

# OPTION FOUR (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 air cargo agents and airline / airport customer service 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 and 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

### **Course Entry Requirements:**

Must have Matric with Maths / Maths Literacy  
(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.**

**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 (any level pass of matric is accepted)

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

Proof of address