

Welcome to
Sydney's Airport

AIRDAT PASSPORT

New user help guide

SYD

Getting started

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Frequently asked questions

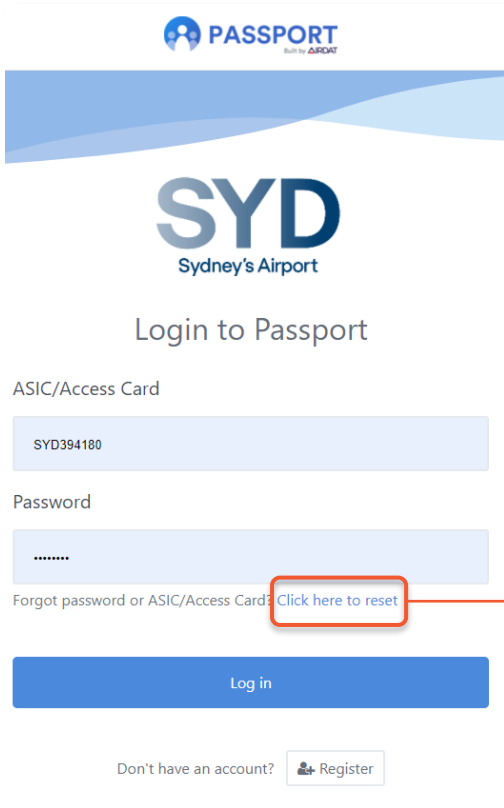
Support

Last updated: 28/05/21

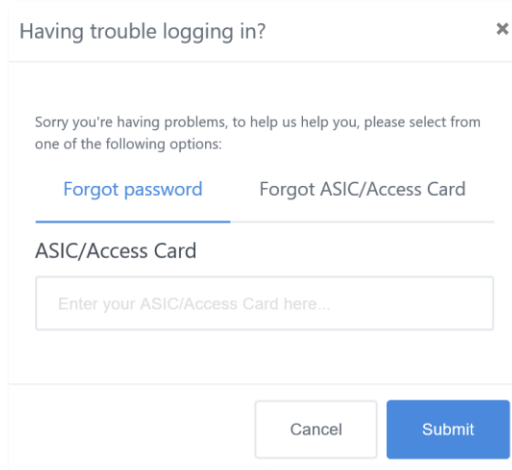
Getting started

LOG IN

<https://www.airdat.org/> > Select Sydney Airport > Select Passport



The screenshot shows the login page for the Sydney Airport Passport. At the top, there is a logo for 'PASSPORT by AIRDAT'. Below that is the 'SYD Sydney's Airport' logo. The main heading is 'Login to Passport'. There are two input fields: 'ASIC/Access Card' with the value 'SYD394180' and 'Password' with masked characters '.....'. Below the password field is a link 'Click here to reset' which is highlighted with a red box. At the bottom, there is a blue 'Log in' button and a 'Don't have an account? Register' link.



The screenshot shows a modal dialog titled 'Having trouble logging in?'. It contains the text: 'Sorry you're having problems, to help us help you, please select from one of the following options:'. There are two radio buttons: 'Forgot password' (which is selected) and 'Forgot ASIC/Access Card'. Below the radio buttons is a section for 'ASIC/Access Card' with a text input field containing the placeholder 'Enter your ASIC/Access Card here...'. At the bottom right of the modal are 'Cancel' and 'Submit' buttons.

If you have forgotten your details to log in

Getting started

REGISTER

<https://www.airdat.org/> > Select Sydney Airport > Select Passport

To register and create a new account, fill out the form

Click 'No' if you do not have a valid ASIC or Access Card

If you cannot find your company when searching, add it by clicking 'Click to add:.....'

You must email airdat@syd.com.au with your company details and request the ability for employees to book courses



Getting started

DASHBOARD VIEW

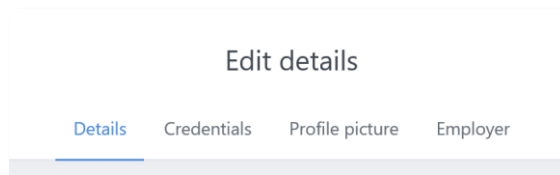
The screenshot shows the AIRDAT dashboard for a user named James Weir. The interface includes a navigation toolbar on the left, a user profile section, and several main content cards. Annotations with red arrows point to specific elements:

- Navigation toolbar:** A vertical bar on the left containing icons for Onboard, Dashboard, and Training.
- View / edit profile:** A button labeled "View profile >" located below the user's profile picture.
- To book a course (eLearning):** A card titled "Need some 'In person' or eLearning training?" with a "Train me" button.
- To view current bookings:** A card titled "Existing Enrolment" with a "View" button.
- Access a range of support articles or email AIRDAT directly:** A "Support" button in the top right corner.

The dashboard also displays a "Qualifications" section with a progress gauge showing 4 Valid, 1 Expiring, and 0 Expired qualifications, and a "Points" section showing "No points found."

Edit profile

VIEW/EDIT PROFILE



Details – your email, phone, driver's license

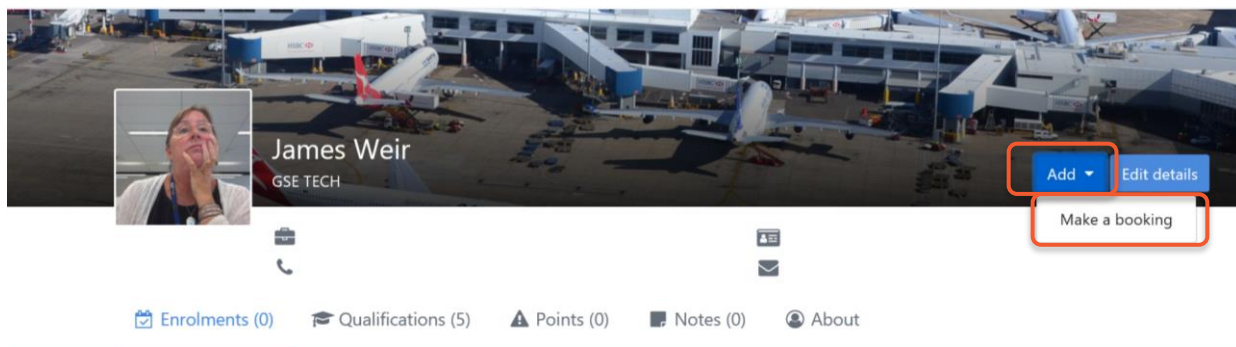
Credentials – your password

Employer – your job title, request company transfer

The image shows a user profile page for James Weir, GSE TECH. The profile picture shows a man with his hand to his face. The background is an aerial view of an airport. On the left is a dark sidebar with icons for Onboard, Dashboard, and Training. Below the profile picture are icons for a calendar, phone, and mail. A row of statistics includes: Enrolments (0), Qualifications (5), Points (0), Notes (0), and About. Below this is a white box with the text "No enrolments found" and "This user has no enrolments against their profile. Click [here](#) to add one." A red box highlights the "Edit details" button in the top right corner of the profile banner.

Bookings

MAKE A BOOKING



James Weir
GSE TECH

Add Edit details

Make a booking

Enrolments (0) Qualifications (5) Points (0) Notes (0) About

- 1 Go to your profile page
- 2 Click 'Add'
- 3 Click 'Make a booking'

No enrolments found

This user has no enrolments against their profile.

Click [here](#) to add one.

Bookings

MAKE A BOOKING

Please select a course
Search for a course by name or [view all](#)

1 [Filter \(0 applied\)](#)

Course name	Type	
SYD - Baggage Induction Third party contractors 1195 View description	eLearning	Choose course
SYD - Contractor Induction View description	eLearning	2 Course selected

[Previous](#) 3 [Continue](#)

1. Search and select the course you want to book into
2. Click “Choose Course”
3. Click “Continue”
4. Review your booking for important information
5. Click “Confirm Booking”
6. You will receive an email notification of your booking

The booking is now confirmed and will be shown under “Enrolments” on your profile

FAQ

QUESTIONS & ANSWERS

Why am I not able to book courses through AIRDAT Passport?

Some courses have pre-requisites.

If your company has not worked at SYD before, contact airdat@SYD.com.au with your company details and request the ability for employees to book courses

Some companies may have restricted your access in AIRDAT Passport. Please check with your company administrator if you are not able to book courses through the system.

Will I be charged to undertake courses in AIRDAT Passport?

Courses previously available on the former learning platform will remain free of charge, these are:

- General Contractor Induction
- Drug & Alcohol Awareness Program
- Active Armed Offender
- Fire Warden Online Module
- Baggage Induction – Authorised Access
- Baggage induction – Third party contractors
- Baggage Induction – Ground handling workers
- Sydney Airport High Voltage Enclosures Induction
- High Voltage Safety Rules Knowledge Test

FAQ

QUESTIONS & ANSWERS

What training am I required to do?

General Contractor Induction

- Mandatory for any contractor undertaking any kind of works across the airport precinct, including third party contractors
- Complete every 2 years

Drug & Alcohol Awareness Program

- As per Civil Aviation Safety Regulation (CASR) Part 99, SYD engaged contractors and their sub-contractors who perform works on the aerodrome, inside aerobridges, or perform security services more than twice in 90 days are required to undertake a drug and alcohol test and complete this course prior to commencing work
- Complete every 2 years
- The General Contractor Induction is a pre-requisite

Baggage Induction - Authorised Access

- Mandatory for workers who maintain and repair the baggage system.
- Complete every 2 years
- The General Contractor Induction is a pre-requisite

Baggage Induction – Third party contractors

- Mandatory for contractors who perform work around the baggage system, but not necessarily perform maintenance or repair work on the baggage system
- Complete every 2 years

FAQ

QUESTIONS & ANSWERS

What training am I required to do?

Baggage Induction - Ground handling workers

- Available for all personnel who will be working in and around the baggage system
- Complete every 2 years

High Voltage Enclosures Induction

- Mandatory for any worker performing works in an enclosure which has live high voltage electrical apparatus
- Complete every year
- The General Contractor Induction is a pre-requisite

High Voltage Safety Rules Knowledge Test

- Mandatory for any contractor performing works in an enclosure which has live high voltage electrical apparatus
- Complete every year
- The High Voltage Enclosures Induction is a pre-requisite

Active Armed Offender Awareness Training

- Available to all our airport partners and is intended to increase understanding of the threat that active armed offender incidents pose in crowded places

Fire Warden Refresher Training

- Available to nominated Fire Wardens and designed to equip selected workers with the skills and knowledge to act as a fire warden in an emergency

FAQ

QUESTIONS & ANSWERS

What about the Induction Card? Is this be available in AIRDAT Passport?

The Induction Card (for SYD engaged contractors) is being phased out.

If your training records are not available on AIRDAT Passport, you are still required to carry the Induction Card as confirmation you have completed mandatory training.

If your training records are up to date and available on AIRDAT Passport:

- you are no longer required to carry the Induction Card on your person while on site
- you are also encouraged to download the AIRDAT VISA App as way to demonstrate that you or your company is up to date with mandatory training requirements

The app also provides SYD Representatives the ability to verify your training compliance on-site.


Access the guide to [login on the VISA App](#) and the guide to [view training records](#) on the app.

Support

WHO CAN I CONTACT

For **training requirement queries**, contact safety@syd.com.au

For **business process queries**, including issues with registrations or log ins and general support with eLearning course, please contact airdat@syd.com.au or on 02 9667 9079

For **technical issues** including general website support and document upload support,, please contact AIRDAT directly via the  [Support](#) button, located at the top right of the website.

Useful resources and how to guides are available on:

- SYD website – [safety page](#)
- AIRDAT website – [resources page](#)