



SKYPEOPLE

TRAINING (EU) LTD



Transition Year Brochure

ABOUT SKYPEOPLE TRAINING

At SkyPeople Training we're known for our professional and friendly approach to learners. We're a collection of highly experienced airline specialists with a wealth of experience and filled with enthusiasm and passion for the aviation industry. Our colleagues share a common belief that the power of personality is key in all we do.

SkyPeople Training LTD and SkyPeople Training (EU) LTD are Cabin Crew Training Organisations (CCTOs) regulated by the UK Civil Aviation Authority (CAA), Irish Aviation Authority (IAA) and the UK Department for Transport (DfT). Rated OUTSTANDING by the DfT at our last inspection, you can be sure you're in safe hands with us.

From initial idea to first flight and beyond, we have supported both start-ups and established flag carriers with their training requirements. Currently counting over 30 airline operators as clients in the UK, America, Europe, Asia and Australia, we have the expertise to guide your learners as they prepare for industry.



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Solutions

Whatever we do it's simple and to the point, people get us as we don't overcomplicate things, championing accessibility. We celebrate diversity and are committed to providing a welcoming, inclusive, barrier-free environment for everyone.

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Authentic

There's no one quite like us, and there's no one quite like you. We believe collaboration is the key, we listen before we act, and understand the importance of human factors, ensuring the needs of both clients and colleagues are at the heart of all we do.

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Future Focussed

We're explorers by nature, curious to discover new worlds and leave behind the greenest footprint we possibly can. Embracing technologies and generations, we excel at bridging the gap between education and industry, developing colleagues wherever they are on their journey.

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Excellence

Compliance is the thread that binds us. We're proud of our track record and work with regulators to protect your operation. We're flexible and standing by to support you at times of stretch with a compassionate team of trusted professionals who get the job done.

Introduction to the Workplace Course (2 day)

We have developed a unique two and five day course, both of which are tailored specifically to the TY students to ensure they develop work related skills such as social, communication and professional practice. Putting the learner at the heart of all we do, we aim to ensure each student leaves us with confidence, competence, and a sound foundation of knowledge to travel with them throughout their chosen career.

Our **two day** Introduction to the Workplace course includes the following modules and is suitable for any learner preparing for any industry.

Communication Techniques

- Introduction to effective communication skills
- Utilisation effective listening skills
- Adapting communication to situations, including communication styles
- Barriers to effective communication

Customer Service

- Recognising and delivering exceptional customer service
- Understanding the customers' needs

Interview Techniques

- How to answer competency based questions using the S.T.A.R technique
- How to prepare for an interview
- Practice competency based questions
- Practice interview scenarios and group discussions

Grooming & Presentation Techniques

- Dressing for industry
- How to make a good first impression
- Maintaining professional standards
- Personal Hygiene

Introduction to Aviation Course (5 day)

Our **five day** Introduction to Aviation course includes all of the above plus the following modules:

Standard Operating Procedures

- A day in the life of cabin crew
- Aviation Regulations
- Pre-flight briefing
- Safety demonstration
- PA training
- Airline operations

Safety and Emergency Procedures

- Effective communication in emergency scenarios
- Fire and smoke theory
- Decompression
- Unplanned and planned emergencies
- Turbulence
- Case study

Aviation Security

- Recognising the threat to aviation
- Hijack
- ICAO threat levels
- Case study

Aviation First Aid

- Introduction MedAire
- Onboard scenarios
- Basic life support - CPR
- Choking
- Bandages
- Slings
- Recovery position

Dangerous Goods Carried by Air

- Recognising dangerous goods
- Categories of dangerous goods
- Case study

For enquiries, contact us.

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You can also find us
on...

