

International Passenger Service Agent Diploma

The **only** online course with:

- ✓ Computerised Check-in
- ✓ Speech Recognition
- ✓ Computerised Boarding
- ✓ Full Employment Preparation

AviationShake 

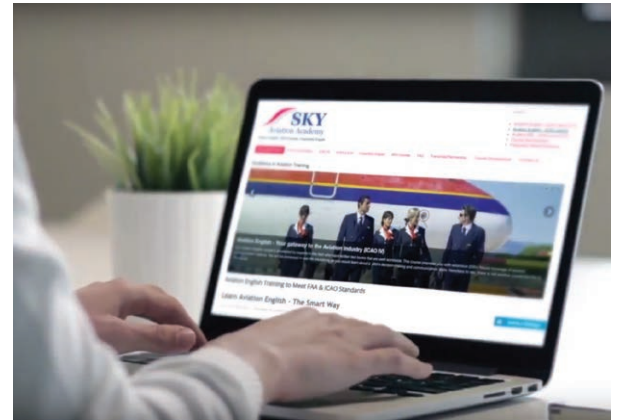
 **SKY**
Aviation Academy



Are you Interested in:

- ✓ Obtaining an International Passenger Service Agent Diploma?
- ✓ Practising on a computerised check-in and boarding system?
- ✓ Developing the skills you need to start your PSA career?
- ✓ Studying at your own pace, from the comfort of your own home?
- ✓ Improving your English with our speech recognition system?
- ✓ Learning how to write your CV/Resume?
- ✓ Learning how to interview with confidence?
- ✓ Starting a new career in a fast-paced airport environment?

If you can answer YES to any of these questions, you are in the right place.



Designed for YOU

This course have been designed by leading aviation training providers from both the USA and UK, using the experience and knowledge of experts from airlines, airports, ground handling companies, and recruiters – offering you realistic and up to date training.

The Benefits

Computerised Check-in and Boarding System

Practice checking passengers in, based on the common functions of real airport systems

Downloadable booklet

Our booklet can be kept for reference forever; no losing track of your notes when the course expires!

Interactive online course

Rich and engaging content, including tutorials, quizzes, videos, images, and exercises.

Gain Customer service skills specific to Aviation

Gain an advantage during recruitment processes

Achieve an International Diploma

Voice Recognition

Improve your aviation spoken English, practise common phrases and terminology. Our unique speech recognition technology allows you to record and get immediate feedback on the quality of your speech and pronunciation.

Learn from airport, airline and ground handling professionals

Our course has been designed by aviation professionals with experience in airline, airport and ground handling operations worldwide

Module 1 :

Welcome Onboard

✓ Principles of Passenger Handling

Role of the PSA, Aviation Regulatory Organisations, The Phonetic Alphabet, The 24 hour clock, Airport Terminology, Passenger Categories, Aircraft, Airlines, Airports, Frequent Flyer Programmes, Airline Alliances.

✓ Baggage and Security Regulations

Baggage Types, Airport Zones, Security Regulations, Lost and Found, Baggage Allowance, Special Hold Items, Dangerous Goods, Gate Manifest, 'AAA', Delivery At the

✓ Voice Recognition Practice

✓ Computerised Check-in Introduction

✓ Knowledge Quizzes

3 : The Role of a PSA

Airports never sleep!

Airline Passenger Service Agents (PSA) also known as Airline Check-in Agents (CK) or Customer Service Agents (CSA) can be employed directly by the airline or, in most cases, by the handling agents who are contracted by the airline to manage their landside and airside services.

A PSA may be allocated to work exclusively with one airline product or



Question 1

Not yet answered

Marked out of 1.00

Flag question

Edit question

The PSA must ensure the UM forms are appropriately filled and signed.

Select one:

True

False

NEXT PAGE



Module 2 : Ready to Check In

✓ Travel Documents

The Check-in Process, Check-in procedures, Travel Document Checks, Travel Document Types, Visas, Travelling to USA, Schengen Agreement, Airline Tickets, Ticket Status.

✓ Check-in

Pre-flight Preparation, System Preparation, Passenger Booking Process, Baggage and Check-in, Overbooking, Delays, Cancellations, Passenger Acceptance, Standby.

✓ Computerised Check-in - Advanced

✓ Voice Recognition Practice

✓ Knowledge Quizzes

Passenger is travelling with 1 bag at 15 kg.

Pap would prefer to seat by a window and chooses seat 16F.

Pap has no special requirements.

Accept Mr McFly for flight AS812.

Press "**Grade Me**" when you've completed the task and are looking at the 'Acceptance' page.

Checkin Sim

Grade Me

Ident Select Docs Bags Seats Inter Accept

Hint: use the up and down arrow keys to scroll this list.

Selected:

3

#	Name	Ticket	✈	To	🕒	Accepted	
1	Oliver Schanz	354...	AS365	ZRH	16:00	☑ 1A	
2	Francoise Voltaire	548...	AS365	ZRH	16:00	☑ 8A	
3	Paul Morris	745...	AS365	ZRH	16:00	☑ 5B	

Select Pax

Module 3 :

Mind Your Gate

✓ Aviation Customer Service

Customer Service Qualities, Customer Needs, Communication Skills, Positive Language, Handling Flight Disruptions, Passengers with Additional Needs, Cultural Differences, Conflict Management, Complaint Handling.

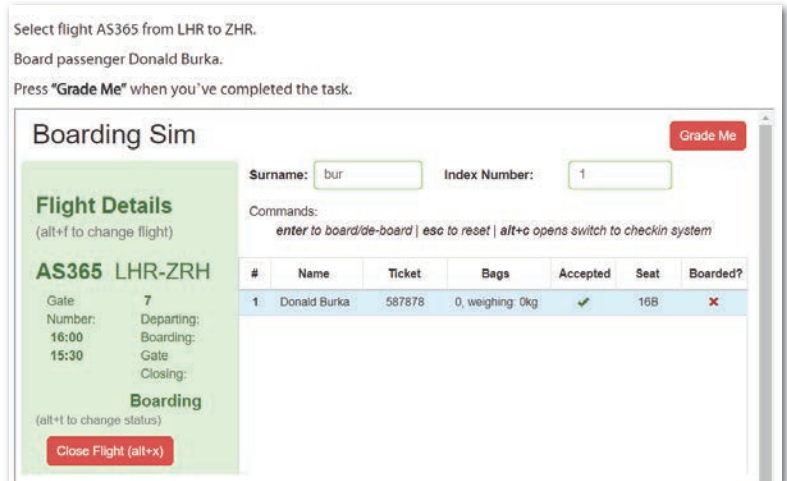
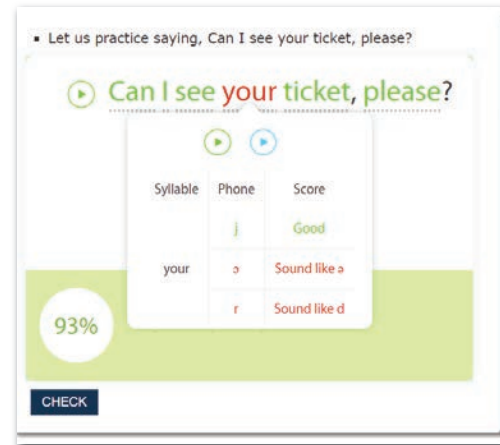
✓ Boarding Management

Gate Preparation, Boarding Management, Procedures, Boarding Announcements, Gate Information, Flight Discrepancies, Boarding Checks.

✓ Computerised Boarding System

✓ Voice Recognition Exercises

✓ Knowledge Quizzes





Passenger Tom Maret would like to change his seat to 6F and request Hindu meal.
Pap is already accepted.
Press "Grade Me" when you've completed the task and are looking at the 'Acceptance' page.

Ch
Ide
Tom

Simulator Exercise Grading

Grade: 100%

Tom Maret, AS365

Parameter	Expected	Your Value	Result
Accepted:	accepted	accepted	Pass
Special Requests:	HNML	HNML	Pass
Seat	6F	6F	Pass

Close

ade Me
cept
ad
ification

Module 4 : Showtime

✓ Employability

How to write a CV/Resume, Interview Questions and Answer Examples, Covering Letters, Maths Tests, Job Applications, Transferable Skills, Interview Techniques, Group Exercises, Body Language, Checklists, How and where to apply.

✓ Knowledge Practice Test

✓ Check-in Simulator Practice

✓ Boarding System Practice

✓ Final Exam

Knowledge Test, Speech Recognition, Pronunciation of key words and phrases, Check-in system exercises, Boarding system exercises.

Testimonials

We are proud that 100% of our Passenger Service Agent candidates would recommend us to other candidates aspiring to work in the aviation industry.*

We've helped candidates from all over the world, including:

India, UK, USA, China, Poland, Nigeria, Bulgaria, France, Spain, Brazil, Romania, Turkey and more.

✈️ "I would love to share my experience with everyone, great interview preparation, built up my confidence and ready for my dream job in aviation industry. Thank you!"

✈️ "I found the course extremely helpful ... I had no knowledge of the airport and aviation, I have gained a great deal of knowledge."

✈️ "This course was amazing; they gave me a full package of knowledge about the airport environment and the role as passenger service

✈️ "I would recommend the course to every individual who choose aviation as their career, not just for course specific knowledge but also for interview preparation."

✈️ "This course has given me a lot of knowledge about aviation and the course has allowed me to be more disciplined."

✈️ "This course was amazing; they gave me a full package of knowledge about the airport environment and the role as passenger service

Our candidates have gone on to represent a wide variety of airline and ground handling companies worldwide.

Frequently Asked Questions

✓ How Do I Book?

You can book your course online at www.avaitionsshake.com (UK) or www.faaenglish.com (USA)

✓ What is included in the cost?

- 24-7 online access to all course content
- Downloadable booklet for each module
- Technical and tutor email support
- Final exams and Diploma Certificate
- Free, comprehensive, recruitment preparation unit

✓ What skills do I need to enrol?

You must have a good understanding of both written and spoken English and be passionate about starting your aviation career.

✓ Do I need to study the modules in order?

Yes. It is important to complete and pass each module, exercises and quizzes in order before taking the final exam. As this is a self-paced learning course, you can complete each unit at your own pace, and 24-7 access means you can study at times that suit you.

✓ How long is the course?

Each module is around 30 hours of online training, giving a total of 120 hours of learning. Some students may complete the course quicker than others - it all depends on how much time you have available to study.

Frequently Asked Questions

✓ Will I receive any materials?

Each module comes with a comprehensive downloadable booklet, so you can always go back and revise your knowledge, even after you have finished the course.

✓ What is the final exam?

The final exam consists of 4 sections: Knowledge test, Pronunciation (Speech Recognition), Check-in exercises, and Boarding exercises. Before taking your exam, we provide you with a number of practice tests - so you are confident in your knowledge when you do decide to take the final exam online.

✓ How will I receive my certification?

Your Diploma will be emailed to you within 3 days of successfully completing the final exam.

✓ Will I be ready for an interview?

We have provided you with a comprehensive and free employment preparation module, with tutorials, videos, examples of answers and questions and CV building tools, so you can gain knowledge of the recruitment process and be ready to land your first aviation job.

✓ Can I use my Diploma for any airport and airline interview?

Yes. As well as proving your knowledge, this diploma will show your commitment, passion and investment into your professional development. Your understanding of the role and responsibilities will give you an advantage during recruitment, interviews and training.

What does it cost?

You can purchase the whole course at once or, if you would like to spread the cost, you can purchase one module at a time.

For up to date prices and deals, check our website:
www.avationshake.com (UK)
faaenglish.com (USA)

Assessment/Certificate

Upon successful completion of the course you will be awarded an International Passenger Service Agent Diploma, accredited by two leading aviation training companies from both USA and the UK.

What are the Career Prospects?

The aviation industry is expanding rapidly. Recruitment for Passenger Service Agents is ongoing and offers exciting career prospects. However, the aviation industry is also highly competitive, so you will need to stand out from the crowd and show your professional development and passion for the industry. Our International Passenger Service Agent Diploma is designed to give you a significant advantage, showing the prospective employer your commitment and drive to become a Passenger Service Agent. You will be ready for the interview process as well as your training programme with an actual airline or ground handling company.

Get in touch, and start your new career today


AviationShake
www.avationshake.com
info@avationshake.com


SKY
Aviation Academy
www.faaenglish.com
sales@faaenglish.com