

OPTION TWO (1 YEAR)

AIR TRAVEL AND CUSTOMER SERVICES WITH CABIN CREW

This course prepares students as flight attendants, ticketing agents, reservations clerk, and sales support consultants as well as services related positions for both airlines and airports.

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. Recruitment Coaching

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

5. Ramp Services

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

6. Airport and Airline Computer Pax Systems Training

- Domestic Fares and Ticketing
- Basic Travel Agency Procedures
- Amadeus – Computer Reservations System
- Altea – Departure Control Passenger Management System

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

R53 190 (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 4472 x 11 months = R 53 190

Or

R 4000 (Non-refundable enrollment fee payable to Skyy) + from R 2483 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