

# Flight Services (FLIE) Ontario College Certificate

## PART-TIME

### Frequently Asked Questions

#### Do I need to apply?

Part-time students must apply to this program through [ontariocolleges.ca](http://ontariocolleges.ca)  
Use the code FLIX.

#### When can I start the program?

Intakes: September

#### How many courses do I take?

Full program details can be viewed on the [Program Outline](#).

#### Graduation requirements

10 Program Courses

1 Communications Courses

#### Semester 1

FLIE1000 French for the Hospitality Industry  
FLIE1001 The Flight Attendant  
FLIE1002 Certifications for the Hospitality Industry  
TOUR1008 Introduction to Hospitality Services  
TOUR1009 Dynamics of Hospitality and Tourism  
Communications course

#### Semester 2

BUSI2005 Customer Service  
FLIE1003 North American Destinations  
FLIE1004 Airline Safety and Security  
FLIE1005 French for the Hospitality Industry 2  
FLIE1006 Airline Software

## What is the cost of the program?

There is no program fee when studying part-time.

As a part-time student in this program, you will take 2 courses per semester and payment is per course, as you register.

The course fees change year-to-year and course to course. The best source for accurate fees is to check the website:

<https://www.georgiancollege.ca/academics/part-time-studies/programs/flight-services-flie/>

See screenshot below.



### FLIGHT SERVICES

Program Code	FLIE	Program requirements	Contact us
Credential	Ontario College Certificate	• 10 Mandatory Courses	• <a href="mailto:coned@georgiancollege.ca">coned@georgiancollege.ca</a>
Campus	Barrie	• 1 Communications Course	• <a href="tel:705.722.5149">705.722.5149</a>

Program outline

Delivery schedule

How to apply

Please see our course listings of available [General Education and Communications](#) courses for this program.


### PROGRAM 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.



CURRENT COURSE OFFERINGS			
▲ COURSE TITLE	📄 COURSE CODE	📄 ONTARIO LEARN EQUIVALENTS	▼ MANDATORY
<a href="#">Certif. for the Hosp. Industry</a>	<a href="#">FLIE1002</a>		✓
<a href="#">Customer Service</a>	<a href="#">BUSI2005</a>	<a href="#">BUSI1015 - Building and Maintaining Customer Relations (ODE)</a>	✓
<a href="#">Dynamics of Hosp./Tourism</a>	<a href="#">TOUR1009</a>		✓

Each course listed links to course sections with fees:



## Customer Service

**CUSTOMER SERVICE**

**BUSI 2005**

Building an awareness of the critical need for a high level of customer service in any organization is necessary for success. Differentiated customer service can be the basis for building a sustainable competitive advantage. Students learn how to give and receive effective feedback, the importance of service quality standards and customer relationship management, and communication skills including listening.

<b>CREDITS</b>	<b>COURSE HOURS</b>
3	42

**Available Courses**

Unless stated, the course fee does NOT include the textbook(s). Not all courses have required textbooks. See [registration dates](#) for courses that are not yet open.

**CUSTOMER SERVICE - BUSI 2005**  
 Fee: \$323.40  
 Course registration number: 11010  
 Start: Tuesday, Sept. 7, 2021  
 End: Friday, Dec. 17, 2021

**Class times**

Days	Times	Building - Room
Thursday	12 to 1:50 p.m.	O - SLINE

Campus: Barrie

**FULL**

**CUSTOMER SERVICE - BUSI 2005**  
 Fee: \$323.40  
 Course registration number: 21073  
 Start: Monday, Jan. 10, 2022  
 End: Friday, April 22, 2022

**Are there additional fees?**

Additional fees include textbooks and your uniform.

Refer to our program page for a link to find uniform information:

<https://www.georgiancollege.ca/academics/programs/flight-services/>



## Take off on your dream career as a flight attendant

Flight Services Ontario College Certificate program  
 Take your career to new heights. Get job ready in just eight months. Train in state-of-the-art facilities with industry experts.



**On this page:**

- Program information
- Admission requirements
- Career opportunities
- Study part-time
- Course information
- Contact us
- Ways to connect

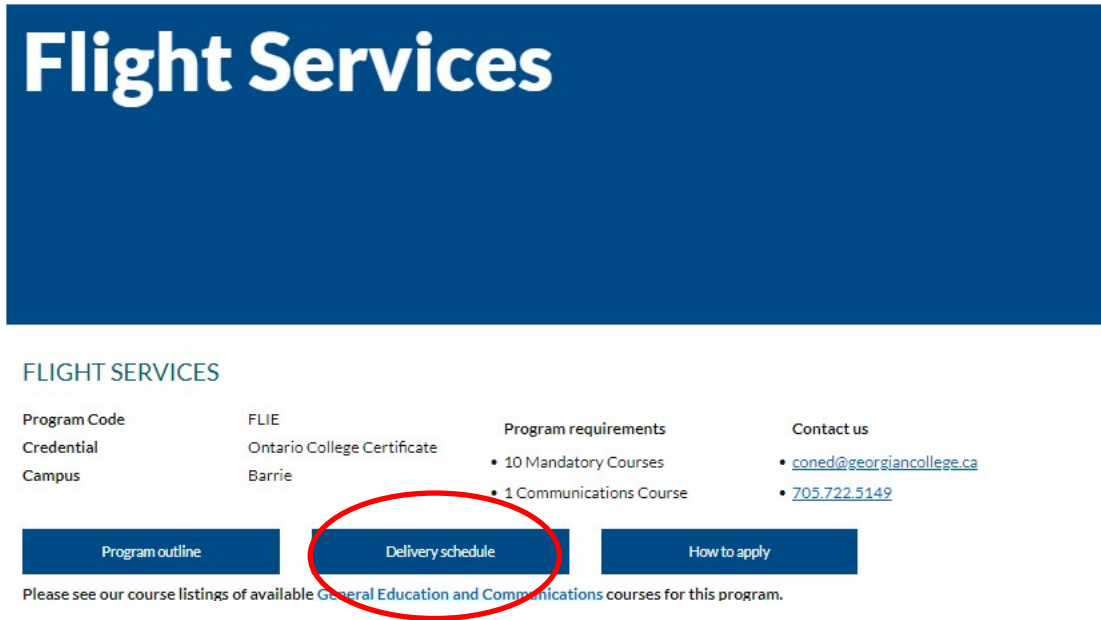
- Take the CareerMatch quiz
- Order your uniform here
- View more Hospitality, Tourism and Recreation programs
- 2022-2023 program outline
- 2021-2022 outline (PDF)
- Program outline archive



Program code <b>FLIE</b>	Duration <b>1 Year</b>	Credential <b>Ontario College Certificate</b>	Delivery <b>Full-time + Part-time</b>
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**How do I know which courses to take?**

We have set a schedule up for you – review the DELIVERY SCHEDULE posted on the program page:



**Flight Services**

FLIGHT SERVICES

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[Program outline](#)
[Delivery schedule](#)
[How to apply](#)

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**How long will it take to complete the certificate?**

6 semesters or 3 years  
Fall – Winter – Fall – Winter – Fall – Winter

**Don't forget to look into a Credit Transfer/Prior Learning Recognition evaluation of your past education and experience for fast tracking through the program.**

If you have significant work experience you can review our PLAR opportunities:  
<https://www.georgiancollege.ca/admissions/credit-transfer/>

If you have taken post-secondary at another institution, you may be eligible for credit transfer and/or prior learning recognition.

**QUESTIONS? We are here to help!**

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