

Welcome

Hi,

Thank you for requesting an information pack on our Cabin Crew course offerings.

Our courses are designed and presented to provide you the opportunity to develop an awareness of the roles and responsibilities of Cabin Crew in a typical organisation that conducts passenger carrying operations.

The courses are delivered in a way which is consistent with the Level 1, 2 and 3 – Awareness, Knowledge and Skills competencies as described by the International Civil Aviation Organisation (ICAO).

As an organisation, we are dedicated to guiding our students towards achieving their goals and realise their dreams of becoming a Cabin Crew member.

We achieve this by establishing a fun and engaging community in which we share not only our industry experience but also promote discussion between current and past students.

Our courses, whilst online, are fully supported through instructor contact via email, forums, bulletin boards and in the more advanced courses skype, webinars and direct contact.

Abacus Training staff are respected industry professionals with years of flying and training experience.

We use our knowledge and contacts to prepare you for the competitive Cabin Crew recruitment process and maintain contact with the airline training departments to make certain they understand the value our students can bring to their organisations.

Throughout the courses, I want you to remain focused on your goals and remember the following two key points:

- Completing these courses not only prepares you for the competitive interview process, but also demonstrates your commitment and motivation in chasing your dream
- Our courses are generic; they do not cover the specific commands or procedures that are employed by individual airlines. The training and checking departments of each airline have that responsibility.

Most of all, ENJOY,

Best Regards,

Captain Rick Heaton

Overview

When I started to write this overview, it was intended to simply discuss course structure and let my students know what they could expect to gain from completing the course.

I will still do that, but first I want you to consider the following statement that was made to me by a Director of Cabin Crew Training from a major international airline;

“We never cease to be amazed at how underprepared some of the new hires are. Many of our new recruits underestimate the work that is required to successfully complete and graduate from ground school.”

That comment is not meant to scare you or to deter you from chasing a career as a Cabin Crew member (Flight Attendant).

Rather, it is intended to inspire and motivate you !

When I asked the Director why she thought this happened, she advised me that in many cases, the recruits had not researched the role thoroughly and failed to understand the safety and security aspects of the job.

Safety and security are the real reason airlines carry Cabin Crew.

The associated legislation and aircraft design determines how many Cabin Crew are required to be carried on any given flight.



You need to keep in mind that generally, an airline will spend on average around 5 to 6 weeks training you in emergency procedures, legislation, security and passenger service.

That is not a long time. There is a lot of ground to cover and a considerable amount of content to learn.

At the end of any airline specific ground school, you will be required to demonstrate your competence.

Generally, these will be assessed through examinations, critical scenario role play and practical demonstrations.

Taking this information, we have crafted a series of courses which will give you an insight into these two critical areas of responsibility of a Cabin Crew member.

The course will also introduce the types of questions and scenarios you may be required to demonstrate.

In short, you will be well prepared and if you put the effort into completing these courses, nothing should come as a surprise.

The courses are developed and delivered in a way which gives you the opportunity to build on your knowledge and experience as you progress through the content and complete the associated exercises, quizzes and assignments as you go.

We have based the course on the three levels consistent with competency based learning and the recommendations of the International Civil Aviation Organisation (ICAO).

The levels are:

- | | | |
|---------------------|----------------|------------------------------|
| 1. Awareness | (WHAT?) | Sampler Course |
| 2. Knowledge | (WHY?) | Introductory Course |
| 3. Skills | (HOW?) | Generic Ground School |

Level 1 Awareness is the level that the Sampler Course is delivered at. It provides you information on what is required of a Cabin Crew member in each of the defined roles and responsibilities.

For example, if we consider Fire Fighting duties, the **WHAT** would be;

- An awareness of the seriousness of an onboard fire
- An awareness that procedures have been established for responding to an onboard fire
- An awareness of the equipment that is available for use during onboard fire fighting

Typically, demonstrating your competency at Level 1 Awareness will require you to answer a series of multiple choice or true false questions.

Level 2 Knowledge is the level that the Introductory Course is delivered at. It covers the same content as the Sampler Course but at a greater depth. The course will allow you to gain knowledge on why the roles and responsibilities are important and how you will be trained to fulfil those duties.

For example, considering Fire Fighting duties at Level 2 Awareness, the **WHY** will be;

- Why onboard fires are serious, including the areas most likely to experience a fire and the effect on equipment and people.
- Why effective procedures are important and how they contribute to controlling an onboard fire. Why coordination and communication are important.

- Why certain equipment is used for onboard firefighting in the specific circumstances, locations or dependent on classes of fires

Typically, demonstrating your competence at Level 2 Knowledge will require you to complete an assessment consisting of multiple choice, short answer response, true false and short essay type questions. As you would expect, they are to a greater depth and slightly more difficult than those required at Level 1 Awareness.

They are designed to make you think and recount the information you have studied.

Level 3 Skills, is the level that the Generic Ground School is delivered at. It covers the same content as the Sampler and Introductory Courses at a greater depth and includes more detail and greater content. The course will allow you to develop the skills required to demonstrate competency in the generic principles, procedures and processes required to be an effective Cabin Crew member.

To deliver in the online environment, the content required to allow you to develop skills needs to be robust and innovative. Abacus Training has needed to identify and implement effective multimedia content which is engaging and uses latest technologies including social networking to allow collaboration and interaction between students and trainers.

We will never replace the airline operator specific training you will be given once you enter your employment, however you will be able to demonstrate a sound understanding and a practical application of the skills learnt.

To achieve this, during the Generic Ground School, you will be required to login to mandatory webinars, participate in online forums and bulletin boards.

For example, considering Fire Fighting duties at Level 3 Skills, the **HOW** will be;

- How to identify an onboard fire and determine the effect on equipment and people.
- How to employ effective procedures when controlling an onboard fire. How to participate in a team environment, using effective coordination and communication techniques, protocols and strategies.
- How to identify and use onboard firefighting equipment which is appropriate for the circumstance, locations or dependent on classes of fires

To assess your competence at this level, we will use critical response scenarios, multiple choice questions, essay and activity assignments that require you to conduct some research.

The courses are presented considering the aviation industry in an international context. Where assignments are required, the questions should be answered based on the area, region or context that is most appropriate for your individual circumstance or location.

Importantly, we continue to grow and develop the course based on our student's experiences and feedback whilst always monitoring the hiring activities of operators across the globe.

If you have any questions do not hesitate to contact us by completing one of our contact forms on the website:

www.flightattendantschoolonline.com

Bets Regards,

Rick Heaton CEO Abacus Training

and

F.A. Fiona Woods, Course Director, FASO