

Airline Cabin Crew Training

 eTextbook or Printed format

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.

Objectives

This course prepares you 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

Key topics

- Introduction to the airline industry and aircraft
- Crew member coordination and communication
- Customer service and managing passenger interactions
- Safety and emergency procedures

Available course formats

- Order online to receive self-study course materials in either Printed or eTextbook format.
- You may enrol at an [IATA Authorized Training Center](#) to study these materials with the help of a local trainer.

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Completing this course

- This course requires approximately 45 hours of study, to be completed in 18 months.
- All candidates will be given 2 attempts to successfully complete the final exam.
- To successfully pass the exam, the student must achieve a grade of 60% or higher.
- An IATA Certificate is awarded upon successful completion of the final examination.
- This course is part of the [Diploma in Aviation Studies and Safety Management for Airlines](#).

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1.0 Introduction to the airline industry

- 1.1 Overview of the airline industry
- 1.2 Regulatory context of the airline industry
- 1.3 Organizational structures in airlines

2.0 Air transport and flight operation

- 2.1 Airport and passenger processing
- 2.2 Flight operation
- 2.3 The aircraft cabin
- 2.4 Theory of flight and altitude physiology

3.0 Crew responsibilities and cooperation

- 3.1 Organizational structure on board the aircraft
- 3.2 Communication on board the aircraft
- 3.3 Cabin crew duties in normal operations

4.0 Managing abnormal and emergency situation

- 4.1 Perspective on air transportation safety
- 4.2 Turbulence and cabin decompression
- 4.3 Firefighting and smoke removal
- 4.4 Emergency landing and evacuation

5.0 Medical emergencies on board the aircraft

- 5.1 Medical emergency equipment on board the aircraft
- 5.2 Performing CPR, AED and Heimlich maneuver
- 5.3 Flight and cabin crew incapacitation

6.0 Dangerous goods

- 6.1 Air transportation of dangerous goods
- 6.2 Handling dangerous goods in the aircraft cabin

7.0 Aviation security

- 7.1 Coordinated efforts to increase aviation security
- 7.2 Unruly passengers as a threat to aviation security
- 7.3 Unlawful interference

8.0 Customer service and interaction with passengers

- 8.1 Creating a customer service environment
- 8.2 Serving passengers with additional needs
- 8.3 Managing unruly or drunken passengers

9.0 Airline catering and onboard retail services

- 9.1 Organization of airline catering
- 9.2 Serving meals on board the aircraft
- 9.3 Onboard retail services

10.0 Cabin crew professional development

- 10.1 The cabin crew profession and life style choices
- 10.2 Cabin crew professional development

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Register: www.iata.org/training/courses/pages/talg51.aspx