

## CERTIFICATE IN IN-FLIGHT MANAGEMENT

**Programme:** Certificate in In-Flight Management Course Structure Overview:

Sr. No.	Course Name	Course Description	Course Contents
1.	Safety and Emergency procedures	The Safety & Emergency Procedures training details out the functions performed by a Cabin Crew on board the aircraft. The trainees have to go through a rigorous training schedule and it is important for them to understand the core functions and responsibilities of cabin crew.	Unit I – Basic Indoctrination Unit II – Aircraft Type Training Unit III – Introduction to In-Flight Emergencies Unit IV – Introduction to Aircraft Emergencies
2.	Image Management	This module is designed to give students a comprehensive view of grooming- its process, types, importance, principles, and barriers. It will develop an understanding for the imagedevelopment of an individual	Unit- I: Introduction to Aviation basics Unit- II: Image makeup & Management Unit- III: Grooming & Etiquette Unit-IV: Building confidence
3.	Customer Service in Aviation	The work of a Cabin Crew is very exciting and offers the opportunity to meet different people. From the moment you welcome passengers onboard the aircraft, their safety and comfort are your concern. You will be demonstrating emergency procedures, serving meals and drinks, taking care of special needs passengers, and selling duty-free items. You will deal with both routine tasks, as well as exceptional and challenging situations.	Unit I – Behind the scenes (Preflight duties & Management) Unit II – Setting the stage (In-flight duties & Management) Unit III – Showtime (In-flight duties & management Part 2) Unit IV – ACT 2 (Inflight duties & Management post flight completion)
4.	Customer Training (In-flight)	To equip crew with fundamentals of spoken English and facilitate them with other skills required to communicate effectively with internal as well as external customers. Along with recognizing the power of verbal communication, trainees also get to understand how non-verbal communication plays a vital role in creating an impression. The module also introduces them to email writing.	Unit I: Communication Unit II: Verbal Communication Unit III: Conversational Skills Unit IV: Announcements Unit V: Business English Unit VI: Non-verbal Communication Unit VII: E-mail Writing and Presentation Skills