Interactive Employee Training (IET)

TRAINING COURSE CATALOG

Customized Computer-Based Training for Airports

IETLS
INTERACTIVE EMPLOYEE TRAINING **LEARNING SUITE**

AAAE

INTERACTIVE EMPLOYEE TRAINING

Trusted by more than 125 airports

Delivers consistent, customized compliance training to thousands of airport workers.

Allows airports to report training results in real-time to meet audits and inspections.

Training courses and interactive exams are tailored to each airport operation.

Offers airports an easy method to deliver recurrent training.

Reduces paper recordkeeping and errors.

Training Course Catalog: Customized, Computer-Based Training for Airports

FEATURED COURSES

Courses are customized to the airport's specific operation and offered in multiple languages with closed captions.

Security Identification Display Area (SIDA)

The SIDA training course covers requirements related to TSA 49 CFR Part 1542 Airport Security. Airport employees will learn definitions and procedures of Secured Areas of the airport, including badge types across the airport, access privileges, regulations regarding proper display of badges, and sensitive security information, and rules associated with challenging, piggybacking, and escorting.

Movement and Non-Movement Area Driver Training

These driver training courses review FAA 14 CFR Part 139 airport certification requirements for driving on the Movement and Non-Movement Areas of the airfield. The courses review proper vehicle safety, definitions and causes of incidents, prevention of accidents and runway incursions, how to communicate with the tower, and review all Movement Area and Non-Movement Area marking, lighting, and signage.

Safety Management Systems (SMS) Training

This safety management systems (SMS) training course provides employees and tenants an overview of the airport's SMS plan. It highlights the airport's safety culture, clarifies the badge holder's reporting responsibilities, reviews tools that support the airport's SMS plan, and it gives examples the badge holder can follow to demonstrate compliance.

Authorized Signatory Training

This Authorized Signatory training course teaches the requirements and responsibilities of company employees who are designated under TSA 49 CFR Part 1542 as Authorized Signatories. All organizations with personnel working at an airport requiring identification media must have individuals or designated representatives who are authorized to sponsor or request airport identification media.

General Aviation / AOA Security Training

The General Aviation training course instructs hangar tenants and employees of general aviation companies on the security regulations and policies governing the general aviation areas of the airport. It reviews tenant and/or employee security responsibilities while in restricted areas.

Basic Security Awareness Training (Updated in 2023!)

This basic airport security training course reviews essential airport security practices and reinforces the importance of increased situational awareness by all individuals who work at an airport, regardless of where they are assigned.

ADDITIONAL COURSES

Active Shooter Training
This course reviews important information to help airport employees in the event of an active shooter situation, and instructs airport staff how to react to threats, usher passengers to areas of egress, make the decision to run, hide or fight, follow police protocol, and how to get to safety.

Americans with Disabilities (ADA) Training
This training course instructs airport workers on best customer service practices when interacting with disabled passengers. The course also reviews behavior and actions described as discrimination and prohibited against persons based on a disability, or on the grounds of race, color, or national origin.

Customer Service Training
This customized training offers basic concepts on how to provide exceptional customer service to passengers and airport guests. Course topics and messages are written to be consistent with the airport's specific vision, mission, and values.

Fuel Handling Safety Training
The fuel handling safety course reviews aspects of FAA 14 CFR Part 139.321 airport certification requirements and standards developed by National Fire Prevention Association (NFPA) 407 for safe methods of handling aviation fuels.

Insider Threat Training
This insider threat training course for airports, developed in collaboration with the TSA teaches aviation workers to recognize behavior and activities that could indicate a threat to airport safety and security and how to respond.

Public Vehicle Investigation Training
The public vehicle investigation training course teaches airport employees who work in public areas of the various threats they may encounter, how to identify suspicious vehicles that may contain explosives, and what to do should they suspect a threat.

Airport Terminal Evacuation Training
Our evacuation training course discloses responsibilities of badged employees during an evacuation. Course topics include identification of primary and secondary routes, when and how to safely evacuate passengers and how to shelter in severe weather.

Wetlands Awareness Series (NEW!)
This initial four-part series reviews relevant portions of the Clean Water Act, such as authorizations provided the U.S. Army Corps of Engineers under Section 404, and the Department of Transportation's (DOT) Order 5660.1A, which provides guidance to DOT agencies, like the Federal Aviation Administration, regarding their actions in non-jurisdictional wetlands.

Cybersecurity Best Practices at Airports
This brief instructional video provides four common-sense steps every airport worker can take to keep themselves safe from hackers and cyber criminals. Covered in this tutorial is use of multi-factor authentication, updating software, thinking before clicking, and use of strong passwords.

Human Trafficking Awareness
We offer various training courses to provide airport employees information on how to identify the warning signs and behaviors of human or sex trafficking. It instructs employees on what to do should they suspect human trafficking activity at their airport.

Passenger Boarding Bridge Operations
This course defines the various components of passenger boarding bridges connected to airport terminals and best practices for safe operations. Airport-specific rules governing operations are also incorporated into the course.

Sterile Area Training
The Sterile Area course is designed for individuals needing an airport issued security badge with access to the Sterile Area only as described under TSA 49 CFR Part 1542.

14 CFR PART 139 SERIES

This series of course modules covers general information about Federal Aviation Regulation (FAR) Part 139. The Federal Aviation Administration (FAA) has developed FAR Part 139 to establish certification requirements for airports serving scheduled air carrier (commercial service) operations.

Module 01 (Subpart A)
This module reviews the description of airport certification and operation, including the applicability and delegation of authority. This module also contains a definition of terms used in FAR Part 139.

Module 02 (Subpart B)
This module reviews the requirements, application process, inspection authority, issuance of certificate, exceptions, and deviations under Part 139 regulations.

Module 03 (Subpart C)
This module reviews the requirements, Airport Certification Manual (ACM) contents, and ACM amendment process under Part 139 regulations.

Module 04 (139.301 Records and 139.303 Personnel)
This module reviews the maintenance of records at the airport and the requirements to provide training to ensure airport personnel are proficient and qualified to comply with the Airport Certification Manual (ACM). This module reviews Part 139.301 Records and .303 Personnel as elements of FAR Part 139 Subpart D (Operations).

Module 05 (139.305 Paved Areas and 139.307 Unpaved Areas)

This module combines two related elements, 139.305 Paved Areas and 139.307 Unpaved Areas. It gives a general description of the requirements to maintain and promptly repair the pavement of each runway, taxiway, loading ramp, and parking areaon the airport available for air carrier use. 139.305 Paved Areas and 139.307 Unpaved Areas are elements of FAR Part 139 Subpart D (Operations).

Module 06 (139.309 Safety Areas)

This module provides a general description of the safety area requirements an airport must provide and maintain for each runway and taxiway available for air carrier use. 139.309 Safety Areas is an element of FAR Part 139 Subpart D (Operations).

Module 07 (139.311 Marking, Signs, and Lighting)

This module covers the requirements to provide and maintain pavement marking, signs, lighting systems for air carrieroperations. 139.311 Marking, Signs, and Lighting is an element of FAR Part 139 Subpart D (Operations).

Module 08 (139.313 Snow and Ice Control)

This module provides a description of the preparation, maintenance, and requirements of the airport's snow and ice control plan. 139.313 Snow and Ice Control is an element of FAR Part 139 Subpart D (Operations).

Module 09 (139.315 ARFF Index Determination 139.317 ARFF Equipment and Agents 139.319 ARFF Operational Requirements)

This module combines three related Part 139 elements: 139.315 ARFF Index Determination, 139.317 ARFF Equipment and Agents, and139.319 ARFF Operational Requirements. The module gives a general description of the airport's ARFF index, minimum requirements of ARFF equipment and agents, and ARFF capabilities. 139.315 ARFF Index Determination, 139.317 ARFF Equipment and Agents, and 139.319 ARFF Operational Requirements are elements of FAR Part 139 Subpart D (Operations).

Module 10 (139.321 Handling and Storage of HAZMAT)
This module reviews requirements to establish and maintain procedures for the protection of persons and property during the handling and storing of hazardous material. 139.321 Handling and Storage of HAZMAT is an element of FAR Part 139 Subpart D (Operations).

Module 11 (139.323 Traffic and Wind Direction Indicators)
This module reviews the procedures to establish and maintain traffic and wind direction indicators. 139.323 is an element of FAR Part139 Subpart D (Operations).

Module 12 (139.325 Airport Emergency Plan)
This module helps airports understand Part 139 requirements to develop and maintain an airport emergency plan designed to minimize the possibility and extent of personal injury and property damage in an emergency. 139.325 Airport Emergency Plan is an element of FAR Part 139 Subpart D (Operations).

Module 13 (139.327 Self-Inspection Program)
This module covers airport inspection procedures to ensure compliance with 139.327. 139.327 Self-Inspection Program is an element of FAR Part 139 Subpart D (Operations).

Module 14 (139.329 Pedestrians and Ground Vehicles)
This module provides a general description of airport certification requirements for driving on the Movement Area of the airfield. It reviews proper vehicle safety, definitions and causes of incidents, prevention of accidents and runway incursions, how to communicate with the tower and a review of all Movement Area signage, marking and lighting. 139.329 Pedestrians and Ground Vehicles is an element of FAR Part 139 Subpart D (Operations).

Module 15 (139.331 Obstructions)
This module covers regulations surrounding airport obstructions. This module reviews how an object is determined to bean obstruction and how to properly remove, mark or light these objects. 139.331 Obstructions is an element of FAR Part139 Subpart D (Operations).

Module 16 (139.333 Protection of NAVAIDS)
This module reviews the construction of facilities so as not to interfere with electronic or visual NAVAIDS. 139.333 Protection of NAVAIDS is an element of FAR Part 139 Subpart D (Operations).

Module 17 (139.335 Public Protection)
This module covers the safeguards in place to prevent inadvertent entry into the movement area, reasonable protection of persons and property from aircraft blast, and fencing that meets FAA and TSA security regulations. 139.335 Public Protection is an element of FAR Part 139 Subpart D (Operations).

Module 18 (139.337 Wildlife Hazard Management)
This module describes actions to alleviate wildlife hazards when they are detected and conduct wildlife hazard assessments. 139.337 Wildlife Hazard Management is an element of FAR Part 139 Subpart D (Operations).

Module 19 (139.339 Airport Condition Reporting)
This module covers the collection and dissemination of airport condition information to air carriers and the appropriate use of the NOTAM system. 139.339 Airport Condition Reporting is an element of FAR Part 139 Subpart D (Operations).

Module 20 (139.341 Identifying, Marking and Lighting Construction and Other Unserviceable Areas and139.343 Non Complying Conditions)
This module combines two related elements: 139.341 Identifying, Marking, and Lighting Construction and Other Unserviceable Areas and139.343 Non Complying Conditions. It gives a general description of appropriately marked and lit construction, or unserviceable areas, and helps determine if uncorrected, unsafe areas exist on the airport. 139.341 Identifying, Marking, and Lighting Construction and Other Unserviceable Areas and 139.343 Non Complying Conditions are elements of FAR Part 139 Subpart D (Operations).

RECURRENT TRAINING COURSES

Rather than train tenured staff the same course annually, we can help airports create scenario-based recurrent versions of their training courses. Recurrent versions of a course save time, and they test the badge holder's existing knowledge of rules and procedures.

INTEGRATIONS

Transportation Security Clearinghouse

We are the only organization in the United States providing both vetting and training services to airports. We are able to integrate these programs into one unified compliance solution.

Identity Management Systems

Our computer-based training solutions are integrated with all industry-leading airport identity management solutions at dozens of locations.

Human Resource Management

We can provide real-time data to an airport's human resource management software offering organizations a complete picture of an employee's training history.

ANNUAL SUPPORT

One Flat Rate and Unlimited Users

Fees for support of our IET are economical and transparent.There are no additional "hosting" or "per-user" fees.

Annual Allowance Hours for Course Updates

Our annual IET support plan includes course updates that keep the airport's courses current with federal law.

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ABOUT US

The American Association of Airport Executives (AAAE), founded in 1928, is headquartered in Alexandria, Virginia. We are the largest professional organization for airport executives in the world, representing airport management personnel at more than eight hundred public-use airports worldwide. With over 10,000 members, our primary goal is to assist airport personnel in fulfilling their responsibilities to the airports and the communities they serve. We provide member services to help airports address the operational challenges encountered during daily business, including professional accreditation programs and training, representation before Congress and federal regulators, and a vital industry communications link augmented by sixty annual industry meetings.

Training within the airport environment is highly specialized, regulated, and complex. Since 2000, we have been providing interactive, computer-based training services to airports of all sizes. Development of customized training modules, exams, and platform setup includes dedicated, full-time support from experts on our staff. Computer-based training sessions delivered through our IET allow airports to deliver a consistent training experience and focus on operations and customer service versus paper recordkeeping.

LET US CREATE ANY TRAINING COURSE FOR YOUR OPERATION.

Contact Us For Questions or Demonstration

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ESSIONS ANNUALLY

IETLS
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