

DIPLLOMA IN AIRLINES CABIN CREW SERVICES

(MQA/PA 16847)



DIPLLOMA IN AIRLINES CABIN CREW SERVICES

A Diploma in Airlines Cabin Crew Services is an essential credential for those aspiring to join the dynamic field of aviation as cabin crew members. This program is meticulously designed to equip students with the necessary skills and knowledge to ensure passenger safety, deliver exceptional customer service, and handle a variety of in-flight situations effectively.

The primary objectives of this diploma include developing professional skills specific to cabin crew duties, enhancing communication abilities to interact with passengers from diverse backgrounds, fostering teamwork and leadership, and providing comprehensive industry knowledge. The curriculum covers a wide range of subjects such as safety and emergency procedures, customer service excellence, aviation security, in-flight service, cultural awareness, basic first aid, and personal grooming standards.

Students learn to manage emergencies, provide high-quality service, ensure passenger comfort, and maintain security protocols, preparing them for the multifaceted nature of cabin crew roles. The training emphasizes both theoretical knowledge and practical skills, ensuring that graduates are well-prepared for the challenges of the job.

Career prospects for diploma holders are promising, with opportunities to work as cabin crew members for commercial airlines, corporate flight attendants on private jets, or in various ground staff and customer service roles within the aviation sector. This diploma not only opens the door to a rewarding career that combines travel and customer service but also lays the foundation for further professional growth in the aviation industry.

THE PROGRAMME LIST OF SUBJECTS :

- Penghayatan Etika dan Peradaban
- Bahasa Melayu Komunikasi 1
- Falsafah dan Isu Semasa
- Cultural Diversity in Malaysia
- English for Writing
- Personal Grooming and Basic Etiquette
- Community Services
- Study Skill
- Aircraft Types and Cabin Operation
- Introduction to Tourism and Hospitality Industry
- Crew Responsibilities and Cooperation
- Introduction to Airline Industry
- Fundamental of Air Transport
- Fundamentals of Food Services in the Airline Industry
- Customer Services and Passenger Interaction
- Airport Operation and Ground Handling
- Survival Techniques
- Airline Business Communication
- Managing Abnormal and Emergency Situation
- Medical Emergencies Onboard Aircraft
- Introduction to In-Flight Services
- Aviation Law for Employees
- Basic Airlines Management
- Airlines Reservation System
- Special Procedures for Inflight Contingencies
- Airlines and Risk Management
- Human Resource Management for Crew Airline
- Industrial Training

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METHODOLOGY

The teaching methodology for the Airlines Cabin Crew Services Programme is designed to provide students with a comprehensive blend of theoretical knowledge and practical skills. This approach ensures that graduates are well-equipped to meet the demands of the aviation industry. Interactive lectures and discussions encourage student participation and engagement, helping to deepen understanding of the core concepts. Students engage in role-playing exercises to practice customer service interactions, conflict resolution, and teamwork. At NMUC, we use simulations of in-flight scenarios such as emergency evacuations, medical emergencies, and security threats to provide hands-on experience. Organized visits to airports and airline facilities provide students with real-world insights into the operational aspects of the aviation industry. NMUC partnerships with airlines enable students to undertake internships, gaining practical experience and exposure to real-world cabin crew duties.



Note: For international students, they are required to achieve a minimum score of the International English Language Testing System (IELTS).

ENTRY REQUIREMENTS

- ✈ Possess Sijil Pelajaran Malaysia (SPM) with a minimum of three (3) credits in any subject, or its equivalent
- ✈ A pass in Sijil Tinggi Persekolahan Malaysia (STPM) with a minimum of Grade 2.00 in any subject, or its equivalent
- ✈ A pass in Tinggi Agama Malaysia (STAM) with a minimum grade of Magbul in any subject, or its equivalent
- ✈ A pass in Sijil Kemahiran Malaysia (SKM) Level 3 in related field subject to the approval of Senate/Academic Board. Note: HEPs need to conduct specific screening and guidance related to the field of the program for the students
- ✈ A Certificate (Level 3 Malaysian Qualifications Framework, MQF) in a related field or its equivalent.

PROGRAMME DURATION

3 YEARS



SCAN ME!

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