



Airline Cabin Crew Training

 Textbook or e-textbook format

Partner-taught | Classroom or Self-study course

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.

Objectives

Upon completing this course you will be able 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

Target audience

- Aspiring crew members

Study options

- Enrol with an [Authorized Training Center](#) to study these materials with the help of a local trainer.
- Choose to study these materials on your own and order online to receive your self-study course materials in textbook or e-textbook format.

Key topics

- 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)

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.



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Exam information

You may choose to take your exam online (with remote supervision) or at one of IATA's Exam Centers (where physical presence is required).

- You will be given 3 hours to complete 100 multiple choice questions (closed text book)
- Passing grade is 60 correct answers; 90 correct answers are needed for a distinction
- You will be given 2 attempts to successfully complete the final exam.
- An IATA Certificate is awarded upon successful completion of the final examination.

Table of Contents

- **Introduction to the airline industry**
 - Overview of the airline industry
 - Regulatory context of the airline industry
 - Organizational structures in airlines
- **Air transport and flight operation**
 - Airport and passenger processing
 - Flight operation
 - The aircraft cabin
 - Theory of flight and altitude physiology
- **Crew responsibilities and cooperation**
 - Organizational structure on board the aircraft
 - Communication on board the aircraft
 - Cabin crew duties in normal operations
- **Managing abnormal and emergency situation**
 - Perspective on air transportation safety
 - Turbulence and cabin decompression
 - Firefighting and smoke removal
 - Emergency landing and evacuation
- **Medical emergencies on board the aircraft**
 - Medical emergency equipment on board the aircraft
 - Performing CPR, AED and Heimlich maneuver
 - Flight and cabin crew incapacitation
- **Dangerous goods**
 - Air transportation of dangerous goods
 - Handling dangerous goods in the aircraft cabin
- **Aviation security**
 - Coordinated efforts to increase aviation security
 - Unruly passengers as a threat to aviation security
 - Unlawful interference
- **Customer service and interaction with passengers**
 - Creating a customer service environment
 - Serving passengers with additional needs
 - Managing unruly or drunken passengers
- **Airline catering and onboard retail services**
 - Organization of airline catering
 - Serving meals on board the aircraft
 - Onboard retail services
- **Cabin crew professional development**
 - The cabin crew profession and life style choices
 - Cabin crew professional development

AIRLINE TRAINING CENTER GR-AIR

ATHENS : Stadiou & 2 Karageorgi Servias str . 105 62 , Syntagma Tel.+30 210 3731 800 Fax.+30 210 3731 702
THESSALONIKI : 2 Venizelou str , 546 24 ,Center Tel.+30 2310 250 710 Fax.+30 2310 279 690
Mail: info@atc.com.gr Url: www.atc.com.gr Facebook : www.facebook.com/ATC.com.gr

AIRLINE TRAINING CENTER

CLASSROOM COURSES

- Location Athens : AIRLINE CABIN CREW TRAINING (EUR1500.00)
- Location Thessaloniki : AIRLINE CABIN CREW TRAINING (EUR2100.00)
- AIRLINE CABIN CREW TRAINING + UNIVERSITY OF HARVARD (EUR3600.00)

E-LEARNING COURSES

- AIRLINE CABIN CREW TRAINING (EUR1600.00)
- AIRLINE CABIN CREW TRAINING + UNIVERSITY OF HARVARD (EUR3600.00)

Family Name: _____ First Name: _____ Mr. Mrs. Ms.

Mailing/Shipping Address: _____

City/State: _____ Country: _____ Postal Code: _____

Telephone Number **(Mandatory)**

Fax Number

Country Code: _____ City Code: _____ No.: _____

City Code: _____ No.: _____

E-mail **(please print)**: _____

Mobile phone: _____

Settlement of course fees. All fees are non-refundable/non-transferable and are subject to change without prior notice. Those paying by credit card and bank transfer may fax (+30 2310 279 690) their application form.

Course Code		METHODS OF PAYMENT:
		<input type="radio"/> EUROCARD/MASTERCARD <input type="radio"/> VISA
Course Fee:		Cardholder's name: _____
Taxes:		Card no.: <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
(Canadian residents only) Please include applicable GST and PST.		Expiry date: MONTH: _____ YEAR: _____
		Signature/date: _____
Total:		

IMPORTANT NOTICE

Your application will be processed following receipt and clearance of your payment by A.T.C back in Greece. From the date of this payment clearance, please allow 4-6 weeks for delivery of kit. The amount for kit and registration fee are NON-refundable.

Date: _____ **Signature:** _____



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