

OPTION ONE (1 YEAR)

AVIATION SUPPORT TRAINING WITH CABIN CREW

What's the course about?

This course prepares students for positions as flight attendants as well as for operational positions within the airport/airline environment and service related positions for an airline or an airport.

What's covered?

Flight Attendant + Airport Operations + Airport and Airlines Customer 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. Development and Procedures of Airports

- Comprehension of the Airport
- Airside/ Landside and Terminal Building
- Airport Security

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- Essential Services needed at the Airport
- Difficulties and problems of an Airport

6. Introduction to the Air Freight Industry

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

7. Basic Aviation Service Standard

- Airline Staff Uniform & Grooming
- Airline Meals and Catering

8. Middle Eastern Etiquette

9. Ramp Services

10. Aviation Codes

- Terminology
- Aviation codes

11. Cabin Crew (Flight Attendant)

- Safety and emergency procedures
- Aviation Fire
- Aviation Medicine
- Aircraft Specifics - Aircraft Type: Boeing 737-200
- Dangerous and Hazardous goods
- Ditching
- Aviation General including Air law

What's the requirements for the course?

Must have Matric and be proficient in English

Recommended Age: 18 to 35 (Can join at 17, 18th birthday must be before November)

Recommended Height: 1. 55(minimum) - Weight must be in proportion to height

Must be medically and physically fit (Aviation Medical Certificate - DD50 - to be submitted to Skyy prior to commencement of Cabin Crew Training).

Must have the ability to swim

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 of person over 21 (Parent / Guardian)

Enrolment fee

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