



**ARE YOU READY TO TAKE THE 1ST STEP TOWARDS
YOUR AVIATION JOURNEY?**

ALL YOU NEED IS A MATRIC PASS!

AVIATION GROUND HANDLING -



Developed by internationally recognized and accredited Skyy Aviation Academy in South Africa, this training program introduces you to the world of aviation, and covers an in depth scope of the operations on the Aerodrome, the associated Ramp Services as well as Airline / Airport customer support training.

The following components covered during this one-year training course are:

1. An Overview of the Aviation industry

- History of Aviation
- Regulations in Aviation
- Regulatory Frame
- How Airlines Operate
- How Airports Operate
- Air Navigation Services
- Aviation Codes and Terminology

2. Airline Customer Support

- Effective Understanding of Airlines Customers
- Interacting with Airlines Customers
- Customer Communication Skills
- Diplomacy when Dealing with Different Nationalities
- Effective Handling of Complaints
- Stress in the workplace

3. Airport Customer Support

- Introduction of the Airport
- Businesses at the Airport
- Concessionaires atmosphere and impression on customers
- Excellent Sales Techniques
- Quantifying Results
- Avoiding Losses

4. Development and Procedures of Airports

- Comprehension of the Airport
- Areas that make up the airport
- Airport Security

5. Recruitment Coaching

- Airline Staff Uniform and Grooming
- Curriculum Vitae Preparation and Interview Skills

6. Ramp / Airside Services

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

Course Entry Requirements

Must have Matric/ O Levels
(any level pass of matric is accepted)

Course Fee:

R 12 500 (subject to change)
Full fee payable upon enrolling

Includes:

All Distance Learning Manual
Full online support via email during RSA office hours Mon to Fri
Courier fees to place of residence
Exams at a major city in country of residence
Certification and practical appraisal

NB: Note the above fee does not include the travel cost for compulsory exam attendance. All material and exams are conducted in English only.

Requirements for Enrolment

Fee paid in full
Identity Document of Student
Latest school results / matric certificate /O levels / highest certificate
Proof of address for a courier to send manuals



HOW CAN I ENROLL?

- Online via our website www.skyyaviation.co.za
Look for the “enroll now” button.
- At the campus using online portal



HOW CAN I CONTACT SKYY

- TEL: 032 815 0260
- WEB: www.skyyaviation.co.za
- WHATS APP: 081 271 9298
- EMAIL: info@skyyaviation.com

