balance and identify the various weights used in the compilation of a load-sheet. Trainees will also be able to construct indexes and understand their use and become familiar with the design of trim charts for passenger carrying aircrafts.	Classroom	3 Days
<b>Aircraft Weight &amp; Balance – passenger Aircraft (Narrow &amp; Wide Body)</b>	This course enables trainees to understand the theories and principles of weight and balance and identify the various weights used in the compilation of a load-sheet. Trainees will also be able to construct indexes and understand their use and become familiar with the design of trim charts for passenger carrying aircrafts.	Classroom	5 Days
<b>Aircraft Weight &amp; Balance – freighter Aircraft</b>	This course enables trainees to understand the theories and principles of weight and balance and identify the various weights used in the compilation of a load-sheet. Trainees will also be able to construct indexes and understand their use and become familiar with the design of trim charts for cargo-carrying aircrafts.	Classroom	5 Days
<b>SABRE Load Manager</b>	The automated SABRE load manager training enables trainees to manually create flights, and display active flight data. Trainees will also master fuel, passenger and cargo payload distribution manipulation on the SABRE load manager screen.	Classroom	3 Days
<b>Occupational Health and Safety</b>	This training will enable trainees to identify, assess and manage workplace hazards, the role of safety representatives and health service outlets at the workplace.	Classroom	3Days
<b>DOT’s Non-Discrimination Rules on the basis of disability</b>	The training introduces a proactive approach for assisting individuals with disabilities throughout the airport. Trainees will understand the requirements in place for wheelchair passengers and disabilities that are traveling with a service animal to, from, or within the United States.	Classroom	1 Day

**COURSE DESCRIPTION****METHOD****DURATION****Selling Skills**

This course enables trainees to understand the psychology and principles of selling. You will be able to create lasting First impressions, Build trust and rapport and learn questioning and listening skills to uncover customer needs.

Classroom

3 Days

**Aviation Security**

Aviation Security training creates awareness on ways to handle unruly passengers at the airport and identify security traits.

Classroom

1 Day

**Airside and Ramp Safety**

The training enables trainees to gain knowledge on how to make hauling operation smooth and free of trait. Passenger security training creates awareness on ways to handle unruly passengers at the airport and identify security traits.

Classroom

2 Day

**Airside Safety and Defensive Driving**

Ramp safety training ensures compliance to safety standards for safe and efficient turnaround of aircrafts. This course offers an introduction to ramp safety as well as the ground handling standards and safety requirements you need to know to work safely on the ramp.

Classroom

1 Day

This training enables trainees to understand what physical condition affects driving, what mental condition affects driving, factors distracting driving and safe driving distance.



	COURSE DESCRIPTION	METHOD	DURATION
<b>Customer Care</b>	This training enables trainees to, among other things, describe exceptional customer service, identify the benefits of great customer service, recognize barriers to the delivery of outstanding customer service and techniques for dealing with angry or upset customers.	Classroom	5 Days
<b>Belt Loader (Theoretical &amp; Practical)</b>	This training enables trainees to identify safety precaution, describe function & types of component, familiarize operation & emergency procedures of Belt Loader.	Classroom	3 Days
<b>Air Start Unit (Theoretical &amp; Practical)</b>	This training enables trainees to identify safety precaution, describe function & types of component, familiarize operation & emergency procedures of Air Start Unit	Classroom	3 Days
<b>Pallet Transporter (Theoretical &amp; Practical)</b>	This training enables trainees to identify safety precaution, describe function & types of component, familiarize operation & emergency procedures of Pallet Transporter.	Classroom	3 Days
<b>Pushback Tractor/Pay Mover (Theoretical &amp; Practical)</b>	This training enables trainees to safely operate pushback conventional tugs and move departing aircraft away from the gate or ramp area.	Classroom	3 Days
<b>Fork Lift (Theoretical &amp; Practical)</b>	This training enables trainees to identify safety precaution, describe function & types of component, familiarize operation & emergency procedures of Fork Lift.	Classroom	3 Days
<b>Grove (Theoretical &amp; Practical)</b>	This training enables trainees to identify safety precaution, describe function & types of component, familiarize operation & emergency procedures of Grove	Classroom	3 Days
<b>Tug/Tow Tractor (Theoretical &amp; Practical)</b>	This training enables trainees to identify safety precaution, describe function & types of component, familiarize operation & emergency procedures of Tug/Tow Tractor.	Classroom	3 Days
<b>Cherry Picker (Theoretical &amp; Practical)</b>	This training enables trainees to identify safety precaution, describe function & types of component, familiarize operation & emergency procedures of Cherry Picker	Classroom	3 Days
<b>Scissor Lift (Theoretical &amp; Practical)</b>	This course is designed to train ramp operators on the proper operation and loading/unloading of heavy cargo including lifting systems, platform maneuvering and electro-hydraulic controls	Classroom	3 Days
<b>Platform (Theoretical &amp; Practical)</b>	This training enables trainees to identify safety precaution, describe function & types of component, familiarize operation & emergency procedures of Platform	Classroom	3 Days



### COURSE DESCRIPTION

### METHOD

### DURATION

#### Passengers Step (Theoretical & Practical)

This training enables trainees to identify safety precaution, describe function & types of component, familiarize Operation & emergency procedures of Passengers Step.

Classroom

3 Days

#### Wheelchair Truck (Theoretical & Practical)

This training enables trainees to identify safety precaution, describe function & types of component, familiarize Operation & emergency procedures of Wheelchair Truck.

Classroom

3 Days

#### Lavatory /Water Truck (Theoretical & Practical)

This training enables trainees to identify safety precaution, describe function & types of component, familiarize Operation & emergency procedures of Lavatory /Water Truck

Classroom

3 Days

#### Ramp Bus/COBUS (Theoretical & Practical)

This training enables trainees to identify safety precaution, describe function & types of component, familiarize Operation & emergency procedures of Ramp Bus/COBUS.

Classroom

3 Days

#### Portable Air Compressor (Theoretical & Practical)

This training enables trainees to identify safety precaution, describe function & types of component, familiarize Operation & emergency procedures of Ramp Portable Air Compressor.

Classroom

3 Days

**COURSE DESCRIPTION****METHOD****DURATION****Ground Power Unit (GPU)  
(Theoretical & Practical)**

In this training ramp agents will learn how to properly and safely connect and disconnect ground power units and the safety precautions required in supplying power to parked aircraft.

Classroom

3 Days

**Aircraft Jack Operation  
(Theoretical & Practical)**

This training will enable trainees to identify safety precautions, describe function & types of component, and familiarize operation & emergency procedures of Ramp Aircraft Jack operation.

Classroom

3 Days

**Hydraulic System**

This training enables trainees to identify hydraulic systems & safety precaution, understand hydraulic circuit, describe function & types of component, perform maintenance task of hydraulic system.

Classroom

3 Days

**Pneumatic System**

This training enables trainees to identify pneumatic systems & safety precaution, understand pneumatic circuit, describe function & types of component, perform maintenance task of pneumatic system.

Classroom

3 Days



# DIPLOMA PROGRAMS

## COURSE DESCRIPTION

## METHOD

## DURATION

### Airline Call Center and Ticket Agent

The Global Call Center and Ticket Offices play essential roles in the airlines' business. They are often the primary sources of contact for customers, and often make the first impression for our valued customers. These offices are often used to distribute our products and services. They are also vital to increase customer loyalty and differentiate our products and services.

Theory & Practical

68 days

### Air Cargo Handling Agent

To cope with the ever increasing expansion of Cargo business, it is a must that qualified and professional cargo handling agents are available with the right knowledge, attitude and skills to effectively and efficiently handle the cargo traffic and an ever increasing customer service in today's competitive environment.

Theory & Practical

65 days

### Airline Commercial & Ground Operations Agent

This is a comprehensive training program that encompasses almost the entire commercial, ground operations and cargo traffic and passenger handling activities of an airline. The training is intended to address the all rounded knowledge and skill requirement to handle airline operations at all type of airports, where the current operation doesn't necessitate the assignment of agents with specialized competencies for specific parts of the operation. The training will cover Reservations and Ticketing, Airport Passenger Handling, Aircraft/Ramp Handling and Cargo Handling skills and procedures.

Theory & Practical

100 days



# DIPLOMA PROGRAMS

## COURSE DESCRIPTION

## METHOD

## DURATION

### Airline Accounting & Finance

Airline Finance and Accounting is playing a significant role in the management and control of the airline business. In addition to the general finance and accounting skills and practices, airline finance and accounting requires very specialized and customized trainings related with the core commercial operations both in passenger and cargo transport operations.

Theory &  
Practical

63 days

### Airport Passenger Handling Agent

The Airport Passenger Handling Agent Training Curriculum is designed to enable airport passenger handling agents acquire the necessary skills, knowledge and attitude required to be a competent passenger handling agents. The curriculum is designed considering the current competency based approach in course development. It describes contents to be used in training Airport Passenger Handling Agents for airline business. It is prepared based on competency gap analysis and international benchmarking. It is arranged to facilitate the learning process in a way that trainees acquire the real set of occupational competencies in knowledge, skill & attitude required in the real work environment. In addition, due emphasis is given to incorporate important soft skills trainings like Customer Care, basic communication skills and English for airport ground handling Agents.

Theory &  
Practical

65 days

### Ramp Handling Agent

Ramp handling is one of the essential activities of airline business. It has a significant effect on the on-time performance and customer satisfaction of an airline. As it is apparently understood among industry experts, aircraft loading and unloading together with proper care for baggage and cargo is one of the areas that reflect the efficiency or quality of an airline.

Theory &  
Practical

61 days

# COMMERCIAL & GROUND OPERATIONS COURSES

## COURSE DESCRIPTION

## DURATION

### IATA Foundation in Travel and Tourism with Galileo

This course helps acquire essential knowledge and skills to work in the travel and tourism industry and become an effective travel professional. Provide advice on flight, accommodation and tour products, and how to ensure travelers fulfill necessary travel requirements. Improve your customer service and sales skills in order to better advise travel customers about when and where to travel based on their needs. Learn to use a global distribution system to create and manage reservations.

200 Hours of study to be completed in 12 months

### IATA Foundation in Travel and Tourism with SABRE

This course helps acquire essential knowledge and skills to work in the travel and tourism industry and become an effective travel professional. Provide advice on flight, accommodation and tour products, and how to ensure travelers fulfill necessary travel requirements. Improve your customer service and sales skills in order to better advise travel customers about when and where to travel based on their needs. Learn to use a global distribution system to create and manage reservations.

200 hours of study to be completed in 12 months

### Travel and Tourism Consultant for the Leadership & Management Diploma

This course builds your leadership skills and travel industry knowledge with a combined focus from IATA and Harvard ManageMentor®. Study popular tourism destinations and improve your sales skills to successfully advise your clients on the best travel options. Learn how to customize and construct complex travel itineraries, develop specialized knowledge of travel products and gain the skills to process ticket exchanges and reissues. Improve your sales skills to successfully turn prospect and existing customers into returning customers and learn how to understand how industry regulations affect your travel operations.

The Harvard ManageMentor® (HMM) modules will help you improve your general management and leadership skills. By taking this course you will gain access to over 40 online HMM modules.

150 hours of study to be completed in 12 months



# Leadership and Career Development Programs

Management Development Training in Ethiopian Airlines was initially instituted in 1957. The training further escalated its effect to capacitate its supervisors and managers for more responsible positions. In 1968, the training program was then reinstated as Manpower Development Program (MDP).

Being reestablished as Leadership and Career Development Training School under Ethiopian Aviation Academy in 2008, the School has been delivering various leadership and career development as well as customer service trainings both for

Ethiopian Airlines staff and third party customers both local and international. The programs, flavored with Ethiopian Airlines' long years' experience; focus on sharing the success story and lessons learnt; and are facilitated by well experienced practitioners from the airline. In addition, the School, in its other wing, provides General and Aviation English language trainings for airline operators and deliver ICAO Aviation English proficiency rating and training under its Language and Communication Development Center, established in 2013.

	COURSE DESCRIPTION	METHOD	DURATION
<b>Customer Service</b>	This training is designed to build customer service culture for acquisition and retention of customers, and internal and external customer appreciation so as to improve the quality care provided through creating awareness on how to handle customers. This course is recommended for any customer handler and service provider.	Classroom	3 days
<b>Communication Skills</b>	This training is designed to enhance effective organizational communication through demonstrating effective communication skills with internal and external customers. This course is recommended for all.	Classroom	3 days
<b>Strategic Management</b>	This training is designed for middle and senior level managers, and planning experts to build the capacity of strategic thinking, planning, implementing and controlling mechanisms.	Classroom	3 days
<b>Systems and Procedures</b>	The course helps trainees in understanding the fundamentals of systems, system model and their characteristics in making up an organization by dealing with complex organizational systems so as to raise the overall efficiency of their organization. This course is recommended for supervisors, analysts, administrators, auditors, and officers	Classroom	3 days
<b>Project Management</b>	This course enables project managers and project members in designing effective projects and implementing them efficiently with the required project follow up mechanism by identifying the necessary inputs and outputs of different management areas in projects.	Classroom	4 days
<b>Decision Making and Problem Solving</b>	This training helps senior managers, prospective senior management staff and upcoming leadership position holders in identifying the role of management in decision-making through utilizing different decision-making models that can be used to make decisions and solve problems while running an organization.	Classroom	3 days
<b>Time Management</b>	This training helps any employee in increasing productivity through improved use of time, better performance, increased profitability through developing the essential habits of good time management.	Classroom	2 days
<b>Transformational Leadership</b>	This course is intended for team leaders or supervisors, middle level managers and senior managers to develop their leadership skill and transform their respective organizations to achieve intended goals.	Classroom	2 days

**COURSE DESCRIPTION****METHOD****DURATION****Team Building**

This course is designed to improve decision-making in a team environment and improve team communication by identifying what is required of building an effective team and identifying ways to motivate team members.

Classroom

3 days

**Succession Planning**

The aim of this training is to familiarize HR personnel and managers at different levels with the approach to succession planning and characteristics of succession planning. This training enables establishing development plans for successors and pinpointing high potential candidates.

Classroom

2 days

**Strategic Leadership**

This course enables senior managers and middle level managers to achieve and endure success through strategic planning and implementation by identifying the major focus areas and challenges of leading changes.

Classroom

2 days

**Performance Management and BSC**

This training helps HR personnel and managers at different level in reviewing performance management process as well as BSC and identifying possible challenges in performance management so that they can plan efficient ways of resolving the challenges. Ultimately, they will be able to apply BSC as a tool in performance management.

Classroom

3 days



	COURSE DESCRIPTION	METHOD	DURATION
<b>Effective Team Leadership</b>	This course is designed for team leaders, and middle and senior level managers to build a culture of teamwork through application of different techniques of motivation to enhance team performance.	Classroom	2 days
<b>Executive Project Management</b>	This course is designed for project sponsors, project managers and project team members to familiarize the dynamic environment of project management and capacitate the skills required for planning, scheduling and controlling projects in addition to project monitoring and evaluation.	Classroom	3 days
<b>Financial Management</b>	This course is designed for accountants and financial managers at different levels to capacitate the skills required for financial reporting and budgeting of so as they can carry out internationally accepted standards of financial reporting and analysis.	Classroom	3 days
<b>Human Resources Management</b>	This training helps HR personnel and managers at different levels to develop HR plans for their respective organizations, recruit, select and place employees, conduct performance appraisal, and administer different rewards and benefit packages	Classroom	5 days
<b>Occupational Safety and Health</b>	This course is aimed at equipping all employees with the fundamental concepts of occupational safety and health through identifying sources of accidents or incidents and hazards that may affect employees and operational safety so that they may find solutions to prevent and control such sources.	Classroom	3 days
<b>General English</b>	This course is designed for all candidates who would like to meet a desired General English language proficiency at different levels. Having pre-training English language proficiency assessment prior the training, trainees are placed to their corresponding proficiency levels accordingly as beginner, elementary, pre-intermediate, intermediate, upper-intermediate, and advanced. Each level covers seven language learning areas: listening, speaking, reading, writing, vocabulary, grammar and everyday English.	Online / Classroom	360 hours (for level I to level III) / 120 hours (for level II to level III)
<b>Aviation English for Pilots</b>	This course is designed to equip trainee pilots with the required English competency for aviation industry as per ICAO requirements for Airline Transport Pilot License (ATPL), CPL and IR/ME Requirements. Upon completing the three phases of this course, trainees will be able to attain the minimum requirement, i.e., Level-4 ICAO English Language Proficiency Requirements.	Online / Classroom	120 hours

COURSE DESCRIPTION

METHOD

DURATION

**Aviation English for Aircraft Maintenance Technicians**

This standard training package (STP No: 291/064/LAN ENG MNT) is prepared as per the ICAO TRAINAIR Plus Competency-based Training Development Guidelines. The training helps aircraft maintenance technicians acquire the necessary knowledge, skill and attitude required for proper documentation of aircraft maintenance actions and for effective oral workplace communication and business e-mail correspondence.

Classroom

40 hours

**Aviation English for Cabin Crew**

This course aims to provide cabin crew trainees the skills, knowledge and attitudes required to make effective communication in English language in anticipated, unpredictable and difficult situations with passengers, flight crew, other cabin crew and ground services personnel.

Online / Classroom

80 hours

**English for Cargo Handling Agents**

This training is designed in accordance with IATA's standard material for cargo handling agents so that they demonstrate efficient English language skill to communicate with cargo customers as well as with colleagues in different contexts.

Online / Classroom

80 hours

**English for Call Center and Ticketing Agents**

This course is designed to help call center and ticketing agents develop effective communication skills so that they may exceed expectations of the customers they handle in various situations.

Online / Classroom

80 hours

**English for Airport Handling Agents**

This course is developed for airport passenger handling agents, for aircraft ramp handling agents, and for airline commercial and ground handling agents so that they develop and demonstrate effective communication skills with customers at different work stations.

Online / Classroom

80 hours

**ICAO Aviation English Proficiency Raters Training**

The course is designed to train potential candidates in providing ICAO language proficiency interlocutors/raters knowledge, skill and attitude to effectively conduct interviews and objectively assess the language proficiency of pilots and air traffic controllers, in line with the ICAO language proficiency rating requirements stated in ICAO annexes and guidelines.

Online / Classroom

40 hours

**Team Leader Development Course (TLDC)**

The program is designed to introduce the fundamentals of effective management and leadership for greater success and preparing frontline managers to achieve lasting results through people in an efficient, effective and timely manner. It includes supervisory management, time management, communication skills, leadership, conflict management, performance management, industrial relations, and change management.

Classroom

10 days



#### COURSE DESCRIPTION

#### METHOD

#### DURATION

##### **Management Development Course (MDC), Middle Level**

The workshop is designed to strengthen middle and senior level managers' /Directors, Division managers/ ability to manage complexity, balance competing priorities, and collaborate up, down and across the organization to drive tangible results in an efficient, effective and timely manner. It includes human capital management, finance, change management, performance management and leadership areas with greater depth.

Classroom

10 days

##### **Executive Leadership Course (EDC)**

This workshop is designed to enhance the ability of senior leaders to lead while balancing short term operation and long term strategic perspectives, and to maximize their leadership capabilities to accelerate the organization's commitment, alignment and results in an efficient, effective and timely manner. It focuses on Human Capital Management & development, Strategic planning & execution, performance management, corporate finance & leadership.

Classroom

5 days



	COURSE DESCRIPTION	METHOD	DURATION
<b>Executive Leadership Experience Sharing</b>	This program is designed for high level officials / GMs /CEOs, their deputies or others in an equivalent position/ to facilitate practical discussions on Ethiopian Airline’s success factors and lessons learned. The programs will be facilitated by Executive Management Team members of the Airlines.	Classroom	2 days
<b>Coaching &amp; Mentoring</b>	The course is aimed at developing coaching / mentoring skill by distinguishing required characteristics/ qualities of good coaches/ mentors. It presents different techniques and shares the practical experience of Ethiopian Airlines coaching/ mentoring programs.	Classroom	5 days
<b>Cultural Awareness</b>	The course is designed to show managers the critical importance of developing a Culture of Excellence to ensure success by building a sustainable high performance organization. It focuses on identifying key characteristics of culture of excellence, and developing techniques on how to build the culture of excellence throughout the organization for higher performance and results. It is designed based on the accumulated experience of Ethiopian Airline’s performance culture.	Classroom	2 days

\*CBT: Computer Based Training

Language and Communication Development Center also conducts ICAO Aviation English Proficiency Rating for pilots and Air Traffic Controllers.

- Note 1**
- a. The trainings are “Tailor- Made” – prior discussion with clients is required
  - b. Other training areas, not mentioned here, can also be arranged based on the request and requirements of the client
  - c. The minimum class size is 20
  - d. Venue is subject to customer choice (customer venue or EAA venue- price varies accordingly)

**Note 2** We provide Management Consultancy Services.

# TRAINING COMPETENCY DEVELOPMENT COURSES

	COURSE DESCRIPTION	METHOD	DURATION
<b>Instruction Systems Design</b>	This training is designed to enable trainers (instructors) acquire the required competencies (knowledge, Skills and attitude) and become professional aviation instructors. The training is designed by benchmarking industry best practices and taking into account adult learning and active training principles. In addition, the training provides adequate practice opportunities to help trainees develop their skills through group presentation and continuous feedback from peers and the facilitator.	Classroom	5 days
<b>Instructional Techniques –Initial</b>	This training is designed to enable trainers (instructors) acquire the required competencies (knowledge, Skills and attitude) and become professional aviation instructors. The training is designed by benchmarking industry best practices and taking into account adult learning and active training principles. In addition, the training provides adequate practice opportunities to help trainees develop their skills through group presentation and continuous feedback from peers and the facilitator.	Classroom	5 days
<b>Train the Examiner (Examination Techniques)</b>	This course is designed to enable professional instructors to acquire the required competencies to develop, validate and conduct high quality standardized examination questions that are objective, valid and reliable to measure the desired levels of competency.	Classroom	5 days
<b>Training Developers Course (ICAO TDC)</b>	The course is provided by ICAO certified instructors, and leads participants to become ICAO Qualified Course Developers after developing a standardized Training Package based on the principles and tools taught in this course. The course provides participants with practical tools and competency to develop competency based training materials and training curriculums. Instructors, Training Developers, Course Developers and Training Managers will benefit from this course.	Classroom	10 days
<b>Training Needs Analysis (TNA)</b>	This course enables professionals to respond effectively to training requests and performance improvement interventions. Participants will be armed with tools and knowledge to ask the right questions, find the answers to performance problems and uncover opportunities for improvement. These skills will enable a more strategic approach to improving the overall performance of the organization at the individual, operational and organizational level.	Classroom	3 days

# TRAINING COMPETENCY DEVELOPMENT COURSES

	COURSE DESCRIPTION	METHOD	DURATION
<b>Coach Skills Training</b>	This training helps trainees develop the required competencies to be good coaches in a real working environment. The training is designed in such a way that potential coaches will identify and appreciate personality differences and get general awareness about learning principles and the characteristics of adult learners. Moreover, it helps trainees recognize the importance of Coaching and identify the qualities of a good coach. Furthermore, trainees will engage in various activities to develop essential coaching competencies such as active listening, asking effective questions and providing effective feedback.	Online / Classroom	3 days
<b>ICAO Safety Management for Practitioners (SMxP)</b>	The SMxP Course aims to provide qualified Safety Management System (SMS) and State Safety Programme (SSP) staff with a comprehensive application of operational safety management processes and practical examples on the use of IT tools to enhance efficiency and effectiveness of safety management activities. "The Online Safety Management Training Course" is a mandatory prerequisite for the classroom course of the Safety Management for Practitioners (SMxP).	Classroom	5 days
<b>ICAO Government Safety Inspector Airworthiness - Air Operator and Approved Maintenance Organization Certification (GSI-AIR)</b>	Courses under this programme have been developed to address shortcomings identified in audits conducted under the ICAO Universal Safety Oversight Audit Programme (USOAP) related to the lack of qualified technical personnel to carry-out safety oversight responsibilities. Government Safety Inspector (GSI) courses are conducted by ICAO-Endorsed GSI Training Centers and developed using the Model Civil Aviation Regulations (MCARs).	Classroom	15 days
<b>Instructional Techniques - Refresher</b>	This course is designed to refresh and update the competencies of instructors.	Classroom	2 days
<b>Assessor Skills Course</b>	The aim of this training is to develop confident and effective assessors who can make sound and valid assessments of trainees' performance in the real work place. The training will enable potential assessors to identify the importance of assessment and requirements to be a good assessor. In addition, the potential assessors will also be able to identify appropriate assessment (test) types for the different learning domains and apply effective assessment techniques for a practical training.	Online / Classroom	2 days



# Campus Life

*We want to make training fun and your stay at the academy enjoyable.*

Training with Ethiopian Airlines Aviation Academy means you will make most of your opportunity to get involved in exciting social activities, connect with others and find the support you need



Trainees enjoy their leisure time playing basketball, enjoying indoor games, engaging in physical activities at the gym, and jogging in the academy's serene learning environment.

At the end of every month, the entire academy community engages in what is called, Fatigue Duty. We walk around cleaning our compound, classrooms, garden, and enjoying the company of fellow trainees. It is a fun way of building the culture of safety, cleanliness, belongingness and teamwork amongst students.

In order to develop a sense of teamwork, trainees gather weekly in the academy's auditorium for interactive presentations that expound on selected virtues. Learning is made fun!

**GET YOUR WINGS AT  
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ACADEMY!**

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