

OPTION FIVE (1 YEAR - ONLINE)

AIRPORT AND AIRLINE ENVIRONMENT TRAINING

This course prepares students for operational and airline / airport customer service agents positions.

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. 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)

Smart device to access the online training portal (e.g. smart phone or Laptop/Computer or tablet)

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.

Requirements for Enrolment:

Enrolment fee

Identity Document of Student

Latest school results / matric certificate

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

Proof of address