

# OPTION TWO (14 MONTHS)

## INTERNATIONAL AIR CARGO AND AVIATION SUPPORT TRAINING WITH CABIN CREW

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 air cargo agents, airline / airport customer service agents as well as cabin crew within companies ranging from airlines to large international carriers.

The following components covered during this 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
- Tourism

## **6. Ramp Services**

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

## **7. 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

## **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 with Maths / Maths Literacy (any level of a 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:**

**You can contact Skyy Durban at 081 271 9298(WhatsApp) or call 031 001 0774 for information about their fees and payment plans.**

**Or**

Apply for a **student loan** at any one of the major banks, see last page for details

### **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