

DIPLOMA IN AIRLINES CABIN CREW SERVICES

(MQA/PA 16847)



DIPLOMA IN AIRLINES CABIN CREW SERVICES

Diploma in Airlines Cabin Crew Services is a programme that trains individuals to have a career as a cabin crew member. It focuses on customer service, security procedures and airline operations. Graduates are prepared to work in the Airline Industry, providing excellent service to passengers in flight.

This programme offers broad knowledge of professional body language, business communication etiquette, tablewares, and world-class menus. The programme provides a blend of theory and practical training for the student to develop their talents and value in providing world-class services geared towards customer satisfaction. Students will be trained on how to present themselves, deliver speeches, and ethically use serving techniques as professional cabin crew for the airline services industry.

This programme provides deep insights into the operations and business of the air transport services and fundamental knowledge about the history of air travel, current trends in aviation, the regulatory bodies involved, the linkage process between airports and passengers, and the technology that is currently used in the aviation industry. Students will be equipped with broad knowledge of air transportation, which enables them to solve problems related to critical thinking.

THE PROGRAMME

LIST OF SUBJECTS :

- Penghayatan Etika dan Peradaban
- Bahasa Melayu Komunikasi 1
- Falsafah dan Isu Semasa
- Cultural Diversity in Malaysia
- English for Writing
- Personal Grooming and Basic Etiquette
- Community Services
- Study Skills
- Aircraft Types and Cabin Operations
- Introduction to Tourism and Hospitality Industry
- Crew Responsibilities and Cooperation
- Introduction to Airline Industry
- Fundamental of Air Transport
- Fundamentals of Food Services in the Airline Industry
- Customer Services and Passenger Interaction
- Airport Operation and Ground Handling
- Survival Techniques
- Airline Business Communication
- Managing Abnormal and Emergency Situations
- Medical Emergencies Onboard Aircraft
- Introduction to In-Flight Services
- Aviation Law for Employees
- Basic Airlines Management
- Airlines Reservation System
- Special Procedures for Inflight Contingencies
- Airlines and Risk Management
- Human Resource Management for Crew Airline
- Industrial Training

For info and registration, please contact

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CONNECT WITH US

METHODOLOGY

Each subject uses a variety of learning tools, such as case study, programme work discussions, class participations, individual and group projects, and lecturers' industrial experience which offer a perfect synergy between theory and application. The Industrial training in last semester will equip students with knowledge in industry as well as produce the knowledgeable, skilled and experienced graduates, demanded by employers. This programme is to ensure the students apply the knowledge acquired at university to the working world and providing students with relevant work training experience.

ENTRY REQUIREMENT

- ✈ Possess Sijil Pelajaran Malaysia (SPM) with a minimum of three (3) credits in any subject, or its equivalent; or
- ✈ A pass in Sijil Tinggi Persekolahan Malaysia (STPM) with a minimum of Grade 2.00 in any subject, or its equivalent; or
- ✈ A pass in Sijil Tinggi Agama Malaysia (STAM) with a minimum grade of Magbul in any subject, or its equivalent; or
- ✈ A pass in Sijil Kemahiran Malaysia (SKM) Level 3 in related field subject to the approval of Senate/Academic Board.
Note: HEPs need to conduct specific screening and guidance related to the field of the programme for the students; or
- ✈ A Certificate (Level 3 Malaysian Qualifications Framework, MQF) in a related field or its equivalent.



Note: For international students, they are required to achieve a minimum score of the International English Language Testing System (IELTS).

PROGRAMME DURATION

3 YEARS



SCAN ME!

NETHERLANDS MARITIME UNIVERSITY COLLEGE (NMUC)

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