

Flight Attendant Training Brochure

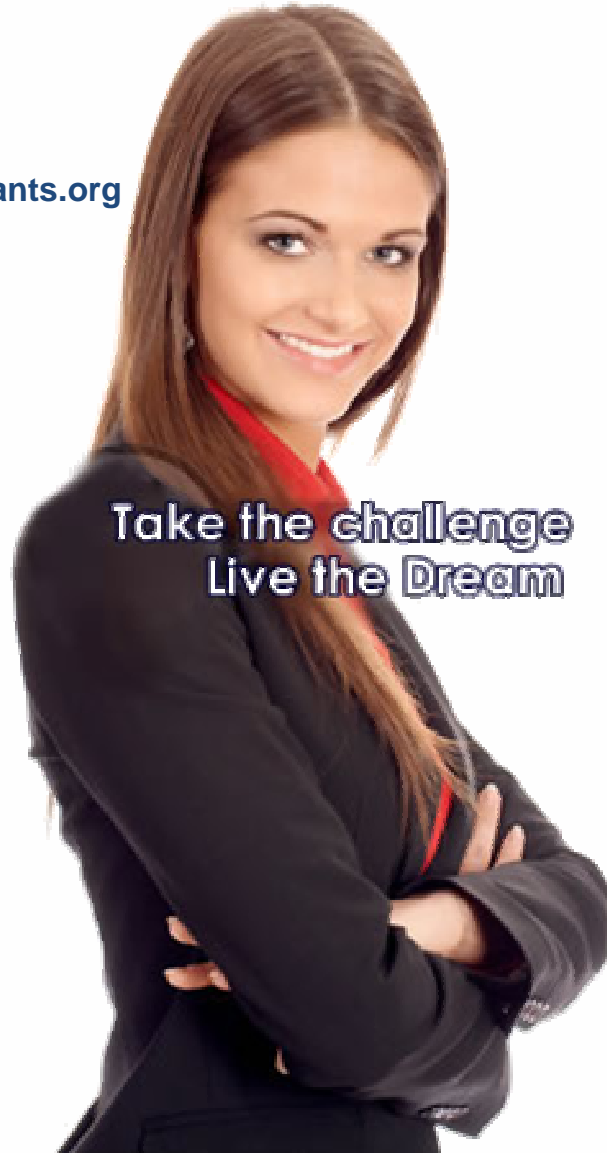
Contains answers to Frequently Asked Questions and comprehensive details on our Flight Attendant course, and a general overview of the profession.

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**Take the challenge
Live the Dream**

Being a Flight Attendant



Picture yourself as part of a dynamic, flexible, creative and adventurous team, meeting individuals from various cultures and backgrounds, traveling the world to various exotic locations while being challenged and financially rewarded. If you can envision yourself in that scenario, then consider a career as a Flight Attendant.

Flight Attendants are the face of airlines; they constitute most of the contact between airlines and their customers, and are often the basis for comparison between carriers.

Flight Attendants represent the largest job categories in the airline industry. In the United States alone, airlines currently employ approximately 80,000 flight attendants, and hire almost 15,000 more each year. A Flight Attendant job position is one of the most coveted and desired in the travel business. One of the best ways to break into the airline industry and benefit greatly is to become a flight attendant.

Flight Attendants are responsible for the comfort and safety of passengers during their flight. This job definition translates into a variety of duties and tasks; hence airlines take flight attendants and the performance of their duties seriously.

Being able to perform efficiently would of course depend upon the extent of cabin training the attendant would have received prior to engaging the job.

Airlines look for applicants who are fluent in English, have good communication skills, possess the required academic qualifications, and have some previous customer service experience. Foreign language skills are an asset, and are becoming mandatory for attendants on international flights.

In addition to the minimum requirements listed above, airline recruiters look for a variety of desired qualities, prior training and experience in an applicant.

Being a pre-trained flight attendant, and having some experience working with the public is a great asset. It shows the airline that you have an in-depth interest in the career as a result of your training and that you can deal tactfully with the traveling public.

An aspiring but untrained attendant with no prior professional training experience (certification) may find it difficult to secure employment with an airline, in comparison to a pre-trained applicant.

Therefore, the first obvious step to join the world of Flight Attendants is to embark on an industry recognized training program with an institution whose curriculum complies with international training regulations, and whose training standards are acceptable by the average commercial airline.



Job overview

Because airlines operate around-the-clock year-round, flight attendants may work nights, holidays, and weekends. In most cases, agreements between the airline and the employees' union determine the total monthly working time.

Attendants usually fly 75 to 85 hours a month and, in addition, generally spend about 75 to 85 hours a month on the ground preparing planes for flights, writing reports following completed flights, and waiting for planes to arrive. Because of variations in scheduling and limitations on flying time, many flight attendants have 11 or more days off each month. They may be away from their home base at least one-third of the time. During this period, the airlines provide hotel accommodations and an allowance for meal expenses.

Flight attendants must be flexible, reliable, and willing to relocate. Home bases and routes worked are bid for on a seniority basis. The longer the flight attendant has been employed, the more likely he or she is to work on chosen flights. Almost all flight attendants start out working on reserve status or on call. On small corporate airlines, flight attendants often work on an as-needed basis and must adapt to varying environments and passengers.

Airlines prefer to hire poised, tactful, and resourceful people who can interact comfortably with strangers and remain calm under duress. Applicants usually must be at least 18 to 21 years old. Flight attendants must have excellent health and the ability to speak clearly. Additionally, there are height requirements, and most airlines want candidates with weight proportionate to height.

Prospective flight attendants usually must be willing to relocate, although many flight attendants are able to commute to and from their home base. Applicants must be high school graduates. Those having prior training or experience in dealing with the public are preferred. More and more flight attendants being hired are college graduates. Highly desirable areas of concentration include such people-oriented disciplines as psychology and education. Flight attendants for international airlines generally must speak a foreign language fluently. Some of the major airlines prefer candidates who can speak two major foreign languages for their international flights.

Employment prospects

Employment of flight attendants is expected to grow about as fast as the average for all occupations through the year 2010. Growth in population and income is expected to boost the number of airline passengers. Airlines will (as a result) enlarge their capacity by increasing the number, seating and size of planes in operation. Therefore, more flight attendants will be needed.



Frequently Asked Questions



What are the admission requirements

- (1) Proof of high school education; i.e U.S High school diploma, CXC or GCE. Where neither of the above is avail, a letter of academic endorsement from your high school would be accepted.
- (2) Weight in proportion to height; minimum height being 5ft.
- (3) At least 17yrs and not older than 40 at the time of admission.
- (4) Physically whole, and of good health.
- (5) Of good moral character, and free from criminal convictions or prosecution.
- (6) Well groomed and of good appearance.



What are the admission procedures ?

You should visit our website at: <http://www.flightcourse.info> and fill out our online application form.

After filling out and submitting the online form the information is automatically sent to our officers for processing. This process will take between 5 to 7 working days, after which an email will be sent to you containing details of our decision. we would advise you to mail the following documents to our admissions office;

- (1) A photocopy (front & back) of your national Identification card, and/ or photocopies of the first five pages of your passport in addition to the four last pages, if photo and other details are at the back.
- (2) Photocopies of any certificates, diplomas etc. that you may have.
- (3) One passport size photograph.

You can scan and email the above documents or you can simply send it to our postal address.

Once your admission to the training program is confirmed, you will be given further instructions on payment procedures and how to proceed with the training program, in addition to a student Username and Password to log on to your online classroom.

How is the training conducted.



The training is divided into a **theory** part and a **practical** program. The theory is the first part of the course to be done, followed by a practical training course with an airline selected from a list by the student.

For the theory part, you will use your registration username and password to log into your online classroom, which is located at: <http://login.flightcourse.info> After logging in, you and other class/batch members will be able to access study notes as may be required. Notes may be saved, downloaded or print by students, as needs be.

The theory is six weeks in duration, after which a final exam will be done within 21 days after the online classes would have ended. However, two trial exams are done during the course.

With regard to the practical, there are no examinations. Instead there is an assessment of the student's capability to apply themselves to the working environment and emergency situations, after which a graded certificate of participation is issued.

What does the practical training entails



The practical training is done within 3 to 5 weeks after your theory exams would have ended. It is being done at the designated airline training facility and takes between ten to 14 days to complete.

Practical training involves the student being trained directly on an actual model aircraft or simulation, covering passenger interaction, cabin emergencies, fire drills, evacuation drills, wet drills, etc.

Depending on your location, you may be required to fund a percentage of your airline ticket cost and accommodation while you are in Atlanta.

How are the exams conducted..



The theory exams are done online, and are electronically marked by an independent panel of examiners appointed by us.

Exams are generally due within twenty one days after the course would have ended. The institute would normally assign a testing center in your country, which can either be a state institution, a web-cam reliable internet cafe, a partner academic institution, or a participating airline IT facility. The exams are monitored by locally appointed invigilators.

There are no written examinations for the practical program, but a performance assessment is done.

What is the course schedule ...

Because of the online nature of the course, a student can set their own course schedule including start date. And because exams are done every month, that student's exam would automatically fall within the stipulated examining period. However, trainees are admitted at a maximum of eight students per month.

What is the cost of the training program ...

The costs of the training program are as follows;

Online theory: - US\$1,500.XX (fifteen hundred US Dollars)

Practical training: - US\$600.

A one-time registration fee of US\$180 is applicable to all students before online access is allowed to the institute's tutorial website.

Payments are generally accepted by Credit card, Western Union or Bank Wire Transfer.

Payments for the course fee can be made in installments if you are studying online only.

Do I need any text books ..

Not necessarily. All of our notes are detailed and covers all of the areas required; however, some students have a tendency to acquire additional reading materials which may extend their knowledge of the subject matters taught by us.

Do I have to do a First Aid program

Yes. All major airlines require that all Flight Attendants be trained in First Aid and CPR. We highly recommend that you contact your local Red Cross Society and register for a first aid course. In some states the course is free, while a minimal fee is charged in others.

Most first aid training programs generally runs for two days (full time).

Is the training program for females only

No. Qualified applicants from either gender are encouraged to join the program.

What if I fail the exams ..



We had never had any previous cases of examinations failure, but if a student fails, they will have to pay the exam fee (which is US\$190) in order to do the exam again. Our institute would offer them a revision course free of charge, if they fail.

What if a student visa application (for practical training overseas) fails



This hardly ever happens, but as the saying goes; "nothing is impossible".

If such a situation develops, then the institution would ascertain the reason for refusal and correct that cause if it is within the boundaries of the course, or an erroneous application.

Alternatively, we can allocate the student to another training facility (Airline) in another country where a visa impediment would be unlikely. However, if the student has been deported before or have a criminal record, then they would be automatically suspended from the program.

Do I have to do a foreign language



A foreign language is not compulsory, but it is an invaluable asset. Airlines generally give first preference to persons who is fluent in more than one of the major languages.


Therefore, we would advise that you pursue a foreign language program with a recognized institution in your native country. Alternatively, our institute offers an online foreign language program specially design for Flight Attendants. The duration of this certificate course is six weeks, at a cost of US\$220, and is available in French, Spanish, Dutch or German.

How legitimate is this program ...



The Flight Attendant training program offered by us has been in existence since 2005. Our clients range from small airline companies requesting that we train their flight attendants to the individual candidate enrolling into our program with the prospect of launching their Flight Attendant careers.

To date all of our graduate students and clients has expressed satisfaction at our training credibility. Unlike other similar training institutions, our course is conducted under the guidelines established by the United States Federal Aviation Administration (FAA), and the Canadian TSB, among others.



For further information, please write to: Program coordinator at:

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