**GAU, School of Aviation, Civil Aviation and Cabin Services**

|  |  |
| --- | --- |
| **Course Unit Title** | Cabin Crew Performance Training I |
| **Course Unit Code** | CACS213-CACS214 |
| **Type of Course Unit**  | Compulsory, Civil Aviation and Cabin Services Students  |
| **Level of Course Unit**  | 2nd Year  |
| **National Credits** | 2 |
| **Number of ECTS Credits Allocated** | 0 ECTS |
| **Theoretical (hour/week)** | 2 |
| **Practice (hour/week)** | - |
| **Laboratory (hour/week)** | - |
| **Year of Study** | 2 |
| **Semester when the course unit is delivered** | 3 |
| **Course Coordinator** |  |
| **Name of Lecturer (s)** |  |
| **Name of Assistant (s)** |  |
| **Mode of Delivery**  | Face to Face and E-learning activities |
| **Language of Instruction**  | English |
| **Prerequisities and co-requisities**  | - |
| **Recommended Optional Programme Components**  | Basic background of Passenger Safety |
| **Objectives of the Course:** |
| * Teaching the basic procedures for passenger safety
* Teaching the basic skills for emergency evacuations
* Teaching the techniques for sound communication
 |
| **Course Description** |  |
| The aim of these courses is to provide knowledge about National and International etiquette and kindness together with methods of walking, stance and sitting. |
| **Course Contents** |
| Week |  | Exam**s** |
| 1 | Flight/Passenger Safety and Security |  |
| 2 | Boarding Completer Practice carried out as per the Procedure |  |
| 3 | Emergency Systems and Emergency Equipment checked in Compliance with SoP and checklist |  |
| 4 | How does the Cabin Crew ASSCL |  |
| 5 | Was door opening and closing rules follow as per the procedure? Were the slides armed/disarmed procedures implemented?  | Quiz #1 |
| 6 | Were the cabin ready procedures implemented before take-off and landing? |  |
| 7 | Were statutory announcements made? |  |
| 8 | Midterm Exam | Midterm |
| 9 | Cabin Crew Effective in Passenger Welcoming and Farewell? |  |
| 10 | Is the Cabin Crew Genial in Communication with Passengers? |  |
| 11 | Is the Cabin Crew Solution Oriented in Meeting the Passenger Needs and Requests? |  |
| 12 | Does the Cabin Crew have Full Knowledge of the Current Products and Service Working Instructions? | Quiz #2 |
| 13 | Does the Cabin Crew know the Special Category and Follow the Rules? |  |
| 14 | Does the Cabin Crew Participate in Briefing and Debriefing made by the Cabin Chief before and after the exam? |  |
| 15 | Final Exam | Final |
| **Recommended Sources** |
| **Textbook:** **Supplementary Material(s):**  |
| **Assessment** |
| Attendance | 5% |  |
| Assignments | 10% |  |
| Project-Seminar | 10% |  |
| Midterm Exam | 30% | Written |
| Quizzes | 5% |  |
| Final Exam | 50% | Written  |
| Total | 100% |  |
| **ECTS Allocated Based on the Student Workload** |
| Activities | Number  | Duration (hour)  | Total Workload(hour) |
| Hours per week (Theoretical) | 15 | 3 | 45 |
| Presenting of observations and tutorials as report | 5 | 5 | 25 |
| Preparation of the homeworks | 5 | 5 | 25 |
| Quizzes | 2 | 11 | 22 |
| Supervision  | 1 | 17 | 17 |
| Final Exam | 1 | 22 | 22 |