

# Course Information Sheet

## Ever dreamed of working in the Clouds



This one-day workshop equips you with the knowledge and skills to kickstart your career as a cabin crew member.

### **Course Description:**

Ever dreamed of soaring through the skies and exploring new destinations? This exciting one-day workshop provides a comprehensive introduction to the world of cabin crew. Our interactive program covers everything you need to know, from safety procedures and customer service techniques to interview preparation and industry insights. Whether you're a recent graduate, a career changer, or simply looking to explore exciting opportunities, this workshop is your perfect first step towards a fulfilling career in the aviation industry!

### **What will I learn?**

- Essential cabin crew duties and responsibilities
- Safety and emergency procedures in flight
- Delivering exceptional customer service
- Effective communication and interpersonal skills
- Interview preparation techniques
- Industry regulations and aviation security

### **How will I be assessed?**

- Formative assessment will be conducted through interactive participation in group discussions, role-playing scenarios, and practical exercises.
- A summative assessment will involve a short written quiz to gauge understanding of key concepts.

### **Who is this course for?**

This course is designed for anyone interested in a career in the cabin crew sector. It's perfect for school leavers, graduates, career changers, volunteers, and carers looking for a dynamic and rewarding career path.

### **Progression Opportunities:**

This course serves as a valuable stepping stone towards a fulfilling career in the aviation industry. Upon completion, you can pursue cabin crew training programs offered by various airlines or explore related opportunities in airport operations, customer service, and travel and tourism.

### **Career or Job Enhancement Pathways:**

- Cabin Crew Member

- Customer Service Representative (Airline Industry)
- Airport Operations Specialist
- Travel Consultant
- Flight Dispatcher (with further qualifications)

**How do I enrol?**

The quickest way to enrol is online at [www.oncoursesouthwest.co.uk](http://www.oncoursesouthwest.co.uk), simply create an account and select 'Enrol now'. Alternatively, if you have any questions, please call our friendly customer service team on 01752 660713.

**How will the course be delivered?**

This is a practical course, and the sessions will include tutor-led demonstrations, learner-led group activities, instruction and repetition. These will form part of the delivery together with one-to-one support as required.

**Will I need to practise outside the classroom?**

You will be encouraged to review your notes between lessons to ensure maximum benefit from your course. It is always useful to practise your skills between sessions. Your tutor may encourage home learning, or independent research.

**How will I know I'm making progress?**

During the first session, your tutor will discuss your goals and current level in relation to the course. Based on this assessment, you will agree individual targets which you will record in your individual learning plan (ILP). You and your tutor will review your targets regularly to ensure that you are making progress; these will be written in your individual learning plan.

**What will I need?**

Please bring a notepad, and pen to each session. You may wish to bring a file for any handouts. A laptop with internet access is required for completion of coursework and home learning outside of the classroom.

**Please note:**

Most courses attract a subsidy from the Education and Skills Funding Agency (ESFA). It is a requirement of the ESFA that you complete various forms at different stages of your course, further information is available on request. Courses are subject to a minimum number of enrolments and could be cancelled if recruitment is low. In some cases, an alternative class at a different location may be offered.

Terms and conditions are available at

<https://www.oncoursesouthwest.co.uk/learner-information/essential-information-for-every-learner>

Room numbers are subject to change - please check when you arrive at the venue.

