

# AIRLINE CABIN CREW TRAINING



## 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.



## Course format

- This course requires approximately 45 hours of study to be completed in 12 months from the purchase date (enrollment validity). After the enrollment validity expires, the users will not have access to the course content and will not be able to take the exam.
- Student performance will be based on an examination. Please refer to the Exam Information below for more details.

## What you will learn

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

- Understand the cabin crew profession, 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

## Course content

- 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 – narrow and wide body aircraft)

## Who should attend

**This course is recommended for:**

- Aspiring cabin crew members

## Certificate awarded

An IATA Certificate is awarded to participants successfully passing the final exam.

### Exam information

- Exam Method: Online exam with remote supervision
- Exam Format: Multiple Choice questions, Closed Text Book
- Number of questions: 100
- Time Allowance: 3 hours
- Passing Grade: 60 correct answers
- Distinction Grade: 90 correct answers
- Number of exam attempts: 2

