



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Provide On Board In Flight Passenger Care Training

Physical, Mathematical, Computer and Life Sciences / Physical Sciences

Unit Standard 119081 · NQF Level 4 · 14 Credits · 11 Days

COURSE OVERVIEW

This course equips cabin crew and in-flight service personnel with the knowledge and skills to provide exceptional passenger care during flights. Learners will develop the ability to handle passenger needs, ensure safety, and deliver professional service in a dynamic in-flight environment.

Category	Physical, Mathematical, Computer and Life Sciences
Subfield	Physical Sciences
Unit Standard	119081
Accreditation	SAQA Accredited · NQF Level 4 · 14 Credits
Duration	11 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply principles of passenger care to ensure comfort, safety, and satisfaction throughout the flight.
- Demonstrate effective communication and interpersonal skills when interacting with passengers and crew.
- Evaluate and respond to passenger needs, including special assistance and emergency situations.
- Implement in-flight service procedures according to airline standards and regulatory requirements.
- Analyze and resolve passenger complaints and conflicts professionally and empathetically.

WHO SHOULD ATTEND

- This course is designed for aspiring and current cabin crew members, in-flight service staff, and aviation professionals seeking to enhance their passenger care competencies.

COURSE OUTLINE

Day 1: Introduction to In-Flight Passenger Care and Regulatory Framework

- Overview of cabin crew duties and professionalism.
- South African Civil Aviation Authority (SACAA) and international regulations.
- Safety vs service: balancing priorities.
- Company policies, standard operating procedures (SOPs).
- Course outcomes, assessment methods, and portfolio of evidence.
- Code of conduct and grooming standards.
- Introduction to aircraft types and cabin layouts.

Day 2: Passenger Psychology and Communication Skills

- Principles of passenger psychology.
- Communication models: verbal, non-verbal, and paraverbal.
- Active listening and questioning techniques.
- Building rapport and managing first impressions.
- Cultural sensitivity and diversity awareness.
- Dealing with anxious, angry, or disruptive passengers.
- Announcements and public address (PA) system usage.

Day 3: Pre-Flight Preparation and Boarding Procedures

- Pre-flight briefing and crew coordination.
- Cabin readiness checks: emergency equipment, galley, and cabin.
- Boarding process: priority boarding, seat assignments.
- Handling passengers with reduced mobility (PRMs).
- Baggage stowage rules and weight/balance basics.
- Managing unaccompanied minors and special categories.
- Security checks and prohibited items.

Day 4: In-Flight Service Procedures – Meal and Beverage Service

- Service sequence: welcome drinks, meal service, tea/coffee.
- Trolley handling and service etiquette.
- Special meals: religious, medical, vegetarian, children.
- Beverage service: alcoholic and non-alcoholic, responsible service.
- Food safety, temperature control, and allergen awareness.
- Galley management and stock control.
- Handling service disruptions and passenger complaints.

Day 5: Cabin Safety and Emergency Equipment Familiarisation

- Emergency equipment: types, locations, and operation.
- Fire extinguishers: types, P.A.S.S. technique.
- Oxygen systems: portable and fixed, masks.
- Life vests, life rafts, and emergency locator transmitters.
- First aid kits and medical equipment.
- Pre-flight equipment checks and documentation.
- Crew communication and command during emergencies.

Day 6: Emergency Procedures and Evacuation Drills

- Emergency procedures: ditching, land evacuation, fire, decompression.
- Brace positions and passenger briefings.
- Emergency commands: shouted commands and PA announcements.
- Evacuation techniques: slides, exits, and marshalling.
- Crowd control and panic management.
- Post-evacuation procedures and survival.
- Practical drill: simulated emergency evacuation.

Day 7: First Aid and Medical Emergencies In-Flight

- Common medical issues: fainting, heart attack, allergic reactions.
- Basic life support (BLS) and CPR.
- Automated external defibrillator (AED) usage.
- Medical kits: first aid, emergency medical kit, and doctor's kit.
- Handling infectious diseases and biohazards.
- Communication with medical professionals on board.
- Reporting and documentation of medical incidents.

Day 8: Security Procedures and Threat Management

- Aviation security (AVSEC) framework.
- Threat assessment: suspicious items, behaviour, and profiling.
- Unruly passenger management: de-escalation techniques.
- Hijacking procedures: crew roles and communication.
- Bomb threat procedures: search and reporting.
- Cabin security checks and pre-flight security briefings.
- Reporting security incidents and post-incident procedures.

Day 9: Customer Service Excellence and Complaint Handling

- Service excellence model: exceeding expectations.
- Complaint handling: listen, empathise, resolve, follow up.
- Service recovery techniques and empowerment.
- Managing difficult passengers and conflict resolution.
- Personalising service for loyalty and satisfaction.
- Handling service delays and disruptions.
- Role-play scenarios: typical complaints and resolutions.

Day 10: Practical Simulations and Scenario-Based Assessments

- Full-flight simulation: pre-flight, boarding, service, and landing.
- Emergency scenario: fire, decompression, or evacuation.
- Medical emergency scenario: passenger collapse.
- Security scenario: disruptive passenger or threat.
- Service scenario: special meals, complaints, and PRMs.
- Individual and team performance assessments.
- Debrief and constructive feedback session.

Day 11: Final Assessment, Review, and Certification

- Written assessment: multiple choice and short answers.
- Practical assessment: observed demonstration of key skills.
- Review of critical safety and service procedures.

- Portfolio of evidence compilation.
- Certification criteria and issuing of certificates.
- Career progression: recurrent training, promotion opportunities.
- Course evaluation and feedback.

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **14 NQF credits** at **NQF Level 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 38,400.00	R 38,400.00
1	In-House	R 49,900.00	R 49,900.00
1	On-Campus (Pretoria)	R 57,600.00	R 57,600.00

UPCOMING SESSIONS

Start	End	Method	Venue
04 Aug 2026	18 Aug 2026	On-Campus	Johannesburg, South Africa
05 Aug 2026	19 Aug 2026	On-Campus	Mauritius
06 Aug 2026	20 Aug 2026	On-Campus	Cape Town, South Africa
07 Aug 2026	21 Aug 2026	On-Campus	Dubai, UAE
10 Aug 2026	24 Aug 2026	On-Campus	Abu Dhabi, UAE
11 Aug 2026	25 Aug 2026	On-Campus	Durban, South Africa
11 Aug 2026	25 Aug 2026	On-Campus	Mauritius
12 Aug 2026	26 Aug 2026	On-Campus	Cape Town, South Africa

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 119081) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call **+27 12 004 8389** or WhatsApp **+27 65 077 6310** and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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