

Introduction to Cabin Crew and Aviation Course Information

Course Information for Parents and Learners

Course Purpose

The *Introduction to Cabin Crew and Aviation* course is designed to prepare learners for progression into aviation, cabin crew, airport operations, or related customer service roles. This is a vocational course, meaning it mirrors the expectations, standards, and professional behaviours required in the aviation industry.

Airlines recruit individuals who demonstrate professionalism, reliability, excellent communication skills, and a strong understanding of workplace conduct. This course develops those qualities from the outset.

Preparing Learners for the Aviation Industry

Aviation is a highly regulated, customer-focused industry where standards are consistent and non-negotiable. Throughout the course, learners will be expected to behave and present themselves as they would in a real aviation workplace.

This includes:

- Wearing the designated course uniform
- Maintaining excellent attendance and punctuality
- Demonstrating professional behaviour at all times
- Communicating appropriately with staff and peers

These expectations are in place to support learners' success both on the course and in future employment.

Uniform Expectations

Learners are required to wear the course uniform for all timetabled sessions unless otherwise instructed.

Why uniform matters:

- Cabin Crew are customer-facing safety professionals and airline brand ambassadors
- Airlines set strict standards for appearance, grooming, and presentation
- Recruitment processes assess professionalism and deportment from the earliest stage
- Uniform promotes discipline, pride, equality, and industry readiness

By wearing uniform, learners develop habits and attitudes aligned with airline expectations.

Attendance and Punctuality

Attendance and punctuality are vital on this course.

In aviation:

- Crew must report on time for safety briefings and operational duties
- Lateness or unreliability can lead to disciplinary action or removal from duty
- Employers place strong emphasis on trust and dependability

Learners are expected to attend all sessions, arrive on time, and follow college absence procedures. Poor attendance or punctuality may affect assessment outcomes and progression opportunities.

Additional Course-Related Costs

To enhance learners' understanding of the aviation industry and support their progression into employment, there are a small number of additional course-related activities which incur a cost.

These include:

- **Industry Assessment Experience – SkyPeople**

Learners will have the opportunity to attend a two day professional assessment experience delivered by SkyPeople, an aviation recruitment and training provider. This supports learners in understanding airline recruitment processes and expectations. One day is held at SkyPeople's centre in Manchester with learners completing fire and smoke training, day two will take place at Orford Jubilee where learners will partake in ditch training in the pool. **Cost: £170 per person**

- **On-Campus Aviation Workshops**

Specialist workshops delivered on campus to develop practical skills, professional behaviours, and industry awareness aligned to cabin crew standards. **Cost: £55 per person**

- **Airport Visit**

Learners will be required to purchase their own train ticket to Manchester Airport. This is usually around £16.

Participation in these activities is strongly recommended, as they provide valuable insight into airline recruitment and help learners develop confidence, professionalism, and employability skills.

Parents and learners will be given advance notice of these costs and sufficient time to prepare. Please contact the course team if you have any concerns or require further information.

NCFE Assessment Focus

As part of NCFE qualification requirements, learners are assessed on the following Essential Skills and Professional Behaviours:

- Appropriate behaviour and dress
- Interpersonal skills
- Communicating with professional colleagues
- Supporting aspiring employees
- Personal manners and deportment
- Understanding workplace practices

These skills are developed and observed continuously through lessons, practical activities, and professional conduct.

Supporting Learners

We recognise that learners may be developing professional skills for the first time. Staff will:

- Clearly explain expectations and industry standards
- Support learners in building confidence and professionalism
- Provide guidance on behaviour, presentation, and communication
- Work in partnership with parents and carers where appropriate

Employability Expectations for Aviation Careers

To support learners in being successful in employment at the end of the course, it is important that those aiming to work in aviation understand wider industry requirements. These include:

- **Swimming ability ****Cabin Crew Only******
Cabin Crew must be able to swim to meet airline safety and emergency training requirements. Crew are tested to be able to swim 25m in clothes without putting their feet on the floor, they must also be able to pull themselves into a life raft.
- **Independent travel and transport**
Aviation roles involve unsociable hours, including very early starts (for example, reporting to the airport for 4:00am duties). Employers will expect candidates to explain how they will reliably travel to the airport, even when public transport may be limited. Learning to drive or having a clear transport plan is strongly encouraged.
- **Customer service experience**
Most airlines require a minimum of one year's customer service experience. Roles in retail, hospitality, travel, leisure, or customer-facing environments are ideal preparation and strongly support airline applications.

These expectations are discussed openly during the course to help learners make informed, realistic career plans and build strong employability profiles

Working Together

Parents and carers play a key role in supporting learner success. We ask for your support in reinforcing:

- The importance of wearing uniform correctly
- Good attendance and punctuality
- Professional behaviour and attitudes
- Realistic preparation for employment within aviation

Together, we aim to prepare learners with the skills, confidence, and professionalism required for a successful future in the aviation industry.

Contact

If you have any questions please contact one of the course tutors below:

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