

CPD Course in Preparation for Airline & Airport Employment

Open Learning Programme Information

Course Outline

The programme consists of seven compulsory units:

Unit 1 - Airline Knowledge and Research

Identifying key elements of the interview
Introduction to air operations and industry knowledge
Introduction to passenger types and services
Understanding passenger products and services
Introduction to air transport ancillary services

Unit 2 - Airline Application forms and C.V.s

Essential elements of completing application forms
The purpose and structure of a CV
Presenting yourself positively on paper
Avoiding negative impressions from your application

Unit 3 - Effective Communication & Interview Techniques

Creating a positive first impression at an interview
Confidence and positive body language
Understanding business dress and focus
Considering the sensitivity of others

Unit 4 - Creating a Positive Impression

The importance of business focus
Organising yourself for an airline interview day
Working in unusual situations
Considering the sensitivity of others

Unit 5 - Group and Individual activities

Contributing to small group activities and scenarios
Contributing to large group activities and scenarios
Encouraging other team members
Creating a positive impression

Unit 6 - The Importance of Personal Presentation

Choosing what to wear and what not to wear for an interview
What to have with you at interview
Creating a positive impression through personal presentation

Unit 7 - Background to Airline Interviews

Setting out your interview objectives
Taking the initiative
Dealing with unusual situations
Working in different environments
Responding to negative feedback
Product knowledge
Knowledge of the competition

