

OPTION SIX (1 YEAR)

INTERNATIONAL AIR CARGO AND AVIATION SUPPORT TRAINING

What's the course about?

This course prepares and provides students with a solid overview of the airport operations field with tools to apply their knowledge and skills in an airport environment. In addition students also meet the criteria as international cargo agents for positions within companies ranging from airlines to large international carriers as well as cargo agents.

What's covered?

International Air Cargo + Airport Operations + Ramp Services + 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. 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

4. Check-in Procedures

- Arrivals
- Departures

NB. Terms and conditions apply E & EO

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. Aviation Codes

- Terminology
- Aviation codes

8. Basic Aviation Service Standard

- Airline Staff Uniform & Grooming
- Airline Meals and Catering

9. Middle Eastern Etiquette

10. Ramp Services

11. International Air Freight Agent Training

- Passenger Cargo
- Regulations and Rules
- Airfreight Forwarding Environment
- Documentation
- Handling of Import and Export Airfreight (Non-hazardous)
- Calculation of Airfreight Goods
- Handling and Loading of Dangerous Goods for Air Transport
- Process of Dangerous Goods for Air Transport

What's the requirements for the course?

Must have Matric, Maths / Maths Literacy

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

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