

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Certificate in In-flight Service Operations

Foundation Level



LAPT — London Academy of Professional Training

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Reference AV-AHC-F • Aviation Centres

UKPRN 10067351 • Registered in England and Wales, company 4984798

AT A GLANCE

REFERENCE	AV-AHC-F
AWARD	Certificate
ASSESSMENT	450 marks — 270 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1 Cultural Competence and Communication 4 chapters · 20 classes 45 marks	
• 1 Understanding Cultural Dynamics in Aviation — 5 classes › 1.1 Exploring Diverse Cultural Landscapes in Aviation › 1.2 Recognizing and Respecting Cultural Differences › 1.3 Communicating Effectively Across Cultures › 1.4 Adapting Service to Meet Cultural Expectations › 1.5 Applying Cultural Competence in Real-world Scenarios • 2 Effective Communication Across Cultures — 5 classes › 2.1 Understanding Cultural Contexts in Communication › 2.2 Identifying Common Barriers in Cross-Cultural Communication › 2.3 Developing Active Listening Skills for Diverse Interactions › 2.4 Adapting Communication Styles to Various Cultures › 2.5 Applying Cultural Competence in Real-world Scenarios	• 3 Adapting Service Techniques to Cultural Preferences — 5 classes › 3.1 Exploring Cultural Preferences in In-flight Services › 3.2 Identifying Key Differences in Global Dining Etiquette › 3.3 Tailoring Communication Styles for Diverse Passengers › 3.4 Modifying Service Techniques for Cultural Sensitivity › 3.5 Implementing Culturally Responsive Customer Service Strategies • 4 Conflict Resolution and Cultural Sensitivity — 5 classes › 4.1 Understanding Cultural Differences in Conflict Styles › 4.2 Recognizing the Impact of Personal Biases › 4.3 Listening and Empathy as Keys to Resolution › 4.4 Strategies for Culturally Sensitive Conflict Resolution › 4.5 Applying Conflict Resolution Techniques in Diverse Settings
2 Customer Service in Aviation 4 chapters · 20 classes 115 marks	
• 1 Understanding Customer Needs and Expectations in Aviation — 5 classes › 1.1 Identifying Diverse Customer Profiles in Aviation › 1.2 Analyzing Passenger Expectations in Air Travel › 1.3 Exploring Communication Techniques for Customer Engagement › 1.4 Addressing Common Passenger Concerns and Queries › 1.5 Implementing Strategies to Enhance Passenger Satisfaction • 2 Communication Skills for Cabin Crew — 5 classes › 2.1 Understanding the Basics of Cabin Crew Communication › 2.2 Mastering Verbal and Non-verbal Communication Techniques › 2.3 Developing Active Listening Skills for Improved Passenger Interaction › 2.4 Navigating Cultural Sensitivity and Language Barriers › 2.5 Applying Conflict Resolution Strategies in In-flight Scenarios	• 3 Handling Difficult Situations and Resolving Conflicts — 5 classes › 3.1 Understanding Conflict and Its Triggers in Aviation › 3.2 Identifying Customer Emotions and Needs During Conflicts › 3.3 Implementing Effective De-escalation Techniques › 3.4 Applying Active Listening to Enhance Customer Resolution › 3.5 Practicing Conflict Resolution Scenarios in In-flight Settings • 4 Delivering Exceptional Customer Experiences in Aviation — 5 classes › 4.1 Understanding Customer Expectations in Aviation › 4.2 Techniques for Effective Communication with Passengers › 4.3 Handling and Resolving In-flight Customer Complaints › 4.4 Personalising Passenger Interactions for Enhanced Experience › 4.5 Implementing Feedback to Improve Service Quality

3

In-flight Service Techniques

4 chapters · 20 classes

45 marks

• 1 Understanding In-flight Service Protocols — 5 classes

- › 1.1 Exploring the Basics of In-flight Service Protocols
- › 1.2 Identifying Key Roles and Responsibilities in In-flight Service
- › 1.3 Understanding Passenger Interaction Techniques
- › 1.4 Implementing Effective Communication with Passengers
- › 1.5 Applying Safety and Emergency Protocols During Service

• 2 Mastering Communication and Interpersonal Skills — 5 classes

- › 2.1 Understanding Effective Communication in In-flight Service
- › 2.2 Developing Active Listening Skills with Passengers
- › 2.3 Enhancing Non-verbal Communication Techniques
- › 2.4 Building Rapport and Positive Relationships on Board
- › 2.5 Managing Conflict and Difficult Conversations in the Cabin

• 3 Efficient Meal and Beverage Service Techniques — 5 classes

- › 3.1 Understanding the Basics of Meal and Beverage Service
- › 3.2 Setting Up the Service Environment Efficiently
- › 3.3 Mastering Beverage Selection and Serving Techniques
- › 3.4 Practicing Meal Service with Customer Interaction
- › 3.5 Implementing Time-saving Strategies in In-flight Service

• 4 Advanced Customer Care and Problem Resolution — 5 classes

- › 4.1 Understanding Advanced Customer Expectations
- › 4.2 Techniques for Active Listening and Empathy
- › 4.3 Strategies for De-escalating In-flight Conflicts
- › 4.4 Methods for Efficient Problem Solving and Resolution
- › 4.5 Applying Feedback to Enhance Customer Experience

4

Introduction to Aviation Industry

4 chapters · 20 classes

65 marks

• 1 Overview of the Aviation Sector and Its Economic Impact — 5 classes

- › 1.1 Understanding the Global Aviation Sector
- › 1.2 Exploring Major Aviation Organizations and Regulatory Bodies
- › 1.3 Analyzing Aviation's Role in the Global Economy
- › 1.4 Examining the Economic Contributions of Airports and Airlines
- › 1.5 Assessing Economic Challenges and Trends in Aviation

• 2 Regulations and Regulatory Bodies in Aviation — 5 classes

- › 2.1 Understanding ICAO and its Global Role in Aviation
- › 2.2 Exploring EASA: Europe's Aviation Safety Authority
- › 2.3 Analyzing CAA's Impact on UK Aviation Standards
- › 2.4 Examining Key Aviation Regulations and Their Implications
- › 2.5 Applying Regulatory Knowledge to In-flight Operations

• 3 Roles and Responsibilities of Aviation Personnel — 5 classes

- › 3.1 Understanding Aviation Industry Roles
- › 3.2 Analyzing the Role of Pilots and Co-Pilots
- › 3.3 Exploring Cabin Crew Duties and Responsibilities
- › 3.4 Examining Ground Crew and Maintenance Operations
- › 3.5 Integrating the Roles for Efficient Flight Operations

• 4 Understanding Aviation Customer Service Principles — 5 classes

- › 4.1 Explore the Fundamentals of Aviation Customer Service
- › 4.2 Identify Key Customer Needs in Aviation
- › 4.3 Analyze Common Challenges in Aviation Customer Service
- › 4.4 Learn Effective Communication Techniques for Aviation
- › 4.5 Apply Best Practices in Aviation Customer Service Scenarios

5

Safety and Emergency Procedures

4 chapters · 20 classes

90 marks

• 1 Understanding Safety Equipment and Protocols — 5 classes

- › 1.1 Identifying Essential Safety Equipment
- › 1.2 Understanding Personal Protective Gear Use
- › 1.3 Demonstrating Emergency Protocols
- › 1.4 Operating Emergency Communication Devices
- › 1.5 Evaluating and Responding to Safety Scenarios

• 2 Identifying and Managing In-flight Emergencies — 5 classes

- › 2.1 Understanding In-flight Emergency Scenarios
- › 2.2 Identifying Signs and Symptoms of Common Emergencies
- › 2.3 Prioritizing Actions during an Emergency
- › 2.4 Implementing Emergency Protocols and Procedures
- › 2.5 Communicating Effectively with Crew and Passengers

• 3 Evacuation Procedures and Crew Coordination — 5 classes

- › 3.1 Understanding Evacuation Signals and Procedures
- › 3.2 Coordination and Communication in Emergency Situations
- › 3.3 Executing Efficient Evacuations: Roles and Responsibilities
- › 3.4 Prioritizing Passenger Safety during Evacuations
- › 3.5 Assessing and Improving Crew Coordination Skills

• 4 Passenger Safety Management and Regulation Compliance — 5 classes

- › 4.1 Understanding Passenger Safety Regulations and Compliance
- › 4.2 Recognising and Mitigating Passenger Risks
- › 4.3 Ensuring Proper Use of Safety Equipment by Passengers
- › 4.4 Implementing Effective Communication During Emergencies
- › 4.5 Assessing and Responding to Passenger Safety Violations

• 1 Understanding Team Dynamics in Cabin Crew Operations — 5

classes

- › 1.1 Exploring Team Dynamics in Cabin Crew Settings
- › 1.2 Identifying Roles and Responsibilities within Cabin Crew Teams
- › 1.3 Enhancing Communication Strategies for Effective Teamwork
- › 1.4 Managing Conflict: Strategies for Cabin Crew Cohesion
- › 1.5 Applying Crew Resource Management in Real-World Scenarios

• 2 Communication Strategies for Effective Crew Coordination — 5

classes

- › 2.1 Understanding the Fundamentals of Crew Communication
- › 2.2 Identifying and Overcoming Barriers in Crew Communication
- › 2.3 Mastering Active Listening Techniques for Effective Crew Interaction
- › 2.4 Implementing Clear and Concise Communication for Safety Assurance
- › 2.5 Applying Advanced Communication Strategies in Flight Scenarios

• 3 Conflict Resolution and Decision-Making in the Air — 5 classes

- › 3.1 Understanding Conflict: Identifying Sources and Types Aboard
- › 3.2 Analyzing Conflict: Assessing Situations and Stakeholders
- › 3.3 Communication Strategies: Techniques for De-escalation
- › 3.4 Collaborative Solutions: Engaging in Problem-Solving with the Crew
- › 3.5 Decision-Making Under Pressure: Applying CRM Principles

• 4 Advanced Crew Resource Management and Leadership — 5

classes

- › 4.1 Understanding Crew Resource Management Principles
- › 4.2 Analyzing Leadership Styles in Aviation
- › 4.3 Enhancing Communication and Decision-Making Skills
- › 4.4 Implementing Conflict Resolution Strategies
- › 4.5 Applying Situational Awareness for Effective Leadership