

Pre-requisites

The below is required from you as an individual:

- 18 years or older
- Have the ability to speak, read and write English
- Have the ability to swim in water, with the aid of a life jacket
- Have a valid Class 2 Medical Certificate (we will assist you with referral for service provider for this)

The Role of the Flight Attendant

The most visible aspects of a Flight Attendant's job may be safety demonstrations and serving refreshments to passengers, but the position actually carries a considerable amount of responsibility. A Flight Attendant acts as an ambassador between the airline and its customers by making passengers feel comfortable during the flight. Flight Attendants are also effectively the administrative staff on board the aircraft, responsible for the reporting and inventory work that keeps a flight running smoothly. Their most important duty, however, is seeing to the safety of everyone on board and the servicing.

Passenger Comfort

Flight Attendants spend much of their in-flight time seeing to the comfort and needs of passengers. They ease frustration and help passengers to their seats and assisting with the stowing of carry-on luggage. They see to passengers' comfort in flight by distributing sleep masks or blankets, and some airlines provide headsets or magazines if requested. Flight Attendants will serve beverages and food to passengers and to cockpit crews. Throughout the flight, Flight Attendants respond to passenger requests and fulfil their needs as much as possible. At the end of the flight, the Flight Attendants help passengers with their carry-on luggage and exiting the plane. These duties keep a Flight Attendant busy, but they also help build a relationship between passengers and the airline.

Administrative Duties

The less visible responsibilities of a Flight Attendant are nonetheless vital to the daily functions of airline flights. They must attend flight briefings, be aware of any special passenger considerations and what to expect in-flight; no flight is exactly the same. Once on board, the Flight Attendant is required to check all emergency equipment and catering that is loaded and alerts the appropriate personnel in case of shortages. During flight, it is the Flight Attendant's responsibility to keep track of money earned from purchased food and beverages and record the sales. At the end of the flight, Flight Attendants submit reports to the airline with flight details, including any safety and medical issues encountered and the cabin's condition.

Passenger Safety

The first priority for Flight Attendant is seeing to the safety of every passenger on board. They are the ones providing safety demonstrations or setting up a video with safety directions to inform passengers of how to use the lifesaving devices aboard the plane. Flight Attendants are responsible for securing the aircraft's doors, making sure emergency equipment and exits are functioning properly. Flight Attendants secure any loose items around the cabin and check passengers for correct observance of safety procedures to prevent hazards mid-flight. Should any passenger engage in unsafe behaviour during the flight, Flight Attendants respond by informing the passenger of the infraction and enforcing safety procedures if necessary.

Emergencies

In emergencies, Flight Attendants take the lead in aiding passengers. This may be as simple as providing reassurance during episodes of turbulence or as serious as administering first aid or

evacuating passengers from the plane. Flight Attendants must be prepared to provide direction and instruction for emergency landings and to assist passengers out of emergency exits and with emergency equipment. Should a medical emergency occur during flight, a Flight Attendant assesses the condition of the passenger, performs first aid if needed and, upon landing, informs the cockpit crew of the situation. The Flight Attendants also report any malfunctions encountered so they may be tended to after landing.

Training Course Outline

The Cabin Crew training course is over a 7 weeks period (35 working business days), which are conducted at our premises at Lanseria International Airport

- General Emergency Equipment and Procedures Training
- Dangerous Goods Training (Category 11)
- Airlaw
- Aviation Safety and Security Training
- Aircraft type (B737-200) and Theory of Flight Training
- Fire Fighting Training
- Flight and Duty Period
- Health Awareness Training
- Ditching and Survival Theory and Practical Training
- Evacuation Procedures Theory and Practical Training
- Aviation Medicine (Basic Life Support) Theory and Practical Training
- Theory and Practical Assessments

Training Facilities

Training is conducted at our premises based at Lanseria International Airport, Lanseria, Randburg, Johannesburg.

- All theoretical training is conducted in our SACAA accredited classrooms
- Practical training is conducted on an actual aircraft or in our cabin simulator that accurately represents the aircraft in accordance with SACAA regulations and technical standards requirements (in terms of layout of the cabin, type and location of seats, location, mode and operation exits, location and type of safety equipment.)
- Fire Fighting and Smoke training aircraft simulators are used for the practical training
- A swimming pool is used for the practical training in water, for ditching and survival

Training Delivery Methods

All training is delivered, via:

- Instructor-led learning;
- Role Plays;
- Multimedia presentations
- Team/group work
- Group discussions
- Skills practice sessions on actual aircraft

Completion of SACAA Theory Examination

- SACAA Exam Preparation Session
- Transport to the SACAA Offices to complete the SACAA Theory Examination on scheduled date

Certificates of Competency will be provided on successful completion of the various programmes

The Academy of Aviation will facilitate the processing of all Skills tests by the SACAA and collect the relevant Flight Attendant (CCM) Licence Inserts, on behalf of each Learner (who is the CCM Licence Holder). These will be checked to ensure accuracy before handing them over to the Learner.

Course Cost

The Initial Cabin Crew Training Course is conducted at a cost of R17 500.00 (Seventeen thousand five hundred rand) per person.

There is a non-refundable registration fee of R500, this will tentatively reserve your seat for the course.

Payment needs to be received by The Academy of Aviation before the learner attends the training course.

Payment can be made online at the below link

<https://www.theacademyofaviation.co.za/products>

The Course Cost includes:

- All training manuals and training materials
- All costs associated with theory and practical training and assessments
- SACAA Theory Exam Fee
- Transport supplied to external facilities used during training i.e. swimming pool
- Branded golf shirt to be worn during training and branded carry bag with training manual

The Course Cost excludes:

- All costs associated with obtaining the Class 2 Medical Certificate (Varies dependent on Aviation Medical Examiner (Doctor), we can provide you with a list upon request)
- Travel and Accommodation Costs (Varied, will can provide you with B &B prices upon request)
- SACAA CCM Licensing Fee (R410.00 current cost 2018) and if necessary a further rewrite fee
- Four (4) Colour Passport photographs required by SACAA for Licence application (at your own cost)

Training takes place over a 7 week period, training sessions will commence at 08h30 Monday to Friday and finishes at 17h00. This may however vary based on the subject, instructor, availability of aircraft, etc. It may also be necessary to request that the students be available on a Saturday, Sunday or Public Holiday to conduct practical training if required.

Our training rooms are equipped with actual aircraft equipment which enables the Learners to see as well as hold the actual equipment while training.

Learners need to abide by the Code of Conduct set out by The Academy of Aviation while attending the training. Disciplinary action will be implemented if misdemeanours are encountered, which could result in the Learner being dismissed from the training.

During the training Tea and Coffee are for free to Learners..

Learners need to provide their own lunch whilst on training.

FAQ'S:

1. Is there a Height Restriction?

This varies according to the specific airline and which aircraft type you will be operating. Usually you may not be shorter than 1.58m

2. Is there an age cut off?

No. You can fly as a Flight Attendant until retirement age providing you pass your annual recurrent training and meet the medical requirements, as well as the airline requirements.

3. How do I stay current? (License to be active, as it does expire, recurrent exams need to be done)

You will be required to do your recurrent training and your medicals as regularly as it is legally required according to the SACAA regulations.

4. Why do some Training Schools require a medical certificate before accepting you for Training?

The Medical certificate is required for the Flight Attendant licensing process. It is very wise to complete your medical examination prior to attending training as this will prevent possible financial loss to you should you be found medically unfit

5. What happens once I have completed the initial training course with your company?

Once the training course has been completed at The Academy of Aviation, and you were successful in all the components, you will then write a final SACAA examination. After completion of that and you were successful, the SACAA will issue you a license. It is then up to you to find employment with the commercial airlines or private charters, as with completing any qualification at an institution.

6. Does the Academy of Aviation find me a job?

No. The Academy of Aviation is a training organisation only and is not involved in recruitment of Flight Attendants. However our reputation as an ATO is held in high regard in the aviation industry, and is highly respected with their qualified Learners.

7. How difficult is the course?

There are 16 Modules to be completed over the 7 week programme and the pass mark for most of these written exams on all modules is 90%.

There are also practical assessments involved and the pass mark required is 100%

8. What are the training hours?

08h30 to 17h00 Monday to Friday (there might be a requirement to train on a Saturday or Public Holiday)

9. Is there a dress code while attending training?

Yes, we encourage our Learners to prepare for the working world of a Flight Attendant, which requires you to be neat and groomed at all times

10. What are the qualification required for a South African Licensed Flight Attendant?

- The student must be 18 years or older
- Proficient in English (International standard language requirement)
- Medically fit

A Grade 12 or NQF Level 4 certificate is not required for the licencing training course however it is normally a minimum requirement when airline operators advertise positions for Flight Attendants.

11. Does The Academy of Aviation offer bursaries for the course?

Unfortunately we do not, as much as we would love to do this, we are unable to due to us not being a SETA or Financial Institution

12. Does The Academy of Aviation offer student loans for this course?

Unfortunately not a we are not a licensed Financial Institution

However we have got your back and you can contact Fundi Loans 011 760 6100 or contact

Kabelo Thulare from FUNDI for funding your application or call him on 078 721 8610 or email him kabot@fundi.co.za *to assist you in making you dreams a reality*