

# FLIGHT SERVICES

**Program:** FLIE

**Credential:** Ontario College Certificate

**Delivery:** Full-time + Part-time

**Length:** 2 Semesters

**Duration:** 1 Year

**Effective:** Fall 2023

**Location:** Barrie

## Description

Flight Attendants are ambassadors of the passenger experience in the Airline industry. In this program, students focus on the knowledge, skills and behaviours required to provide exceptional passenger service and deal effectively with the travelling public. Through theory and hands on experience, students gain knowledge of the various duties and responsibilities of a flight attendant and how to provide quality service and leadership. Emphasis is placed on passenger safety and use of emergency equipment through simulated experiences.

## Career Opportunities

Graduates from this program may qualify for flight attendants jobs and can choose to work with both Canadian and International airlines. Graduates may also find work with other entry level positions within the airline industry including passenger service representatives, check-in agents and airline reservation agents.

## Program Learning Outcomes

The graduate has reliably demonstrated the ability to:

1. engage intercultural and interdisciplinary groups of people through oral and written communications to safely execute and document flight operations;
2. optimize decisions regarding travel based on global geography and resources using industry communication technologies;
3. implement international aviation regulations and guidelines to support safe flight operations;
4. embody professionalism through service leadership in the aviation industry;
5. explain industry expectations of flight crew members to provide safe and effective service in compliance with the regulatory responsibilities;
6. translate career expectations into active daily practice as a flight professional;
7. develop environmental awareness and implement related initiatives relative to the profession;
8. apply basic entrepreneurial strategies to identify and respond to new opportunities.

## Program Progression

The following reflects the planned progression for full-time offerings of the program.

## Fall Intake

- Sem 1: Fall 2023
- Sem 2: Winter 2024

## Articulation

A number of articulation agreements have been negotiated with universities and other institutions across Canada, North America and internationally. These agreements are assessed, revised and updated on a regular basis. Please contact the program co-ordinator for specific details if you are interested in pursuing such an option. Additional information can be found on our website at <https://www.georgiancollege.ca/admissions/credit-transfer/> (<http://www.georgiancollege.ca/admissions/credit-transfer/>)

## Admission Requirements

OSSD or equivalent, with

- Grade 12 English (C or U)

Mature students, non-secondary school applicants (19 years or older), and home school applicants may also be considered for admission. Eligibility may be met by applicants who have taken equivalent courses, upgrading, completed their GED, and equivalency testing. For complete details refer to: [www.georgiancollege.ca/admissions/academic-regulations/](https://www.georgiancollege.ca/admissions/academic-regulations/) (<https://www.georgiancollege.ca/admissions/academic-regulations/>)

Applicants who have taken courses from a recognized and accredited post-secondary institution and/or have relevant life/learning experience may also be considered for admission; refer to the Credit for Prior Learning website for details: [www.georgiancollege.ca/admissions/credit-transfer/](https://www.georgiancollege.ca/admissions/credit-transfer/) (<https://www.georgiancollege.ca/admissions/credit-transfer/>)

## Graduation Requirements

10 Program Courses  
1 Communications Course

## Graduation Eligibility

To graduate from this program, the passing weighted average for promotion through each semester, and to graduate is 60%. Additionally, a student must attain a minimum of 50% or a letter grade of P (Pass) or S (Satisfactory) in each course in each semester unless otherwise stated on the course outline.

## Program Tracking

The following reflects the planned course sequence for full-time offerings of the Fall intake of the program. Where more than one intake is offered contact the program co-ordinator for the program tracking.

Semester 1		Hours
Program Courses		
FLIE 1000	French for the Hospitality Industry	56
FLIE 1001	The Flight Attendant	42
FLIE 1002	Certifications for the Hospitality Industry	28
TOUR 1008	Introduction to Hospitality Services	42
TOUR 1009	Dynamics of Hospitality and Tourism	42
Communications Course		

Select 1 course from the communications list during registration.		42
<b>Hours</b>		<b>252</b>
<b>Semester 2</b>		
Program Courses		
BUSI 2005	Customer Service	42
FLIE 1003	North American Destinations	42
FLIE 1004	Airline Safety and Security	70
FLIE 1005	French for the Hospitality Industry 2	56
FLIE 1006	Airline Software	42
<b>Hours</b>		<b>252</b>
<b>Total Hours</b>		<b>504</b>

## Graduation Window

Students unable to adhere to the program duration of one year (as stated above) may take a maximum of two years to complete their credential. After this time, students must be re-admitted into the program, and follow the curriculum in place at the time of re-admission.

**Disclaimer:** *The information in this document is correct at the time of publication. Academic content of programs and courses is revised on an ongoing basis to ensure relevance to changing educational objectives and employment market needs.*

*Program outlines may be subject to change in response to emerging situations, in order to facilitate student achievement of the learning outcomes required for graduation. Components such as courses, progression, coop work terms, placements, internships and other requirements may be delivered differently than published.*