

CPD Course in Airline & Airport Passenger Service Agents

Open Learning Programme Information

Course Outline

The programme consists of four compulsory units:

MODULE 1

Time Management, Standards and Suitability for PSA Roles

Time management and planning

Understanding the requirements for new Airline & Airport PSA's

Understanding the assessment procedures used for Airline & Airports PSA's

Identifying the characteristics of working in an Airline & Airport PSA team

MODULE 2

Introduction to Verbal Airline & Airport PSA Standards

Reading and complete a PA script memorising key features

Identifying correct techniques for using the P.A. system

Identifying accurate answers for airline jargon terms

Preparing for a self-introduction

MODULE 3

Introduction to Written Airline & Airport PSA Standards

Locating necessary and relevant information for research

Carrying out a research activity on a UK airline and present it effectively

Completing a standard airline style test

Completing a standard airline style application form

MODULE 4

Introduction to Effective Airline & Airport Service Standards

Identifying the general features of the layout of an airport check-in area

Identifying relevant equipment and its use in a practical check-in area

Preparing for situations requiring effective airline ground crew service

Applying airline ground crew service to passenger needs and requests