

DIPLOMA CABIN CREW & AIRLINE SERVICES



Duration : 2.5 – 3 years

Requirements : Pass SPM with at least 3 credits in any subject.

MQA Code : MQA/PA 8409 | **MoE License** : N/345/4/1082

Program Information

This program focuses not only on cabin crew, but also on hospitality in aviation and hotel industries. Students will obtain skills and knowledge on cabin crew as well as customer analysis procedures from various sources, risks assessment and prevention in travel and tourism.

Simultaneously, this program reflects the roles of individuals who coordinate and maintain the customer service satisfaction in airport, airlines and hotels. Individuals would possess a sound theoretical knowledge base and use a range of specialized, technical or managerial competencies to plan, carry out and evaluate their own work and the work of others.

Students will be exposed to information about practical gestures including communication skills, etiquette and reactions that could happen to passenger as a result of their working activities in any airlines and airport.



Career Opportunities

- Air Hostess / Cabin Crew / Flight Steward
- Traffic Assistant / Ticketing / Reservation Staff
- Customer Service Agent / Sales/ Marketing Staff, Airlines Call Centers
- Hotel Executive, Guest Services, Front Desk Clerks, Housekeeping Supervisor, Marketing And Advertising Admin
- Event Planner, F&B Executive, Wait Staff And Public Relation Office

Core Courses

- Airport Operations
- Psychology Of Flight
- Aviation Safety & Security
- Crew Resource Management
- Abnormal & Emergency Situation
- Air Cargo Operations
- Personal & Psychology Development
- Presentation & Public Announcement
- Passenger & Customer Handling
- Airline Catering & On Board Retail Services
- Information Technology In The Travel Industry
- occupational safety & health management
- hazards in aviation
- accounting & finance
- social & grooming ethics
- geography in travel planning

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