

CPD Course in Air Cabin Crew Operations

Open Learning Programme Information

Course Outline

The programme consists of four compulsory units:

MODULE 1

Time Management, Suitability & Air Cabin Crew Preparation Standards

- Time management and planning
- Airline Cabin Crew requirements
- Assessment procedures used for Air Cabin Crew
- Characteristics of working in an Air Cabin Crew team

MODULE 2

Introduction to Verbal Air Cabin Crew Standards

- Reading and completing a PA script memorising key features
- Correct techniques for using the P.A. system
- Explaining airline jargon terms
- Preparing a self-introduction

MODULE 3

Introduction to Written Air Cabin Crew Standards

- Locating information for research
- Carrying out research activity on a UK airline
- Completing a standard airline style test
- Completing a standard airline style application form

MODULE 4

Introduction to Effective In-flight Service Standards

- The general features of the layout of an aircraft cabin
- Equipment and its use for a practical safety demonstration
- Situations requiring effective cabin crew service
- Passenger needs and requests