

# OPTION THREE (1 YEAR)

## AVIATION SUPPORT TRAINING

This course prepares students for operational positions for an airline or an airport, it covers an in-depth scope of operations on the aerodrome, terminal building and landside as well as service related positions for both airlines and airports ranging from customer services staff to support staff for related industry partners.

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. Standard Airline Operating Procedures**

- Common Terminology
- Passenger and Cargo Handling Agents pre requisites
- IATA delay coding
- Specific passenger handling
- Passenger processing and the acceptance of Dangerous Goods
- Security management
- Aircraft Fueling
- Acceptance of Electric Mobility Aids
- Emergency response
- Handling disruptions
- Air Freight Industry Regulations
- Air Cargo as an Agency

### **Course Entry Requirements:**

Must have Matric  
(any level of a matric pass is accepted)

### **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.**

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