



MCAST

MQF Level 3

AE3-06-22

Diploma in Cabin Crew Training

Course Specification

Course Description

The Cabin Crew Diploma course is especially designed for aspiring young professionals looking at getting a head start in the profession, introducing the skills and responsibilities expected by the world's leading airlines. The one-year diploma course will be regulated by an International Aviation Standard. At the end of the training, candidates who pass the training successfully are awarded an Attestation and an MCAST Diploma at MQF Level 3. The course at MCAST consists of a combination of both theoretical and practical components. These components include the legally required Cabin Crew initial training elements and those associated with guest centricity. Special emphasis is given to customer service and procedures for handling unusual situations during flight, with the final modules of the course giving useful tips for completing the recruitment process. The course also includes a safety equipment procedure (SEP) trainer providing an overview of the aircraft, safety equipment and location of emergency procedures accessible via web.

Programme Learning Outcomes

At the end of the programme the students are able to:

1. *Evaluate the roles and responsibilities of cabin crew.*
2. *Establish a rapport with passengers on board the aircraft.*
3. *Identify how to respond to aircraft emergencies.*
4. *Identify how medical issues are dealt with by cabin crew.*
5. *Interact with passengers accordingly to provide the best customer service possible.*
6. *Assess the importance of maintaining industry standards.*

Entry Requirements

MCAST Foundation Certificate

or

2 SEC/O-Level passes/SSC&P (Level 3) passes

Key Information

Awarding Body - MCAST

Accreditation Status - Accredited via MCAST's Self Accreditation Process (MCAST holds Self-Accrediting Status as per 1st schedule of Legal Notice 296/2012)

Type of Programme: Qualification

MQF Level	Examples of Qualifications	'Qualification' Minimum Credits Required	'Award' Credits Required
Level 8	Doctoral Degree Third Cycle Bologna Process	NA	NA
Level 7	Masters Second Cycle Bologna Process	90-120	Less than 30
	Post-Graduate Diploma	60	
	Post-Graduate Certificate	30	
Level 6	Bachelor ²³ /Bachelor (Hons.) ²⁴ First Cycle Bologna Process	180-240	Less than 180
Level 5	Short Cycle Qualification	120	Less than 60
	Undergraduate Higher Diploma	90	
	Undergraduate Diploma	60	
	Undergraduate Certificate	30	
	VET Level 5 Programme ²⁵	60-120	
Level 4	Pre-Tertiary Certificate	30	Less than 120
	VET Level 4 Programme ²⁶	120	
	MATSEC Certificate	NA	
Level 3	VET Level 3 Programme ²⁷	60	Less than 60
	General and Subject Certificate	NA	
Level 2	VET Level 2 Programme ²⁸	60	Less than 60
	General and Subject Certificate	NA	
Level 1	VET Level 1 Programme ²⁹	40	Less than 40
	General and Subject Certificate	NA	
Introductory Level A	Preparatory Programme	30	Less than 30
Introductory Level B	Pre-entry Basic Skills Course	30	Less than 30

Table 1: Minimum number of credits for 'Qualifications' and parameters for 'Awards'

Fig.1: p56, Ministry for Education and Employment & National Commission for Further and Higher Education Malta (2016). *Referencing Report, 4th Edition*. NCFHE.

Total number of Hours: 1500

Mode of attendance: Fully Face-to-Face Learning

Duration: 1 Year

Target audience for MCAST full-time courses is 16 to 65+

The official language of instruction at MCAST is English. All notes and textbooks are in English (except for language courses which will be in the respective language being instructed). International candidates will be requested to meet English language certification requirements for access to the course.

This course will be offered at

MCAST has four campuses as follows:

MCAST Main Campus

Triq Kordin, Paola, Malta

All courses except for the Institute for the Creative Arts, Centre of Agriculture, Aquatics and Animal Sciences are offered here.

Institute for the Creative Arts

Mosta Campus

Misraħ Għonoq Targa Gap,

Mosta

**Institute of Applied Sciences,
Centre of Agriculture, Aquatics and Animal Sciences,
Luqa Road, Qormi**

Gozo Campus

J.F. De Chambray Street

MCAST, Għajnsielem

Gozo

Teaching, Learning and Assessment

The programmes offered are vocational in nature and entail both theoretical lectures delivered in classes as well as practical elements that are delivered in laboratories, workshops, salons, simulators as the module requirements dictate.

Each module or unit entails a number of in person and/or online contact learning hours that are delivered by the lecturer or tutor directly (See also section 'Total Learning Hours').

Access to all resources is provided to all registered students. These include study resources in paper or electronic format through the Library and Resource Centre as well as tools, software, equipment and machinery that are provided by the respective institutes depending on the requirements of the course or module.

Students may however be required to provide consumable material for use during practical sessions and projects unless these are explicitly provided by the College.

All Units of study are assessed throughout the academic year through continuous assessment using a variety of assessment tools. Coursework tasks are exclusively based on the Learning Outcomes and Grading Criteria as prescribed in the course specification. The Learning Outcomes and Grading Criteria are communicated to the Student via the coursework documentation.

The method of assessment shall reflect the Level, credit points (ECTS) and the schedule of time-tabled/non-timetabled hours of learning of each study unit. A variety of assessment instruments, not solely Time Constrained Assignments/Exams, are used to gather and interpret evidence of Student competence toward pre-established grading criteria that are aligned to the learning outcomes of each unit of the programme of study.

Grading criteria are assessed through a number of tasks, each task being assigned a number of marks. The number of grading criteria is included in the respective Programme Specification.

The distribution of marks and assessment mode depends on the nature and objectives of the unit in question.

Coursework shall normally be completed during the semester in which the Unit is delivered.

Time-constrained assignments may be held between 8 am and 8 pm during the delivery period of a Unit, or at the end of the semester in which the Unit is completed. The dates are notified and published on the Institute notice boards or through other means of communication.

Certain circumstances (such as but not limited to the Covid 19 pandemic) may lead Institutes and Centres to hold teaching and assessment remotely (online) as per MCAST QA Policy and Standard for Online Teaching, Learning and Assessment (Doc 020) available via link <https://www.mcast.edu.mt/college-documents/>

The Programme Regulations referenced below apply. (DOC 003 available at: link <https://www.mcast.edu.mt/college-documents/>)

Total Learning Hours

The total learning hours required for each unit or module are determined as follows:

Credits (ECTS)	Indicative contact hours	Total Student workload (hrs)	Self-Learning and Assessment Hours
1	5 - 10 hrs	25 hrs	20-15 hrs*
2	10 - 20 hrs	50 hrs	40-30 hrs*
3	15 - 30 hrs	75 hrs	60-45 hrs*
4	20 - 40 hrs	100 hrs	80-60 hrs*
6	30 - 60 hrs	150 Hrs	120-90 hrs*
9	45 - 90 hrs	225 hrs	180-135 hrs*
12	60 - 120 hrs	300 hrs	240-180 hrs*

* The 'Self-Learning and Assessment Hours' amount to the difference between the contact hours and total student workload.

Grading system

All MCAST programmes adopt a learner centred approach through the focus on Learning Outcomes. The assessment of MCAST programmes is criterion-referenced and thus assessors are required to assess learners' evidence against a pre-determined set of Learning Outcomes and assessment criteria.

For a student to be deemed to have successfully passed a unit, a minimum of 50% (grade D) must be achieved. In case of part time programmes, the student must achieve a minimum of 45% to successfully pass the unit.

All units are individually graded as follows:

A* (90-100)

A (80-89)

B (70-79)

C (60-69)

D (50-59)

Unsatisfactory work is graded as 'U'.

Work-based learning units are graded on a Pass/Fail basis only.

Detailed information regarding the grading system may be found in the following document: DOC 003 available at: link <https://www.mcast.edu.mt/college-documents/>)

Intake Dates

- MCAST opens calls for application once a year between July and August of each year for prospective applicants residing in MALTA.
- Applications to full-time courses from international students not residing in MALTA are accepted between April and Mid-August.
- For exact dates re calls for applications please follow this link <https://www.mcast.edu.mt/online-applications-2/>

Course Fees

MCAST courses are free for Maltese and EU candidates. International candidates coming from outside the EU need to pay fees for the respective course. Course fees are set on a per-level and course duration basis. For access to course fee structure and payment methods please visit <https://www.mcast.edu.mt/fee-payments-for-non-eu-candidates/>.

Method of Application

Applications to full-time courses are received online via the College Management Information System. Candidates can log in using Maltese Electronic ID (eID) or European eIDAS (electronic identification and trust services) to access the system directly and create an account as the identity is verified electronically via these secure services.

Non-EU candidates need to request account creation through an online form by providing proof of identification and basic data. Once the identity is verified and the account is created the candidate may proceed with the online application according to the same instructions applicable to all other candidates.

Non-EU candidates require a study visa in order to travel to Malta and join the course applied for. For further information re study-visa please access <https://www.identitymalta.com/unit/central-visa-unit/>.

For access to instructions on how to apply online please visit <https://www.mcast.edu.mt/online-applications-2/>

Contact details for requesting further information about future learning opportunities:

MCAST Career Guidance

Tel: 2398 7135/6

Email: career.guidance@mcast.edu.mt

Current Approved Programme Structure

Unit Code	Unit Title	ECTS	Year
ETAIR-303-2201	Aircraft Familiarisation	3	1
ETAIR-303-2202	Safety and Emergency Procedures	3	1
ETAIR-303-2203	Emergency Equipment	3	1
ETAIR-302-2204	Fire and Smoke on Board	2	1
ETAIR-303-2205	Communication Systems and Crew Resource Management	3	1
ETAIR-304-2206	Passenger Handling, Human Factors and Cabin Surveillance	4	1
ETAIR-303-2207	Survival Training	3	1
ETAIR-303-2208	Airport Security and Dangerous Goods	3	1
ETAIR-303-2209	Aero-Medical Aspects and First Aid	3	1
ETAIR-302-2210	Food Hygiene	2	1
ETAIR-303-2211	In-flight Service	3	1
ETAIR-302-2212	Grooming and Presentation	2	1
ETAIR-302-2213	Human Trafficking	2	1
CDKSK-304-1921	Mathematics	4	1
CDKSK-304-1922	English	4	1
CDKSK-304-2103	Community Social Responsibility	4	1
CDKSK-304-1923	Maltese	4	1
CDKSK-304-1925	Science	4	1
CDKSK-304-2108	Information Technology	4	1
Total ECTS		60	/

ETAIR-303-2201: Aircraft Familiarisation

Unit Level (MQF/EQF): 3

Credits: 3

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 75

Unit Description

Working as part of the cabin crew is often seen as an exciting and glamorous career without having a full appreciation of the role and responsibilities of the job. Air cabin crew are highly trained and are the main point of contact for passengers whilst in the air. They are responsible for passenger safety and are trained to deal with security and emergency situations.

This unit enables learners to gain knowledge of the terminology associated with the job such as the International Air Transport Association (IATA) three letter city/airport and country codes and be familiar with the aviation industry. They will cover in detail and analyse the cabin interior. This includes seat belt installation, galleys, movable curtain divider, water and waste system, lavatories, coat compartment, windows and Passenger Service Unit.

Learners will gain understanding of the operation of the flight deck seats, the observer seats and follow the correct procedures when there is an incapacitation of flight crew member. Last but by no means least, learners will gain an understanding and be familiar with the cabin crew stations.

Learning Outcomes

On completion of this unit the learner will be able to:

- 1. Recall general information about the aviation industry.*
- 2. Analyze the cabin interior.*
- 3. Outline the operation of the flight deck seats.*
- 4. Describe the main features of cabin crew stations.*

ETAIR-303-2202: Safety and Emergency Procedures

Unit Level (MQF/EQF): 3

Credits: 3

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 75

Unit Description

An emergency on board, whether an in-flight fire, malfunctions, medical cases or even an emergency landing is a challenging situation for the cabin crew and can occur at any time. By managing emergencies, cabin crew contribute to minimising injuries and fatalities as well as damage to property through appropriate actions. The success of these actions is influenced by the cabin crew's knowledge of their operator's safety and emergency procedures as well as their initiative, situational awareness, good judgment, communication, cooperation, coordination and training.

This unit enables learners to gain knowledge and understand the roles and responsibilities of cabin crew in ensuring the safety of passengers and crew. They will cover in detail their duties pre-flight, on boarding the aircraft, pre departure and taxiing out, take-off and climb, in-flight, descent and landing and after landing.

Learners will gain understanding on how to reassure passengers and ensure they follow safety procedures correctly in emergency situations. Last but by no means least, learners will gain knowledge on how to respond to aircraft planned and unplanned emergencies.

Learning Outcomes

On completion of this unit the learner will be able to:

- 1. Outline the roles and responsibilities of cabin crew in ensuring the safety of passengers and crew.*
- 2. List the pre, in-flight and post flight duties that cabin crew undertake.*
- 3. Assess aircraft planned emergencies in order respond in the correct way.*
- 4. Assess aircraft unplanned emergencies in order to respond in the correct way.*

ETAIR-303-2203: Emergency Equipment

Unit Level (MQF/EQF): 3

Credits: 3

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 75

Unit Description

The aviation industry takes safety seriously. Air travel is generally very safe, and if an accident does happen, every aircraft has the proper equipment to ensure the safety of all crew members and passengers. All aircrafts are equipped with various emergency equipment and systems. Operators should ensure that cabin crew receive training to understand the function and operation of cabin emergency equipment and to execute associated preflight checks. All cabin crew should be familiar with the location and use of all safety, emergency equipment and systems on board the aircraft.

This unit enables learners to gain knowledge on the components of the oxygen systems and be able to use the systems effectively in any onboard situation. They will cover in detail the over water equipment including the methods of donning life vest on an adult, child and on an infant.

Learners will gain understanding of the different types of exits and be able to effectively use them in any onboard situation. This includes the emergency exits and be familiar with the procedures for operating doors in normal and emergency mode including arming/disarming and opening/closing. They will cover the different components of the interior and exterior lighting systems. Last but by no means least, learners will gain knowledge on the importance of other equipment onboard that acts as an aid in emergency situations.

Learning Outcomes

On completion of this unit the learner will be able to:

1. *Use oxygen systems effectively in any onboard situation.*
2. *Recognise the importance of over water equipment.*
3. *Identify the features of different types of exits and be able to effectively use them in any onboard situation.*
4. *Identify the different components of the interior and exterior lighting systems.*
5. *Recognise the importance of other equipment that acts as an aid in emergency situations.*
6. *Maintain passenger compliance.*

ETAIR-302-2204: Fire and Smoke on Board

Unit Level (MQF/EQF): 3

Credits: 2

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 50

Unit Description

Inflight fire is considered as one of the most hazardous emergencies. The utmost priority is to aggressively control and intervene immediately, to avoid the escalation of an uncontrolled fire which may eventually lead to a catastrophic loss of the aircraft. Time is critical and therefore crew must detect and fight the fire immediately. Hidden fires are the most dangerous type as it may be difficult to access, detect, locate or become noticeable.

The general aim of this unit is to make the learners aware and fully understand the importance of acting, communicating, and recognizing the nature and type of fire that may be present onboard. This unit will also focus on the skills and techniques required to fight a fire onboard an aircraft. Learners will gain the right knowledge and skill set needed to adapt the techniques learnt beforehand, and act accordingly and promptly.

The unit will also focus on the different procedures related to fire and smoke in an airborne aircraft, which will include: the different nature and type of fire; the location i.e. whether in the cabin or in hidden areas; the severity and colour of the smoke and the effective communications and actions taken by all the crew. In particular, the course syllabus will also involve the foundations of the fire triangle and the different classifications related to fire and smoke.

Learning Outcomes

On completion of this unit the learner will be able to:

1. *Review the basic foundation and classifications of fire.*
2. *Evaluate the roles and responsibilities of cabin crew to deal promptly with emergencies involving fire and smoke.*
3. *Outline the role needed for firefighting and the appropriate use of extinguishing agents and other equipment related fire handling.*
4. *Identify the necessary skills and specific actions, communications and recognition required to fight a fire or smoke.*

ETAIR-303-2205: Communication Systems and Crew Resource Management

Unit Level (MQF/EQF): 3

Credits: 3

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 75

Unit Description

Communication is one of the vital skills which allows cabin crew to work effectively together. The aim of this unit is to recognize and understand the various types of communication that are present in the role itself.

This unit will therefore focus on the essential skills that include cabin communication, crew to crew communication, crew to passenger and passenger to crew communication. Cabin communication systems vary from an Airbus to Boeing and therefore students will be given the experience and exposure to acknowledging the different methods and practical approach each aircraft entails.

Learners will establish that cabin communication and crew resource management are known to be the backbone for effective understanding amongst a team of crew. The course syllabus will enhance the implementation and understanding needed in the foundation of cabin communication systems and crew resource management that will allow learners to develop vital skills and qualities that are needed in the role of a cabin crew.

Learning Outcomes

On completion of this unit the learner will be able to:

1. *Recognize the importance of cabin communication.*
2. *Identify the various types of communication systems.*
3. *Define the importance of crew resource management.*
4. *Develop enhanced communication and teamwork between the flight crew and cabin crew.*

ETAIR-304-2206: Passenger Handling, Human Factors and Cabin Surveillance

Unit Level (MQF/EQF): 3

Credits: 4

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 100

Unit Description

When onboard the aircraft, cabin crew duties and responsibilities are multi-faceted - from handling passengers to ensuring cabin safety. This involves both the observation of structural features of the cabin and the interplay of human factors.

The aim of this unit is for learners to gain knowledge and understanding of how to handle passengers, the human factors at play, and the importance of cabin surveillance. Learners will familiarise themselves with the requirements and procedures of how to effectively manage passengers, and ensuring safe and secure cabin measures, enabling them to minimise health and safety risks associated with in-flight operations.

Learners will develop an appreciation for the need of passenger handling protocols and cabin surveillance systems and procedures, which are instrumental in promoting the health and safety of passengers and the crew onboard the aircraft.

Learning Outcomes

On completion of this unit the learner will be able to:

1. Define what passenger handling entails.
2. Recognise how human factors- play an important part in aviation.
3. Determine the different types of passengers and their effect / needs onboard the aircraft.
4. Identify the importance of cabin surveillance.

ETAIR-303-2207: Survival Training

Unit Level (MQF/EQF): 3

Credits: 3

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 75

Unit Description

Land and water survival are very crucial situations defined as urgent emergency evacuations from an aircraft, utilizing all useable exits.

The aim of this unit is to highlight the importance of the efficient and effective training needed beforehand in order to potentially survive whilst initiating an aircraft emergency.

The unit will focus on the skills and techniques required that will ensure learners to respond appropriately to this type of emergency and therefore maximize the likelihood of a successful ditching, evacuation and subsequent survival.

Learners will be trained to become critical thinkers and will be able to examine the severity of the situation. This includes defining when or if it is the right time to initiate an evacuation, whether to wait for further instructions from the flight crew how to prioritize the basic needs of survival according to the environment and terrain available and how to develop the will and the ways to survive. In particular the course syllabus will ensure that successful completion of this module will lead to desirable results.

Learning Outcomes

On completion of this unit the learner will be able to:

1. *Recognise the importance of survival.*
2. *Analyse the severity of the emergency.*
3. *Establish when to initiate evacuation from the aircraft.*
4. *Apply corrective action procedures.*
5. *Develop a post action plan after implementing an evacuation.*

ETAIR-303-2208: Airport Security and Dangerous Goods

Unit Level (MQF/EQF): 3

Credits: 3

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 75

Unit Description

Security stands at the forefront of Aviation excellence as it is what defines and identifies potential inflight threats.

The aim of this unit is to facilitate learners with the know-how of detecting suspicious items, object and personnel that disregards the global standards and operations that comply with EASA, EU, ICAO and the Airline company. Learners will acquire the full competency and understanding of how to deal with safety and security onboard, knowing how and when to take precautions when necessary.

The unit will focus on the security measures and procedures taken at an airport and on board an aircraft. Other subjects that will be included are: assurance and safety procedures including country regulations; history involving terrorism and bomb threats; how to manage disruptive passengers and how to respond to a hi-jacking situation. The ability to identify prohibited objects and suspicious items found amongst passengers or on board the aircraft before duty is key to ensure safety of passengers and crew before being airborne. The systematic guidelines and regulations outlined by the international organizations and conventions related to safety and security in Aviation will be delivered whilst as well learning about dangerous goods, emergency plans and quality assurance that cabin crew must provide whilst performing their day to day duties.

In particular, the course syllabus will also emphasize on the critical areas which are prohibited for unauthorized persons. This will demand the crew to take action and challenge any suspicious item, object or personal who is unfamiliar and not carrying a valid pass.

Learning Outcomes

On completion of this unit the learner will be able to:

1. *Identify potential in-flight threats.*
2. *Outline the non-verbal cues which may lead to a future threat.*
3. *Employ the correct tactics to handle disruptive passengers.*
4. *Recall Airport Safety and Security Requirements.*
5. *Determine the roles and responsibilities of the crew at pre-flight, inflight and turnaround stages.*
6. *Outline the procedure of concealment of dangerous goods.*

ETAIR-303-2209: Aero-Medical Aspects and First Aid

Unit Level (MQF/EQF): 3

Credits: 3

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 75

Unit Description

Aero-medical aspects and first aid is known to be one of the main responsibilities in the role of cabin crew. The profession itself aims to prioritize the aspect of safety amongst all passengers and also the crew team. Airlines aim to provide the appropriate and efficient training related to any inflight emergency that include medical aspects.

The aim of this unit is to provide and offer a hands on experience, through training, amongst all learners that will allow them to recognize and act accordingly. Learners will gain the right knowledge and practical skills needed whenever a medical emergency may commence onboard.

This unit will therefore focus on the various methods and procedures related to all inflight medical emergencies that can most likely appear onboard. In particular, the course syllabus will also emphasize on the importance of teamwork, efficient communication and the thorough knowledge each crew member should acquire with regards to the subject itself.

Learning Outcomes

On completion of this unit the learner will be able to:

- 1. Recognise the principles of aero-medical aspects and basic First Aid.*
- 2. Identify the most common physiological effects of flying in pressurized aircraft including likely causes, recognition and way to minimize these effects.*
- 3. Manage efficient use of medical equipment.*
- 4. Apply resuscitation skills effectively.*
- 5. Identify inflight emergencies and the respective correct treatment.*
- 6. Develop awareness on travel health and hygiene.*

ETAIR-302-2210: Food Hygiene

Unit Level (MQF/EQF): 3

Credits: 2

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 50

Unit Description

When handling food and beverage products it is imperative to ascertain that such consumables are safe for intake. The aim of this unit is for learners to gain knowledge and understanding of the safety requirements and procedures when managing food and drinks, enabling them to minimise health and safety risks associated with food handling.

Learners will develop an appreciation for the need of food handling protocols, in order to ensure as much as possible the prevention of foodborne illnesses. Furthermore, learners will become more acquainted with food handling tools and protective wear that will limit food contamination and spoilage.

Learning Outcomes

On completion of this unit the learner will be able to:

1. *Recognise the importance of Food Safety Law and the duty of the Food Safety Commission.*
2. *Apply the HACCP (Hazard Analysis and Critical Control Point) principle.*
3. *Identify food and safety hazards including biological, chemical and physical hazards.*
4. *Demonstrate personal hygiene, cleaning and sanitation when handling food products.*
5. *Use various equipment and protective wear in food handling operations.*

ETAIR-303-2211: In-flight Service

Unit Level (MQF/EQF): 3

Credits: 3

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 75

Unit Description

The aim of this unit is for learners to gain knowledge and understanding of how to offer excellent service quality on board the aircraft by addressing the passengers' needs and enabling them to perform their duties in a professional manner that promotes a safe, comfortable and pleasant atmosphere.

Learners will develop an appreciation of the diverse array of services that are incorporated through the flight journey; from serving food and refreshments, and offering pillows, blankets, ear plugs, eye masks and other amenities, to providing information and a safe environment.

Learning Outcomes

On completion of this unit the learner will be able to:

1. *Establish a rapport with passengers on board the aircraft.*
2. *Establish passengers' wants and needs.*
3. *Outline on board products and services*
4. *Carry out currency calculations.*
5. *Use passenger announcements during a flight.*
6. *Make passenger announcements.*

ETAIR-302-2212: Grooming and Presentation

Unit Level (MQF/EQF): 3

Credits: 2

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 50

Unit Description

The scope of this unit is to create a suitable learning environment for aspiring learners who wish to pursue a career in the aviation industry, more specifically in the hospitality sector of aviation. The general aim of this unit is to educate and create a setting where learners can acquire the necessary skills to develop a high level of grooming which goes part and parcel with the role of a cabin crew. The unit will specifically focus on the importance of a pleasing image, maintaining a smart attire and how appearance affects the assimilation of professionalism amongst the passengers on board and the public.

Learners will develop the ability to maintain the key skill of portraying the expected image, which must meet the high benchmark set by all airlines. Learners must understand the importance of profile entailed in the role of a cabin crew since it is what creates the sense of uniformity, together with the representation of serving as an ambassador to the company.

The unit will focus on the key principles and requirements needed in grooming and presentation. This includes the ability to become self-disciplined which will determine the quality of the representing airline. It is the individual's responsibility to meet the expectations met by the employing airline, together with the passengers on board. The grooming attire is what creates a sense of amazement amongst passengers and crew members alike. The course syllabus will mainly target the importance of high-quality standard grooming that is met amongst all airlines, experiencing a sense of belonging and a sense of pride in the job itself.

Learning Outcomes

On completion of this unit the learner will be able to:

1. *Recognize the importance of being a role model to other aspiring employees and representing one's nationality as a matter of pride.*
2. *Identify the role as an ambassador of the employing airline through the showcasing of quality grooming.*
3. *Analyze the key principles needed for self-discipline.*
4. *Demonstrate a high level of self-discipline through the ability to upkeep a formal appearance.*
5. *Develop a high standard of appearance which aligns to the expectations of the airline industry.*

ETAIR-302-2213: Human Trafficking

Unit Level (MQF/EQF): 3

Credits: 2

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 50

Unit Description

Learners will gain knowledge about how to recognise human trafficking indicators and intervene as human trafficking stewards.

The know-how generated by means of in-class activities, including through the use of audiovisual material, and familiarisation with human trafficking protocols and conventions will aid the learner to understand the various factors at play in the cause-and-effect of human trafficking in order to develop the necessary skills in identifying victims of human trafficking and establishing trusting relationships with them.

Learning Outcomes

On completion of this unit the learner will be able to:

1. *Identify what classifies as human trafficking.*
2. *Recognise human trafficking indicators.*
3. *Determine a protocol to combat human trafficking in line with the Airline and Airport's policies and procedures.*
4. *Develop communication and interviewing skills that facilitate interactions and reporting of human trafficking.*

CDKSK-304-2103: Community Social Responsibility

Unit Level (MQF/EQF): 3

Credits: 4

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 100

Unit Description

This key skill presents the opportunity for MQF level 3 learners to explore their individual self through the analysis of their core values and behavioural tendencies. This will bestow insight upon the learners, which will assist them in setting and/or recalibrating their future goals. Through the acquisition of different life skills, learners will be empowered to explore their surroundings and become more responsible towards the environment which hosts them. Delving into what constitutes responsibility towards others, the learners will be presented with the opportunity to recognise the significance of developing an adequate personal conduct.

The learners will also be presented with opportunities to develop and/or hone their management and organisational skills, which in return will assist them in becoming more employable and independent. Through the completion of a compulsory community work experience, learners will recognise the benefits of self-management skills towards the acquisition of balance within one's lifestyle. The completion of the compulsory community work project will also present the ideal opportunity for the students to analyse their experience, evaluate their own performance and also generate suggestions and recommendations for future good practices.

Learning Outcomes

On completion of this unit the learner will be able to:

1. *Examine the relation between personal core values and goal setting.*
2. *Practice organisational skills to establish further independence.*
3. *Identify the practice of proper personal conduct and communication within different communities.*
4. *Evaluate the engagement in a community work experience.*

CDKSK-304-1921: Mathematics

Unit Level (MQF/EQF): 3

Credits: 4

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 100

Unit Description

This unit aims to develop the mathematical knowledge and skills required to apply mathematics in real-life situations. The student should be given the opportunity to engage in problem solving by: *(i)* exploring different approaches to solve a given problem; *(ii)* using appropriate strategies and language to arrive to a solution; and *(iii)* checking the validity and accuracy of the solution. The interconnectivity between different areas of mathematics should be pointed out to the student, even though some areas might require different techniques and tools (including ICT tools). The use of (scientific) calculators and ICT can be integrated in the delivery of the topics listed hereunder. The student should also be helped to develop and appreciate mathematical reasoning and deductive skills by being exposed to short proofs.

By the end of this unit, the student should demonstrate readiness and competency to independently apply mathematical techniques in solving problems, and be able to communicate findings using appropriate mathematical vocabulary and rigour. These problems will involve:

- (a) numerical calculations,
- (b) algebraic manipulation,
- (c) geometrical properties,
- (d) basic statistical analysis and
- (e) probabilistic techniques.

Learning Outcomes

On completion of this unit the learner will be able to:

1. *Compute further numerical calculations;*
2. *Construct and manipulate formulae and algebraic expressions;*
3. *Construct linear equations using graphical techniques;*
4. *Apply geometrical properties of lines, shapes and solids to find lengths, angles, areas and volumes;*
5. *Summarise statistical data both graphically and numerically;*
6. *Determine the probability of single events and of the combination of independent events.*

CDKSK-304-1922: English

Unit Level (MQF/EQF): 3

Credits: 4

Delivery Mode: Fully Face-to-Face
Learning

Total Learning Hours: 100

Unit Description

This unit is targeted at learners proceeding from a Level 2 vocational programme (therefore taking into account completion of Level 2 Key Skills English) as well as those whose entry level is directly at Level 3.

In line with the Malta Qualifications Framework for Level Descriptors, English for Diploma Programmes takes into account the learning of English in terms of knowledge, skills and competences. Knowledge seeks to assess recognition of facts, principles and general concepts in a field of work or study, while skills assess the application of that knowledge in the accomplishment of tasks by employing basic methods, materials and information. In turn, competences empower the learner by giving him/her full responsibility for their accomplishment.

At Level 3, learners are expected to have sufficient knowledge of English in order to deal with everyday situations in scenarios ranging from home, work, social and public settings. General emphasis is laid on work and public settings. In their application of this knowledge, learners are required to listen to or read a range of short texts of a technical and non-technical nature, as well as information broadcast through the popular media. General understanding as well as association of ideas and inference of meaning are expected at this level. Learners should be capable of communicating in English by discussing familiar topics or vocational topics previously exposed to.

This unit encourages learners to combine their technical knowledge with their growing knowledge of general English. They will be introduced to specialised vocabulary related to their area of vocational interest: to materials and their properties, equipment and its usage, processes, tools, devices, customer service and item servicing and general

workshop/laboratory practice. In addition, learners are expected to be able to write and produce short but effective work-related memoranda, personal letters, letters of application and curriculum vitae. Writing practice will be contextualised according to the various exigencies of the various institutes.

Learning Outcomes

On completion of this unit the learner will be able to:

- 1. Listen to and understand information obtained from a media source;*
- 2. Identify and comprehend information presented textually in vocational and technical contexts;*
- 3. Identify, comprehend and interpret information presented visually;*
- 4. Speak and communicate ideas effectively on a range of topics ranging from the personal to the technical/vocational;*
- 5. Write short, work-related correspondence in the form of memoranda, letter of application and curriculum vitae;*
- 6. Research and organise information for extended technical/vocational writing.*

CDKSK-304-1923: Malti

Il-Livell tal-Unità: (MQF/EQF): 3

L-Għadd ta' Kreditu: 4

Mod ta' Tagħlim: Preżenti

Total ta' Sigħat ta' Tagħlim: 100

Deskrizzjoni tal-Unità

L-ilsien huwa essenzjali fl-iżvilupp intellettuali, emozzjonali u soċjali ta' kull individwu. Il- Malti mhux biss jiġbor fih identità lingwistika u kulturali iżda huwa għodda ta' komunikazzjoni u interazzjoni. Permezz ta' l-ilsien Malti l-individwu jista' jesprimi dak kollu li jhoss u jkun kreattiv fil-messaġġ li jrid iwassal filwaqt li jkun espost għal oqsma oħra ta' tagħlim. Il-Malti huwa lsien ħaj li ssawwar mill-poplu Malti u għadu qiegħed jissawwar biex jibqa' għodda ta' kreattività għal kull min jużah.

L-Għanijiet

Biex l-istudenti jiksbu din l-unità jridu juru li kapaci:

1. *Jifhmu diskors standard li wieħed juża u jiltaqa' miegħu fil-ħajja ta' kuljum, kif ukoll jifhmu suġġetti marbuta ma' ġrajjet kurrenti u suġġetti personali u ta' interess professjonali u vokazzjonali;*
2. *Jifhmu testi li jikkonsistu f'diskors użat fil-ħajja ta' kuljum u fid-dinja tax-xogħol filwaqt li jifhmu deskrizzjoni ta' avvenimenti, fehmiel u opinjonijiet permezz tal-qari;*
3. *Jaffrontaw sitwazzjonijiet f'kuntast ta' konverżazzjoni u jittkellmu fuq suġġetti li huma familjari jew ta' interess personali kif ukoll marbuta mad-dinja ta' kuljum u l-qasam tax-xogħol;*
4. *Jiformolaw testi fuq suġġetti li huma familjari għalih u ta' interess personali u vokazzjonali b'mod preċiż u relevanti f'dak li għandu x'jaqsam mal-lingwa Maltija;*
5. *Jhaddmu ħiliet varji għal skop ta' tagħlim, li jmorru lil hinn mil-lingwa.*

CDKSK-304-2108: Information Technology

Unit Level (MQF/EQF): 3

Credits: 4

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 100

Unit Description

This unit aims to develop basic computer knowledge and skills needed in real-life situations. In a supportive environment, the learner will be challenged to understand how to use various real-life applications belonging to a productivity suite with the aim of providing to our learners the necessary skills required to use common computer applications necessary during their studies. By the time learners complete this unit they will be increasingly independent users of personal computers and will have a broad understanding of how ICT can help their learning, their work, and their social life. They will have a well-developed ability to decide when and how to use ICT and will be aware of the limitations associated with this use.

Through this unit the learners will achieve a broad knowledge of ICT and will be able to use ICT to carry out several increasingly complex tasks. They will be competent in using word processing, spreadsheet, and presentation software to create, format and finish documents, workbooks and slide shows that contains various elements. Finally, this unit also introduces the use of online communities and online tools to build and maintain an online presence.

Learning Outcomes

On completion of this unit the learner will be able to:

1. *Use a word processing application to create everyday letters and documents.
Use a spreadsheet to produce accurate work outputs.*
2. *Use presentation software.*
3. *Utilise online collaboration tools.*
4. *Use internet presence management tools.*

CDKSK-304-1925: Science

Unit Level (MQF/EQF): 3

Credits: 4

Delivery Mode: Fully Face-to-Face Learning

Total Learning Hours: 100

Unit Description

In this Level 3 key skill, learners will increase their awareness about the importance of science in our everyday life. The focus will be on natural sciences, mainly the three different areas; the living world, the physical world and the world of technology.

The focus of the living world will be on interactions between living organisms in a given environment, the dependence of animals on plants for their survival via food chains and food webs, and human life. Topics related with human life will include the position of the main body organs, anatomy and physiology of at least two organ systems, and physical health (importance of healthy food, clean water and unpolluted air; importance of balanced diet and regular exercise for physical and emotional well-being; adverse effects of drugs, alcohol and smoking; ways to avoid contamination of bacteria and viruses; role of white blood cells and misuse of antibiotics).

As part of the physical world, the learner will be more familiar with physical properties of materials, classifying objects and materials based on their physical properties, and linking the uses of objects and materials with their physical properties. Furthermore, they will enhance their knowledge on renewable and non-renewable sources of energy, using sources of energy in the immediate environment safely and economically, and energy-saving measures that can be applied at home and at work.

Related with the world of technology, the learners will discuss health and safety issues at home and in the workplace including recognising situations of risk and ways how one can avoid accidents. Also, the learners will familiarise themselves with issues related to costs and efficiency of everyday life processes by carrying out an analysis of a particular process or task in terms of energy and efficiency.

Learners will enhance their investigative skills via a project (which includes a site visit designed specifically for different institutes) in collaboration with BirdLife Malta. During a training session, lecturers will be given teaching resources and suggestions for sites to deliver the field teaching aspect and project themes. Via this learning outcome, the learner will be empowered to take action to develop a project that addresses an environmental issue. S/he will have to analyse the data, interpret and evaluate findings and then communicate them to their colleagues. The learner should realise that everyone can do something which will make a difference and that action can take place not only at the personal level but also at other levels such as community, national and international levels. Learners should understand ecosystem services and recognise that they can be used in all careers to save time, money, resources etc. but that they need to be respected for this to be possible.

Learning Outcomes

On completion of this unit the learner will be able to:

- 1. Observe and classify objects in the immediate environment;*
- 2. Link scientific knowledge with everyday life situations;*
- 3. Research local environmental issues and use problem solving skills to investigate sustainable solutions;*
- 4. Use scientific knowledge to improve everyday life.*