LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Certificate in Airport Passenger Handling

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LAPT — London Academy of Professional Training

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Reference AVI-C02 • Aviation Centres

UKPRN 10067351 • Registered in England and Wales, company 4984798

4	91	492	400	60%	Lifetime
SUBJECTS	CHAPTERS	CLASSES	TOTAL MARKS	PASS MARK	VALIDITY

AT A GLANCE

REFERENCE	**AVI-C02**
AWARD	**Certificate**
ASSESSMENT	**400 marks — 240 to pass (60%)**
PREREQUISITES	**None**
VALIDITY	**Lifetime**
AWARDING BODY	**LAPT — London Academy of Professional Training**

CURRICULUM

1

Passenger Handling, Check-in and Boarding

27 chapters · 122 classes **100 marks**

- **1 Understanding Passenger Profiles and Needs** — 4 classes
  - 1.1 Identifying Passenger Types and Characteristics
  - 1.2 Analyzing Passenger Needs and Expectations
  - 1.3 Adapting Communication Styles for Diverse Passengers
  - 1.4 Implementing Personalized Passenger Support Strategies
- **2 Effective Communication and Problem Resolution Techniques** — 4 classes
  - 2.1 Understanding Effective Communication in Aviation Contexts
  - 2.2 Mastering Active Listening Techniques for Passenger Support
  - 2.3 Utilizing Empathetic Communication for Problem Resolution
  - 2.4 Applying Conflict Resolution Strategies in Aviation Scenarios
- **3 Advanced Passenger Support: Special Assistance and Emergency Protocols** — 4 classes
  - 3.1 Understand Special Assistance Needs and Categories
  - 3.2 Implement Personalised Support for Passengers with Reduced Mobility
  - 3.3 Execute Protocols for Assisting Passengers with Hidden Disabilities
  - 3.4 Respond to In-Flight Emergencies: Procedures and Best Practices
- **1 Understanding Technological Systems in Passenger Handling** — 5 classes
  - 1.1 Exploring Digital Check-In Systems
  - 1.2 Navigating Automated Baggage Handling
  - 1.3 Understanding E-Gate Functionality
  - 1.4 Analyzing Security Screening Technologies
  - 1.5 Implementing Passenger Information Systems
- **2 Digital Check-In and Boarding Innovations** — 5 classes
  - 2.1 Understanding Digital Check-In Processes
  - 2.2 Exploring Mobile and Online Check-In Options
  - 2.3 Implementing Biometric Boarding Techniques
  - 2.4 Analyzing Self-Service Technologies in Airports
  - 2.5 Evaluating Security and Efficiency of Digital Innovations
- **3 Enhancing Passenger Experience Through Mobile and Web Applications** — 5 classes
  - 3.1 Exploring Mobile and Web Technologies in Passenger Handling
  - 3.2 Analyzing Key Features of Passenger Apps for Enhanced Experience
  - 3.3 Understanding the Role of User Interface and User Experience (UI/UX)
  - 3.4 Evaluating Case Studies of Successful Airport Mobile Applications
  - 3.5 Implementing Passenger Feedback to Improve Digital Services
- **4 Future Technologies and Trends in Passenger Handling** — 5 classes
  - 4.1 Understanding Biometrics in Passenger Processing
  - 4.2 Exploring Artificial Intelligence for Enhanced Passenger Experience
  - 4.3 Integrating Internet of Things (IoT) in Airport Operations
  - 4.4 Applying Blockchain for Secure and Efficient Passenger Transactions
  - 4.5 Evaluating the Impact of Virtual and Augmented Reality in Passenger Engagement
- **1 Understanding the Evolution of Passenger Services Technology** — 6 classes
  - 1.1 Exploring the Historical Milestones in Passenger Services Technology
  - 1.2 Understanding Key Innovations Shaping Today's Passenger Experience
  - 1.3 Analyzing the Impact of Digitalization on Airport Operations
  - 1.4 Evaluating the Role of Mobile Technology in Passenger Services
  - 1.5 Investigating Biometric Advancements and Passenger Facilitation
  - 1.6 Applying Future Trends to Enhance Passenger Satisfaction
- **2 Digital Transformation in Passenger Experience** — 6 classes
  - 2.1 Understanding Digital Transformation in Passenger Services
  - 2.2 Exploring Key Technologies Shaping Passenger Experiences
  - 2.3 Evaluating the Role of Data Analytics in Enhancing Service Delivery
  - 2.4 Analyzing Case Studies of Successful Digital Implementations
  - 2.5 Identifying Challenges and Solutions in Digital Innovation
  - 2.6 Creating Strategies for Continuous Improvement in Digital Services
- **3 Implementing Automation in Airport Operations** — 6 classes
  - 3.1 Understanding Automation in Airport Operations
  - 3.2 Exploring Current Technologies in Passenger Services
  - 3.3 Analyzing Benefits of Automation for Passengers
  - 3.4 Identifying Challenges and Mitigation Strategies
- **Boarding Process** — 4 classes
  - Boarding Procedures and Techniques
  - Managing Passenger Flow and Queue Control
  - Communication Skills for Boarding Agents
  - Dealing with Delays and Last-Minute Changes
- **Customer Service Skills** — 4 classes
  - Effective Communication with Passengers
  - Conflict Resolution and Problem-Solving
  - Cultural Sensitivity and Diversity Awareness
  - Building Rapport with Passengers
- **Handling Irregular Operations** — 4 classes
  - Understanding Flight Delays and Cancellations
  - Rebooking and Compensation Procedures
  - Crisis Management and Emergency Procedures
  - Maintaining Customer Satisfaction During Disruptions
- **Post-Flight Services** — 4 classes
  - Passenger Feedback and Surveys
  - Lost and Found Procedures
  - Finalizing Passenger Experience
  - Continuous Improvement in Passenger Handling
- **Baggage Handling** — 4 classes
  - Baggage Check-in Procedures
  - Weight and Size Limitations
  - Lost and Delayed Baggage Procedures
  - Handling Fragile and Special Baggage
- **Security and Safety Procedures** — 4 classes
  - Security Regulations and Compliance
  - Passenger Screening Processes
  - Emergency Procedures and Protocols
  - Handling Security Incidents
- **Technology in Passenger Handling** — 4 classes
  - Use of Check-in Systems and Software
  - Mobile Check-in Applications
  - Data Management and Privacy Issues
  - Future Trends in Passenger Handling Technology
- **Introduction to Passenger Check-In** — 4 classes
  - Overview of Check-In Procedures
  - Types of Check-In: Online, Kiosk, and Counter
  - Importance of Check-In in Aviation Operations
  - Customer Service Skills for Check-In Agents
- **Check-In Documentation and Requirements** — 4 classes
  - Required Travel Documents for Passengers
  - Identification Verification Procedures
  - Baggage Policy and Allowances
  - Handling Special Requests and Needs
- **Boarding Procedures** — 4 classes
  - Understanding Boarding Passes
  - Boarding Groups and Prioritization
  - Communication with Passengers During Boarding
  - Dealing with Delays and Passenger Issues
- **Security Protocols During Check-In and Boarding** — 4 classes
  - Overview of Airport Security Measures
  - Role of Check-In Staff in Security
  - Screening Procedures for Passengers and Baggage
  - Handling Security Incidents
- **Customer Service Excellence** — 4 classes
  - Building Rapport with Passengers
  - Handling Difficult Situations
  - Cultural Sensitivity in Customer Service
  - Feedback and Continuous Improvement
- **Technology in Check-In and Boarding** — 4 classes
  - Use of Check-In Software and Systems

2 Airline Reservations, Ticketing and Fares

20 chapters · 120 classes **100 marks**

- **1 Ticketing Systems Overview** — 6 classes
  - 1.1 Understanding Ticketing Software
  - 1.2 Types of Ticketing Systems
  - 1.3 Integration with Other Systems
  - 1.4 User Interface Best Practices
  - 1.5 Data Management in Ticketing
  - 1.6 Troubleshooting Common Issues
- **2 Passenger Processing Techniques** — 6 classes
  - 2.1 Efficient Check-in Procedures
  - 2.2 Boarding Process Optimization
  - 2.3 Managing Passenger Flow
  - 2.4 VIP and Special Assistance Handling
  - 2.5 Crisis Management in Passenger Processing
  - 2.6 Feedback Collection Techniques
- **3 Accuracy in Ticketing** — 6 classes
  - 3.1 Importance of Data Accuracy
  - 3.2 Verification Processes for Tickets
  - 3.3 Common Errors in Ticketing
  - 3.4 Implementing Quality Control Measures
  - 3.5 Training Staff for Accuracy
  - 3.6 Using Technology for Accuracy
- **4 Handling Special Requests** — 6 classes
  - 4.1 Understanding Special Needs
  - 4.2 Customizing Passenger Experience
  - 4.3 Communication with Passengers
  - 4.4 Documenting Special Requests
  - 4.5 Follow-up Procedures for Requests
  - 4.6 Empathy in Customer Service
- **5 Efficiency in Operations** — 6 classes
  - 5.1 Streamlining Operational Processes
  - 5.2 Resource Allocation Strategies
  - 5.3 Performance Metrics for Efficiency
  - 5.4 Continuous Improvement Practices
  - 5.5 Technology's Role in Efficiency
  - 5.6 Team Collaboration for Better Outcomes
- **Introduction to Airline Reservations** — 5 classes
  - History of Airline Reservations
  - Types of Airline Reservations Systems
  - Overview of Global Distribution Systems (GDS)
  - Role of Travel Agents in Reservations
  - Customer Service in Reservations
- **Understanding Fares and Pricing** — 5 classes
  - Components of Airline Fares
  - Types of Fares: Published vs. Private
  - Fare Rules and Restrictions
  - Dynamic Pricing in Airlines
  - Understanding Ancillary Fees
- **Booking Process and Procedures** — 5 classes
  - Steps in the Booking Process
  - Online Booking Platforms
  - Handling Group Bookings
  - Managing Changes and Cancellations
  - Ticketing Procedures
- **Revenue Management and Yield Optimization** — 5 classes
  - Introduction to Revenue Management
  - Factors Affecting Airline Revenue
  - Yield Management Techniques
  - Forecasting Demand
  - Impact of Seasonality on Fares
- **Customer Relationship Management in Reservations** — 5 classes
  - Importance of CRM in Aviation
  - Building Customer Loyalty
  - Handling Customer Complaints
  - Personalization in Service Delivery
- **Emerging Trends in Airline Reservations** — 5 classes
  - Impact of Technology on Reservations
  - Mobile Apps and Their Role in Booking
  - Artificial Intelligence in Customer Service
  - Sustainability in Airline Operations
  - Future of Airline Pricing Models
- **Introduction to Ticketing Systems** — 5 classes
  - Overview of Ticketing Systems
  - Types of Ticketing Systems
  - Role of Ticketing in Aviation
  - Understanding E-Ticketing
  - Basic Terminology in Ticketing
- **Fares and Pricing Structures** — 5 classes
  - Understanding Airfare Components
  - Types of Fares: Published vs. Private
  - Dynamic Pricing Strategies
  - Factors Affecting Airfares
  - Fare Rules and Restrictions
- **Reservation Systems Overview** — 5 classes
  - Introduction to Reservation Systems
  - Components of a Reservation System
  - Global Distribution Systems (GDS)
  - Online Booking Engines
  - Role of Reservation Systems in Customer Service
- **Ticketing Procedures and Policies** — 5 classes
  - Ticket Issuance Processes
  - Refund and Cancellation Policies
  - Handling No-Show Situations
  - Understanding Baggage Policies
  - Customer Communication in Ticketing
- **Customer Service in Ticketing** — 5 classes
  - Effective Communication Skills
  - Managing Customer Expectations
  - Resolving Ticketing Issues
  - Personalizing Customer Experience
  - Building Customer Loyalty through Service
- **Future Trends in Ticketing and Reservation Systems** — 5 classes
  - Impact of Technology on Ticketing
  - Emerging Trends in Customer Preferences
  - Sustainability in Ticketing Practices
  - The Role of AI and Automation
  - Future Challenges in Ticketing Systems
- **18 Ticket Desk Service Operations** — 10 classes
  - 18.1 Opening and Closing the Ticket Desk
  - 18.2 Greeting and Identifying Customer Travel Needs
  - 18.3 Checking Travel Documents Before Selling a Ticket
  - 18.4 Quoting Fares and Explaining Fare Conditions
  - 18.5 Issuing Tickets and Electronic Documents
  - 18.6 Taking Payment and Reconciling the Cash Drawer
  - 18.7 Handling Group and Corporate Bookings at the Desk
  - 18.8 Dealing with Queues and Busy Periods
  - 18.9 Recording Every Transaction for Audit
  - 18.10 Ticket Desk Role Play and Assessment
- **19 Changes, Reissues and Refunds** — 10 classes
  - 19.1 Why Fare Rules Control Every Change
  - 19.2 Voluntary Changes and Date Amendments
  - 19.3 Calculating Fare Differences and Change Fees
  - 19.4 Reissuing a Ticket After a Route Change
  - 19.5 Refund Eligibility and Refund Calculations
  - 19.6 Involuntary Changes After Cancellations
  - 19.7 Handling No-Show and Late Cancellation Cases
  - 19.8 Documenting Refunds and Waiver Approvals
  - 19.9 Explaining Refusals Politely to Customers
  - 19.10 Refund and Reissue Practice Cases
- **20 Booking Records and Queue Management** — 10 classes

3

Airport Lounges, Concierge and Premium Services

18 chapters · 120 classes **100 marks**

- **1 Understanding Luxury Lounge Operations** — 6 classes
  - 1.1 Define Luxury Lounge Standards
  - 1.2 Analyze Customer Expectations in Luxury Settings
  - 1.3 Identify Key Roles and Responsibilities in Lounge Operations
  - 1.4 Explore Bespoke Services Offered in Premium Lounges
  - 1.5 Implement Effective Guest Interaction Techniques
  - 1.6 Evaluate Efficiency in Luxury Lounge Operations
- **2 Designing the Optimal Lounge Experience** — 6 classes
  - 2.1 Understanding Luxury Lounge Expectations
  - 2.2 Identifying Key Elements of a Premium Lounge
  - 2.3 Creating Ambiance with Interior Design Principles
  - 2.4 Enhancing Guest Experience Through Personalized Services
  - 2.5 Implementing Efficient Lounge Operations
  - 2.6 Evaluating and Improving Guest Satisfaction
- **3 Advanced Customer Interaction and Personalization** — 6 classes
  - 3.1 Understanding the Role of Personalization in Luxury Services
  - 3.2 Analyzing Customer Profiles for Tailored Experiences
  - 3.3 Implementing Effective Communication Techniques
  - 3.4 Crafting Personalized Guest Interactions
  - 3.5 Utilizing Technology for Enhanced Customer Engagement
  - 3.6 Evaluating and Improving Personalized Service Strategies
- **4 Managing High-Quality Service Standards** — 6 classes
  - 4.1 Understanding Luxury Service Expectations
  - 4.2 Analyzing Customer Profiles and Preferences
  - 4.3 Implementing Concierge Excellence Techniques
  - 4.4 Enhancing Guest Experience through Personalized Service
  - 4.5 Monitoring and Evaluating Service Quality
  - 4.6 Applying Feedback to Improve Service Standards
- **5 Leveraging Technology for Lounge Efficiency** — 6 classes
  - 5.1 Understanding Emerging Technologies in Luxury Lounges
  - 5.2 Analyzing Software Solutions for Streamlining Operations
  - 5.3 Implementing Digital Booking Systems to Enhance Customer Experience
  - 5.4 Integrating IoT for Real-time Lounge Management
  - 5.5 Optimizing Staff Efficiency through Automation Tools
  - 5.6 Evaluating Data Analytics for Improved Lounge Services
- **1 Understanding the Role of Concierge in Aviation** — 6 classes
  - 1.1 Exploring the Essentials of Concierge Services in Aviation
  - 1.2 Identifying Key Responsibilities of a Concierge
  - 1.3 Understanding Customer Service Excellence in a Premium Lounge
  - 1.4 Navigating Challenges Faced by Aviation Concierges
  - 1.5 Building Effective Communication Skills for Customer Interaction
  - 1.6 Applying Best Practices for Enhancing Passenger Experience
- **2 Core Customer Service Skills and Communication** — 6 classes
  - 2.1 Understanding Customer Needs: Identifying and Anticipating Expectations
  - 2.2 Active Listening Techniques: Enhancing Interaction with Guests
  - 2.3 Effective Verbal Communication: Articulating Services Clearly
  - 2.4 Non-Verbal Cues: Interpreting and Using Body Language
  - 2.5 Managing Difficult Situations: Conflict Resolution Skills
  - 2.6 Personalized Service Delivery: Creating Memorable Experiences
- **3 Customizing Services for Diverse Passengers** — 6 classes
  - 3.1 Understanding Passenger Diversity and Needs
  - 3.2 Identifying Cultural Expectations in Service
  - 3.3 Adapting Communication Styles for Inclusivity
  - 3.4 Customizing Services for Families and Special Needs
  - 3.5 Catering to Business Passenger Preferences
  - 3.6 Evaluating Feedback to Improve Passenger Experience
- **4 Technology and Tools for Service Excellence** — 6 classes
  - 4.1 Understanding the Role of Technology in Concierge Services
  - 4.2 Exploring Essential Digital Tools for Service Excellence
  - 4.3 Implementing Effective Online Communication Strategies
  - 4.4 Utilizing Customer Relationship Management (CRM) Systems
  - 4.5 Enhancing Guest Experience with Smart Technology
  - 4.6 Applying Data Analytics for Personalized Concierge Services
- **5 Conflict Resolution and Service Recovery** — 6 classes
  - 5.1 Understanding Conflict: Identifying Sources and Types
  - 5.2 Empathy in Action: Effective Listening Strategies
  - 5.3 Navigating Difficult Conversations: Techniques for De-escalation
  - 5.4 Service Recovery Essentials: Turning Complaints into Opportunities
  - 5.5 Developing Personalized Solutions: Tailoring Responses to Concerns
  - 5.6 Reflective Practice: Evaluating and Improving Resolution Techniques
- **1 Understanding Premium Lounge and Concierge Services** — 6 classes
  - 1.1 Defining Premium Lounge and Concierge Services
  - 1.2 Exploring Customer Expectations in Premium Services
  - 1.3 Identifying Key Components of Operational Efficiency
  - 1.4 Analyzing Service Flow in Premium Lounges
  - 1.5 Enhancing Customer Experience through Personalized Service
  - 1.6 Applying Efficiency Strategies in Real-World Scenarios
- **2 Streamlining Operations for Optimal Customer Experience** — 6 classes
  - 2.1 Understanding Key Principles of Operational Efficiency
  - 2.2 Identifying Bottlenecks in Premium Services
  - 2.3 Implementing Time-Saving Techniques
  - 2.4 Harnessing Technology for Streamlined Operations
  - 2.5 Training Staff for Enhanced Customer Experience
  - 2.6 Monitoring and Evaluating Operational Improvements
- **3 Technology Utilization in Premium Service Operations** — 6 classes
  - 3.1 Understanding the Role of Technology in Premium Service Operations
  - 3.2 Identifying Key Technologies in Concierge and Lounge Services
  - 3.3 Integrating Digital Tools for Enhanced Customer Experience
  - 3.4 Optimizing Workflow with Automation and AI Solutions
  - 3.5 Enhancing Security and Data Management in Premium Services
  - 3.6 Evaluating the Impact of Technology on Operational Efficiency
- **4 Resource Management and Staff Optimization** — 6 classes
  - 4.1 Understanding Resource Allocation in Premium Services
  - 4.2 Identifying Key Roles and Responsibilities in Lounge Operations
  - 4.3 Analyzing Workforce Scheduling for Peak Efficiency
  - 4.4 Streamlining Processes for Enhanced Guest Experience
  - 4.5 Implementing Staff Training Programs for Optimal Performance
  - 4.6 Monitoring and Evaluating Staff Productivity
- **5 Measuring and Enhancing Service Performance** — 6 classes
  - 5.1 Understanding Key Performance Indicators in Premium Services
  - 5.2 Implementing Effective Measurement Techniques
  - 5.3 Analyzing Customer Feedback for Service Improvement
  - 5.4 Leveraging Technology to Enhance Service Performance
  - 5.5 Developing Strategies for Continuous Performance Enhancement
  - 5.6 Integrating Performance Metrics into Daily Operations
- **16 Lounge Access, Entry Control and Guest Records** — 10 classes
  - 16.1 Who Is Entitled to Enter the Lounge
  - 16.2 Checking Boarding Passes and Membership Cards
  - 16.3 Handling Guests and Walk-in Purchases
  - 16.4 Capacity Limits and Waiting List Control
  - 16.5 Welcoming Guests with a Professional Image
  - 16.6 Guest Preference Records and Privacy
  - 16.7 Escorting Guests to Flights on Time
  - 16.8 Handling Disputes About Entitlement
  - 16.9 Daily Guest Count Reporting
  - 16.10 Entry Desk Role Play and Assessment
- **17 Lounge Food, Beverage and Housekeeping Standards** — 10 classes
  - 17.1 Opening Checks for the Lounge Floor
  - 17.2 Buffet Setup and Food Presentation
  - 17.3 Food Safety Temperatures and Allergen Labels
  - 17.4 Beverage Station and Bar Service Basics
  - 17.5 Cleaning Schedules for Seating and Washrooms
  - 17.6 Restocking Supplies During Peak Waves
  - 17.7 Managing Stock, Wastage and Supplier Deliveries
  - 17.8 Showers, Prayer Rooms and Quiet Areas Upkeep
  - 17.9 Closing Procedures and Handover Notes

4

Service Recovery, Conflict Resolution and Passenger Rights

26 chapters · 130 classes **100 marks**

- **1 Understanding Conflict Dynamics in Cabin Crew Operations** — 6 classes
  - 1.1 Identifying Sources of Conflict in Cabin Crew Scenarios
  - 1.2 Analyzing Conflict Dynamics in In-Flight Operations
  - 1.3 Recognizing Individual Reactions to Conflict
  - 1.4 Strategies for Effective Communication in High-Stress Situations
  - 1.5 Applying Techniques to De-escalate Conflicts
  - 1.6 Evaluating Conflict Resolution Outcomes in Cabin Crew Settings
- **2 Communication Skills for Effective Conflict De-escalation** — 6 classes
  - 2.1 Understanding the Basics of Effective Communication in Conflict
  - 2.2 Identifying and Overcoming Communication Barriers
  - 2.3 Developing Active Listening Skills for Conflict De-escalation
  - 2.4 Practicing Empathy to Build Rapport and Trust
  - 2.5 Utilizing Non-Verbal Communication to Diffuse Tension
  - 2.6 Applying Communication Techniques in Real-World Conflict Scenarios
- **3 Cultural Sensitivity and Emotional Intelligence in Conflict Resolution** — 6 classes
  - 3.1 Understanding Cultural Differences in Conflict Resolution
  - 3.2 Recognizing and Respecting Diverse Perspectives
  - 3.3 Developing Emotional Intelligence for Effective Communication
  - 3.4 Identifying Personal Biases and Their Impact on Conflict
  - 3.5 Applying Cultural Sensitivity Techniques in Disputes
  - 3.6 Practicing Conflict Resolution Scenarios with Cultural Awareness
- **4 Negotiation Techniques and Problem-Solving Strategies** — 6 classes
  - 4.1 Identifying Sources of Conflict in Cabin Crew Environments
  - 4.2 Understanding Key Negotiation Principles for Conflict Resolution
  - 4.3 Developing Effective Communication Skills for Negotiation
  - 4.4 Applying Problem-Solving Strategies in Cabin Crew Scenarios
  - 4.5 Practicing Active Listening Techniques in Conflict Situations
  - 4.6 Evaluating Negotiation Outcomes and Learning from Experiences
- **5 Leadership in Conflict Management and Team Coordination** — 6 classes
  - 5.1 Understanding Leadership Roles in Conflict Management
  - 5.2 Analyzing Team Dynamics During Conflicts
  - 5.3 Implementing Effective Communication Strategies
  - 5.4 Developing Conflict Resolution Skills
  - 5.5 Evaluating Conflict Resolution Outcomes
  - 5.6 Applying Leadership Techniques in Team Coordination
- **1 Understanding Service Failures and Their Impact** — 4 classes
  - 1.1 Identifying Common Service Failures in Aviation
  - 1.2 Analyzing the Impact of Service Failures on Customer Satisfaction
  - 1.3 Exploring the Emotional and Financial Costs of Service Failures
  - 1.4 Developing a Proactive Approach to Service Recovery
- **2 Effective Communication Techniques for Service Recovery** — 4 classes
  - 2.1 Understand the Role of Communication in Service Recovery
  - 2.2 Identify Key Verbal Techniques for Effective Resolution
  - 2.3 Explore Non-Verbal Cues in Customer Interactions
  - 2.4 Apply Active Listening Skills to Improve Customer Outcomes
- **3 Implementing Best Practices in Service Recovery Solutions** — 4 classes
  - 3.1 Understanding the Fundamentals of Service Recovery
  - 3.2 Identifying Common Service Failures and Solutions
  - 3.3 Applying Effective Communication Strategies in Service Recovery
  - 3.4 Implementing Continuous Improvement in Service Recovery Practices
- **1 Understanding Passenger Feedback Channels and Metrics** — 4 classes
  - 1.1 Exploring Passenger Feedback Channels
  - 1.2 Analyzing Key Metrics in Passenger Feedback
  - 1.3 Comparing Effectiveness of Different Feedback Channels
  - 1.4 Applying Feedback Metrics to Enhance Customer Service
- **2 Analyzing Passenger Feedback Data for Service Improvement** — 4 classes
- **3 Developing Effective Problem-solving Techniques** — 5 classes
  - 3.1 Understanding Problem Types in Passenger Services
  - 3.2 Identifying Root Causes of Common Issues
  - 3.3 Applying Critical Thinking to Passenger Problems
  - 3.4 Developing Collaborative Solutions with Team Members
  - 3.5 Evaluating the Effectiveness of Implemented Solutions
- **4 Implementing Solutions and Enhancing Passenger Experience** — 5 classes
  - 4.1 Identifying Passenger Issues
  - 4.2 Analyzing Passenger Feedback
  - 4.3 Developing Effective Solutions
  - 4.4 Implementing Solutions in Real-Time
  - 4.5 Evaluating and Enhancing Service Experience
- **1 Identifying Conflict Triggers** — 6 classes
  - 1.1 Understanding Passenger Expectations
  - 1.2 Recognizing Common Frustrations
  - 1.3 Analyzing Situational Dynamics
  - 1.4 Identifying Emotional Responses
  - 1.5 Cultural Sensitivity in Conflicts
  - 1.6 Predicting Potential Disputes
- **2 Effective Communication Techniques** — 6 classes
  - 2.1 Active Listening Skills
  - 2.2 Empathy in Communication
  - 2.3 Clarity and Conciseness
  - 2.4 Non-Verbal Communication Cues
  - 2.5 Adjusting Tone and Language
  - 2.6 Building Rapport with Passengers
- **3 Negotiation and Mediation Skills** — 6 classes
  - 3.1 Principles of Effective Negotiation
  - 3.2 Creating Win-Win Solutions
  - 3.3 Mediation Techniques for Resolution
  - 3.4 Managing Difficult Conversations
  - 3.5 Understanding Power Dynamics
  - 3.6 Closing the Negotiation Successfully
- **4 Maintaining Customer Satisfaction** — 6 classes
  - 4.1 Measuring Customer Satisfaction
  - 4.2 Responding to Feedback Effectively
  - 4.3 Creating Positive Experiences
  - 4.4 Handling Complaints Gracefully
  - 4.5 Continuous Improvement Strategies
  - 4.6 Building Loyalty through Service
- **5 Documenting and Analyzing Complaints** — 6 classes
  - 5.1 Effective Complaint Documentation
  - 5.2 Analyzing Complaint Patterns
  - 5.3 Using Data for Improvement
  - 5.4 Reporting and Escalation Procedures
  - 5.5 Identifying Root Causes of Complaints
  - 5.6 Implementing Solutions Based on Analysis
- **Introduction to Aviation Law** — 4 classes
  - Overview of Aviation Law
  - History and Development of Aviation Regulations
  - International Aviation Organizations
  - Key Legal Principles in Aviation
- **Regulatory Framework** — 4 classes
  - National vs. International Regulations
  - Role of the International Civil Aviation Organization (ICAO)
  - Federal Aviation Administration (FAA) Regulations
  - European Union Aviation Regulations
- **Passenger Rights** — 4 classes
  - Rights of Air Passengers Under International Law
  - EU Regulation 261/2004: Compensation and Assistance
  - Passenger Rights in the United States
  - Dispute Resolution Mechanisms for Passengers
- **Liability and Compensation** — 4 classes

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UKPRN 10067351 • Company 4984798
Curriculum current at the date of issue.