AVIATION TERMINOLOGIES USED BY CABIN CREW

Lesson 2

International Air Transport Association (IATA)

What is IATA and what it does?

The International Air Transport Association is the world organization of scheduled airlines. Its members carry out most of the worlds scheduled international and domestic air traffic under the flags of over 80 nations. IATA was founded in 1945 by the airlines of many countries to meet the problems created by the rapid expansion of civil air service at the end of world war 11. It is the successor in function to the previous International Air Traffic Association, organised at The Hague at the very dawn of regular air transport in 1919.

What are the aims of IATA?

1. IATA promotes safe, regular and economical air transport for the benefit of the people of the world.

2. To foster air commerce and to study the problems connected with air transport services.

3. To provide means of uniting the air transport enterprises engaged directly or indirectly in international air transport services.

4. To foster co-operation with other international organisations.

What does IATA do?

- It organises co-operation between airlines to enable them to consolidate their experience and requirements.

- It acts as a spokesman for the air transport industry in relations with governments and governmental organisations.

What is the basic source of authority in IATA?

- An Annual General meeting is conducted where all members have an equal vote.

- An Executive Committee provides yearly policy directions.

- A Medical Committee supervises creative work and is largely responsible for the legal, financial, technical and traffic advisory.

- The IATA Traffic Conferences is responsible for and handles the negotiation of fares and rates.

What is IATA's role in the establishment of fares and rates?

At IATA Traffic Conferences, airlines meet to establish recommendations to governments on fares and cargo rates.

All Traffic Conference (TC) decisions must be unanimous and every airline, regardless of size, holds a vote power. Each fare must be approved by government.

Which airlines may become members of IATA?

The airlines which are licensed to provide scheduled air service by their government. Not just any government, but one that is authorised by ICAO.

Governments are eligible for membership in the International Civil Aviation Organisation (ICAO).

The ICAO is the United Nations specialised specific agency dealing with International aviation on a government level.

Violations of I.A.T.A Resolutions

By IATA Airlines

It is the responsibility of each IATA Airline to interpret and comply with IATA resolutions. IATA employs Compliance Officers to inspect and check that the resolutions have been properly implemented and each IATA airline is obliged to permit these officials access to all facilities, materials and staff as requested. Violations of the Resolutions are reported to the Compliance Director, Montreal, who arranges for such violations to be heard before the `Commissioner' at the Breaches Commission.

The `Commissioner' is appointed by the IATA Airlines for a specific term of office and acts as both `Judge and Jury' at the Breaches Commission. Penalties may vary from a reprimand to as much as 100, 000 pounds.

By IATA appointed agents

An Agent who issues or re-issues a ticket or revalidates any such ticket previously issued, or enters thereon any reservations or reservations alterations, is solely liable for breaches of the applicable resolutions if, without a members evidenced consent or prior knowledge:-

- the ticket or reservation entries or reservation request to the member(s) are incomplete or incorrect or have been manipulated so as to allow travel at less than the applicable fare.

- the `not valid before' and `not valid after' boxes on the ticket are not completed accurately in accordance with the conditions governing the fare applied.

- . a reservation alteration sticker is used to alter flight dates and any consequential requirement (such as , but not limited to, lining out previous reservations data) is not observed, and this results or could result in failure to comply with any condition governing the fare applied.

IATA AREAS

For fare calculations IATA has divided the world in three regions:

- South, Central and North America.

- Europe, Middle East and Africa. IATA Europe includes the geographical Europe and Morocco, Algeria and Tunisia.

- Asia, Australia, New Zealand and the islands of the Pacific Ocean.

IATA CODES

IATA assigns **3-letter** IATA Airport Codes and **2-letter** IATA airline

designators, which are commonly used worldwide. ICAO also assigns

airport and airline codes.   For Rail & Fly systems, IATA also assigns **IATA**

train station codes.   For delay codes, IATA assigns IATA Delay Codes**.**

IATA is pivotal in the worldwide accreditation of travel agents with exception of the U.S., where this is done by the Airlines Reporting Corporation and permission to sell airline tickets is from the participating carriers and achieved through national member organizations.

IATA also regulates the shipping of dangerous goods and publish the IATA Dangerous Goods Regulations manual, a globally accepted field source reference for airlines shipping of hazardous materials.

IATA Airport Code

IATA airport code, also known an IATA location identifier, IATA station code, or simply a location identifier, is a three-letter code designating many [airports](#) around the world.

The characters prominently displayed on baggage tags attached at airport check-in desks are an example of a way these codes are used. The assignment of these codes is governed by IATA Resolution 763, and it is administered by IATA headquarters in [Montreal.](#)

The codes are published biannually in the IATA Airline Coding Directory.   The codes are unique at any given point in time, although defunct codes may be reused after a suitable period of time has elapsed.   Many countries, such as [Canada,](#) no longer use IATA codes in their official aeronautical publications.

International Phonetic Alphabet

ALPHA	NOVEMBER
BRAVO	OSCAR
CHARLIE	PAPA
DELTA	QUEBEC
ECHO	ROMEO
FOXTROT	SIERRA
GOLF	TANGO
HOTEL	UNIFORM
INDIA	VICTOR
JULIET	WHISKEY
KILO	–RAY
LIMA	YANKEE
M MIKE	ZULU

Understanding the 24 hour clock

The 24-hour time requires four digits. The first two digits represent the hours; the last two digits represent the minutes.   When the hour/minutes are less than ten, a `o' must be used E.g. 0909 is 9:09am.

Converting from am times to 24-hour clock times:

1) Omit the `am' and the `:'(colon).

E.g. 11:49 AM = 1149 hours AND 8:05 AM = 0805 hours

12:00 AM, which is the first hour of the day is 0000 hours BUT

- 12: 00 PM, which is noon / middle of the day is 1200 hours.

Converting from AM & PM to 24 Hours Time

AM	24 HRS	PM	24 HRS
12:01	0001	12:00noon	1200
1:00	0100	1:00	1300
2:00	0200	2:00	1400
3:00	0300	3:00	1500
5:40	0540	5:40	1740
10:25	1025	10:25	2225

The 24-hour clock is applicable throughout the airline industry. All Airlines and Travel agency personnel should therefore be completely familiar with this system.

Converting from PM times to 24 - hour clock:

Omit the `PM' and the `AM': e.g. 1:08pm = 1308   1+12=13

11:40pm= 2340 11+12=23:40

- Use four digits in all times.
- When converting from PM times Add `12' to the hour.

Note: 12:00am = 0000hrs AND 12 noon = 1200 hrs.

Airline Abbreviations

Airlines frequently use codes in the form of abbreviated words or letters. This list covers some of the most frequently used words. The following computer codes are used in messages from airlines:

CHNT - CHANGE NAME TO

ETA   -   ESTIMATED TIME OF ARRIVAL

ETD   -   ESTIMATED TIME OF ARRIVAL

FLTFO - FLIGHT INFORMATION

HTL   -   HOTEL

MCO   -   MICELLANEOUS CHARGE ORDER

NOSH - NO SHOW

OW   -   ONEWAY

PNR   -   PASSENGER NAME RECORD

RCFM - RECONFIRM

SPAV -   SPACE AVAILABLE

SSR   -   SPECIAL SERVICE REQUEST

TKT   -   TICKET

WCHR - WHEEL CHAIR

SOME AIRLINE TERMINOLOGIES AND CODES

- *Check-in:* this is the process of advising the airline of the passenger at the airport and tagging the luggage that will be carried in the luggage compartment. ON a domestic flight most airlines recommend that passengers check in take place at least 1 hr but not less than 20 minutes prior to flight time. For international flights check- in may be required as much as 3 hrs before flight time.

- *Class of service*: First Class, Business Class or Coach/Economy Class. When making an airline reservation the code of the appropriate class of service must be indicated. Coach/Economy class is usually divided into several discount classes, each with a specific code.

- **Connection**: this is a change of plane(s) made in under four hours for domestic flight or a change of flight within 24 hrs for international flights. If the time limit exceeds the connection becomes a stopover and the fare may be increased.

- **Frequent flyer** service program: this is a program common to most major airlines whereby passengers accumulate flown air miles and points for frequently using their service and which they may earn award of free air travel.

- **Gate**: this is the area of an airport concourse where passengers board and deplane.

- **Interline agreement**: this is an agreement between two or more airlines for the carriage of passengers and cargo; transfer of baggage and ticketing among other things.

- **Jet Way:** this is the expandable walkway that connects the gate and the aircraft, through which passengers board and deplane.

- **Maximum connecting time** : this is the number of minutes and/or hours required for passengers and cargo to make a change of planes when maximum connecting time has been maintained and a passenger misses a flight because of an airline delay. The airline takes responsibility for assisting a passenger.

- **No Show:** a passenger who has confirmed reservation and does not show up for the flight or has cancelled the reservation.

- **Overbooking:** this is a practice where an airline sells more seat on a particular flight than are available to compensate for no-show passengers. Every flight is monitored and an average number of no-shows is determined. This information tells the airline by what percentage the flight can safely be oversold.

- **Pitch**: this is the distance between the rows of seats on an aircraft. Pitch is usually measured from the front edge of a seat to the back of the seat in front of it.

- **Stand-by**: This is the wait involved where a passenger hopes to obtain a seat on a sold-out flight.

- **Waitlist**: this is when a flight is sold-out and the airline will place the names of passengers on a wait list in anticipation of possible cancellation, then persons on the list are confirmed.

Flight Attendant Positions
What, why, where and how are they allocated

Flight Attendant Positions on-board all aircraft are allocated for safety and service operational reasons.

Each crew member is allocated a specific working position at the start of the working day when attending crew briefing.

All crew members operating in any of the on-board Flight Attendant Positions have overlapping responsibilities of the Cabin manager/Purser no matter where they are actually operating or what door position or window exit they are responsible for on-board.

Flight Attendant Positions on-board
(using the A320 aircraft as an example)

The aircraft has four floor level door exits plus four over-wing exits (non-floor level) in mid cabin, to be used for emergency evacuation should they be required. All exits being the doors and the exit windows are known as primary exits in a land evacuation and only the doors are considered primary in a ditching.

The windows become known as secondary in a ditching (landing on water). This is because the doors are equipped with slide rafts and the windows are only equipped with slide ramps. IE: Non-floatation devices.

All the floor level exit doors are referred to by a letter and a number and are manned by a flight attendant. These posts are thus known as flight attendant positions:

- **L** means the door is on the left or port (red light) side.

- **R** is on the right or starboard (green light) side.

- The forward doors are nominated as **1** and the aft doors are nominated as **2.**

R1 therefore is on the right side at the front and **R2** is on the right side at the rear.

Similarly, **L1** is on the left side at the front and **L2** is on the left side at the rear.

The exits over the wings are called - Overwings Left or Overwings Right.

Technically, they should be referred to as or Overwings FWD Left or Overwings AFT Left and Overwings FWD Right or Overwings AFT Right.

The Flight Attendant positions referred to in relation to the exit identification:
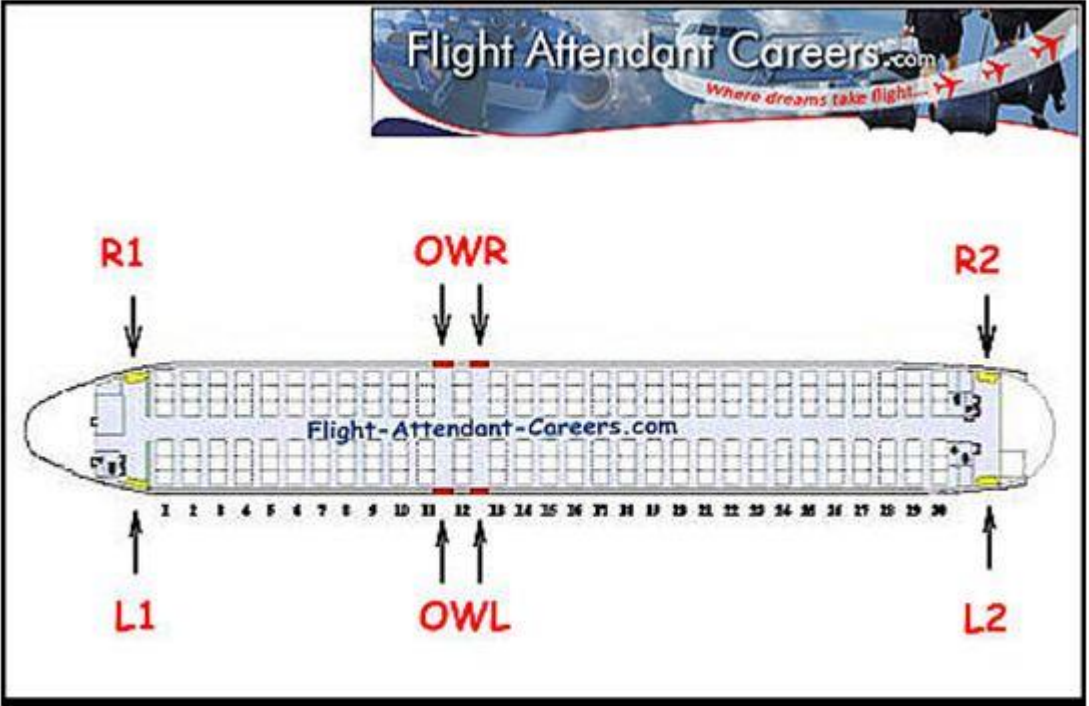
Aircraft Seating

- Seats are designated by numbered rows from forward to aft.

- The number of seats on an aircraft depends on the capacity of the aircraft.

- Airlines with a 2 or 3 class service carry less in an economy class cabin than a low cost carrier with mainly economy seating.

Operating capacities generally range from 144 to 180 passengers. This aircraft floor plan image above depicts a configuration for 180 passengers made up of 30 rows of 6 seats.

Starting at row 1 through row 30 and across the aircraft by a letter with A+B+C being on the left (or port side) and D+E+F being on the right. In some aircraft, they have replaced D+E+F with E+F+G. (Missing the D).

Passenger hand luggage is stored in overhead lockers in the cabin, while their luggage is carried under the floor of the passenger cabin along with the cargo.

Cargo is loaded through dedicated forward, aft and bulk cargo doors on the right (starboard) side of the aircraft. These areas for most aircraft cannot be accessed in flight.