



2015 FACT SHEET FIELD OF STUDY: HOSPITALITY FACULTY OF LEISURE AND HOSPITALITY JIET Cabin Crew Certificate

DESCRIPTION

In the context of the in-flight industry, this programme will enable the learner to contribute positively towards a professional and safety-conscious service while enhancing overall passenger satisfaction. This programme equips the learner with the necessary skills to function as a cabin attendant, both with a commercial or a corporate airline. Besides ensuring passengers' satisfaction, a cabin crew member has various other responsibilities which make this career both demanding and exciting.

On successful completion of this programme a learner will be able to combine a range of self-organising and critical thinking life skills with a working knowledge of South African and International cultural and tourism issues. This multi-skilling ability, integrated with the regulatory functional skills required to be a cabin crew member and finer etiquette skills will position the learner favourably in a very competitive market.

In addition, the qualifying learner will be positioned to further his/her learning practice and career within the aviation industry.

Expansion into other sub-sectors of tourism is also possible.

CAREER FIELDS

With this programme, successful learners could pursue a career as a:

* *Cabin Crew Member*

PROGRAMME OUTLINE

Customer Service A and B

*The concept of marketing and customer satisfaction.

*Handling of customer complaints and the role of individuals and frontline staff in customer services.

Tourism Destinations

*The importance of tourism in South Africa.

Computer Skills

*Microsoft Word, Excel and Powerpoint, Internet and email.

Foreign Exchange

*Advanced calculations, foreign exchange and time differences.

Grooming and Food Theory

*The principles and practices of health and skincare.

*Nutrition and healthy eating.

Fundamentals (Refer to CAT on page 2)

*English 1st language.

*South African 2nd language (or alternative prescribed electives from the same programme for foreign language learners less than 5 years in South Africa).

*Mathematical literacy.

Workplace Learning

This programme includes a compulsory Workplace Learning component. Workplace Learning provides important opportunities for professional and personal growth. It addresses specific competencies identified for the acquisition of the programme, which relates to the development of skills that will make the learner employable and will assist in developing his/her personal skills.

Practical Aviation Training

This module is compulsory as it contains the practical component to be assessed in which the learner must be declared competent against the programme.

Practical Units:

*Crew Resource Management

*Cabin Crew S.E.P.T

*Dangerous Goods Management

*Aviation Medicine AVMED

*Type Ratings

*Fire Fighting

*Ditching

Admission Requirements for Practical Aviation Training

-Minimum of 18 years of age at the time of writing the SACAA licensing exam.

-Matriculated or have an equivalent education.

-Able to swim.

-Minimum height of 1.58m.

-English proficiency.

-Presentable (height and weight in proportion) with a body mass index not exceeding BMI 26.

-Well groomed.

-No criminal record.

-Valid passport is recommended.

-The learner must be willing and able to travel in and outboard.

-Non-South African citizens need to be in possession of one of the following valid documents:

*Study visa

*Proof of refugee status

