

OPTION SIX (1 YEAR)

INTERNATIONAL AIR CARGO AND AVIATION SUPPORT TRAINING

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.

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. International Air Freight Agent Training

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

Course Entry Requirements

Must have Matric with Maths / Maths Literacy
(any level pass of matric is accepted)

Course Fee

R39 990 (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 compulsory excursions.

Fees:

Skyy payment plan is interest free over 11 months

R 4000 (enrollment fee non-refundable) + R 3272 x 11 months = R 39 990

Or

R 4000 (Non-refundable enrollment fee payable to Skyy) + from R 1874 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 (any level pass of matric is accepted)

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

Proof of address