

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Certificate in Airport Passenger Handling

Foundation Level



LAPT — London Academy of Professional Training

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Reference AV-PSE-F • Aviation Centres

UKPRN 10067351 • Registered in England and Wales, company 4984798

AT A GLANCE

REFERENCE	AV-PSE-F
AWARD	Certificate
ASSESSMENT	450 marks — 270 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1 Customer Service Excellence 4 chapters · 20 classes 115 marks • 1 Understanding Customer Needs and Expectations in Aviation — 5 classes › 1.1 Exploring Customer Needs in Aviation › 1.2 Analyzing Common Passenger Expectations › 1.3 Identifying Key Factors in Customer Satisfaction › 1.4 Strategies for Effective Communication with Passengers › 1.5 Implementing Feedback for Enhanced Service • 2 Effective Communication Techniques with Passengers — 5 classes › 2.1 Understanding the Basics of Passenger Interaction › 2.2 Developing Active Listening Skills for Effective Communication › 2.3 Mastering Non-Verbal Communication with Passengers › 2.4 Practicing Empathy and Patience in Customer Service › 2.5 Applying Conflict Resolution Techniques in Real Scenarios • 3 Managing Stress and Challenging Situations with Passengers — 5 classes › 3.1 Understanding Stress Triggers in Airport Settings › 3.2 Identifying Passenger Emotions and Reactions › 3.3 Developing Active Listening Skills for Better Communication › 3.4 Implementing De-escalation Techniques in Challenging Situations › 3.5 Practicing Stress Management Strategies for Improved Service • 4 Enhancing the Passenger Experience through Service Excellence — 5 classes › 4.1 Understanding Passenger Needs and Expectations › 4.2 Communicating Effectively with Diverse Passengers › 4.3 Delivering Personalized Service Interactions › 4.4 Managing Challenging Situations Gracefully › 4.5 Implementing Feedback for Service Improvement	2 Effective Communication Techniques 4 chapters · 20 classes 45 marks • 1 Understanding the Basics of Passenger Communication — 5 classes › 1.1 Identifying Key Elements of Effective Passenger Communication › 1.2 Understanding Passenger Needs and Expectations › 1.3 Developing Active Listening Skills for Better Passenger Engagement › 1.4 Practicing Clear and Concise Verbal Communication › 1.5 Implementing Non-Verbal Techniques to Enhance Passenger Interactions • 2 Verbal and Non-Verbal Communication Skills — 5 classes › 2.1 Understanding the Basics of Verbal Communication › 2.2 Exploring Tone and Word Choice in Passenger Interactions › 2.3 Identifying Non-Verbal Cues and Body Language › 2.4 Practicing Active Listening Techniques › 2.5 Applying Combined Communication Skills in Real Scenarios • 3 Handling Challenging Situations and Conflict Resolution — 5 classes › 3.1 Understanding the Roots of Conflict in Airport Settings › 3.2 Identifying Triggers and De-escalation Techniques › 3.3 Practicing Active Listening and Empathetic Responses › 3.4 Applying Conflict Resolution Frameworks in Real Scenarios › 3.5 Reflecting on Personal Conflict Management Styles • 4 Cultural Sensitivity and Inclusivity in Passenger Interaction — 5 classes › 4.1 Understanding Cultural Differences in Communication › 4.2 Identifying Biases in Passenger Interactions › 4.3 Adapting Communication Styles for Inclusivity › 4.4 Responding to Diverse Passenger Needs Effectively › 4.5 Implementing Inclusive Practices in Real-Life Scenarios
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3

Introduction to Airport Operations

4 chapters · 20 classes

65 marks

• 1 Understanding the Airport Ecosystem — 5 classes

- › 1.1 Exploring the Airport Ecosystem: An Introduction
- › 1.2 Identifying Key Airport Stakeholders and Their Roles
- › 1.3 Understanding Airport Infrastructure and Facilities
- › 1.4 Navigating the Passenger Journey: From Check-in to Boarding
- › 1.5 Analyzing Airport Safety and Security Protocols

• 2 Passenger Check-in and Baggage Processing — 5 classes

- › 2.1 Understanding Passenger Check-in Processes
- › 2.2 Identifying Documents Required for Check-in
- › 2.3 Executing Effective Baggage Drop Procedures
- › 2.4 Managing Special Baggage Handling
- › 2.5 Troubleshooting Common Check-in and Baggage Issues

• 3 Security Procedures and Compliance — 5 classes

- › 3.1 Understanding Airport Security Protocols
- › 3.2 Identifying Security Threats in Airports
- › 3.3 Implementing Passenger Screening Procedures
- › 3.4 Complying with Security Regulations
- › 3.5 Responding to Security Breaches Effectively

• 4 Passenger Experience and Customer Service Excellence — 5 classes

- › 4.1 Understanding Passenger Needs and Expectations
- › 4.2 Exploring Key Elements of Customer Service Excellence
- › 4.3 Implementing Effective Communication Strategies
- › 4.4 Managing Challenging Situations with Passengers
- › 4.5 Applying Feedback for Continuous Service Improvement

4

Problem-solving in Passenger Services

4 chapters · 20 classes

90 marks

• 1 Understanding Passenger Needs and Expectations — 5 classes

- › 1.1 Identifying Diverse Passenger Profiles
- › 1.2 Exploring Passenger Needs
- › 1.3 Analyzing Passenger Expectations
- › 1.4 Addressing Passenger Queries Effectively
- › 1.5 Applying Problem-Solving Techniques to Enhance Passenger Experience

• 2 Identifying and Analyzing Common Passenger Problems — 5 classes

- › 2.1 Understanding Passenger Behavior and Expectations
- › 2.2 Identifying Frequent Passenger Complaints
- › 2.3 Analyzing Root Causes of Common Issues
- › 2.4 Developing Solutions for Frequent Problems
- › 2.5 Implementing Problem-Solving Strategies

• 3 Developing Effective Problem-solving Techniques — 5 classes

- › 3.1 Understanding Problem Types in Passenger Services
- › 3.2 Identifying Root Causes of Common Issues
- › 3.3 Applying Critical Thinking to Passenger Problems
- › 3.4 Developing Collaborative Solutions with Team Members
- › 3.5 Evaluating the Effectiveness of Implemented Solutions

• 4 Implementing Solutions and Enhancing Passenger Experience — 5 classes

- › 4.1 Identifying Passenger Issues
- › 4.2 Analyzing Passenger Feedback
- › 4.3 Developing Effective Solutions
- › 4.4 Implementing Solutions in Real-Time
- › 4.5 Evaluating and Enhancing Service Experience

5

Safety and Security Protocols

4 chapters · 20 classes

45 marks

• 1 Understanding Airport Security Protocols — 5 classes

- › 1.1 Exploring the Purpose of Airport Security Measures
- › 1.2 Identifying Key Security Checkpoints and Procedures
- › 1.3 Recognizing Banned Items and Prohibited Behaviors
- › 1.4 Understanding the Role of Security Personnel
- › 1.5 Responding to Security Alerts and Emergencies

• 2 Passenger Safety Procedures and Roles — 5 classes

- › 2.1 Understanding Passenger Safety Responsibilities
- › 2.2 Identifying and Assessing Safety Risks
- › 2.3 Implementing Passenger Screening Procedures
- › 2.4 Coordinating Emergency Response Protocols
- › 2.5 Evaluating Passenger Safety Protocols

• 3 Advanced Screening Techniques and Technologies — 5 classes

- › 3.1 Understanding Advanced Screening Technologies
- › 3.2 Analyzing Security Protocols for Passenger Screening
- › 3.3 Implementing X-Ray and Body Scanner Techniques
- › 3.4 Evaluating Threat Detection Algorithms
- › 3.5 Enhancing Screening Efficiency and Accuracy

• 4 Crisis Management and Emergency Response — 5 classes

- › 4.1 Understanding Crisis Management Frameworks
- › 4.2 Identifying Types of Airport Emergencies
- › 4.3 Implementing Initial Response Procedures
- › 4.4 Coordinating with Emergency Services
- › 4.5 Evaluating Emergency Response Effectiveness

• 1 Understanding Technological Systems in Passenger Handling —

5 classes

- › 1.1 Exploring Digital Check-In Systems
- › 1.2 Navigating Automated Baggage Handling
- › 1.3 Understanding E-Gate Functionality
- › 1.4 Analyzing Security Screening Technologies
- › 1.5 Implementing Passenger Information Systems

• 2 Digital Check-In and Boarding Innovations — 5 classes

- › 2.1 Understanding Digital Check-In Processes
- › 2.2 Exploring Mobile and Online Check-In Options
- › 2.3 Implementing Biometric Boarding Techniques
- › 2.4 Analyzing Self-Service Technologies in Airports
- › 2.5 Evaluating Security and Efficiency of Digital Innovations

• 3 Enhancing Passenger Experience Through Mobile and Web**Applications — 5 classes**

- › 3.1 Exploring Mobile and Web Technologies in Passenger Handling
- › 3.2 Analyzing Key Features of Passenger Apps for Enhanced Experience
- › 3.3 Understanding the Role of User Interface and User Experience (UI/UX)
- › 3.4 Evaluating Case Studies of Successful Airport Mobile Applications
- › 3.5 Implementing Passenger Feedback to Improve Digital Services

• 4 Future Technologies and Trends in Passenger Handling — 5**classes**

- › 4.1 Understanding Biometrics in Passenger Processing
- › 4.2 Exploring Artificial Intelligence for Enhanced Passenger Experience
- › 4.3 Integrating Internet of Things (IoT) in Airport Operations
- › 4.4 Applying Blockchain for Secure and Efficient Passenger Transactions
- › 4.5 Evaluating the Impact of Virtual and Augmented Reality in Passenger Engagement