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Release Note

IRU Academy
Accredited Training Institutes (ATIs)

IRU Academy

RELEASE NOTE

IRU Academy Online (AOL) v3.0

Adaptation for Printing of Driver Cards
Barcodes on IRU Academy Certificates / Diplomas

Direct Certificate / Diploma Veracity Checks

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1 OVERVIEW

Document Purpose

This document provides the "what's new" information for the 3.0 version of the IRU Academy Online (AOL) Internet application. The updated AOL version 3.0 is released on 19 April 2012. In case you are upgrading from an older version, please read these releases notes carefully.

Requirements for ATI Machines

- Operating System – recommended MS Windows XP Professional or Windows 7

- Internet Browser – Internet Explorer 6.0 or higher / Mozilla Firefox 3 or higher

- An Internet connection

- Adobe Acrobat Reader 6.0 or higher

- WinZip 7.0 or higher

2 WHAT'S NEW IN AOL V3.0

The updated AOL version 3.0 Internet application is deployed on 16 July 2014 and in this Release Note document we will step through the new features in terms of the application use by IRU Academy Accredited Training Institutes (ATIs).

Chapter 3 covers the new functionality in the last AOL version 3.0 release such as:

- AOL Adaptation for printing of driver qualification cards
- Adding barcodes on IRU Academy certificates / diplomas
- Direct IRU Academy certificate / diploma veracity checks

Figure 1: AOL Homepage

3 NEW FEATURES

The new AOL release continues supporting previously added functions for student import and direct enrolment in classes created in AOL, except that now it also enables another type of import of student data containing additional data usually required for printing of driver qualification cards. Owing to these features, ATIs can print driver qualification cards using their own system and technology once they establish the unequivocal direct link with the related IRU Academy certificate / diploma attesting to the student's acquired qualification.

To facilitate the establishing of the unequivocal direct link between the driver qualification card and the related IRU Academy certificate / diploma, AOL has been changed in such a way that the entire certificate / diploma number is contained in the unique barcode attributed to it. ATIs wishing to print driver qualification cards using their own systems can then use this barcode instead of the certificate / diploma number to print it on the driver qualification cards and enable control authorities to directly check veracity of the related IRU Academy certificate / diploma based on which the driver has acquired the necessary qualification.

In brief, the main new features available for ATIs in this release of AOL v3.0 are the following:

- Adaptation for printing of driver qualification cards

- Adding of barcodes on IRU Academy certificates / diplomas

- Direct IRU Academy certificate / diploma veracity check.

The new ATI features are accessible from the AOL v3.0 Homepage, by clicking on the "ATI Module" button:

Figure 2: AOL Homepage – ATI Module

3.1 AOL ADAPTATION FOR PRINTING OF DRIVER QUALIFICATION CARDS

The new AOL release enables ATIs wishing to print driver qualification cards using external systems to have their student profiles automatically created based on import of student data files prepared by means of data export from another system, including data necessary for printing of the cards. ATIs wishing to use this AOL function need to observe certain rules regarding the data and the format of the files which AOL can then import.

The procedure ATIs need to observe in order to be able to use AOL data for printing of driver qualification cards consists of the following steps:

1. Prepare the student and card data file for import in AOL (manually or by export from an external system);
2. Create the class where students will be enrolled upon import in AOL;
3. Import the student and card data file in AOL by direct enrolment of students into the created class in AOL;
4. Generate certificates / diplomas for the students in the class (by entering students' results, examination date and certificate / diploma validity period if necessary);
5. Export graduate, certificate / diploma and card data from AOL;
6. Import the graduate, certificate / diploma and card data file into the external system used for printing of driver qualification cards.

ATIs may use the AOL student card import function to significantly facilitate the creation of student profiles in AOL by automating this process in case they dispose of the students data organised in data files.

3.1.1 Preparing the Students' Data File for Import and Enrolment in Classes in AOL

In order for AOL to be able to import an ATI's file containing students' and driver qualification card data, automatically create the related students' profiles and enrol them in a class, the following conditions must be met:

- the ATI data file containing students and allocated cards needs to be prepared in accordance with certain technical requirements, for both the data in the file and the format of the file;

- the class in which imported students are to be automatically enrolled needs to be previously created by the ATI using AOL.

The student and card data specifications, the file format requirements and the process of activating the function of student import and direct enrolment in a class are explained in detail in the sub-sections below.

3.1.1.1 Student and Card Data Specifications

The student and card data made ready by ATIs for import in AOL must comply with the data type, length, cardinality (mandatory or optional data) and specific values as expected in AOL. All the fields participating in the process of creation of a student's profile in AOL bear the same logical names as their labels visible on the AOL 'Student profile' page, an example of which is shown in the figure below:
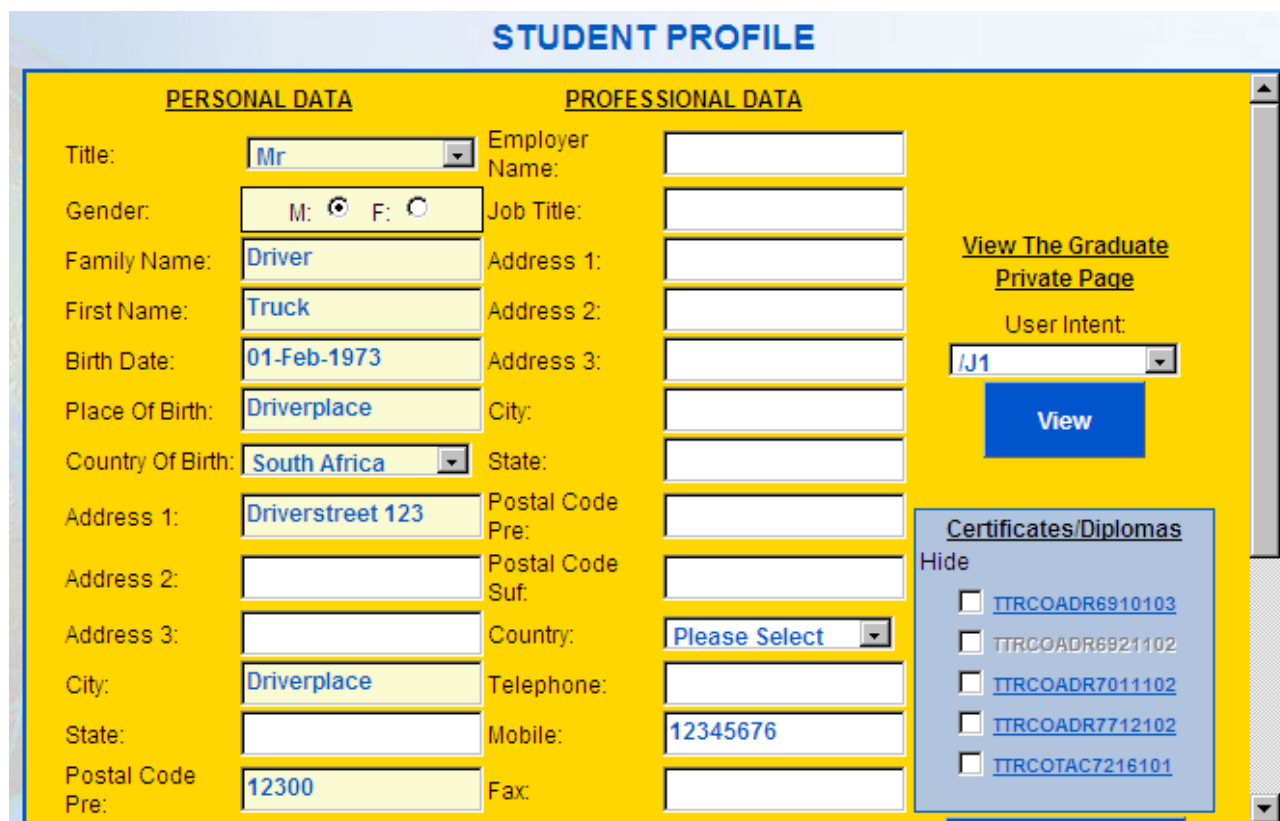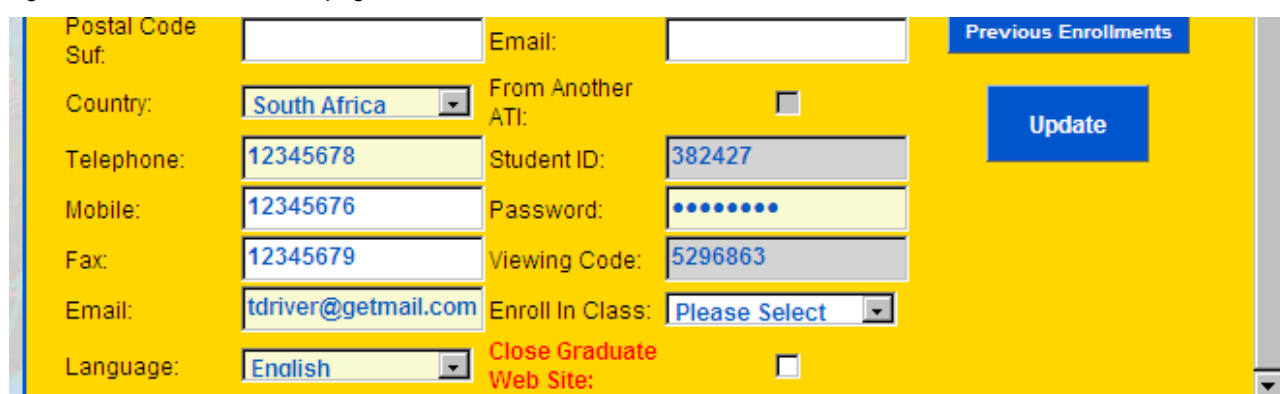

Figure 3: AOL Student Profile page – Part 1

Figure 3: AOL Student Profile page – Part 2

Note that the additional driver qualification card data, although they can be imported in AOL, are not displayed anywhere in the Student Profile page. They are only kept in the AOL database for the purpose of linking the card data with the AOL certificate / diploma and for exporting them together with the certificate / diploma data before passing them to the external system printing the driver qualification cards.

The 'Student ID' and 'Viewing Code' values are generated by AOL upon creation of the student's profile, while the 'Certificates/Diplomas' section of the Student Profile page displays those certificates/diplomas that the student has already acquired. For these reasons, the 'Student ID' and 'Viewing Code', as well as the 'Certificates/Diplomas' hyperlinks should not be included in the ATI's student data files being imported in AOL.

The full specification of the student profile data fields, their type, maximum length, character and example values for those fields which are specific are given in the table below:

Field Name	Data Type	Data Length	Allow Nulls (Yes / No)	Mandatory Field (Yes / No)	Specific Values
Family Name	nvrchar	64	N	Y	Latin characters
Family Name Local	nvarchar	64	N	Y	Other characters
First Name	nvrchar	64	N	Y	Latin characters
First Name Local	nvarchar	64	N	Y	Other characters
Title	nvrchar	50	N	Y	-
Gender	Bit	1	N	Y	**Male = 'M' / Female = 'F'**
Birth Date	datetime		N	Y	**Format 'DD-MMM-YYYY' (e.g. '01-Jan-1980')**
Place Of Birth	nvrchar	50	N	Y	Latin characters
Place of Birth Local	nvarchar	40	N	Y	Other characters
Country Of Birth	nvrchar	50	N	Y	**English name of the country (e.g. 'Switzerland')**
Language	nvrchar	3	N	Y	**3-alpha ISO language code (ISO 639-2 code) (e.g. 'eng' for English language)**
Password	nvrchar	50	N	Y	**Min. 8 characters, containing at least 1 digit (number) (e.g. 'password1')**
Address 1	nvrchar	80	N	Y	Latin characters
Address 1 Local	nvarchar	40	N	Y	Other characters

Field Name	Data Type	Data Length	Allow Nulls (Yes / No)	Mandatory Field (Yes / No)	Specific Values
Address 2	nvrchar	80	Y	N	Latin characters
Address 2 Local	nvarchar	40	Y	N	Other characters
Address 3	nvrchar	80	Y	N	Latin characters
Address 3 Local	nvarchar	40	Y	N	Other characters
City	nvrchar	50	N	**Y**	Latin characters
City Local	nvarchar	40	N	**Y**	Other characters
State	nvrchar	50	Y	N	-
Postal Code Prefix	nvrchar	40	N	**Y**	-
Postal Code Suffix	nvrchar	40	Y	N	-
Country	nvrchar	50	N	**Y**	**English name of the country (e.g. 'Switzerland')**
Telephone	nvrchar	80	N	**Y**	-
Mobile	nvrchar	80	Y	N	-
Fax	nvrchar	80	Y	N	-
Email	nvrchar	80	N	**Y**	-
Employer Name	nvrchar	80	Y	N	-
Job Title	nvrchar	80	Y	N	-
Prof Address 1	nvrchar	80	Y	N	-
Prof Address 2	nvrchar	80	Y	N	-
Prof Address 3	nvrchar	80	Y	N	-
Prof City	nvrchar	50	Y	N	-
Prof State	nvrchar	50	Y	N	-
Prof Postal Code Prefix	nvrchar	40	Y	N	-
Prof Postal Code Suffix	nvrchar	40	Y	N	-
Prof Country	nvrchar	50	Y	N	-
Prof Telephone	nvrchar	80	Y	N	-
Prof Mobile	nvrchar	80	Y	N	-
Prof Fax	nvrchar	80	Y	N	-

Field Name	Data Type	Data Length	Allow Nulls (Yes / No)	Mandatory Field (Yes / No)	Specific Values
Prof Email	nvrchar	80	Y	N	-
Civil Reg No	nvarchar	40	Y	N	-
Driver Licence No	nvarchar	40	Y	N	-
Driver Card ID	nvarchar	40	Y	N	-
Card Issuing Authority	nvarchar	40	Y	N	Latin characters
Card Issuing Authority Local	nvarchar	40	Y	N	Other characters

All mandatory fields (student data) that need to be included in the ATI's student data files ready for import in AOL are highlighted in light red.

For ensuring compatibility with national requirements for printing driver qualification cards using both English (transcription) and national language (character set), AOL allows import of necessary data for printing of bilingual driver qualification cards in both English and in the national language, using a Latin and another country-specific character set (e.g. Cyrillic or Arabic).

3.1.1.2 Data File Format and Limitations

Besides observing the student and card data specifications mentioned in section 3.1.1.1 above, ATIs wishing to use the AOL Student and Card Import functionality need to organise the student and card data in data files observing certain file format requirements and limitations guaranteeing the proper import of the contained students data. AOL would accept for import student data organised in:

- UNICODE TEXT or CSV files (*.txt or *.csv), with field names in the top row and data fields delimited by a <Tab> character;

- Data files containing maximum 50 student profiles.

An example of such a student and card data (TEXT) file prepared in accordance with the AOL requirements is given in the figure below:


Figure 4: Example Student Data TEXT file

3.1.2 Editing the Students Data File

If for any reasons you cannot comply with some of the AOL data requirements, because your data source for instance cannot provide for a specific field format, you can always edit your prepared TEXT (or CSV) data file using Microsoft Excel.
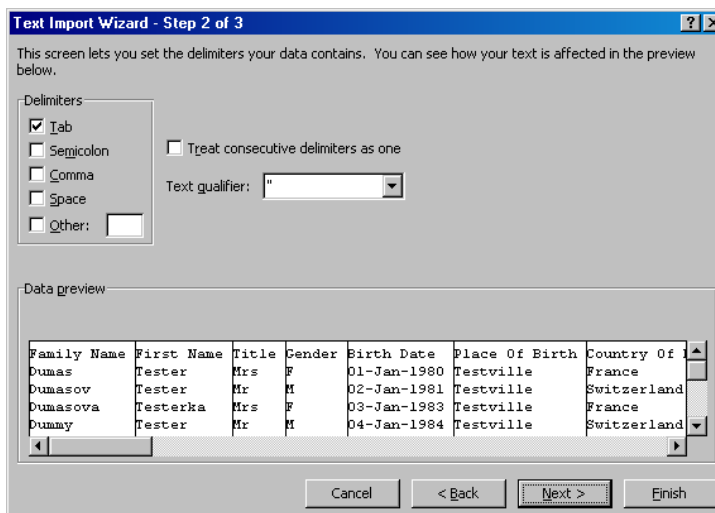
To edit your data file using Microsoft Excel, start up Excel, select File / Open, select 'Files of Type' 'Text Files (*.prn; *.txt; *.csv)', locate your data file and click on 'Open':
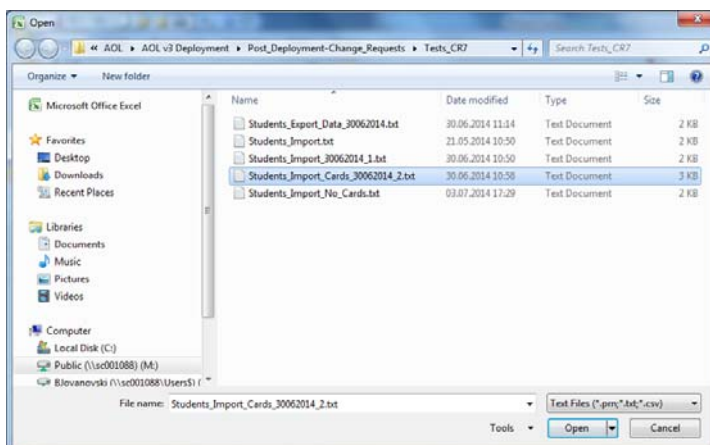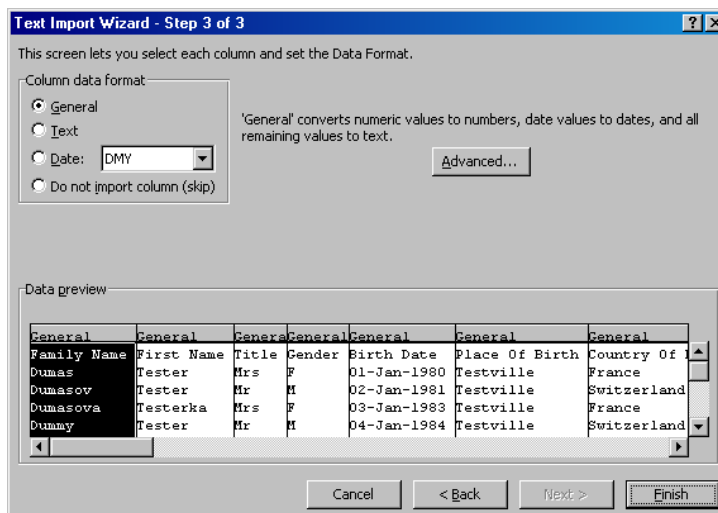

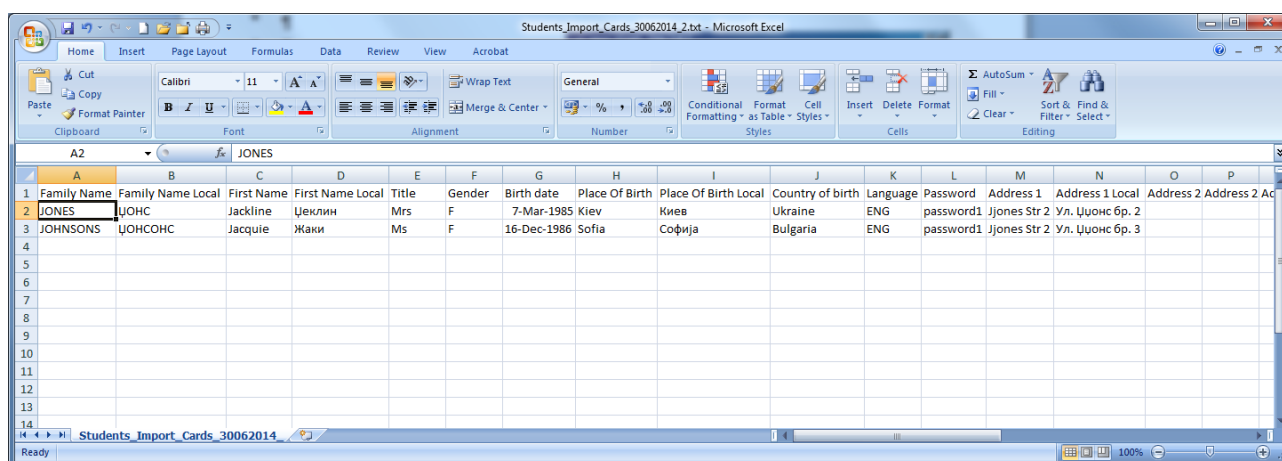Click on 'Next >' in the 'Text Import Wizard – Step 1 of 3' screen:
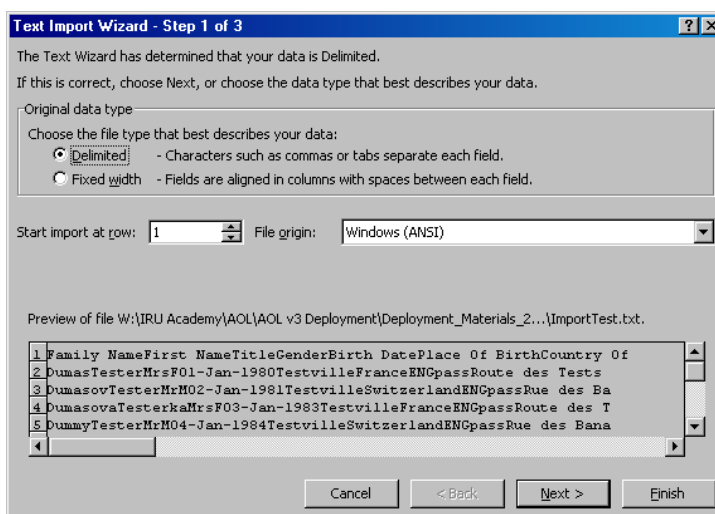
Click on 'Next >' in the 'Text Import Wizard – Step 2 of 3' screen:

Click on 'Finish' in the 'Text Import
Wizard – Step 3 of 3' screen:

Your data file will then open in Microsoft Excel:

3.1.3 Importing the Student Data File and Enrolling the Imported Students in a Class

Once you have prepared your student and card data file for import in AOL in accordance with the specifications and requirements of the previous sections, you can initiate the procedure of import of the students data file and automatic enrolment of the students in a class in AOL. When initiating this procedure, AOL will check the file for basic consistency. The AOL procedure of direct import of your student and card data file consists of three steps, described in the next three sub-sections:

1. The ATI needs to create a class in AOL into which it wants to have the imported students directly enrolled;

2. AOL checks the student profiles in the data file against available student records in the database and, in case it finds such, it updates the student profiles concerned with the information in the students data file;

3. The ATI user carries out the import in AOL by clicking on a button and is informed about the outcome of the import and enrolment of the students by AOL.

3.1.3.1 Creating a Class Where Imported Students Should be Enrolled

To create a class in which you want to directly enrol imported students in AOL, follow the procedure described below:

1. Logon to the AOL ATI Module with your User Name and Password
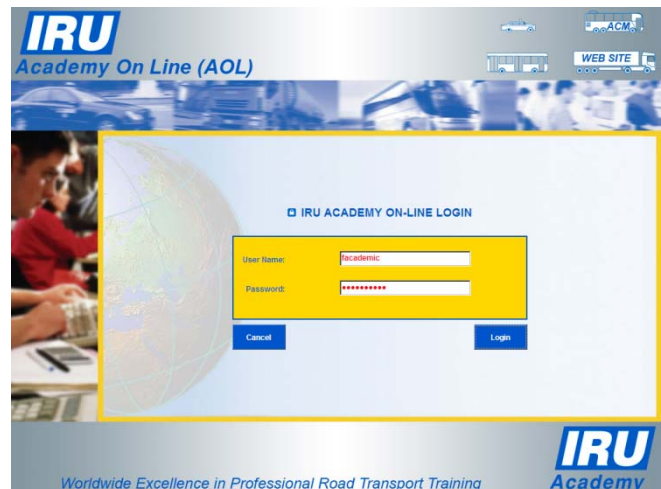
2. Select 'Class Management' from the ATI Home Page:

3. Select 'Create New Class' on the Class Management page:

4. Select 'Product Name', then click on the 'Create' button in the New Class Creation page:

AOL opens up the full 'New Class Creation' page offering you to enter all class details:

5. Fill in the necessary class data as usually upon creation of a new class in AOL, then click on 'Update'

_N.B._ **_AOL now allows you to set a class 'Start Date' and 'End Date' in the past and update these dates at any time. The conditional relationship between these dates which you have to observe is:_**

- **_a class 'End Date' cannot be earlier than the 'Start Date';_**

- **_a class 'Examination Date' cannot be earlier than the 'End Date' and later than the current AOL system date;_**

- **_the class 'Start Date' and 'End Date' can be updated at any time, as long as no 'Examination Date' has been set for any of the students in the same class._**
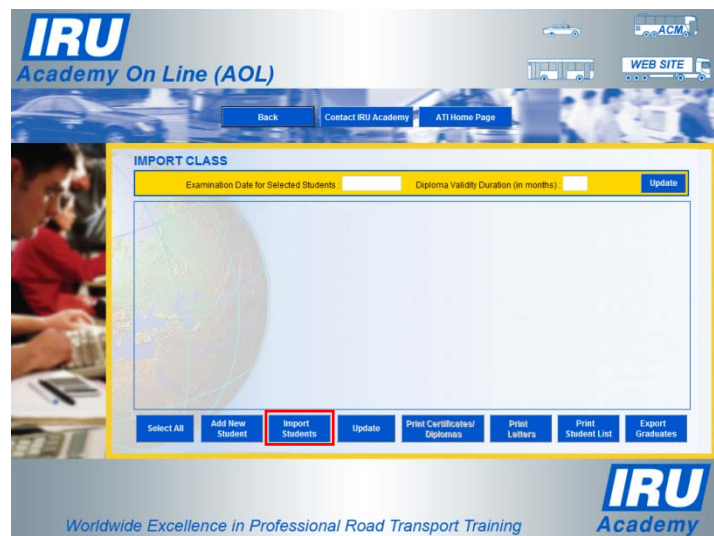
6. Click on the 'OK' button when informed that the new class has been created

7. Click on the 'Students In Class' button when the new class is displayed

8. Click on the 'Import Students' button in the Students In Class page

AOL opens up the 'Import Students from csv file' page offering you to open an example of a csv file (import.csv hyperlink) or to have the example opened for editing in Excel (import.xls hyperlink):
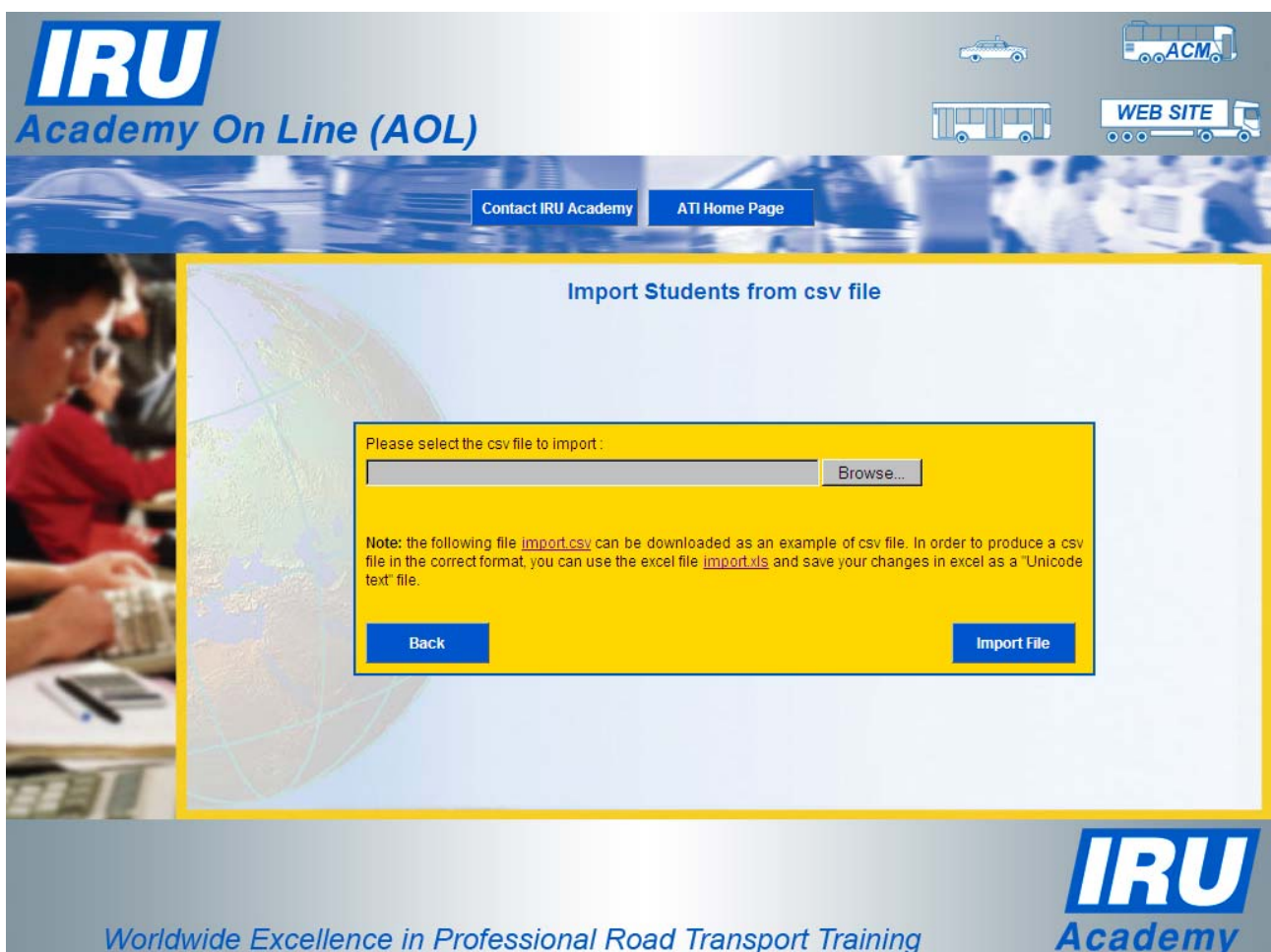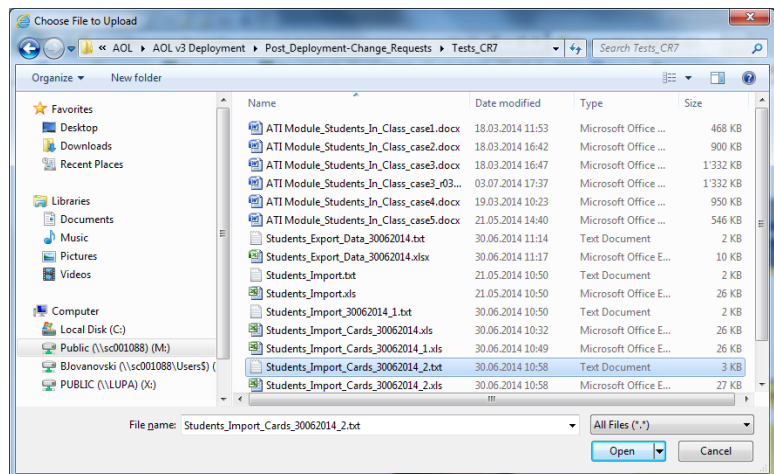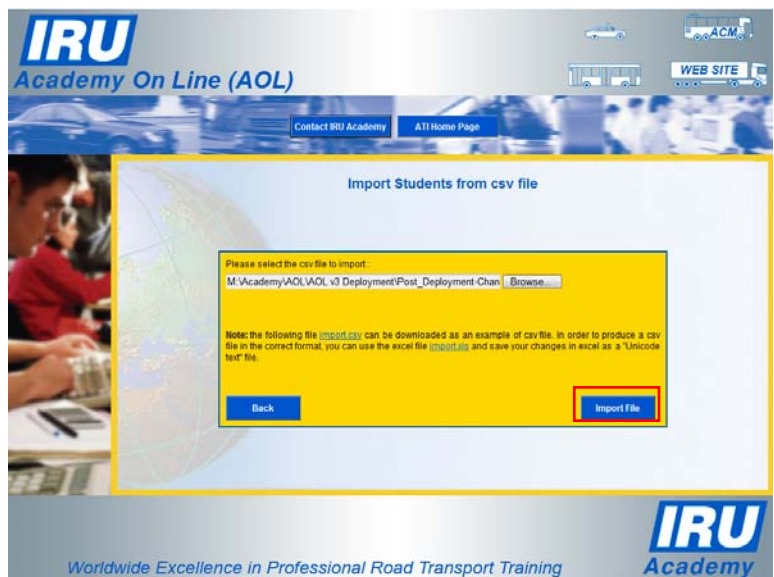

Figure 5: AOL "Import Students from csv file" page

9. Click on the 'Browse' button, then select the file containing the students' data to import in AOL and click on 'Open' in the 'Choose File to Upload' window:

10. Click on 'Import File' when back to the 'Import Students from csv file' page:

3.1.3.2 Checking the Student and Card Data File for Existing Students

AOL will carry out an automatic check on the file format and data consistency and will display an error message indicating the position and the nature of the first data consistency problem identified in the file selected for import.

If you see an error message, edit the data file using Microsoft Excel, enter the missing student data in the indicated line, save the file and try to import again.

3.1.3.3 Actual Import of the Student and Card Data File and Direct Students' Enrolment into the Class

11. When AOL accepts the student data file for import, it will give you a confirmation message in green (*<number> students imported successfully*). Click on the 'Back' button to return to the Students In Class page when you receive the confirmation message:
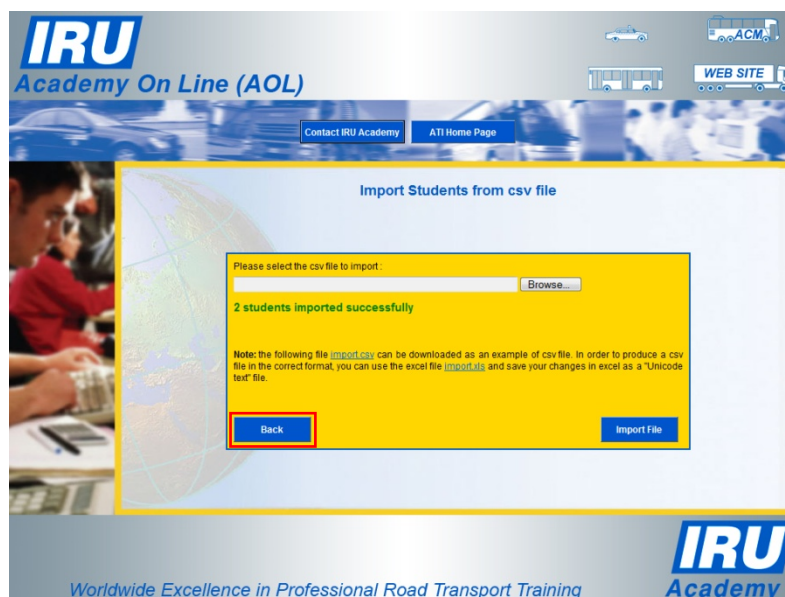

Figure 7: AOL "Import Students from csv file" page after a successful sending of students data file for import

AOL displays the 'Students in Class' page for the class into which imported students were enrolled:

You can then proceed with the registration of the end of class actions (indication of examination results for the students, entering Examination Date for the students, printing certificates / diplomas and accompanying letters for the students in the class) in the usual way.

N.B. Like already mentioned in **section 3.1.3.1** above, AOL allows you to change the class Start Date and End Date even after enrolment of students in the class, but ONLY as long as no Examination Date has been specified for any of the students in the class!

3.1.4 Preparing the Graduate and Card Data File for Export from AOL

AOL offers ATIs the possibility to export graduate and card data from ATI classes in data files designed in such a way as to ensure wide compatibility upon integration in other applications ATIs may use and their easy processing. The data specifications and the file format of the graduate data files exported by AOL are explained in detail in the sub-sections below.

The graduate and card data ATIs can export from AOL consist of the 'Graduate Personal Data', 'Graduate Personal Data Local', 'Graduate Professional Data', their related 'Class Data', 'Exam Data' and 'Driver Card Data'. For ATIs convenience, AOL offers the possibility to export graduate and card data from these 6 categories in accordance with the ATI's wish and needs. Thus any time ATIs need to export graduates' data from AOL, they may choose to export different set of data fields. For convenience, AOL keeps the ATI's selection of graduate and card data elements for export once an export is made until the ATI changes it.

3.1.4.1 Graduate and Card Data Specifications

Data fields which AOL offers for export into graduate and card data files (per category) are:

1. Graduate Personal Data:

Field Name	Data Type	Data Length	Nulls Allowed (Yes / No)	Specific Values
Family Name	nvrchar	64	N	-
First Name	nvrchar	64	N	-
Student ID	numeric	10,0	N	
Title	nvrchar	50	N	-
Gender	Bit	1	N	**'M' = Male / 'F' = Female**
Birth Date	datetime		N	Format **'DD-MMM-YYYY'** (e.g. '01-Jan-1980')
Place Of Birth	nvrchar	50	N	-
Country Of Birth	nvrchar	50	N	-
Address 1	nvrchar	80	N	-
Address 2	nvrchar	80	Y	-
Address 3	nvrchar	80	Y	-
City	nvrchar	50	N	-
State	nvrchar	50	Y	-
Postal Code Prefix	nvrchar	40	N	-
Postal Code Suffix	nvarchar	40	N	-
Country	nvrchar	50	N	-
Telephone	nvrchar	80	N	-
Mobile	nvrchar	80	Y	-
Fax	nvrchar	80	Y	-
Email	nvrchar	80	N	-
Language	nvrchar	3	N	3-alpha ISO language code (ISO 639-2 code) (e.g. 'eng' for English language)
Viewing Code	numeric	7,0	N	-

2. Graduate Personal Data Local:

Field Name	Data Type	Data Length	Nulls Allowed (Yes / No)	Specific Values
Family Name Local	nvrchar	64	N	-
First Name Local	nvrchar	64	N	-
Title Local	nvrchar	50	N	-
Place Of Birth Local	nvrchar	50	N	-
Country Of Birth Local	nvrchar	50	N	-

Address 1 Local	nvrchar	80	N	-
Address 2 Local	nvrchar	80	Y	-
Address 3 Local	nvrchar	80	Y	-
City Local	nvrchar	50	N	-
State Local	nvrchar	50	Y	-
Postal Code Prefix Local	nvrchar	40	N	-
Postal Code Suffix Local	nvarchar	40	N	-
Country Local	nvrchar	50	N	-

3. Graduate Professional Data:

Field Name	Data Type	Data Length	Nulls Allowed (Yes / No)	Specific Values
Employer Name	nvrchar	80	Y	-
Job Title	nvrchar	80	Y	-
Address 1	nvrchar	80	Y	-
Address 2	nvrchar	80	Y	-
Address 3	nvrchar	80	Y	-
City	nvrchar	50	Y	-
State	nvrchar	50	Y	-
Postal Code Prefix	nvrchar	40	Y	-
Postal Code Suffix	nvarchar	40	Y	
Country	nvrchar	50	Y	-
Telephone	nvrchar	80	Y	-
Mobile	nvrchar	80	Y	-
Fax	nvrchar	80	Y	-
Email	nvrchar	80	Y	-

4. Class Data:

Field Name	Data Type	Data Length	Nulls Allowed (Yes / No)	Specific Values
Class ID	numeric	4,0	N	-
Class Name	nvarchar	255	N	-
Start Date	datetime		N	-
End Date	datetime		N	-
Instructor Name	nvarchar	128	N	-

5. Exam Data:

Field Name	Data Type	Data Length	Nulls Allowed (Yes / No)	Specific Values
Exam Date	datetime		N	-
Diploma ID	numeric	8,0	N	-
Exam Result	numeric	3,0	N	-

6. Driver Card Data:

Field Name	Data Type	Data Length	Nulls Allowed (Yes / No)	Specific Values
Civil Reg No	nvarchar	40	Y	-
Driver Licence No	nvarchar	40	Y	-
Driver Card ID	nvarchar	40	Y	-
Card Issuing Authority	nvarchar	40	Y	-
Card Issuing Authority Local	nvarchar	40	Y	-

All graduates (personal and professional) data are exported using the same keyboard set (Latin or other) like the one your ATI has used upon registration of the student profiles in AOL.

3.1.4.2 Data File Format and Limitations

Besides knowing the graduate and card data specifications they can expect to find during AOL export mentioned in section 3.1.4.1 above, ATIs need to know how AOL organises the exported graduate and card data in data files. AOL would export graduates data organised in:

- UNICODE CSV files called 'ExportGraduates.csv';

- with field names in the top row;

- with data fields delimited by a <Tab> (**->|**) character.

An example of a graduate and card data file exported from AOL is given in the figure below:

Figure 4: Example Graduate and Card Data TEXT file

3.1.5 Editing the Student and Card Data File

All CSV files can be edited using Microsoft Excel. As a part of the graduate and card data export procedure implemented in AOL, as soon as the graduates and card export file is produced, AOL will display a 'File Download' dialog window proposing you to open or to save the created file:
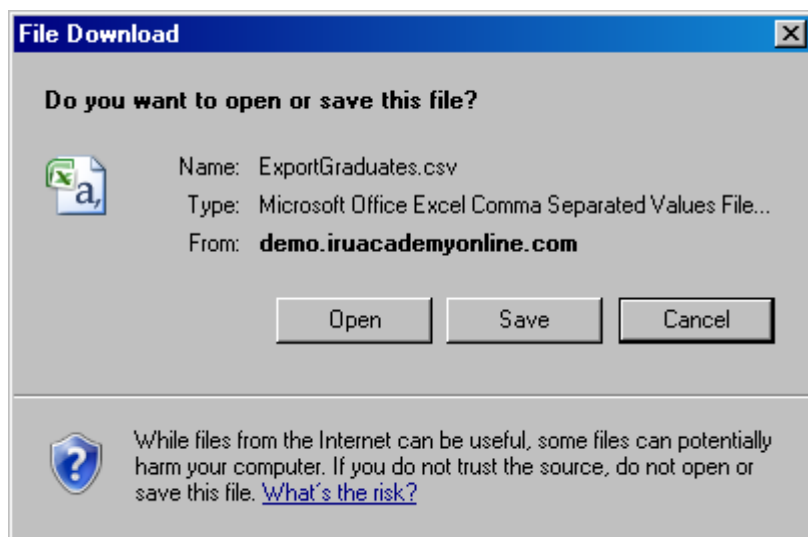
To edit your graduate and card data file exported from AOL, click on 'Open' and the graduate and card data export file will open up in Microsoft Excel:
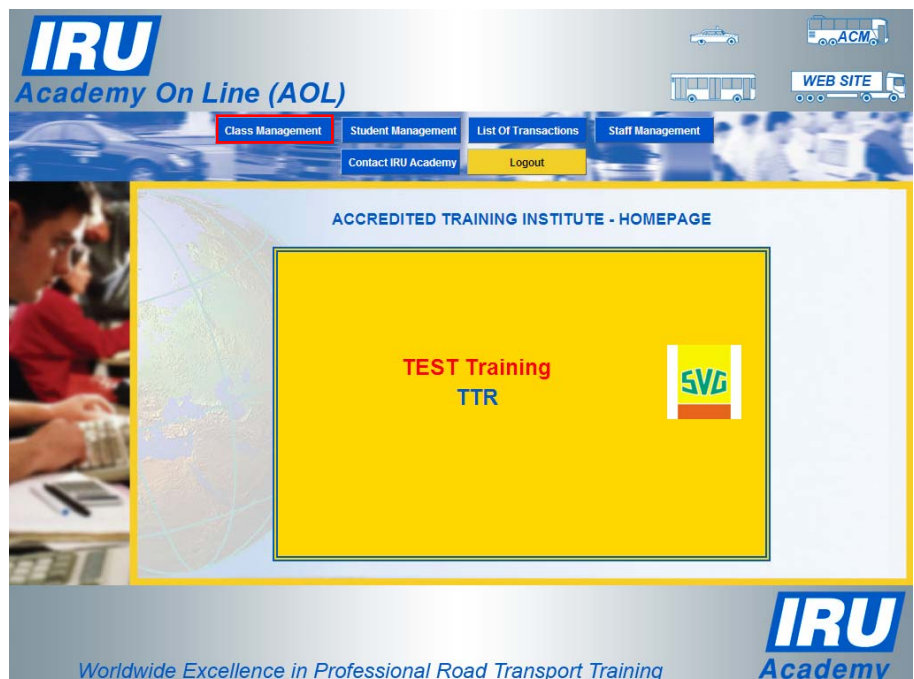
Your data file will then open in Microsoft Excel:

3.1.6 Exporting the Student and Card Data File from a Class

To start the procedure of export of a graduate and card data file from AOL, follow the procedure described below:

1. Logon to the AOL ATI Module with your User Name and Password
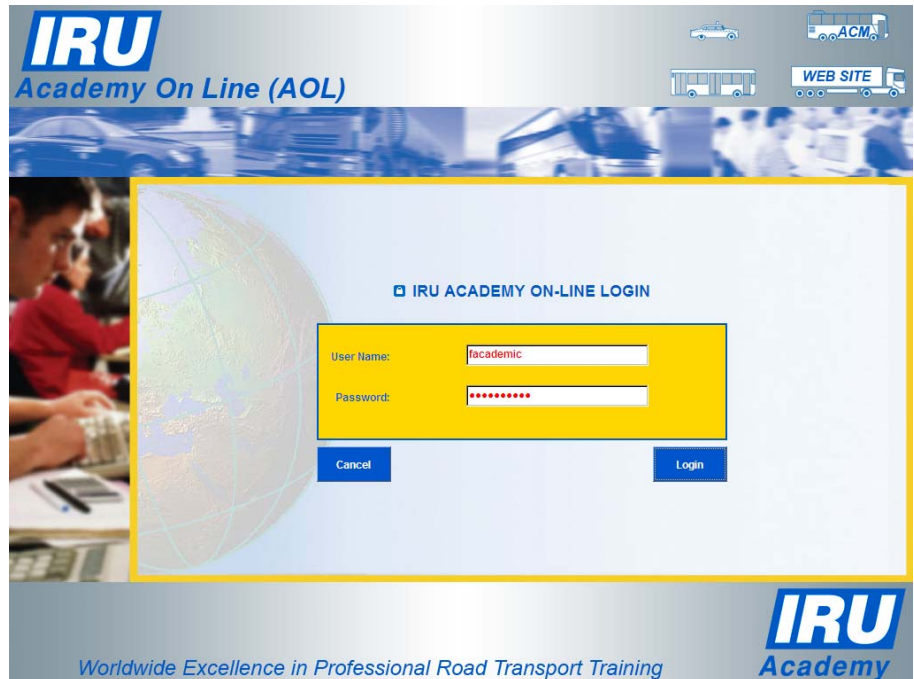
2. Select 'Class Management' from the ATI Home Page:

3. Select the class from which you want to export the graduate and card data by clicking on the 'Class ID' hyperlink:

4. In the Class Details page, click on 'Students in Class':

5. In the 'Students in Class' page, click on 'Select All' and then click on 'Export Graduates'

6. In the 'Choose Graduate Data to Export' page, select the data fields from each of the categories you want to have exported by ticking the check-boxes next to each of the data fields:

You may also click the 'Select All' button to have all data fields of all the 4 categories selected for export.

Clicking the 'Select None' button will unselect all data fields of all the 4 categories for export.

7. To actually export the selected data fields from AOL in a file, click on the 'Export Data' button in the 'Choose Graduate Data to Export' page.

AOL will then display a dialogue window proposing you to either open or save the graduates export file:
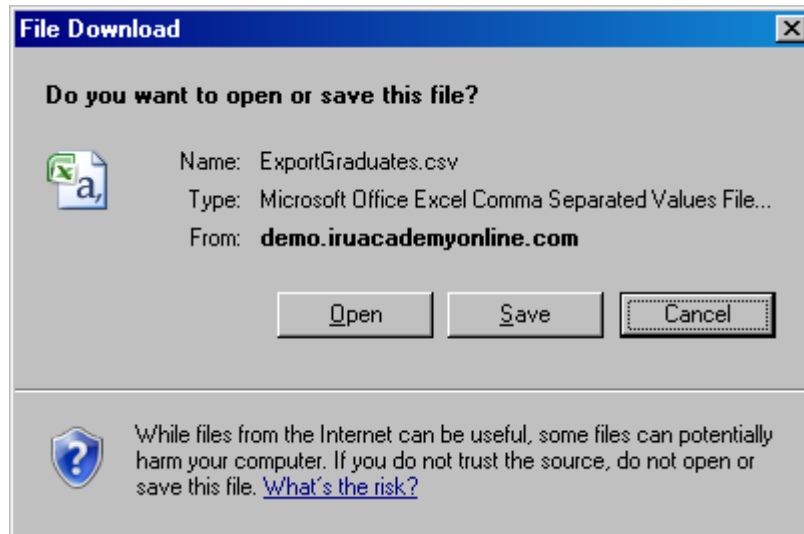
To edit or save the graduate and card data file exported from AOL, refer to the instructions in section 3.1.5 above.

3.2 ADDING BARCODES ON IRU ACADEMY CERTIFICATES / DIPLOMAS

To ensure further security and enable easy veracity checks of each IRU Academy certificate / diploma issued by the ATIs, AOL now also generates and prints unique certificate / diploma barcodes, based on the unique Diploma ID allocated automatically upon generation of each certificate / diploma.

The certificate / diploma barcode used in AOL is based on the GS1 QR barcode:

- integrated in each produced certificate/diploma,

- made up of the direct URL of the new AOL "Check Qualification Certificate" function, concatenated with the certificate / diploma ID, and

- ATIs may use this barcode when printing driver qualification cards, as a way to ensure veracity check of the related IRU Academy certificate / diploma as a proof of the driver's qualification.

As from the date of deployment of the present AOL release (16 July 2014), all IRU Academy certificates / diplomas issued by the ATIs will have an integrated GS1 QR barcode in the upper left-hand corner next to the graduate's name, as shown in the image below:

Due to technical constraints, the GS1 QR barcode attributed by AOL to any generated graduate certificate / diploma cannot be exported from AOL ready for its reuse for printing of driver qualification cards by the ATIs. However, to overcome this constraint, ATIs wishing to use the certificate / diploma GS1 QR barcodes for their printing on driver qualification cards may contact the IRU Academy and obtain an application which they can use to generate the identical barcodes which they can then reproduce for printing on driver qualification cards.

By means of the added GS1 QR barcodes on graduate certificates / diplomas generated in AOL, the process of checking the acquired professional qualification is simplified and made more straight-forward, as it is explained in the section 3.3 below.

3.3 DIRECT CERTIFICATE / DIPLOMA VERACITY CHECKS

AOL significantly simplifies the task of checking of the veracity of any certificate / diploma issued as a proof of the acquired professional qualification owing to the introduction of the direct 'Check Qualification Certificate' function and the integrated GS1 QR barcodes. Veracity of certificates / diplomas can be checked easily and at any time in either of the following 2 ways:

1. Using the new 'Check Qualification Certificate' function (button on the AOL Home Page):
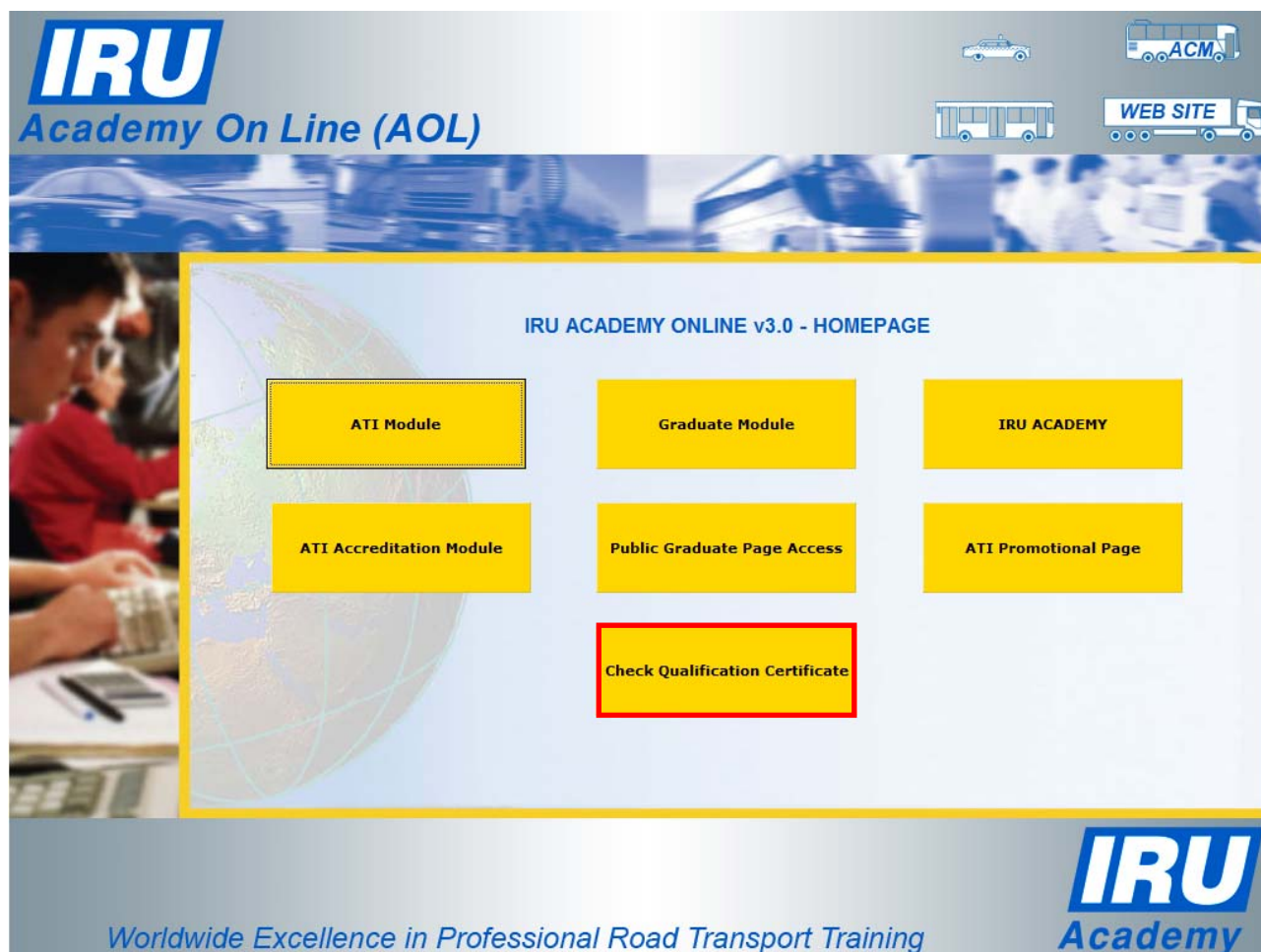
2. By scanning of the GS1 QR barcode printed on the IRU Academy certificate / diploma (or driver qualification card) using a scanner or a mobile device (e.g. smart-phone).

Please note that, unlike the 'Public Graduate Page Access' functionality, the new 'Check Qualification Certificate' function does not require any keys or passwords to be able to use it. All it simply requires is the certificate / diploma ID number as reproduced on the printer certificates / diplomas, or a mobile device able to scan GS1 QR barcodes.

3.3.1 Direct Check using the 'Check Qualification Certificate' Function

To directly check a qualification certificate / diploma, control authorities or anybody else wishing to do so needs to:

- Open up the AOL Home Page (URL: https://www.iruacademyonline.com);
- Click on the 'Check Qualification Certificate' button

- Type the 'Certificate No' in the Certificate / Diploma Search page and click on 'Check':
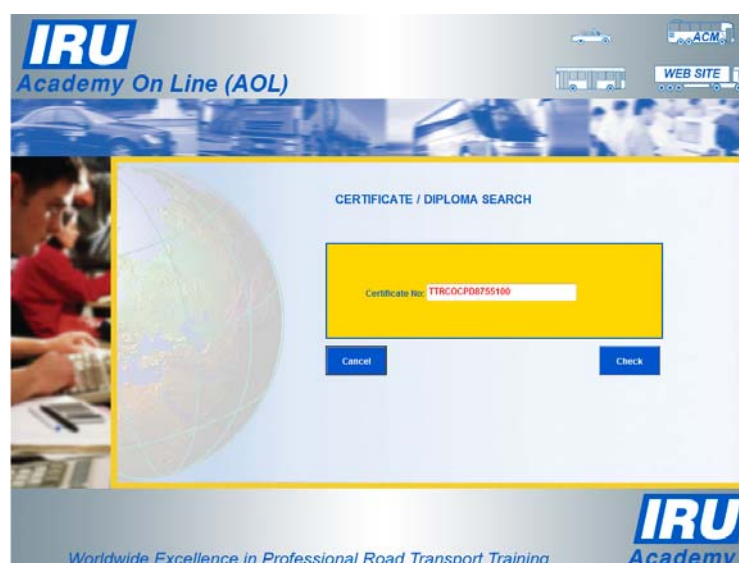
AOL then displays the certificate / diploma (without signatures) as generated upon its initial creation:

3.3.2 Direct Check using the Certificate / Diploma GS1 QR Barcode

To directly check a qualification certificate / diploma, control authorities or anybody else wishing to do so needs to:

- scan the certificate / diploma barcode using a mobile device (e.g. a smart-phone);
- open the hyperlink displayed on screen following the successful scanning.

The mobile device will then directly display on screen the AOL certificate / diploma (without signatures) as generated upon its initial creation in the same way as shown in the figure above.

4 TECHNICAL SUPPORT

4.1 AOL Support

After many years, AOL has acquired a certain degree of complexity and perfection. You will most likely find the features you are looking for, and if you have found a hole, you are encouraged to participate in the dialog and post your comments, questions and suggestions to the IRU Academy team accessible via the mailing list academy@iru.org.

4.2 Bug Report

How to report bugs?

In order for our team to react faster to your calls every time you need assistance, please address your problem to academy@iru.org. In this case, your call will be addressed to the entire team and anyone available at the moment will be able to help you.

If you find a bug, please send an e-mail to the IRU Academy team at IRU with the information listed below. Please make sure to include a very brief summary of the problem in the e-mail Subject line.

```
======================
Your Name:
Your E-mail:
Your Phone:
======================
```
Bug Description
```
======================
Summary:
Steps to Reproduce:
1.
2.
3.
Expected Results:

Actual Results:
======================
```
Platform:
```
======================
```

4.3 Contact Information

Here are all contact details of the IRU Academy team members, in case you need urgent help:

Name	E-mail	Telephone
Patrick Philipp *Head of IRU Training*	Patrick.Philipp@iru.org	+41 22 918 2082
Blagoja Jovanovski *In Charge of IRU Training Learning Technologies*	Blagoja.Jovanovski@iru.org	+41 22 918 2061
Tatiana Iachina *Ico Programme & Training Coordination*	Tatiana.Iachina@iru.org	+41 22 918 2032
Monika Lacna *Ico IRU Academy ATI Management*	Monika.Lacna@iru.org	+41 22 918 2739

Address

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Web: www.iru.org

The International Road Transport Union (IRU), through its network of National Member Associations on all five continents, represents the entire road transport industry worldwide.

It provides exclusive international recognition of professional excellence to Graduates holding Certificates and Diplomas delivered by IRU Academy Accredited Training Institutes (ATIs).

It speaks for the operators of buses, coaches, taxis and trucks, from large fleets to owner-drivers, in all international bodies that make decisions affecting road transport.

Working with its Members and Partner Organisations for the highest professional standards, the IRU ensures the mobility of people and goods whilst improving environmental performance, safety and security.

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