Cabin Crew - Level 2

26 Jan 2027 (Hammersmith)
Study Mode: Part-Time / Location: Hammersmith

25 Jan 2028 (Hammersmith)
Study Mode: Part-Time / Location: Hammersmith

Ready to take your cabin crew career to the next level? Our Level 2 course, starting this February, is designed to deepen your understanding of the cabin crew role. You'll focus on crafting an exceptional customer journey, mastering essential selling skills, and understanding the vital role of teamwork in delivering outstanding service.

Subjects we will study include; making passenger announcement, emergency procedures, health, safety and security, selling techniques and working as cabin crew.

Working in our immersive replica areas - including a travel agent, airline check-in and security, and our very own Hammersmith Airlines cabin -you'll also gain the skills to assist passengers at the check-in desk, as well as the key responsibilities and skills needed to provide exceptional service and ensure passenger safety as cabin crew.

There will be opportunities to apply for airline cabin crew and check in roles with assistance from tutors.

ENTRY REQUIREMENTS

We recommend that you have:

- At least two GCSEs at grade 4 or above, including English and Maths

  or
- Functional Skills in English at Entry Level 3 (Reading, Writing, Speaking and Listening - your certificate must confirm all three have been achieved) and Functional Skills in Maths at Entry Level 3
- Intermediate level IT skills
- A minimum of 3 months' recent customer service experience, including voluntary work

We will check that the course is right for you at enrolment.

ASSESSMENT METHOD

Your assessments are designed to match what you've learned. All your work will be marked by your tutors, giving you a chance to show off your skills in real-world situations.

You'll build a portfolio of your coursework, showcasing your progress throughout the course. Plus, you'll get hands-on experience through practical assignments and receive feedback from your tutors. Some mandatory units may be assessed by external exams.

PROGRESSION OPPORTUNITIES

This course is primarily designed for those aspiring to work in the aviation industry in roles such as Cabin Crew, Customer Service, and Check-in. Our graduates have successfully secured positions with leading airlines such as British Airways, EasyJet, Emirates, Virgin, Ryanair, and Etihad.

Alternatively you could also apply for an internship, apprenticeship or training programme at an airline, airport or travel company.

You could also continue your studies and join our Level 2 Airline, Travel Agent and Check-in Course (AIRTAC), or you may have the opportunity to progress to our Year 3 Travel and Tourism course.

STUDY METHODS

Units covered can include:

- Working as a member of Cabin Crew
- Airline Health, Safety, and Security
- Aircraft Emergency Situations
- Dealing with Passengers on Board an Aircraft
- Cabin Service - Selling Techniques
- Making Passenger Announcements on Board Aircraft