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

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| **Course Unit Title** | | | | Cabin Crew Performance Training I - II | | | | |
| **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** | | | | 3 ECTS | | | | |
| **Theoretical (hour/week)** | | | | 2 | | | | |
| **Practice (hour/week)** | | | | - | | | | |
| **Laboratory (hour/week)** | | | | - | | | | |
| **Year of Study** | | | | 2 | | | | |
| **Semester when the course unit is delivered** | | | | 3-4 | | | | |
| **Course Coordinator** | | | |  | | | | |
| **Name of Lecturer (s)** | | | |  | | | | |
| **Name of Assistant (s)** | | | |  | | | | |
| **Mode of Delivery** | | | | Face to Face | | | | |
| **Language of Instruction** | | | | English | | | | |
| **Prerequisites and co-requisites** | | | | - | | | | |
| **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 |  | | | | | | | Exams |
| 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? | | | | | | |  |
| 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? | | | | | | |  |
| 13 | Does the Cabin Crew know the Special Category and Follow the Rules? | | | | | | |  |
| 14 | Does the Cabin Crew Participate in Briefing and Debriefing make by the Cabin Chief before and after the exam? | | | | | | |  |
| 15 | Final Exam | | | | | | | Final |
| **Recommended Sources** | | | | | | | | |
| **Textbook:**  **Supplementary Material(s):** | | | | | | | | |
| **Assessment** | | | | | | | | |
| Attendance | | 5% |  | | | | | |
| Assignments | | 0% |  | | | | | |
| Project-Seminar | | 0% |  | | | | | |
| Midterm Exam | | 45% | Written | | | | | |
| Quizzes | | 0% |  | | | | | |
| 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 | 2 | 30 | |
| Presenting of observations and tutorials as report | | | | | 5 | 3 | 15 | |
| Preparation of the homework | | | | | 5 | 3 | 15 | |
| Mid Term | | | | | 1 | 11 | 11 | |
| Supervision | | | | | 1 | 14 | 14 | |
| Final Exam | | | | | 1 | 11 | 11 | |
| Total Workload | | | | | | | 96 | |
| Total Workload/30 (h) | | | | | | | 3.2 | |
| ECTS Credit of the Course | | | | | | | 3 | |