

WHAT OUR COURSES COVER

- CABIN CREW
- GROUND SERVICE STAFF
- GUEST RELATIONS EXECUTIVES
- PILOT AB INITIO TRAINING

OBJECTIVE

Future Cabin Crew / flight attendants learn standardized service procedures and how to operate crew equipment on board.

PROCEDURE

The cabin crew learns theory first, then acts out each role of a flight's comprehensive service procedures in the working areas of a cabin.

Initial Service Training is geared toward prospective Cabin Crew

CONTENT

- General aviation knowledge
- DGCA Rules and Aviation regulations
- Tasks and responsibilities of the cabin crew
- Communicating with guests and within the crew
- Passenger check-in
- Working in the galley & cabin
- Carrying out service procedures
- Handling of passengers
- Handling of Unruly passengers
- cabin equipment and devices such as ovens and coffee machines

If need be, our Initial Service Training can also be adapted to your airline or company, or your standard processes, and your aircraft models.

There are various subjects in Cabin Crew. The list of subjects is given below to give the candidate an idea of study in Air hostess and Cabin Crew :-

- Aircraft Familiarization
- Food and Catering Services
- Flight Evaluation
- First Aid
- Leadership and Inter-Department Coordination
- Emergency Situation Handling

- Airport Familiarization
- Communication Skills
- Technical Training (Safety Procedures, Basic Aircraft Functions, etc.)
- In-flight Procedures
- Personality Development
- Passenger Handling
- Grooming and Presentation

In this comprehensive cabin crew Diploma course breakdown, we delve into the curriculum, practical training, and certification process that equips aspiring cabin crew members with the skills and knowledge they need for a rewarding career in the aviation industry.

Curriculum and Course Content

Cabin crew training programs cover a comprehensive curriculum designed to prepare individuals for their vital role in aviation. The core subjects include:

- **Safety and Emergency Procedures:** Learning how to handle various emergency situations, ensuring the safety of passengers.
- **Customer Service and Hospitality:** Developing skills to provide exceptional service and create a comfortable atmosphere for passengers.
- **Aircraft Familiarization:** Understanding the different types of aircraft, cabin layouts, and equipment onboard.
- **Regulatory Compliance:** Becoming familiar with aviation regulations, security protocols, and safety standards.
- **Crew Coordination and Teamwork:** Building effective communication and teamwork skills to work cohesively with fellow crew members.
- **Personal Grooming and Appearance:** Maintaining a professional appearance and grooming standards to represent the airline.

Practical Training

Practical training is a crucial part of cabin crew courses, allowing students to apply what they've learned. This includes:

- **In-flight simulations and drills:** Practicing emergency procedures, ensuring readiness to handle critical situations through Audio Visual aids
- **Visual training of safety equipment:** Learning to use safety equipment like life vests, oxygen masks, and fire extinguishers through audio visual aids
- **Mock in-flight service scenarios:** Simulating in-flight service to hone service skills and handle passenger requests efficiently during physical classroom experience
- **Real-world emergency response training:** Gaining practical experience in managing actual emergencies like evacuations and medical situations in classroom

Certification and Licensing

To become a certified cabin crew member, students need to complete several important steps:

- **Completing the training program:** Successfully finishing all required courses and practical training.
- **Obtaining relevant licenses and certifications:** Meeting the necessary requirements for cabin crew certification by the DGCA
- **Meeting medical and physical requirements:** Ensuring they are physically fit and healthy to perform their cabin crew duties safely by the DGCA

These course details are essential for aspiring cabin crew members, equipping them with the knowledge, skills, and certifications needed for a successful career in the aviation industry.

Course Curriculum

Safety and Emergency Procedures

As cabin crew members, your primary responsibility is the safety and well-being of passengers on board. To ensure this, you will receive extensive training in safety and emergency procedures, which includes:

1. **Evacuation Protocols:** Understanding how to efficiently evacuate the aircraft during emergencies is a crucial aspect of your role. You will learn the procedures for opening emergency exits, guiding passengers to safety, and maintaining order during evacuations.
2. **Firefighting Techniques:** Safety always comes first. You will be trained to handle onboard fires using fire extinguishers, blankets, and other firefighting equipment. Your knowledge and swift action can be instrumental in preventing and containing fires.
3. **First Aid and CPR Training:** Being prepared to provide first aid and perform CPR can make a significant difference in emergency situations. You will receive comprehensive training in administering basic first aid and performing cardiopulmonary resuscitation (CPR), ensuring that you can assist passengers in distress.

In-Flight Service and Customer Care

Your role as cabin crew extends beyond safety to providing exceptional service and customer care:

1. **Food and Beverage Service:** You will be responsible for serving meals and beverages to passengers. This includes managing in-flight catering, handling special dietary requests, and ensuring that passengers have a pleasant dining experience.
2. **Passenger Handling:** Interacting with passengers is a key part of your job. You will learn how to address various passenger needs and situations, including assisting passengers with special requirements and ensuring their comfort throughout the flight.
3. **Conflict Resolution:** Conflicts may occasionally arise onboard, and your ability to resolve them effectively is essential. This training will equip you with conflict resolution techniques, allowing you to maintain a peaceful and harmonious cabin environment.

Aircraft Familiarization

To be an effective cabin crew member, you need to be intimately familiar with the aircraft you operate:

1. **Types of Aircraft:** You will learn about different aircraft models, their unique features, and their safety systems. This knowledge is essential for understanding the specific challenges and requirements of each aircraft type.
2. **Cabin Layout and Equipment:** Knowing the layout of the cabin and the location of safety equipment is critical for your role. This knowledge ensures that you can quickly locate and use necessary equipment during emergencies and assist passengers effectively.

Communication Skills

Effective communication is at the heart of your job as cabin crew:

1. **Effective Communication with Passengers:** Clear and reassuring communication with passengers is essential for providing information, making announcements, and giving instructions. Your ability to communicate calmly and professionally contributes to a positive travel experience.
2. **Language Proficiency (e.g., English):** Proficiency in a common language, such as English, is vital in the aviation industry. This ensures that you can communicate fluently with passengers and colleagues from diverse backgrounds, further enhancing safety and service quality.

Practical Training

In addition to the theoretical knowledge gained through the course curriculum, practical training is an integral part of your preparation as cabin crew. This hands-on experience is designed to reinforce your understanding and readiness for real-world scenarios. Here's an overview of the practical training components, this optional training is available for those who opt for the practical Aircraft visit training, at an additional travel cost from the centre.

Mock In-Flight Situations: Practical training includes simulated in-flight situations that mimic various emergency scenarios. These exercises allow you to put your knowledge of evacuation protocols, firefighting techniques, and first aid skills into action. You will practice responding to situations such as emergency landings, cabin fires, and passenger medical emergencies in a controlled environment.

Role Play Exercises: Role play exercises are essential for honing your passenger interaction and conflict resolution skills. You'll participate in scenarios where you have to handle challenging passenger situations, such as dealing with a disruptive passenger or providing assistance to passengers with special needs. These exercises help you develop the confidence and professionalism required to handle real-life situations effectively.

Hands-on Experience with Safety Equipment: As cabin crew, you must be proficient in the use of safety equipment onboard the aircraft. Practical training includes hands-on experience with safety equipment like life vests, oxygen masks, and emergency exits. You will practice deploying and demonstrating the use of this equipment, ensuring that you can assist passengers quickly and confidently during emergencies.

Practical training is a crucial component of your preparation because it bridges the gap between theory and real-world application. It allows you to refine your skills, build muscle memory for emergency procedures, and develop the situational awareness necessary to handle any situation that may arise during a flight. This hands-on experience, combined with the theoretical knowledge from your coursework, ensures that you are well-prepared to carry out your duties as cabin crew with competence and professionalism.

Regulatory Compliance and Certifications

As a cabin crew member, it is crucial to be well-versed in aviation regulations, especially those set forth by the Directorate General of Civil Aviation (DGCA) or the relevant aviation authority in your country. Here's an outline of how these regulations and certifications pertain to your role:

Understanding Aviation Regulations (DGCA): The DGCA or the applicable aviation authority establishes and enforces regulations that govern aviation safety, security, and operations. It is imperative that you have a thorough understanding of DGCA regulations specific to your region or country. This includes knowledge of safety standards, passenger handling protocols, and emergency procedures in accordance with DGCA guidelines.

Obtaining Cabin Crew Certification: To become a cabin crew member, you must undergo a comprehensive training program approved by the DGCA or the relevant authority. This training covers various aspects of cabin crew duties, including safety procedures, passenger care, and in-flight services. Upon successful completion of the training program, you will typically receive a cabin crew certificate or license.

Licensing and Recurrent Training: Holding a valid cabin crew license or certificate is a requirement for working in this profession. These licenses are typically issued by the DGCA or the relevant authority and must be renewed periodically. Recurrent training is an integral part of maintaining your license. It involves periodic assessments and updates to ensure that you are up-to-date with the latest safety protocols and regulations. This training may include emergency evacuation drills, firefighting exercises, and customer service refreshers.

Adherence to DGCA regulations and the continuous pursuit of cabin crew certifications are non-negotiable aspects of your career. DGCA regulations exist to ensure the safety and security of aviation operations and passengers. Failure to comply with these regulations can lead to serious consequences, including the suspension of your license and legal repercussions for both you and the airline.

Personality Development and Grooming

As a cabin crew member, your appearance, demeanour, and interpersonal skills play a significant role in creating a positive impression on passengers. This section focuses on enhancing your personality, grooming, and professionalism:

Dress Code and Uniform Standards: Cabin crew members are often the face of the airline, and their appearance reflects the airline's brand image. You will be provided with a specific uniform and will be required to adhere to strict dress code standards. Understanding and maintaining these standards is essential to project a professional and cohesive image. You will learn how to wear and care for your uniform, ensuring it remains neat and presentable at all times.

Personal Hygiene and Grooming: Personal hygiene is of paramount importance in the airline industry. You will receive guidance on maintaining excellent personal hygiene, including oral care, skincare, and cleanliness. Grooming standards such as hairstyles,

makeup (for female crew), and nail care will also be addressed. Ensuring that you look well-groomed and approachable is key to creating a positive passenger experience.

Confidence Building and Presentation Skills: Confidence and effective communication are vital attributes for cabin crew members. You will undergo training to build confidence in your abilities, both in emergency situations and during regular passenger interactions. Presentation skills, including posture, body language, and voice modulation, will be honed to convey professionalism and approachability. Effective communication is crucial for making passengers feel comfortable and safe during their journey.

This aspect of your training goes beyond the technical skills required for the role. It emphasizes the importance of creating a positive and memorable passenger experience through your appearance, demeanour, and interpersonal skills. Maintaining high grooming and professional standards not only reflects positively on you but also contributes to the airline's reputation and the overall satisfaction of passengers.

Job Search and Interview Preparation

After completing your cabin crew training, it's essential to prepare for the job search and the interview process. This section focuses on helping you navigate this phase effectively:

Crafting a Cabin Crew Resume: Your resume is the first impression you make on potential employers. You will learn how to create a cabin crew resume that highlights your relevant skills, qualifications, and training. This includes showcasing your cabin crew certification, language proficiency, safety training, and any prior customer service experience. Emphasizing your commitment to safety, excellent communication skills, and a customer-centric approach is essential.

Interview Tips and Techniques: The cabin crew interview process can be competitive and rigorous. You will receive comprehensive guidance on interview tips and techniques, including how to prepare for common interview questions. You'll learn how to articulate your passion for the role, your ability to handle emergencies, and your commitment to exceptional customer service. Mock interviews and feedback sessions may be part of this training to help you build confidence.

Group Discussion and Assessment Centre Exercises: Many airlines use group discussions and assessment centres as part of their selection process. You will be trained in how to participate effectively in group discussions, demonstrate teamwork, and showcase your leadership skills. Assessment centre exercises, which may include

role-playing scenarios and problem-solving tasks, will be simulated to prepare you for these assessments.

Successfully securing a cabin crew position often requires more than just technical skills. Airlines look for candidates who exhibit professionalism, teamwork, and a strong commitment to passenger safety and satisfaction. This job search and interview preparation section of your training will equip you with the tools and knowledge to stand out as a qualified and confident candidate during the hiring process.

Course Finder

SERVICE TRAINING COURSES FOR YOUR CABIN CREW

Use our course finder to find the right training course for your cabin crew. Would you like a more personalized training course? We would also be happy to adapt the content of your Service Training course to you and your cabin crew. We look forward to hearing from you

GROUND CREW FOR AIRPORTS AND AIRLINES

With the expansion of Airlines and construction of 200 new Airports in India, ground handling services becomes one of the key sectors within the aviation industry that will witness spectacular growth in the coming years.

We predict more than 150,000 jobs until the year 2035. We have trainers and faculty who have had experience with back office, administration, and front office ground handling, airport handling, traffic services, rostering, flight u planning and reservation systems.

This training will give you the tools to deal with the burgeoning industry to excel in a career as a ground service staff for all major domestic and international airlines.

The prerequisites for this program are

1. Graduate or graduating students
2. Fluent in English communication skills
3. Basic knowledge of computers

Our Ground service staff training comprises of

1. Perfect communication
2. Interview and application
3. Grooming and deportment
4. Hospitality training
5. Computerized reservation systems
6. Travel and Hotel Management
7. Personality building skills

8. Customer Services Skills
9. Customer services Management
10. Dispute Resolution and Service recovery

PILOT TRAINING

BECOME A PILOT AT THE AVIALAZ AVIATION ACADEMY

The Avialaz Aviation Academy has been associated with the Wingzz flight school. Today, the academy trains prospective pilots for airlines on a fleet of modern training aircraft and state-of-the-art flight simulators stationed in India, USA and South East Asia.

The Wingzz Flight Academy accessed the treasure trove of more than 30 years of flight-academy training experience as well as its practical airline relevance in devising a new concept that is aimed at making the flight school less affected by fluctuations of the market, thus offering the student pilots more stability in training.

As an ab-initio flight school the Wingzz Flight Academy offers the possibility of priority access to cockpits – without full ready-entry assessment in the airlines' recruitment process that follows later.