

COURSE NAME: NATIONAL CERTIFICATE III IN AIRPORT REPRESENTATIVE SERVICES

INTRODUCTION: The holders of this qualification are expected to work as an Airport Representative who are responsible for working on the phone and in person to provide information about travel plans for customers. This could involve giving the customer information about arrival and departure times, reserving tickets with a particular airline, and a wide variety of other topics, greeting passengers, guiding them to the proper terminal, explaining airport regulations etc.

CODE: TOU10SQ1L317

MNQF: Level 3

DURATION: 4 Months

COURSE FEE: 9,500/- MRF

Registration Fee: 500 MRF

Assessment Fee: 1,000/- MRF

MODE: Face to Face

ENTRY CRITERIA: Successful Completion of Higher Secondary Education

INTAKE: January / July

MODULES:

- General industry knowledge
- Observe personal and work place hygiene practices
- Practice health, safety and security Practices
- Communicate appropriately with clients and colleagues
- Perform computer operations
- Policies and procedures
- Offer arrival and departure assistance
- Create a customer-centric culture
- Give and receive workplace feedback
- Work effectively with culturally diverse colleagues
- Conduct basic workplace communication in a language other than English