

#### VENUE AND DURATION OF COURSE:

East Surrey College, Gatton Point, London Road, Redhill, RH1 2JX, 2 Years Full-time

#### ENTRY REQUIREMENTS:

5 GCSEs at Grade 9-4 (A\*-C) (including English and Maths) or a Merit at Level 2 in relevant subject and GCSE English and Maths at Grade 9-4(A\*-C)

#### WHAT QUALIFICATIONS WILL I GET?

Level 3 NCFE Extended Diploma in Travel and Tourism / Aviation

#### COURSE DESCRIPTION:

Over the past ten years, the aviation industry has grown at a rapid pace, with many new start-up airline carriers and many new flight routes developed. Along with the development in regional airports, this has created a strong demand for a new, flexibly-skilled workforce. This course provides an all-round introduction to the aviation industry for those who wish to enter or further their careers in one of its many occupational areas. These include roles in airports such as; passenger liaison, ramp work, cargo operations and ground handling, along with roles that may be seen as 'traditional' airline jobs, such as cabin crew and customer service.

It is a work-related course that prepares you for employment and provides a good grounding to go onto a university course such as Airport/Airlines Operations, pilot training or out to the workplace. You will learn by completing projects and written assignments that are based on realistic work-place situations, activities and demands.

#### UNITS/TOPICS COVERED\*:

- The UK Aviation Industry
- Health and Safety in the Aviation Industry
- Security in the Aviation Industry
- Inter-relationships within the Aviation Industry
- Development of the UK Aviation Industry
- Aviation Geography and Terminology
- Customer Service in the Aviation Industry
- Team Leadership
- Managing Conflict in Aviation
- Marketing in the Aviation Industry
- E-business for Airlines
- Preparation for Employment in the Aviation Industry
- Airport and Airline Commercial Operations
- Ramp Handling
- Flight Operations
- Aircraft Operations
- Handling Air Passengers
- Aircraft Dispatch
- The Principles of Flight

*\*These units are subject to change*

**TYPE OF ASSESSMENT:**

There will be continuous assessments, homework, and practical projects. Internal and external validation of coursework will be carried out.

**EQUIPMENT NEEDED:**

- Pens
- Notepads
- Pencils
- Colour pencils
- Two A4 folders
- Highlighters

**WHERE CAN IT LEAD?**

This course provides a progression route to a career in the travel and tourism industry, or to university. Careers such as Holiday Representative, Tour Guides, Cabin Crew, Cruise Ship Staff, etc. are all available through this course.

**COURSE FEE:**

If you are under 19 on 31 August 2023, tuition is free. If you are 19 or over please consult Client Services for advice and guidance on funding and eligibility.

Please be aware that there may be additional costs for equipment and educational visits. This information will be available from the curriculum staff at interview.

**WHAT TO DO NEXT:**

If you have any outstanding queries please contact our Client Services team on 01737 788444 or at [clientservices@esc.ac.uk](mailto:clientservices@esc.ac.uk).

To apply online for this course please visit [www.esc.ac.uk](http://www.esc.ac.uk).

**Disclaimer:**

Every effort has been made to ensure that the details contained in this leaflet are up-to-date and accurate at the time of printing. However, the College reserves the right to alter or cancel courses, their content, entry requirements, fees or other details should circumstances dictate.

Should you require this leaflet in a different format please contact Client Services on 01737 788444.

