Welcome to
Sydney's Airport

AIRDAT PASSPORT
Company Administrator Help Guide

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- Dashboard view
- Edit company profile

Bookings
- How to make course bookings
- Who can make bookings
- How to change a booking

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- How to run training reports

FAQ's

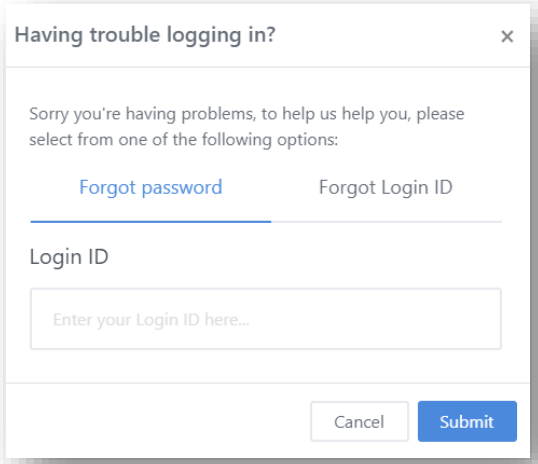
Support

Last updated: 01/06/2022

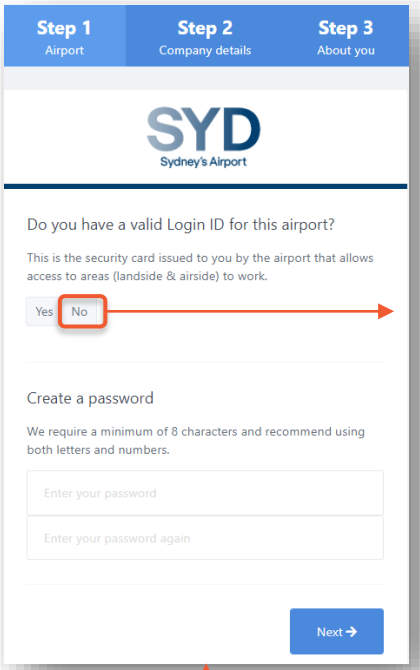
Getting started

LOG IN
REGISTER

https://passport-syd.airdat.org/account/login?ReturnUrl=%2F



If you have forgotten your details to log in



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

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

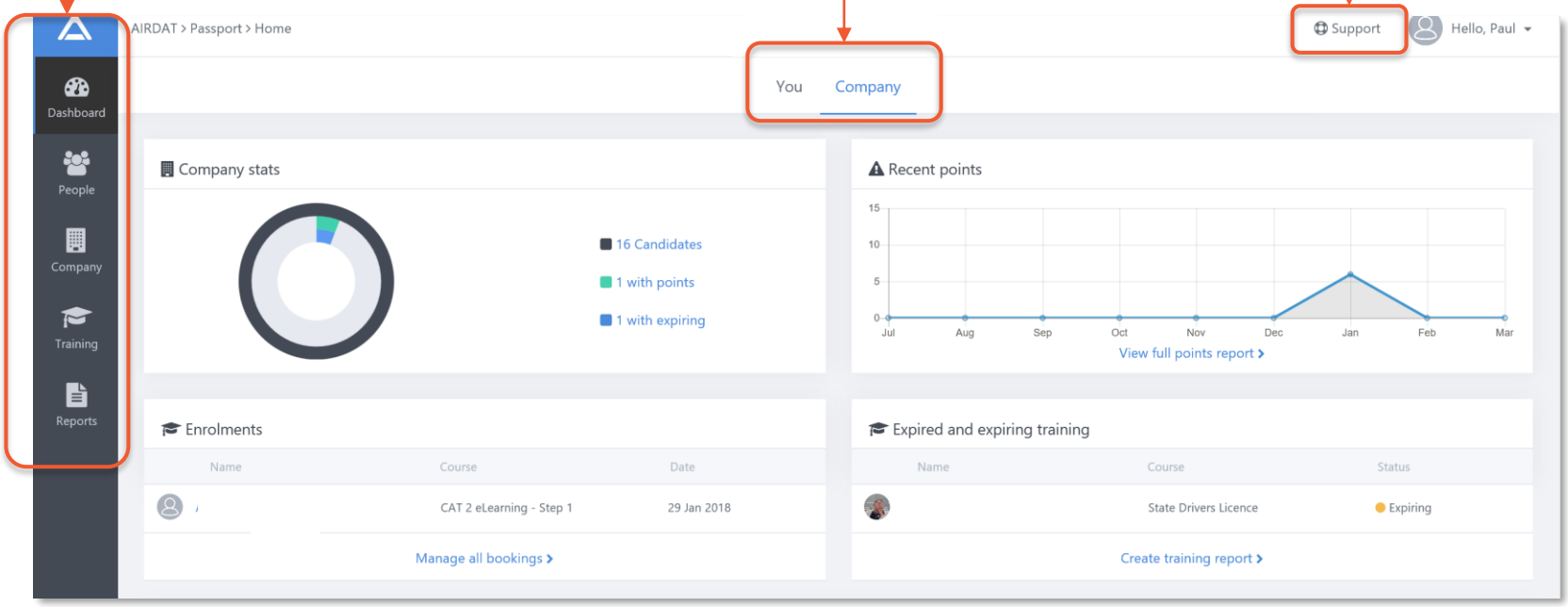
Getting started

DASHBOARD VIEW

Navigation Toolbar

Company Admins can switch between your personal profile and your company profile

Access a range of support article or email AirDat directly



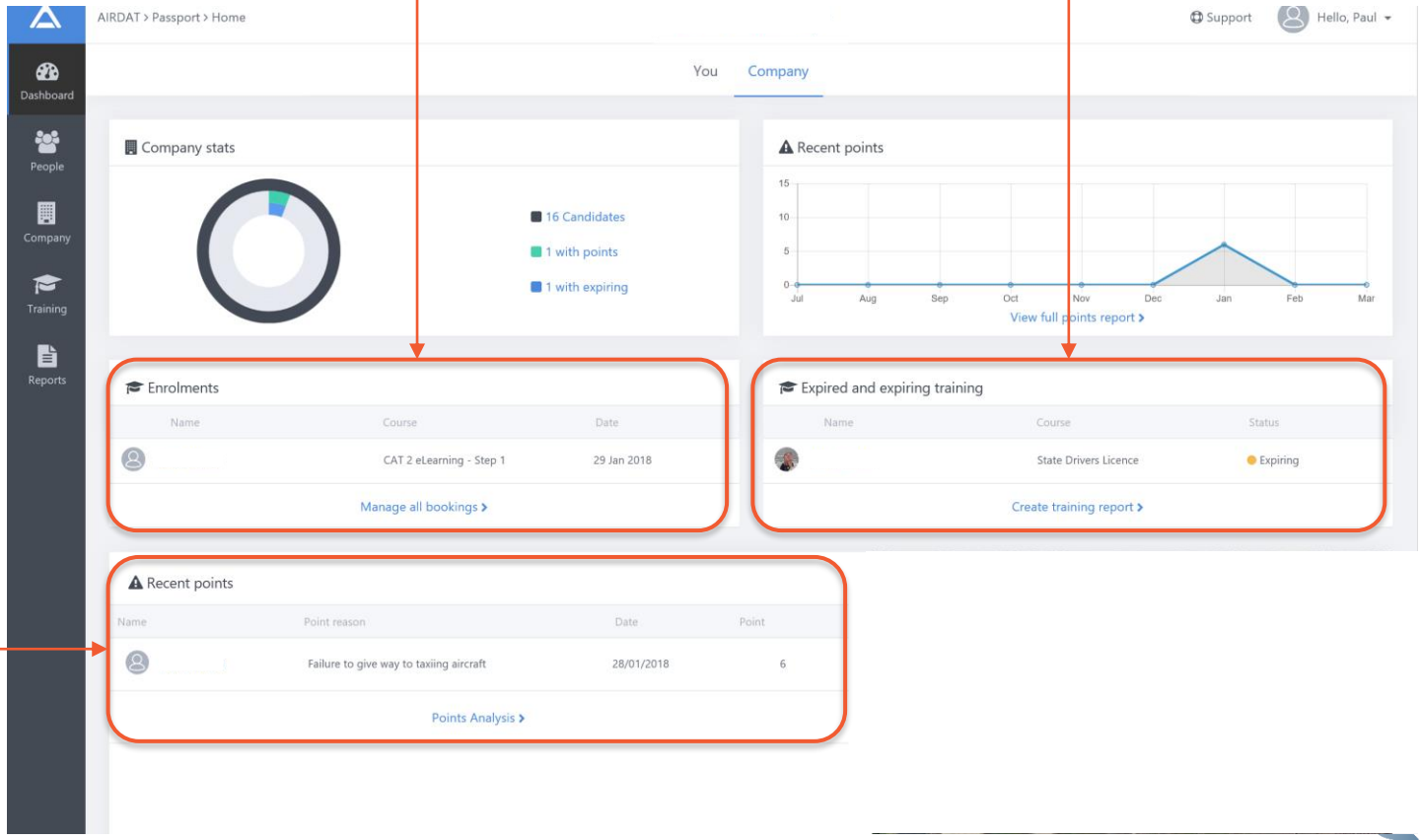
Getting started

DASHBOARD VIEW

Upcoming enrolments for your staff

Qualifications due to expire within 3 months

Most recent infringements for your staff



Getting started

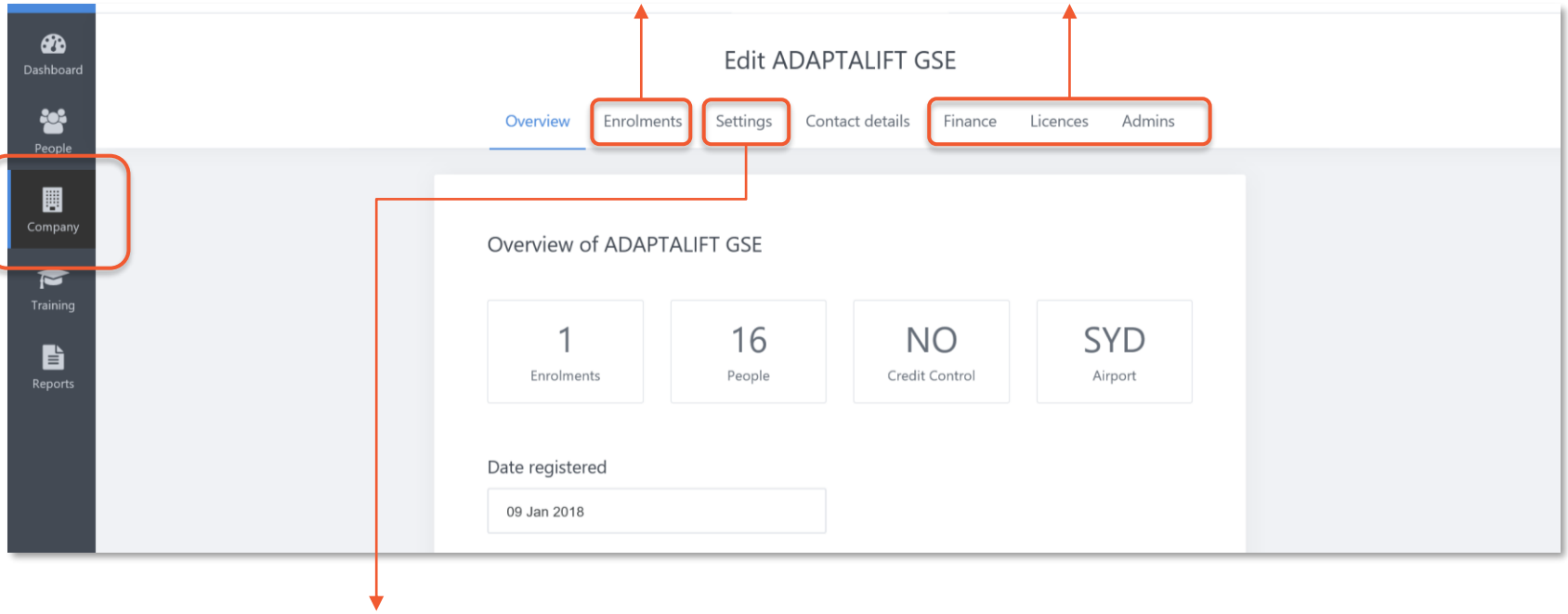
EDIT COMPANY PROFILE

ENROLMENTS

Review all current enrolments for your staff

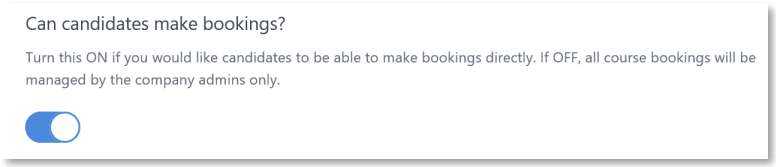
FINANCE, LICENCES & ADMIN

These are set by Sydney Airport. Please contact us if any of these details require updating



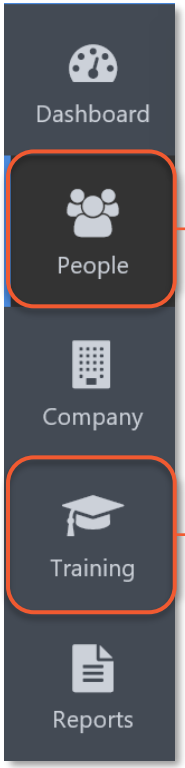
SETTINGS

Set whether your staff can make their own bookings, or if this should be restricted to company admin function only



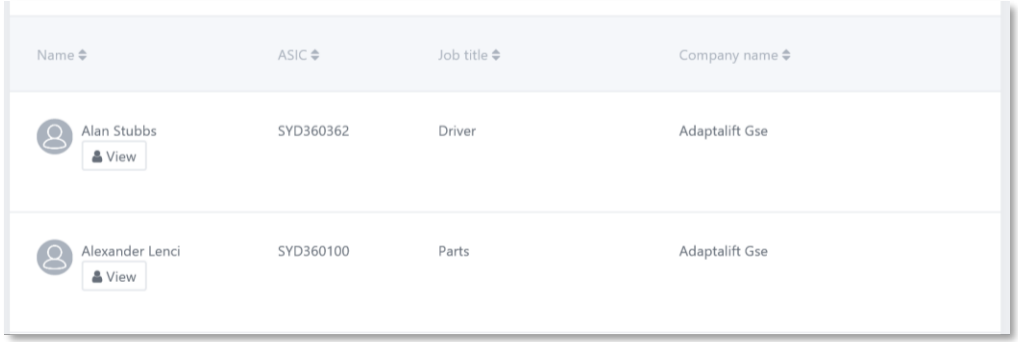
Bookings

HOW TO MAKE A BOOKING



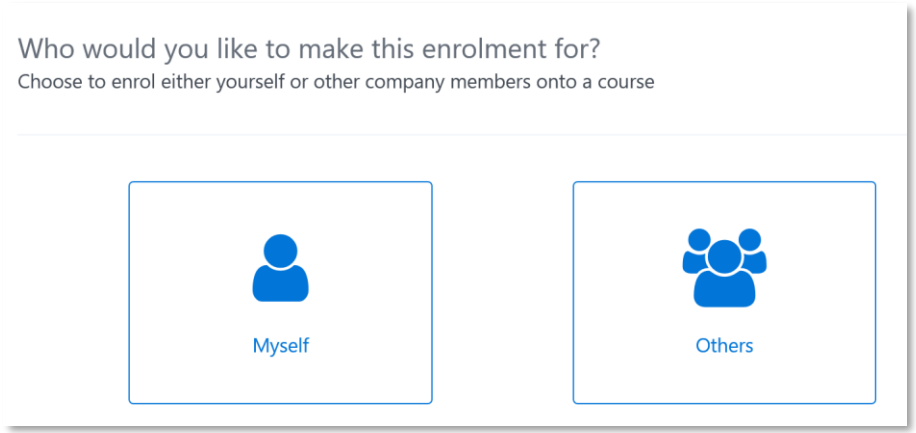
OPTION 1

Click on ‘People’ and search for the **person** you wish to make a booking for



OPTION 2

Click on ‘Training’ to search by **course**



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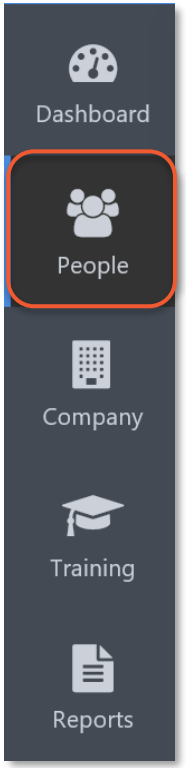
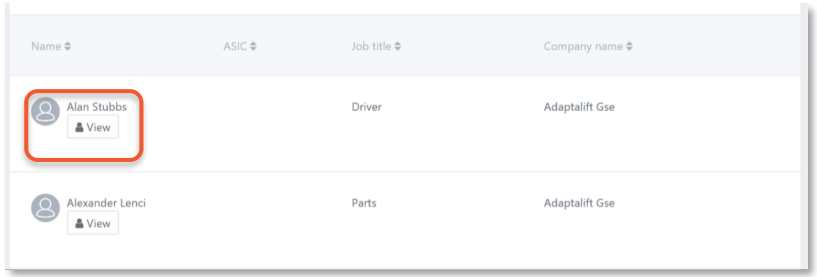
Bookings

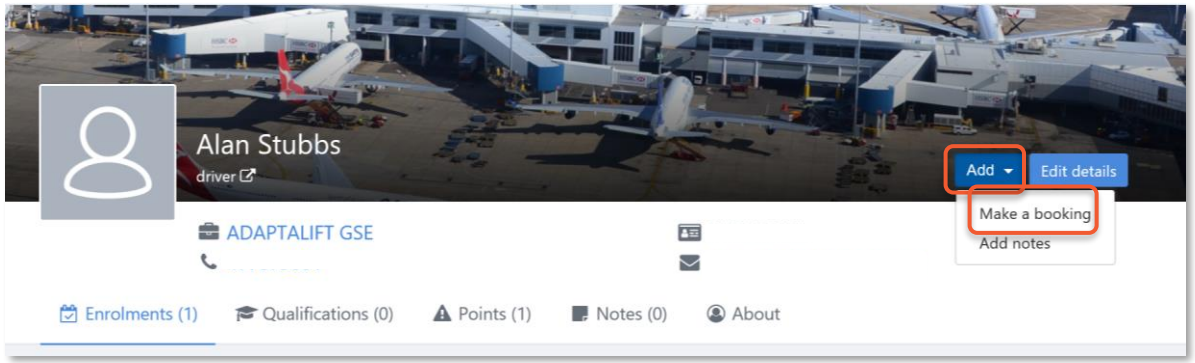
HOW TO MAKE A BOOKING



1 Locate your staff

2 Click ‘View’ to open the person’s profile





3 Click ‘Add’ and select ‘make a booking’

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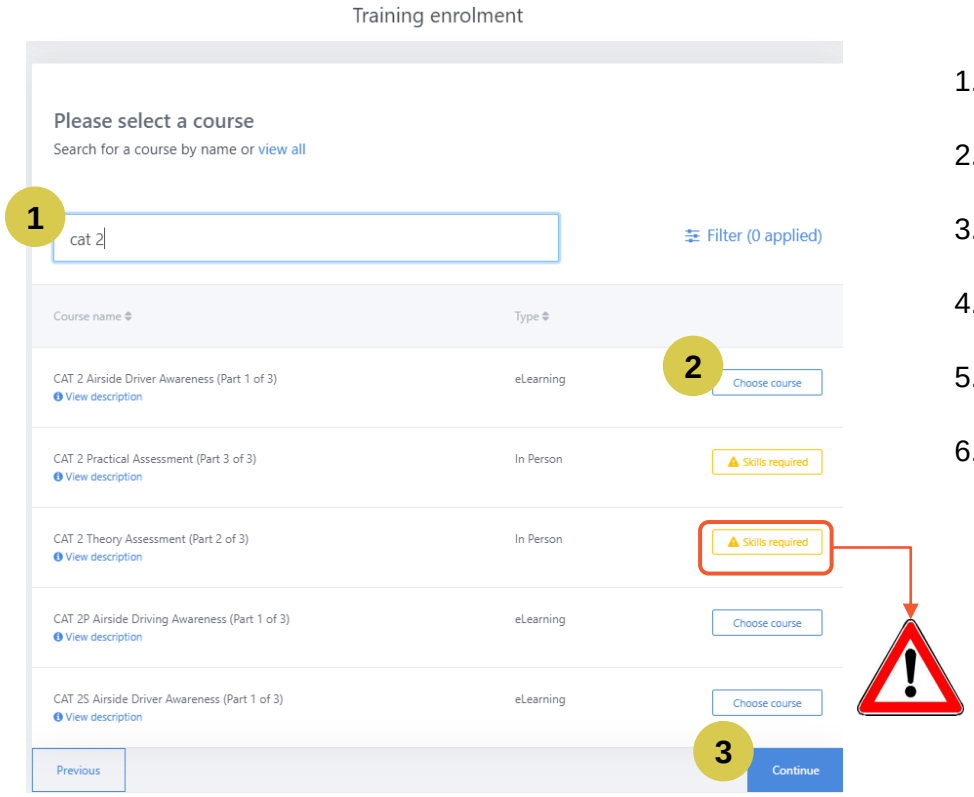
Bookings

HOW TO MAKE A BOOKING

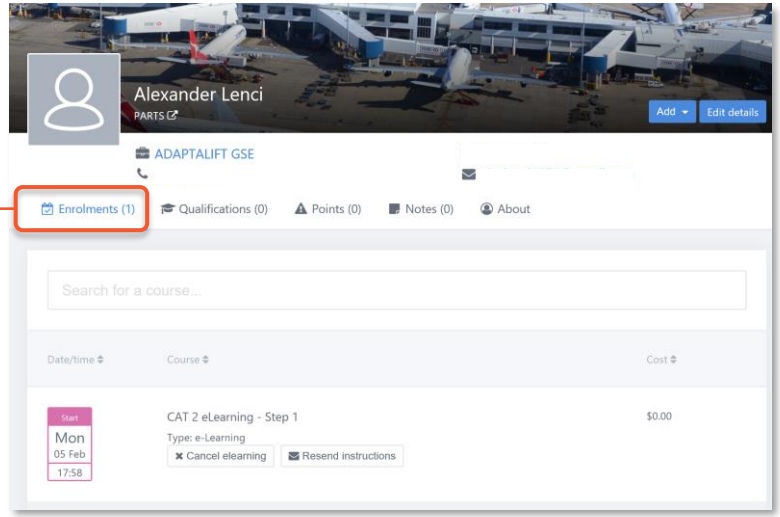


1. Search and select the course you want to book into
2. Click “Choose Course”
3. Click “Continue”
4. Review your booking for important information
5. Click “Confirm Booking”
6. You will receive an email notification of your booking

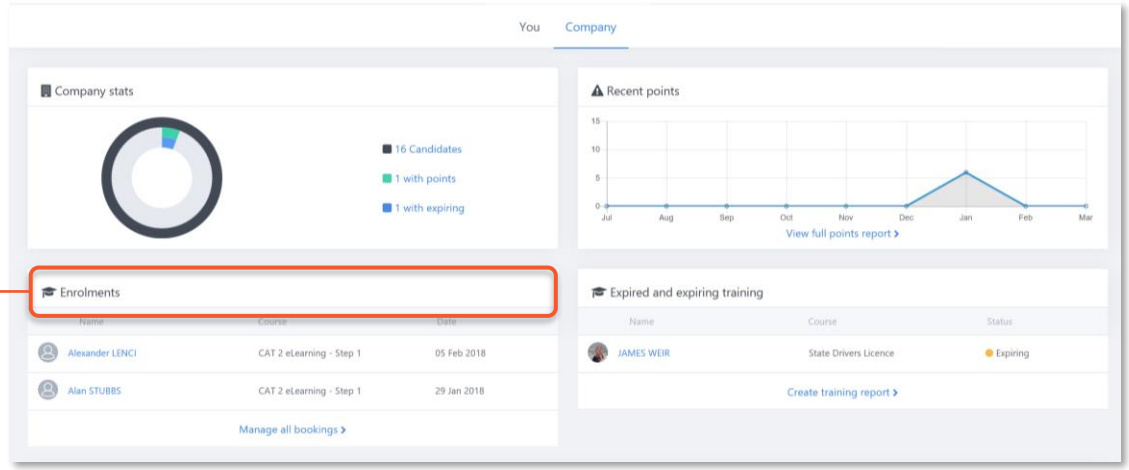
Please note: You will only be able to book in a candidate if they meet all the required course pre-requisites. These courses will display a warning “Skills required” if the candidate has not met these requirements

Bookings

HOW TO MAKE A BOOKING



The booking is now confirmed and will be shown under “Enrolments” on the candidate’s profile and under your Company Admin Dashboard View



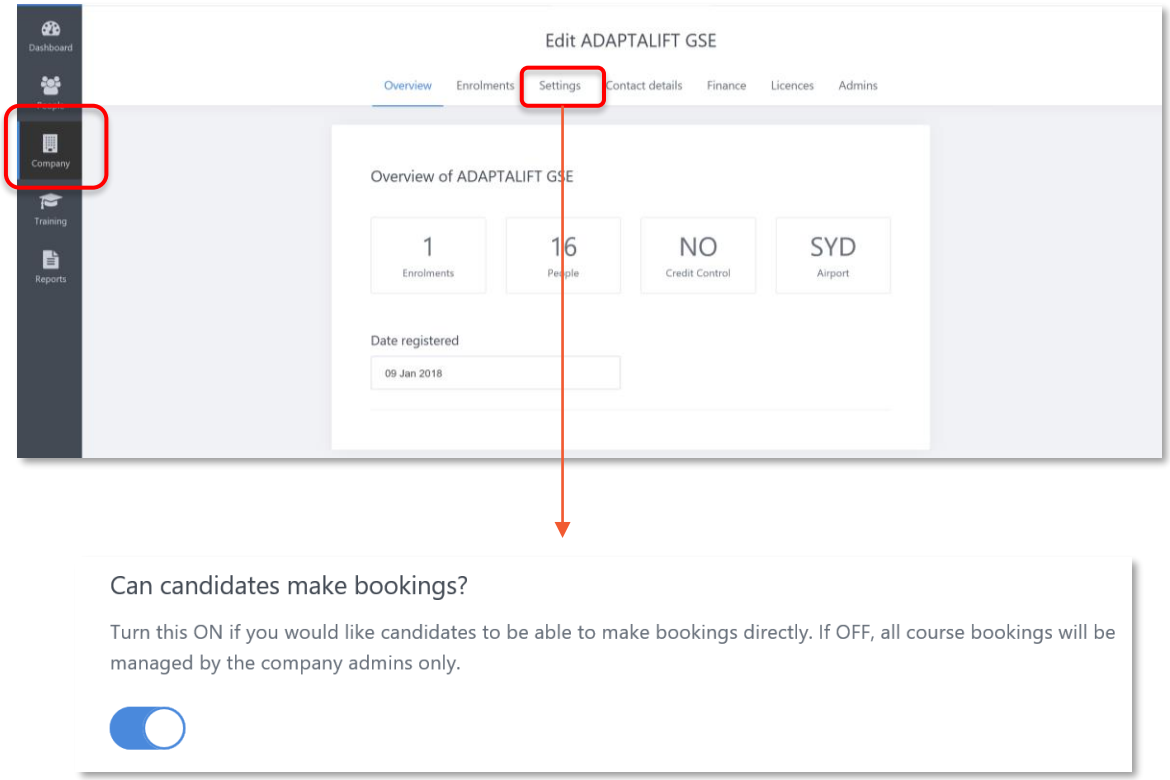
Bookings

WHO CAN MAKE BOOKINGS

All companies must decide if course bookings can be made by candidates OR if course bookings will be to a company admin function only.

Default setting is OFF, so candidates can't book themselves; however, this can be changed at any time.

Please note: Payment is now captured at the time of booking a course. All no-shows, fails and bookings <u>not</u> cancelled more than 24 hours in advance **will be charged**.

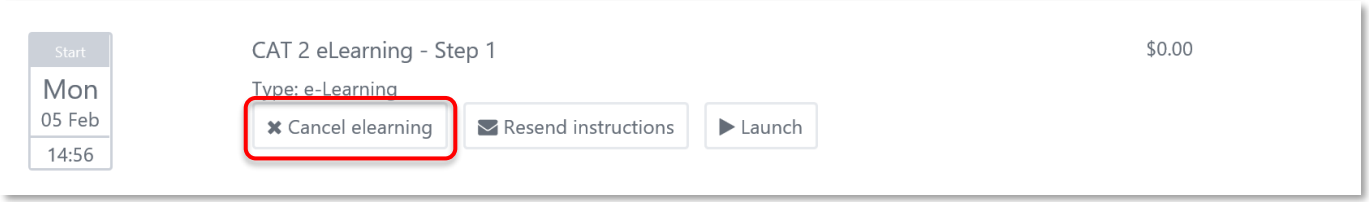


Bookings

HOW TO CHANGE A BOOKING

If you need to change a booking, there are two options:

1. If **prior to the 24 hour cancellation period**, simply cancel the booking (you will be refunded for this course) and make the new booking



The option to cancel a booking will only be visible prior to the 24 hour cancellation period. You wont have the option to cancel a booking within 24 hours notice. Please contact Sydney Airport if you wish to swap candidates instead.

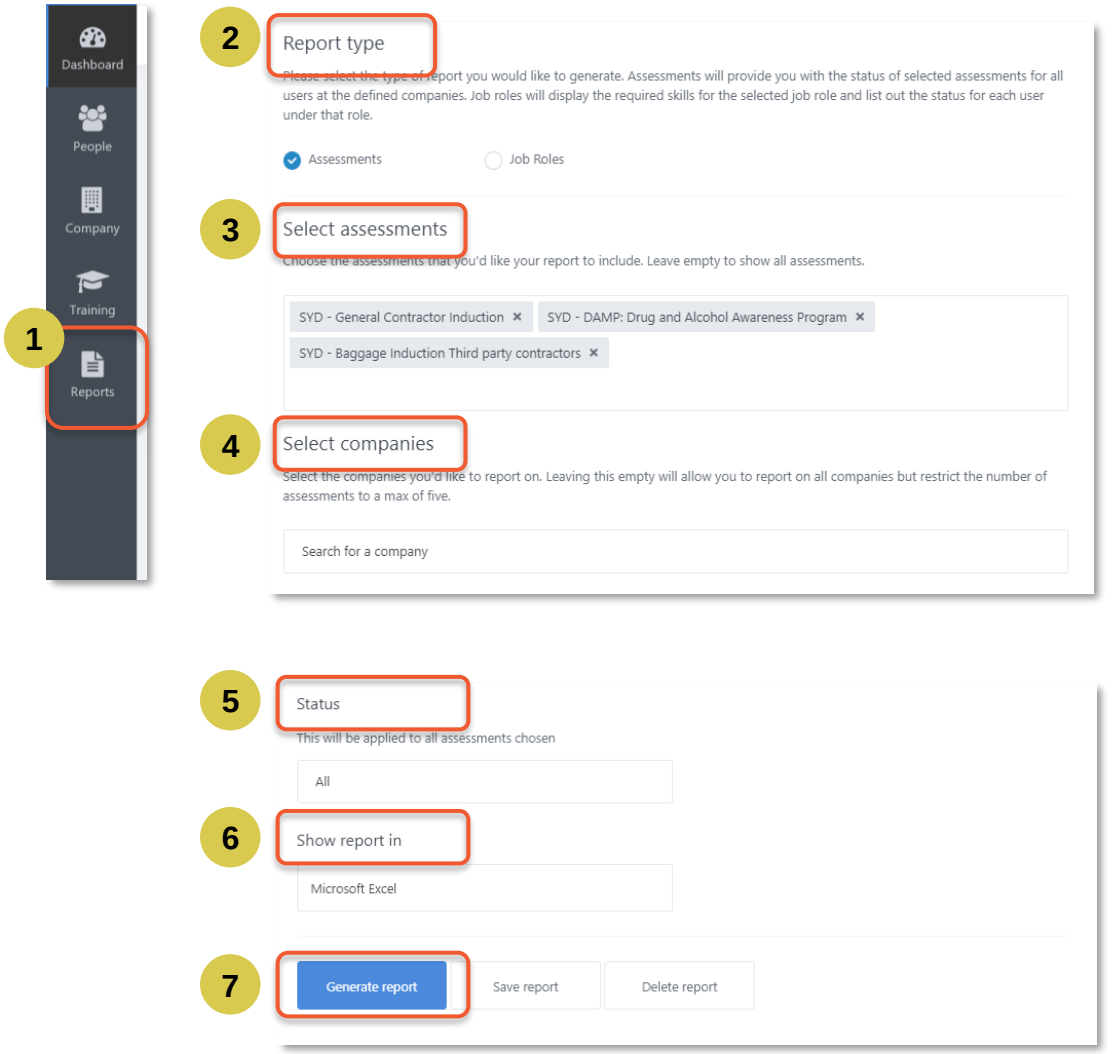
2. If **within 24 hours of the course/booking**, please contact Sydney Airport for assistance. While we are not able to cancel or refund this booking, we can swap candidates – so if you have another candidate that could attend this course booking instead, we can swap candidates ensuring the booking does not go to waste.

Please note: There will be no refunds for bookings cancelled within 24 hours. Cancellations made prior to the 24 hour cancellation period will be refunded in full.

Training reports

HOW TO RUN REPORTS

1. Click on ‘Reports’ from the navigation toolbar
2. Select ‘Assessments’ for report type
3. Choose one or more training course to report on
4. Choose your company
5. Select ‘All’ for Status of training
6. Select how you want the report to display
7. Click on ‘Generate report’



More information can be found on the AirDat site

FAQ

FAQ's

Q: Who do I contact if either I or my staff have difficulty registering or logging in initially

A: Contact the Sydney Airport Airside Driving Centre via airdat@syd.com.au or 02 966 9079.

Q: Can we add more company admins to our Passport profile?

A: Yes you can have multiple company admins; however these are managed and assigned by Sydney Airport. Please click here to review the permission levels available. All requests must be sent in writing to Sydney Airport Airside Driving Centre at airdat@syd.com.au and must include the approval of an existing company administrator.

Q: Can I swap one candidate for another, without cancelling a booking

A: Yes candidates can be swapped within 24 hours of the course booking, however this can only be done by Sydney Airport. If its more than 24 hours from your course booking, its easier to cancel the original booking and create a new one. You will be refunded the original course booking if more than 24 hours notice is given.

Q: Can we cancel bookings without being charged or penalized

A: Yes, however it must be cancelled outside the 24 hour cancellation period. If within the 24 hour cancellation period, no refunds or cancellations will be granted under any circumstances.

Q: If one of our drivers fails, how long til we can re-book them into sit their test again

A: If a driver fails the 72 hour lock out will still apply

Q: What assessments are drivers required to complete in order to be qualified

A: You can download an assessment workflow for all ADA categories on the Airside Driving Centre website

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FAQ

FAQ's

Q: Do I need to complete the new eLearning Course?

A: Yes, this is a new pre-requisite that must be completed by all candidates in order to book into a theory or practical assessment. It must be completed every 2 years (for a renewal ADA) or upon your first application. To complete the eLearning you must review every slide and achieve 80% in the assessment to progress. You can re-sit the eLearning assessment as many times as needed and there is no lock-out period for re-sitting the test.

Q: Will I be notified if my drivers are issued with an infringement notice

A: Yes a notification will be automatically emailed to the offender and the company administrator.

Q: Do you have any other supporting materials, such as videos or help guides available

A: Yes there are lots of materials available to assist:

- Introductory video for a company administrator here
- AirDat have a large catalogue of help articles for company administrator available online here

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Support

WHO CAN I CONTACT

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

button, located at the top right of the website.

All general enquiries please contact Sydney Airport at airdat@syd.com.au or on 02 9667 9079.