



NCFE LEVEL 2 CERTIFICATE FOR AIRPORT PASSENGER SERVICE AGENTS

This qualification prepares delegates for a rewarding career within the aviation industry. During the course delegates will develop an understanding of the generic skills, knowledge and duties required to be an Airport Passengers Services Agent including airport communications, terminology, safety checks and procedures. The qualification is also suitable for those looking to enhance their knowledge of the travel and tourism sector.

Suitability

This qualification is suitable for all delegates looking to work as an Airport Passenger Service Agent or the wider aviation industry. Ideally delegates will have previous experience of working in a customer service environment although this is not essential.

Course Modules

- Research the airport industry and the role of the airport passenger service agent
- Understand airport knowledge required by the airport passenger service agent
- Deal effectively with processing of aircraft passengers
- Identify the boarding procedure for aircraft passengers
- Identify the procedures for decontrolling aircraft passengers
- Procedures involved in disembarkation of airline passengers

Study Method

The qualification is classroom based and will be delivered by travel and aviation industry professionals. Our trainers have been chosen not only because of their industry knowledge but also their innovative and engaging delivery style. During the course you will build a portfolio of evidence which will be assessed internally and by the awarding body – there is no exam for this qualification.

Course Duration, Dates & Location

This qualification is being offered as a **part-time option** and will be delivered every Wednesday (14.00 – 18.00) for a total of 12 sessions. The next course commences on **14th September 2010**. The course will be delivered at our offices at the CEME Conference & Event Centre in Rainham, Greater London. The campus is easily accessible by road and public transport. Parking is available on site and is free to all delegates. Further details of CEME can be found at www.ceme.co.uk

Entry Criteria

There are no formal entry criteria for this course but delegates should have a good understanding of spoken and written English and have access to a PC and email for completion of assignments.

Course Fees

The cost of the course is just £475 *inclusive* of VAT to include:

Awarding Body Registration Fees (£33)

Awarding Body Certificate Fees (£10)

Course Folder

All course materials

Payment Plan

An interest free payment plan is available for this course. A deposit of £75.00 is required at the time of booking followed by three instalments of £133.33.

How to book

Please call **0208 596 5125** or email coursemanagement@venturatraining.co.uk for a booking form which outlines our terms and conditions.

If you have any questions please do not hesitate to contact us. We look forward to welcoming you onto the course.