

# Airline Cabin Crew Training course (IATA)

About the course: 3 months partner-taught

Working as cabin crew for a major airline is an exciting and challenging experience. In addition to jetting off to exotic destinations, the job also requires a high degree of responsibility and specialization to ensure the safety and comfort of passengers in line with industry regulations. This course is ideal for young professionals looking to get a head start in the profession, introducing the skills and responsibilities expected by the world's leading airlines. Special emphasis is given to customer service and procedures for handling unusual situations during flight, with the final module of the course giving useful tips for completing the recruitment process. This course also includes a safety equipment procedure (SEP) trainer providing an overview of the aircraft, safety equipment and location of emergency procedures accessible via web or mobile.

## What you will learn

Upon completing this course you will have the skills to:

- Define the cabin crew profession, its origins and current practices
- Identify aircraft types and relevant cabin crew functions
- Manage passenger interactions in a variety of circumstances
- Recall emergency and safety procedures

## Course content

The key topics that are covered during this course include:

- Introduction to aviation industry
- Introduction to aircrafts and aviation familiarization
- Crew member coordination and communication
- Airline Customer service and Managing passengers' interactions
- Safety and emergency procedures (with virtual cabin walkthrough – narrow and wide body aircraft)
- Medical emergencies and medical training
- Introduction to dangerous goods and general philosophy of the carriage of dangerous goods and the risks associated with their transport on board an aircraft

## Who should register

This course is recommended for:

- High school graduates aspiring to be airline cabin crew members

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## Certificate awarded

An IATA Certificate is awarded to participants successfully passing the final exam. Your certificate will be available to download from your Training Account.

## Exam information

- Method: [Online exam with remote supervision](#)
- Format: 100 multiple-choice questions. Closed course book exam.
- Time Allowance: 3 hours
- Passing Grade: 60% correct answers
- Distinction Grade: 90% correct answers
- Number of exam attempts: 2