

OPTION FOUR (1 YEAR)

AVIATION SUPPORT TRAINING

What's the course about?

This course prepares students for operational positions for an airline or an airport, it covers an in-depth scope of operations on the aerodrome, terminal building and landside as well as service related positions for both airlines and airports ranging from customer services staff to support staff for related industry partners.

What's covered?

Airport Operations + Airport and Airlines Customer Services + Ramp Services + Aviation Subjects

The following components covered during this one year training course are:

1. The Foundation of the Aviation Industry

- History of Aviation
- Regulations in Aviation
- Regulatory Frame
- How Airlines Operate
- How Airports Operate
- Air Navigation Services
- The Effect of Aviation Technology
- The Future of Aviation

2. Commercial Airline Client Environment

- Effective Understanding of Airlines Customers
- Interacting with Airlines Customers
- Customer Communication Skills
- Diplomacy when Dealing with Different Nationalities
- Effective Handling of Complaints
- How to Handle Pressure and Manage Stress
- Innovative Trends in Customer Service

3. Check-in Procedures

- Arrivals
- Departures

4. Commercial Airport Client Environment

- Introduction of the Airport
- Businesses at the Airport
- Concessionaires atmosphere and impression on customers
- Excellent Sales Techniques
- Quantifying Results
- Avoiding Losses

5. Introduction to the Air Freight Industry

- Industry Regulations
- Air Cargo as an Agency
- Cargo Customer Services

6. Development and Procedures of Airports

- Comprehension of the Airport
- Airside/ Landside and Terminal Building
- Airport Security
- Essential Services needed at the Airport
- Difficulties and problems of an Airport
- The Evolution of Airports

7. Ramp Services

8. Basic Aviation Service Standard

- Airline Staff Uniform & Grooming
- Airline Meals and Catering

9. Middle Eastern Etiquette

10. Aviation Contact Centre Training

- Making calls: Reasons , Etiquette and Effectiveness
- Answering calls
- Transferring calls
- Good telephone habits and procedures
- Handling difficult complaints

What's the requirements for the course?

Must have Matric, No specific subjects required

What do I need for Enrolment?

Identity Document of Student

Latest school results / matric certificate

Identity Document of Parent / Guardian accompanying student (If student under 21)

Proof of address

Enrolment fee