

AVIATION SUPPORT TRAINING WITH CABIN CREW

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.

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
- Aviation Codes and Terminology

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
- Airline Meals and Catering

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
- Check-in, Arrivals and Departure Procedures
- Border Customs

4. 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 Airport

5. Recruitment Coaching

- Airline Staff Uniform and Grooming
- Middle Eastern Etiquette
- Curriculum Vitae Preparation and Interview Skills
- International Tourism

6. Ramp Services

- Introduction to airport ramp services
- Handling of dangerous goods
- Loading and unloading of aircraft
- Catering
- Other ground handling services

7. Aviation Security Awareness – Part 109

8. Cabin Crew (Flight Attendant)

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

Course Entry Requirements

Must have Matric (any level matric pass is accepted)

Proficient in English

Recommended Age: 18 to 35

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

Course Fee

R47 470 (subject to change)

Includes:

All course material and learner guides

Access to the online training portal

NB: Note the above fee does not include the cost for medicals, compulsory excursions and external SACAA examination and license fee.

Fees:

Skyy payment plan is interest free over 11 months

R 4000 (Enrollment fee non-refundable) + R 3952 x 11 months = R 47 470

Or

R 4000 (Non-refundable enrollment fee payable to Skyy) + from R 2230 x 24 months (installment payable to bank) NB. The amounts quoted for the student loan are just estimates the final loan amount will be confirmed upon approval by the bank. *Terms and conditions apply*

Requirements for Enrolment

Enrolment fee

Identity Document of Student

Latest school results / matric certificate

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

Proof of address