

YOUR PASSPORT TO AVIATION

YOUR PASS INTO THE WORLD OF SKYY AVIATION

WHAT IS YOUR PASSION?

THE AIR OR GROUND



THE AIR

Flight Attendant Training Options

OPTION 1 – 1 year

Flight Attendant + Airport Operations + Airport and Airlines Customer Services + Aviation Subjects

OPTION 2 – 1 year

Flight Attendant + Reservations + Amadeus & Altea + Airport and Airlines Customer Services + Aviation Subjects

OPTION 3 – 14 Months

Flight Attendant + Airport Operations + International Air Cargo + Ramp Services + Airport and Airlines Customer Services + Aviation Subjects (I need Maths literacy)

Course Entry Requirements

Must have Matric and be proficient in English

Recommended Age: 18 to 35

Recommended Height: 1.55 (minimum) - Weight must be in proportion to height

Must be medically and physically fit (Aviation Medical Certificate - DD50 - to be submitted to Skyy prior to commencement of Cabin Crew Training).

Must have the ability to swim



THE GROUND

The Ground Training Options

OPTION 4 – 1 year

Airport Operations + Airport and Airlines Customer Services + Ramp Services + Aviation Subjects

OPTION 5 – 1 Year

Reservations + Amadeus & Altea + Airport and Airlines Customer Services + Ramp Services + Aviation Subjects

OPTION 6 – 1 Year

International Air Cargo + Airport Operations + Ramp Services + Airport and Airlines Customer Services + Aviation Subjects (I need Maths literacy)

Course Entry Requirements

Must have Matric

OPTION ONE (1 YEAR)

AVIATION SUPPORT TRAINING WITH CABIN CREW

This course prepares students for positions as flight attendants as well as for operational positions within the airport/airline environment and service related positions for an airline or an airport.

The following components covered during this one year training course are:

1. The Foundation of the Aviation Industry

- History of Aviation
- Regulations in Aviation
- Regulatory Frame
- How Airlines Operate
- How Airports Operate
- Air Navigation Services
- The Effect of Aviation Technology
- The Future of Aviation

2. Commercial Airline Client Environment

- Effective Understanding of Airlines Customers
- Interacting with Airlines Customers
- Customer Communication Skills
- Diplomacy when Dealing with Different Nationalities
- Effective Handling of Complaints
- How to Handle Pressure and Manage Stress
- Innovative Trends in Customer Service

3. Check-in Procedures

- Arrivals
- Departures

4. Commercial Airport Client Environment

- Introduction of the Airport
- Businesses at the Airport
- Concessionaires atmosphere and impression on customers
- Excellent Sales Techniques
- Quantifying Results
- Avoiding Losses

5. Development and Procedures of Airports

- Comprehension of the Airport
- Airside/ Landside and Terminal Building
- Airport Security
- Essential Services needed at the Airport
- Difficulties and problems of an Airport
- The Evolution of Airport

6. Introduction to the Air Freight Industry

- Industry Regulations
- Air Cargo as an Agency
- Cargo Customer Services

7. Basic Aviation Service Standard

- Airline Staff Uniform & Grooming
- Airline Meals and Catering

8. Middle Eastern Etiquette

9. Ramp Services

10. Aviation Codes

- Terminology
- Aviation codes

11. Cabin Crew (Flight Attendant)

- Safety and emergency procedures
- Aviation Fire
- Aviation Medicine
- Aircraft Specifics - Aircraft Type: Boeing 737-200
- Dangerous and Hazardous goods
- Ditching
- Aviation General including Air law

Course Entry Requirements

Must have Matric and be proficient in English

Recommended Age: 18 to 35

Recommended Height: 1. 55(minimum) - Weight must be in proportion to height

Must be medically and physically fit (Aviation Medical Certificate - DD50 - to be submitted to Skyy prior to commencement of Cabin Crew Training).

Must have the ability to swim

Course Fee (Includes all course material):

Please contact Skyy on 031 207 2055 for the latest pricing

Requirements for Enrolment

Enrolment fee

Identity Document of Student

Latest school results / matric certificate

Identity Document of Parent / Guardian accompanying student (If student under 21)

Proof of address

NB. Terms and conditions apply

OPTION TWO (1 YEAR)

AIR TRAVEL AND CUSTOMER SERVICES WITH CABIN CREW

This course prepares students as flight attendants, ticketing agents, reservations clerk, and sales support consultants as well as services related positions for both airlines and airports.

The following components covered during this one year training course are:

1. The Foundation of the Aviation Industry

- History of Aviation
- Regulations in Aviation
- Regulatory Frame
- How Airlines Operate
- How Airports Operate
- Air Navigation Services
- The Effect of aviation technology
- The Future of Aviation

2. Commercial Airline Client Environment

- Effective understanding of Airlines customers
- Interacting with airlines customers
- Customer communication skills
- Diplomacy when dealing with different nationalities
- Effective handling of complaints
- How to handle pressure and manage stress

3. Commercial Airport Client Environment

- Introduction of the Airport
- Businesses at the Airport
- Customer Services
- Concessionaires atmosphere and impression on customers
- Excellent Sales Techniques
- Quantifying results
- Avoiding Losses

4. Aviation Codes

- Terminology
- Aviation codes

5. Check-in Procedures

- Arrivals
- Departures

6. Introduction to the Air Freight Industry

- Industry Regulations
- Air Cargo as an Agent
- Cargo Customer Services

7. Basic Aviation Service Standard

- Airline Staff Uniform & Grooming
- Airline Meals and Catering

8. Reservations and Ticketing

- Industry Codes & Regulations
- Time Zones
- Visa Regulations
- Air Fares
- Customer Queries

9. Amadeus – Computer Reservations System

10. Altea Departure Control Passenger Management System

- Used by over 100 airlines, a global key airport computer program used to facilitate passengers from check-in to departure.

11. Middle Eastern Etiquette

12. Basic Travel Agency Procedures

13. Cabin Crew (Flight Attendant)

- Safety and emergency procedures
- Aviation Fire
- Aviation Medicine
- Aircraft Specifics – Aircraft Type: Boeing 737-200
- Dangerous and Hazardous goods
- Ditching
- Aviation General including Air law

Course Entry Requirements

Must have Matric and be proficient in English

Recommended Age: 18 to 35

Recommended Height: 1.55 (minimum) - Weight must be in proportion to height

Must be medically and physically fit (Aviation Medical Certificate - DD50 - to be submitted to Skyy prior to commencement of Cabin Crew Training).

Must have the ability to swim

Course Fee (Includes all course material):

Please contact Skyy on 031 207 2055 for the latest pricing

Requirements for Enrolment

Enrolment fee

Identity Document of Student

Latest school results / matric certificate

Identity Document of Parent / Guardian accompanying student (If student under 21)

Proof of address

NB. Terms and conditions apply

OPTION THREE (14 MONTHS)

INTERNATIONAL AIR CARGO AND AVIATION SUPPORT TRAINING WITH CABIN CREW

This course prepares and provides students with a solid overview of the airport operations field with tools to apply their knowledge and skills in an airport environment. In addition students also meet the criteria as international cargo agents for positions within companies ranging from airlines to large international carriers as well as cargo agents.

The following components covered during this training course are:

1. The Foundation of the Aviation Industry

- History of Aviation
- Regulations in Aviation
- Regulatory Frame
- How Airlines Operate
- How Airports Operate
- Air Navigation Services
- The Effect of Aviation Technology
- The future of Aviation

2. Commercial Airline Client Environment

- Effective understanding of Airlines customers
- Interacting with airlines customers
- Customer communication skills
- Diplomacy when dealing with different nationalities
- Effective handling of complaints
- How to handle pressure and manage stress
- Innovative trends in customer service

3. Commercial Airport Client Environment

- Introduction of the Airport
- Businesses at the Airport
- Concessionaires atmosphere and impression on customers
- Excellent Sales Techniques
- Quantifying results
- Avoiding Losses

4. Check-in Procedures

- Arrivals
- Departures

5. Introduction to the Air Freight Industry

- Industry Regulations
- Air Cargo as an Agency
- Cargo Customer Services

6. Middle Eastern Etiquette

7. Ramp Services

8. Development and Procedures of Airports

- Comprehension of the Airport
- Airside/ Landside and Terminal Building
- Airport Security
- Essential Services needed at the Airport
- Difficulties and problems of an Airport
- The Evolution of Airports

9. Aviation Codes

- Terminology
- Aviation codes

10. Basic Aviation Service Standard

- Airline Staff Uniform & Grooming
- Airline Meals and Catering

11. International Air Freight Agent Training

- Passenger Cargo
- Regulations and Rules
- Airfreight Forwarding Environment
- Documentation
- Handling of Import and Export Airfreight (Non-hazardous)
- Calculation of Airfreight Goods
- Handling and Loading of Dangerous Goods for Air Transport
- Process of Dangerous Goods for Air Transport

12. Cabin Crew (Flight Attendant)

- Safety and emergency procedures
- Aviation Fire
- Aviation Medicine
- Aircraft Specifics – Aircraft Type: Boeing 737-200
- Dangerous and Hazardous goods
- Ditching
- Aviation General including Air law

Course Entry Requirements

Must have Matric with Maths / Maths Literacy and be proficient in English

Recommended Age: 18 to 35

Recommended Height: 1. 55(minimum) Weight must be in proportion to height

Must be medically and physically fit (Aviation Medical Certificate - DD50 - to be submitted to Skyy prior to commencement of Cabin Crew Training).

Must have the ability to swim

Course Fee (Includes all course material):

Please contact Skyy on 031 207 2055 for the latest pricing

Requirements for Enrolment

Enrolment fee

Identity Document of Student

Latest school results / matric certificate

Identity Document of Parent / Guardian accompanying student (If student under 21)

Proof of address

OPTION FOUR (1 YEAR)

AVIATION SUPPORT TRAINING

This course prepares students for operational positions for an airline or an airport, it covers an in-depth scope of operations on the aerodrome, terminal building and landside as well as service related positions for both airlines and airports ranging from customer services staff to support staff for related industry partners.

The following components covered during this one year training course are:

1. The Foundation of the Aviation Industry

- History of Aviation
- Regulations in Aviation
- Regulatory Frame
- How Airlines Operate
- How Airports Operate
- Air Navigation Services
- The Effect of Aviation Technology
- The Future of Aviation

2. Commercial Airline Client Environment

- Effective Understanding of Airlines Customers
- Interacting with Airlines Customers
- Customer Communication Skills
- Diplomacy when Dealing with Different Nationalities
- Effective Handling of Complaints
- How to Handle Pressure and Manage Stress
- Innovative Trends in Customer Service

3. Check-in Procedures

- Arrivals
- Departures

4. Commercial Airport Client Environment

- Introduction of the Airport
- Businesses at the Airport
- Concessionaires atmosphere and impression on customers
- Excellent Sales Techniques
- Quantifying Results
- Avoiding Losses

5. Introduction to the Air Freight Industry

- Industry Regulations
- Air Cargo as an Agency
- Cargo Customer Services

6. Development and Procedures of Airports

- Comprehension of the Airport
- Airside/ Landside and Terminal Building
- Airport Security
- Essential Services needed at the Airport
- Difficulties and problems of an Airport
- The Evolution of Airports

7. Ramp Services

8. Basic Aviation Service Standard

- Airline Staff Uniform & Grooming
- Airline Meals and Catering

9. Middle Eastern Etiquette

10. Aviation Contact Centre Training

- Making calls: Reasons , Etiquette and Effectiveness
- Answering calls
- Transferring calls
- Good telephone habits and procedures
- Handling difficult complaints

Course Entry Requirements

Must have Matric

Course Fee (Includes all course material):

Please contact Skyy on 031 207 2055 for the latest pricing

Requirements for Enrolment

Enrolment fee

Identity Document of Student

Latest school results / matric certificate

Identity Document of Parent / Guardian accompanying student (If student under 21)

Proof of address

NB. Terms and conditions apply

OPTION FIVE (1 YEAR)

AIR TRAVEL AND CUSTOMER SERVICES

This course prepares students as airline ticket agents, reservations clerks, sales support personnel, customer service agents as well as telephonic support staff and public relations.

The following components covered during this one year training course are:

1. The Foundation of the Aviation Industry

- History of Aviation
- Regulations in Aviation
- Regulatory Frame
- How Airlines Operate
- How Airports Operate
- Air Navigation Services
- The Effect of aviation technology
- The Future of Aviation

2. Commercial Airline Client Environment

- Effective understanding of Airlines customers
- Interacting with airlines customers
- Customer communication skills
- Diplomacy when dealing with different nationalities
- Effective handling of complaints
- How to handle pressure and manage stress

3. Commercial Airport Client Environment

- Introduction of the Airport
- Businesses at the Airport
- Customer Services
- Concessionaires atmosphere and impression on customers
- Excellent Sales Techniques
- Quantifying results
- Avoiding Losses

4. Aviation Codes

- Terminology
- Aviation codes

5. Check-in Procedures

- Arrivals
- Departures

6. Introduction to the Air Freight Industry

- Industry Regulations
- Air Cargo as an Agent
- Cargo Customer Service

7. Basic Aviation Service Standard

- Airline Staff Uniform & Grooming
- Airline Meals and Catering

8. Reservations and Ticketing

- Industry Codes & Regulations
- Time Zones
- Visa Regulations
- Air Fares
- Customer Queries

9. Amadeus– Computer Reservations System

10. Altea Departure Control Passenger Management System

- Used by over 100 airlines, a global key airport computer program used to facilitate passengers from check-in to departure.

11. Middle Eastern Etiquette

12. Basic Travel Agency Procedures

13. Ramp Services

14. Aviation Contact Center Training

- Making calls: Reasons, Etiquette and Effectiveness
- Answering calls
- Transferring calls
- Good telephone habits and procedures
- Handling difficult complaints

Course Entry Requirements

Must have Matric

Course Fee (Includes all course material):

Please contact Skyy on 031 207 2055 for the latest pricing

Requirements for Enrolment

Enrolment fee

Identity Document of Student

Latest school results / matric certificate

Identity Document of Parent / Guardian accompanying student (If student under 21)

Proof of address

NB. Terms and conditions apply

OPTION SIX (1 YEAR)

INTERNATIONAL AIR CARGO AND AVIATION SUPPORT TRAINING

This course prepares and provides students with a solid overview of the airport operations field with tools to apply their knowledge and skills in an airport environment. In addition students also meet the criteria as international cargo agents for positions within companies ranging from airlines to large international carriers as well as cargo agents.

The following components covered during this one year training course are

1. The Foundation of the Aviation Industry

- History of Aviation
- Regulations in Aviation
- Regulatory Frame
- How Airlines Operate
- How Airports Operate
- Air Navigation Services
- The effect of Aviation Technology
- The future of Aviation

2. Commercial Airline Client Environment

- Effective understanding of Airlines customers
- Interacting with airlines customers
- Customer communication skills
- Diplomacy when dealing with different nationalities
- Effective handling of complaints
- How to handle pressure and manage stress
- Innovative trends in customer service

3. Commercial Airport Client Environment

- Introduction of the Airport
- Businesses at the Airport
- Concessionaires atmosphere and impression on customers
- Excellent Sales Techniques
- Quantifying results
- Avoiding Losses

4. Check-in Procedures

- Arrivals
- Departures

5. Introduction to the Air Freight Industry

- Industry Regulations
- Air Cargo as an Agency
- Cargo Customer Services

6. Development and Procedures of Airports

- Comprehension of the Airport
- Airside/ Landside and Terminal Building
- Airport Security
- Essential Services needed at the Airport
- Difficulties and problems of an Airport
- The Evolution of Airports

7. Aviation Codes

- Terminology
- Aviation codes

8. Basic Aviation Service Standard

- Airline Staff Uniform & Grooming
- Airline Meals and Catering

9. Middle Eastern Etiquette

10. Ramp Services

11. International Air Freight Agent Training

- Passenger Cargo
- Regulations and Rules
- Airfreight Forwarding Environment
- Documentation
- Handling of Import and Export Airfreight (Non-hazardous)
- Calculation of Airfreight Goods
- Handling and Loading of Dangerous Goods for Air Transport
- Process of Dangerous Goods for Air Transport

Course Entry Requirements

Must have Matric with Maths / Maths Literacy

Course Fee (Includes all course material):

Please contact Skyy on 031 207 2055 for the latest pricing

Requirements for Enrolment

Enrolment fee

Identity Document of Student

Latest school results / matric certificate

Identity Document of Parent / Guardian accompanying student (If student under 21)

Proof of address

NB. Terms and conditions apply

WANT TO KNOW MORE?

ENROLLMENT OR CONTACT



WHAT DO I NEED TO ENROLL

- Your matric certificate or latest school results
- Identity document of Student
- Identity document of Parent/Guardian accompanying student (If student under 21)
- Proof of address
- Enrolment fee of R 4000



WHERE CAN I CONTACT SKYY

- TEL: 031 207 20 55
- WEB: www.skyyaviation.com
- WHATS APP: 081 271 9298
- EMAIL: info@skyyaviation.com

