FUTUREWINGS
Academy for Professional Training and Placements
A Unit of FW Academy Private Limited

Kochi, Kerala

Aviation & Airport Management Courses

Prospectus 2026–27: certificates, diplomas and PG diplomas for airport, airline, ticketing and customer-service careers.

7 courses | 3 months to 1 year | After Plus Two or a degree | No entrance exam | EMI available | Placement assistance

Futurewings Academy for Professional Training and Placements
CA Buildings, Ramankutty Achan Road, near South Railway Over Bridge, Ernakulam South, Kochi 682016
+91 82813 20702 (call or WhatsApp) · info@futurewingsacademy.com · futurewingsacademy.com
Monday to Friday 9:00 AM to 5:30 PM · Saturday 9:00 AM to 3:00 PM · Sunday closed

ABOUT US

Training for airport and airline careers in Kochi

Futurewings Academy for Professional Training and Placements is a training academy in Ernakulam South, Kochi, for aviation, tourism, hospitality and logistics careers. It was founded by travel-trade veterans to close the gap between classroom learning and real jobs. Classes are taught at our campus by IATA-trained faculty, with practice on reservation systems (CRS), industrial visits and industry talks.

Ground roles are where most aviation careers start: check-in and boarding, baggage, ramp, ticketing, reservations and passenger service. Our courses train for those roles. **We do not run a cabin crew course.**

All aviation and airport management courses at a glance

Course	Duration	Eligibility	Fee incl. 18% GST
Diploma in Airport Management	6 months	Plus Two (12th), any stream	₹64,900 to ₹96,760
Advance Diploma in Aviation & Hospitality Management	1 year	Plus Two (12th), any stream	₹1,06,200 to ₹3,12,700
PG Diploma in Aviation, Tourism & Hospitality	1 year	Graduates (any degree)	₹1,12,100 to ₹3,18,600
Executive Diploma in Aviation & Tourism Management	1 year	Graduates and working professionals	₹1,06,200 to ₹3,12,700
Certificate in Ground Handling	3 months	Plus Two (12th), any stream	₹21,240 to ₹33,040
Certificate in Airline Ticketing	3 months	Plus Two (12th), any stream; working professionals welcome	₹21,240 to ₹33,040
Certificate in Airline Customer Service	3 months	Working professionals and Plus Two pass candidates	₹21,240 to ₹33,040

Where you sit in each fee range depends on the certification package you choose (below). EMI is available.

FEES, PACKAGES & WHAT THE FEE COVERS

All fees include 18% GST. Where you sit in a course's fee range depends on the **certification package**: RSDCA, NSDC and SDCC (Skill Development Council Canada), singly or combined. Programmes are associated with Skill India, NCVET/NSDC and the Aerospace & Aviation Sector Skill Council.

- The base package covers the full course; higher packages add certifications.
- **PG Diploma** and **Advance Diploma**: packages with a laptop, or a laptop and an international trip to Thailand (an option, not part of the base fee).
- **Executive Diploma**: packages with more certifications and a laptop.
- Classroom training at the Ernakulam South campus, with industrial visits
- The certifications in your package
- Placement assistance: CV preparation, mock interviews, grooming, industry talks, industrial visits, employer referrals
- Free career counselling before you join
- **Easy EMI**, no hidden charges

6-MONTH DIPLOMA

Diploma in Airport Management

DURATION	ELIGIBILITY	FEE INCL. 18% GST
6 months	Plus Two (12th), any stream	₹64,900 to ₹96,760

Who should join

- Plus Two students who want an airport or airline job without waiting three years for a degree
- Graduates who want a short, practical aviation qualification
- Students targeting ground staff, check-in, boarding, ticketing or customer-service roles
- Working people who want to switch to aviation quickly

What the course includes

- CRS and aviation software training, including GDS (Global Distribution System) and Microsoft Excel
- Communicative English and Hindi, professional grooming
- Airport industrial visits and mock interviews
- Industry expert sessions
- Personality development
- Placement assistance for airports, airlines and ground handling

What you will learn

Airport operations & departments

- Terminal, airside and landside operations
- Airport authorities, airlines and ground handlers
- Safety and security basics

Airfares & ticketing

- Fare rules and fare construction
- Creating and changing bookings
- Ticket issuance

Aviation software

- Reservation systems (CRS)
- Airport and airline systems
- Passenger data and documentation

Aviation geography

- Airport codes and airline codes
- Time zones and flight timings
- Major routes and hubs

Ground handling & passenger services

- Check-in and boarding
- Baggage handling and special assistance
- Delays, cancellations and irregular operations

Personality development & communication

- Grooming and professional etiquette
- Spoken English and announcements
- Mock interviews and CV preparation

Roles you can apply for

Airport ground staff · Check-in and boarding agent · Ground handling agent · Airline customer service executive · Ticketing and reservations executive

Full syllabus: futurewingsacademy.com/courses/diploma-in-airport-management/

1-YEAR DIPLOMA

Advance Diploma in Aviation & Hospitality Management

DURATION	ELIGIBILITY	FEE INCL. 18% GST
1 year	Plus Two (12th), any stream	₹1,06,200 to ₹3,12,700

Who should join

- Plus Two students from any stream who want to start working sooner than a 3-year degree allows
- Students aiming for airport ground staff, airline customer service or hotel front office roles
- Parents looking for a structured, supervised programme in Kochi with placement assistance
- Anyone who wants the optional laptop or Thailand-trip package

What the course includes

- Optional Thailand trip package
- Foreign language training
- Industry software training: GDS (Global Distribution System) and Microsoft Excel
- Live sessions and industrial visits
- Expert-led training
- Placement assistance

What you will learn

Aviation & airport operations

- Airport departments and the passenger journey
- Airline and airport terminology
- Safety and security basics

Airfares, ticketing & reservation systems

- Fare rules and fare construction
- Bookings, changes and cancellations
- Ticket issuance

Food & beverage service basics

- Restaurant and banquet service
- Menu and beverage knowledge
- Hygiene and guest handling

Foreign language training

- Conversational basics
- Industry vocabulary
- Guest and passenger interaction

Airline ground services & customer handling

- Check-in, boarding and baggage
- Passenger communication and announcements
- Handling delays and complaints

Hospitality & front office

- Front desk operations and reservations
- Guest relations and etiquette
- Hotel management software

Tourism & travel basics

- Destinations and travel geography
- Itineraries and costing
- Travel documents

Roles you can apply for

Airport ground staff (check-in and boarding) · Airline customer service agent · Ticketing executive · Hotel front office executive · Guest relations executive · Travel consultant

Full syllabus: futurewingsacademy.com/courses/advanced-diploma-in-aviation-tourism-and-hospitality/

1-YEAR PG DIPLOMA

PG Diploma in Aviation, Tourism & Hospitality

DURATION	ELIGIBILITY	FEE INCL. 18% GST
1 year	Graduates (any degree)	₹1,12,100 to ₹3,18,600

Who should join

- Graduates from any stream who want a career with airlines, airports, travel companies or hotels
- Working professionals moving into aviation, tourism or hospitality from another field
- Students who want one broad programme instead of choosing between aviation and hotel management
- Anyone who wants the optional international exposure of the Thailand-trip package

What the course includes

- Optional Thailand trip package
- Foreign language training
- Industry-standard software training, including GDS (Global Distribution System)
- Live sessions and industrial visits
- Personality development and communication
- Placement assistance

What you will learn

Aviation industry & airport operations

- Airport departments and terminal operations
- Airline and airport terminology
- Safety and security basics

Airline customer service & ground handling

- Check-in, boarding and baggage procedures
- Assisting passengers with special needs
- Handling delays and irregular operations

Airfares, ticketing & reservation systems

- Fare rules and fare construction
- Creating and changing bookings
- Ticket issuance and documentation

Tourism & destination management

- World destinations and travel geography
- Tour packaging and costing
- Tourism marketing basics

Travel agency operations

- Itinerary planning and quotations
- Hotel, car and flight reservations
- Travel documents, visas and insurance basics

Hospitality & front office

- Front office and reservations
- Guest relations and etiquette
- Hotel management software

Foreign language training

- Conversational basics
- Industry vocabulary
- Guest and passenger interaction

Roles you can apply for

Airline customer service executive · Airport ground staff (check-in and boarding) · Ticketing and reservations executive · Travel consultant · Tour operations executive · Front office or guest relations executive

Full syllabus: futurewingsacademy.com/courses/pg-diploma-in-aviation-tourism-and-hospitality/

1-YEAR EXECUTIVE DIPLOMA

Executive Diploma in Aviation & Tourism Management

DURATION	ELIGIBILITY	FEE INCL. 18% GST
1 year	Graduates and working professionals	₹1,06,200 to ₹3,12,700

Who should join

- Graduates who want a focused aviation and tourism qualification
- Working professionals in sales, customer service or admin moving into airlines or travel
- People who want a 1-year programme without the international trip
- Travel-trade staff who want formal training in airfares, ticketing and tourism management

What the course includes

- Personality development and communication
- Foreign language training
- Industry software training
- Live sessions and industrial visits
- Placement assistance

What you will learn

Aviation industry & airline management

- Airline business models and departments
- Airport and airline terminology
- Safety, security and regulation basics

Airfares, ticketing & reservation systems

- Fare rules and fare construction
- Bookings, changes and refunds
- Ticket issuance

Travel agency operations & itinerary design

- Itinerary planning and quotations
- Hotel, car and flight reservations
- Travel documents and insurance basics

Personality development & communication

- Spoken English and presentation
- Professional etiquette
- Mock interviews and CV preparation

Airport operations & customer service

- Check-in, boarding and baggage
- Passenger assistance and irregular operations
- Service recovery and complaints

Tourism management

- Tourism products and destinations
- Tour packaging and costing
- Destination marketing basics

Foreign language training

- Conversational basics
- Industry vocabulary
- Customer interaction

Roles you can apply for

Airline customer service executive · Airport operations and ground staff · Ticketing and reservations executive · Travel consultant · Tour operations executive · Tourism marketing executive

Full syllabus: futurewingsacademy.com/courses/executive-diploma-in-aviation-and-tourism-management/

3-MONTH CERTIFICATE

Certificate in Ground Handling

DURATION	ELIGIBILITY	FEE INCL. 18% GST
3 months	Plus Two (12th), any stream	₹21,240 to ₹33,040

Who should join

- Plus Two students who want the quickest route to an airport job
- Candidates targeting ground-handling companies, airports and airlines
- People who want a hands-on, active job rather than a desk role
- Students who may later add the 6-month Diploma in Airport Management

What the course includes

- Check-in and boarding procedures
- Airport and airline systems
- Practical case studies

What you will learn

Passenger handling

- Check-in procedures and document checks
- Boarding and gate procedures
- Assisting passengers with special needs

Baggage services

- Baggage acceptance and tagging
- Transfer and arrival baggage
- Mishandled baggage procedures

Security procedures

- Airport security zones and passes
- Dangerous goods awareness
- Reporting and emergency basics

Ramp operations

- Aircraft turnaround and ground support equipment
- Loading and unloading basics
- Ramp safety

Airport & airline systems and case studies

- Departure control and check-in systems
- Delay, cancellation and rebooking scenarios
- Practical case studies

Roles you can apply for

Ground handling agent · Check-in and boarding agent · Baggage services agent · Ramp or load control assistant (entry level) · Airline customer service agent

Full syllabus: futurewingsacademy.com/courses/certificate-in-ground-handling/

Which course is right for you?

Just finished Plus Two?
Quickest start: a 3-month certificate. Broader airport training: the 6-month Diploma in Airport Management. Airports, airlines, travel and hotels in one course: the 1-year Advance Diploma.

Already a graduate or working?
The 1-year PG Diploma (with optional Thailand-trip package) or the Executive Diploma. Working in service roles? The 3-month Airline Customer Service certificate.

3-MONTH CERTIFICATE

Certificate in Airline Ticketing

DURATION	ELIGIBILITY	FEE INCL. 18% GST
3 months	Plus Two (12th), any stream; working professionals welcome	₹21,240 to ₹33,040

Who should join

- Plus Two students who want a quick, specific skill for airline and travel-agency jobs
- Travel-agency counter staff who want formal ticketing training
- Graduates adding a practical skill before applying to airlines
- People running or joining a family travel business

What the course includes

- Airfare calculation
- Reservation and ticketing software
- Real-time ticketing case studies

What you will learn

Booking procedures

- Passenger name records (PNR)
- Availability, classes and seat requests
- Changes, cancellations and refunds

Airfare calculation

- Taxes, fees and surcharges
- Currency and rounding
- Checking a quote before issuing

Real-time ticketing case studies

- Reissues and date changes
- Group and special bookings
- Common errors and how to avoid them

Fare rules & fare construction

- Fare basis and booking codes
- Fare rules, penalties and restrictions
- One-way, return and multi-city fares

Reservation & ticketing software

- CRS commands and screens
- E-ticket issuance
- Itinerary and receipt documents

Roles you can apply for

Ticketing executive · Reservations agent · Travel-agency counter staff · Airline ticketing office staff

Full syllabus: futurewingsacademy.com/courses/certificate-in-airline-ticketing/

3-MONTH CERTIFICATE

Certificate in Airline Customer Service

DURATION	ELIGIBILITY	FEE INCL. 18% GST
3 months	Working professionals and Plus Two pass candidates	₹21,240 to ₹33,040

Who should join

- Airport, airline and ground-handling staff who want a service specialisation or a promotion
- Customer-service professionals from retail, banking, BPO or hospitality moving into aviation
- Travel-agency and hotel staff who deal with airline passengers
- Plus Two candidates who want to specialise in airline service

What the course includes

- Industry talks with airline staff
- Airport industrial visits
- Communication and service training

What you will learn

Advanced passenger handling

- Premium, frequent-flyer and special-category passengers
- Unaccompanied minors, medical and reduced-mobility passengers
- Documentation and compliance basics

Service recovery & complaint handling

- Delays, cancellations and misconnections
- Denied boarding and compensation basics
- De-escalation and empathy

Communication for airline staff

- Announcements and briefings
- Spoken English and cross-cultural communication
- Written responses and reports

Irregular operations

- Rebooking and passenger re-accommodation
- Coordination with ground handling and crew
- Managing queues and expectations

Industry talks & airport visits

- Sessions by airline staff
- Airport industrial visits
- Case studies and role-plays

Roles you can apply for

Airline customer service executive · Airport customer service agent · Lounge or guest services executive · Airline call-centre or reservations executive

Full syllabus: futurewingsacademy.com/courses/certificate-in-airline-customer-service/

PLACEMENT ASSISTANCE

How we help you reach employers

- **CV building:** a professional CV written for the roles you want
- **Mock interviews:** practice for airline, airport and ground-handling interviews
- **Grooming and soft skills:** communication, etiquette and personality development
- **Employer connections:** industrial visits, industry talks and referrals

Placement assistance is not a promise of a job. Employers run their own selection, and airlines and airports set their own age and other rules. Typical employers for these courses are airlines, airports, ground-handling companies, travel agencies and hotels.

ADMISSION

How to join: 4 steps, no entrance exam

1. **Enquire:** call or WhatsApp +91 82813 20702, or fill the form on futurewingsacademy.com.
2. **Free counselling:** we help you choose a course that fits your qualification and goals.
3. **Short interview:** a friendly chat about your communication and interests.
4. **Confirm your seat:** pay the fee and complete admission for the next batch.

Documents: 10th and 12th (Plus Two) mark sheets; degree certificate and mark sheets for the PG and Executive Diplomas; a government photo ID such as Aadhaar; recent passport-size photographs.

VISIT US

One campus, in Ernakulam South

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CA Buildings, Ramankutty Achan Road, near South Railway Over Bridge, Ernakulam South, Kochi, Kerala 682016

Close to Ernakulam Junction (South) railway station and the Ernakulam South station on the Kochi Metro Blue Line. Directions: futurewingsacademy.com/campus/

Phone / WhatsApp: +91 82813 20702
Email: info@futurewingsacademy.com
Web: futurewingsacademy.com

Open: Monday to Friday 9:00 AM to 5:30 PM, Saturday 9:00 AM to 3:00 PM, Sunday closed. Campus visits and counselling are free; parents are welcome.

Free Industry Awareness Webinar every Friday, 4 PM IST, on Google Meet (English and Malayalam).

Information as published on futurewingsacademy.com in November 2026. Fees, packages and batch dates can change; please confirm with our counsellor before you join.