



# INTRODUCTION TO AIRLINE & AIRPORT CAREERS

## LEVEL 1

### Unit Length – 10 Hours Pathway – Personal Development

**CREDITS: 0.5**

**TERMINOLOGY** (words used with a particular meaning in a discipline context)

The learner will select and use the following technical terms in complex contexts:

Air Cabin Crew (ACC) the basic role Includes:

- ACC - Cabin service
- ACC – Practical safety demonstration
- Acc – Safety passenger address

Airline Customer Service Agent (CSA) the basic role includes:

- CSA – Check-in demonstration
- CSA – Check-in passenger address
- CSA – Boarding and arrival duties

The Airline Environment – inside and outside the aircraft –identifying basic areas

The Airline Environment – inside and outside the terminal building –identifying basic areas

Airline Passengers – their basic needs and simple responses in an airline/airport context

**CONCEPTS** (relationships between terms used in a discipline context)

The learner will use the following concepts either in critically evaluating a discipline based issue; or in a creative application:

The importance of the Air Cabin Crew Member role includes:

- Safety demonstrations – pre-flight, in-flight , landing
- Service – in-flight service
- Training – Basic safety, Security, passenger care and aviation 1<sup>st</sup> aid training

The importance of the Airline Customer Service Agent includes:

- Security – in the airport and passenger baggage
- Service – Check-in, boarding, lounge and arrivals
- Training – Security, Health and Safety, Passenger care
- Understanding the layout of a typical UK Airport – the key elements of Arrival/Departures – identified on diagram
- Understanding the layout of a typical aircraft – the key parts of the cabin – identified on a diagram

**TECHNIQUES** (Identify basic techniques fundamental to the discipline)

The learner will use and critically reflect the following range of techniques in appropriate discipline based contexts:

Applying minimum standards for Air Cabin Crew and passenger service  
 Applying minimum standards for Airline Customer Service Agents and passenger service  
 Applying good customer service standards for airline passengers  
 Answering simple airline passenger queries

**APPLICATION** (the activities characteristic of a discipline)

The learner will address the following complex topic, issue or project requiring critical, evaluative or creative use of a range of terms, concepts and techniques:

- 1 To complete an assessment session and complete the following tasks under controlled conditions in a realistic airline and airport environment:
  - Read out a simple P.A. script OR coordinate a practical demonstration with a P. A.
  - Take part in a cabin service
  - Undertake check-in procedure, either as an Airline Customer Service Agent OR Passenger
  - Respond to simple requests or be asked simple pre-assigned airline questions with relevant answers as appropriate during the inflight service
- 2 Complete a short set of guided learning exercises in a student workbook
- 3 Complete a simple workbook with multiple choice and/or CLOZE exercises with 80% accuracy
- 4 Complete a short 10 question multiple choice set of questions relating to airline subjects covered in programmes with 65% accuracy