

About

Working as cabin crew for a major airline is an exciting and challenging experience. In addition to jetting off to exotic destinations, the job also requires a high degree of responsibility and specialization to ensure the safety and comfort of passengers in line with industry regulations. This course is ideal for young professionals looking to get a head start in the profession, introducing the skills and responsibilities expected by the world's leading airlines. Special emphasis is given to customer service and procedures for handling unusual situations during flight, with the final module of the course giving useful tips for completing the recruitment process. This course also includes a safety equipment procedure (SEP) trainer providing an overview of the aircraft, safety equipment and location of emergency procedures accessible via web or mobile.

Objective

Upon completing this course, you will have the skills to:

- Define the cabin crew profession, including its origins and current practices
- Identify aircraft types and relevant cabin crew functions
- Manage passenger interactions in a variety of circumstances
- Recall emergency and safety procedures

Content

The key topics covered during this course include:

- Introduction to the airline industry and aircraft
- Crew member coordination and communication
- Customer service and managing passenger interactions
- Safety and emergency procedures (with virtual cabin walkthrough of narrow and wide-body aircraft)
- General philosophy for the carriage of dangerous goods and the risks associated with their transport on board an aircraft
- Awareness on security-related issues
- Security measures concerning dangerous goods

Prerequisite

- Proficient in both spoken and written English; knowledge of other languages is a plus.

Exam & Certification

- Exam Method: Online exam with remote supervision by IATA
- Exam Format: Multiple-Choice questions, Closed textbook
- Number of Questions: 100
- Time Allowance: 3 hours
- Passing Grade: 60% correct answers
- Distinction Grade: 90% correct answers
- Number of exam Attempts: 2

Participants who successfully pass the final exam will be awarded:

- An IATA and KHDA Certificates are awarded to participants successfully passing the final exam.
- A Dangerous Goods Regulations Certificate, approved by the Federal body of UAE General Civil Aviation Authority (GCAA), will be awarded.
- Internship at Ras Al-Khaimah International Airport, UAE, is included.