



**The Air Charter
Association**

The ACA Broker Qualification



The ACA Broker Qualification

- ✔ Detailed recognised training created by industry experts
- ✔ Building your knowledge and understanding of the complexities involved in arranging aircraft charters
- ✔ Refresh your knowledge for the more experienced
- ✔ Gain a professional qualification
- ✔ Significantly discounted cost for staff of any member company

The path to qualification...



Level 1 - Foundation

- Qualifying Enquiries
- Fundamental Knowledge
- Charter Flight Set-up
- Understanding Quotes & Pricing

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- Assessment 1

Level 2 - Intermediate

- Intermediate Broker Skills
- Ops Management
- Airport Operations
- Understanding the operators perspective

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- Assessment 2

Level 3 - Advanced

- Advanced Broker skills
- Contracting & Terms
- Managing challenges
- Customer Relations
- Setting the standard

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- Assessment 3

Level 1 – Part 1

✔ What is a Broker?

- Types
- Defining the role & Qualities

✔ Pre-Qualification of a charter request

✔ Fundamental things you need to know:

- Montreal Convention
- 9 Freedoms of The Air & Cabotage
- US charter parts
- Operator documentation
- Illegal charters
- Passenger documentation



Level 1 – Part 2

✓ Charter Flight set up

- Schedules & airport selection
- Permits & Permissions
- Crew Duty / FTL & ETOPS
- Safety Checks – Due Diligence

✓ Commercial Considerations

- Understanding Quotes & Pricing
 - Pricing Pitfalls & Quote exclusions
 - De-icing, WiFi, Credit Cards

✓ Assessment 1





Level 2

- ✔ **Operational Management**
 - Flight Watching – routes, airports, slots, weather.
- ✔ **Airport Operations**
 - Understanding all the roles and functions
 - Airport categories & Fire Cover
 - Flight repping basics
 - Sustainability
- ✔ **The Operators Perspective**
 - What the operator needs from you
 - How is a flight set up
 - Working in partnership
- ✔ **Site Visit / Airport experience**
- ✔ **Assessment 2**

Level 3

- ✓ Advanced Broker skills
 - Medevac / Evacuation & repatriation
 - Music Tours / Roadshows
 - Corporate Shuttles
- ✓ Commercial Considerations
 - Contracting Process
 - Understanding Terms
 - Financial Management
 - Insurance
- ✓ Managing challenges
 - Examples and solutions
- ✓ Customer Relations
 - Business Development & Account Management
- ✓ Setting The Standard
 - Professional broker standards
 - Working as a team & mentoring others
- ✓ Assessment 3





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