MEGIRA AVIATION

ACADEMY

PROFESSIONAL DIPLOMA IN

CABIN CREW OPERATIONS

Fly • Serve • Excel



12-WEEK CAREER-ORIENTED TRAINING PROGRAMME · MONDAY TO FRIDAY, 8 HOURS A DAY

Build the knowledge, confidence and professional standards to take your first steps towards a career in aviation.

Safety • Service • Communication • Teamwork • Professionalism

Intake open: March 2027 | **Only 20 places** | **Kigali, Rwanda** | **Ages 18 to 25**

megiraaviationacademy.com · admissions@megiraaviationacademy.com

01 / PROGRAMME OVERVIEW

Your journey into cabin crew operations

The Megira Aviation Academy programme introduces students to the knowledge, practical awareness and professional behaviours associated with cabin crew work.



Programme at a glance

DURATION	SCHEDULE	FORMAT	LEARNING APPROACH
12 weeks Structured training plan	**Monday to Friday** 8 hours a day (40 hours a week, 480 hours in total)	**Classroom + practical** Subject to facility availability	**Applied learning** Exercises, simulations and assessment

Programme objectives

- Understand the role, responsibilities and professional expectations of cabin crew.
- Build foundational knowledge of aircraft cabins, cabin operations and passenger service.
- Develop safety awareness and understand emergency response principles.
- Practise professional communication, spoken English and aviation terminology.
- Develop grooming, presentation, teamwork and customer-care skills.
- Prepare for airline recruitment processes through CV, interview and assessment practice.

Who the programme is for

Individuals interested in cabin crew and passenger-facing aviation careers who are ready to learn, practise professional standards and participate in classroom and supervised practical activities.

Training approach

Learning combines instructor-led lessons, demonstrations, group activities, role-play, practical exercises and written, oral and practical assessments. The exact delivery of specialist activities depends on the availability of suitable facilities and qualified instructors.

02 / TRAINING CURRICULUM

Aviation foundations and safety

The first part of the programme builds the foundation for understanding the aircraft cabin, the crew role and the importance of safety.



MODULE 1 — Cabin Crew Fundamentals & Aviation Introduction

- Introduction to the aviation industry, commercial airlines and airline operations.
- Cabin crew roles, responsibilities, positions and professional ethics.
- Airline organisational structures, safety culture and career pathways.

MODULE 2 — Aircraft Familiarisation & Cabin Operations

- Aircraft types, cabin layout, seating zones, doors and emergency exits.
- Passenger service units, overhead compartments, galleys and cabin equipment.
- Pre-flight cabin preparation, cabin checks, security awareness and cabin readiness.

MODULE 3 — Aviation Safety & Emergency Procedures

- Safety principles, hazard awareness, passenger safety briefings and crew coordination.
- Emergency communication, emergency landing awareness and evacuation principles.
- Ditching awareness, passenger management and emergency response responsibilities.

MODULE 4 — Fire Prevention & Firefighting

- Fire classifications, common cabin fire hazards and prevention.
- Fire extinguisher types, familiarisation and supervised operation practice.
- Smoke, overheating and fire response awareness; containment principles and crew coordination.

Practical emphasis: Specialist emergency training must be delivered with appropriate equipment, facilities, instructor competence and safety controls.

03 / TRAINING CURRICULUM

Medical response, water safety and service

Students are introduced to passenger wellbeing, water-survival awareness, hospitality and the personal presentation expected in customer-facing aviation roles.



MODULE 5 — First Aid & Medical Emergency Response

- Basic first aid principles, CPR awareness and AED familiarisation.
- Responding to fainting, unconsciousness, choking, bleeding, burns and minor injuries.
- Recognising allergic reactions and passenger illness; communicating and reporting incidents.

MODULE 6 — Swimming, Water Safety & Ditching Awareness

- Water confidence, floating, treading water and basic swimming practice.
- Life-jacket familiarisation, water-survival principles and passenger assistance.
- Ditching awareness and life-raft familiarisation where suitable training facilities are available.

MODULE 7 — Passenger Service & In-flight Hospitality

- Passenger reception, boarding assistance, seating and professional interaction.
- Food and beverage service, special meal requests and service standards.
- Assisting older passengers, passengers with reduced mobility and unaccompanied minors.
- Handling complaints, difficult interactions and service recovery.

MODULE 8 — Grooming, Makeup, Uniform & Professional Presentation

- Professional makeup, hair styling, skincare, nail care and personal hygiene.
- Male grooming, neat hairstyles, facial-hair presentation and personal care.
- Uniform care, correct fit, shoes, accessories, posture, walking and professional body language.

An academy training uniform is included in the tuition fee. The academy will provide the uniform details before training starts.

04 / TRAINING CURRICULUM

Communication, security and crew coordination

Professional cabin crew members communicate clearly, work as a coordinated team and remain alert to passenger, cabin and security concerns.



MODULE 9 — Professional English & Communication

- Spoken English, pronunciation, grammar, listening and comprehension.
- Passenger conversations, enquiries, public speaking and confidence building.
- Cabin announcements, professional telephone communication and email writing.
- Role-play exercises that encourage students to communicate in English.

MODULE 10 — Aviation Terminology & Cabin Crew Language

- Common terms including cabin crew, purser, galley, cockpit, boarding and disembarkation.
- Flight phases, aircraft areas, passenger handling and cabin procedures vocabulary.
- Understanding and using appropriate operational language in classroom scenarios.

MODULE 11 — Passenger Psychology & Conflict Management

- Passenger behaviour, cultural awareness, empathy and emotional intelligence.
- Managing complaints, difficult interactions and stressful situations.
- De-escalation, professional boundaries and respectful passenger support.

MODULE 12 — Aviation Security & Dangerous Goods Awareness

- Cabin security awareness, suspicious behaviour and unauthorised access prevention.
- Restricted items, unattended baggage and security reporting awareness.
- Dangerous goods awareness, including battery-related safety considerations.

05 / TRAINING CURRICULUM

Teamwork, practical application and career preparation

The final curriculum areas help students connect their knowledge through teamwork, realistic exercises and structured assessment.



MODULE 13 — Crew Resource Management (CRM) & Teamwork

- Communication, leadership, cooperation and effective crew briefings.
- Situational awareness, decision-making and workload management.
- Human factors, fatigue awareness, conflict resolution and following procedures.

MODULE 14 — Professional Development & Airline Recruitment Preparation

- Preparing an aviation-focused CV and professional application.
- Airline interview etiquette, group exercises and assessment-day preparation.
- Professional photographs, presentation, career planning and recruitment expectations.

MODULE 15 — Cabin Simulation & Final Assessment

- Cabin preparation, passenger boarding and in-flight service role-play.
- Safety demonstration practice, cabin announcements and evacuation exercises.
- Fire-safety and first-aid practical assessments, subject to approved facilities.
- Written examination, oral presentation, teamwork exercise and final evaluation.

Assessment methods

- Written quizzes and final knowledge examination.
- Oral presentations and passenger announcement practice.
- Practical demonstrations and instructor observations.
- Attendance, participation, teamwork and professional conduct.

Successful completion is subject to meeting the academy's published attendance, assessment and course requirements.

06 / PROGRAMME SCHEDULE

Twelve-week learning pathway

The timetable below is a proposed learning sequence. The academy may adjust the order of sessions to accommodate instructors, facilities and practical training arrangements.



Training hours: Monday to Friday, 8 hours a day: 40 hours a week, 480 hours over the 12 weeks.

WEEK	MAIN TRAINING FOCUS
01	Aviation introduction, cabin crew fundamentals and aircraft familiarisation
02	Cabin operations, aviation safety, emergency procedures and terminology
03	Fire prevention, fire extinguisher familiarisation and emergency response
04	First aid, CPR awareness and medical emergency response
05	Swimming, water safety, life-jacket and ditching awareness
06	Passenger service, in-flight hospitality and customer care
07	Grooming, makeup, uniform, posture and professional presentation
08	Professional English, communication and aviation terminology
09	Passenger psychology, conflict management, aviation security and dangerous goods awareness
10	Crew Resource Management (CRM), teamwork and airline recruitment preparation
11	Cabin simulation, emergency drills and mock airline interviews
12	Revision, written examination, oral and practical assessments

Practical learning activities

- Cabin safety and passenger briefing demonstrations.
- Passenger boarding, seating and in-flight service simulations.
- Supervised fire-safety and extinguisher familiarisation.
- First-aid practice using suitable training equipment.
- Swimming and water-safety sessions at a suitable facility.
- Tabletop and supervised evacuation/fire-drill exercises.
- Mock airline interviews, group exercises and professional presentation.

07 / STUDENT PREPARATION

Your student packing checklist

Students should arrive prepared for classroom learning, professional presentation and scheduled practical sessions. Please label personal belongings.



PERSONAL DOCUMENTS	CLASSROOM MATERIALS
▪ National ID or passport copy	▪ Notebooks and pens
▪ Two passport-size photographs	▪ Pencils, eraser and highlighters
▪ Admission confirmation	▪ A4 folder or document file
▪ Proof of payment	▪ Sticky notes
▪ Required academic documents	▪ Water bottle
▪ Emergency contact details	▪ Laptop or tablet, if available

PROFESSIONAL CLOTHING	GROOMING & PERSONAL CARE
▪ White formal shirt or blouse	▪ Hairbrush or comb
▪ Black formal trousers or professional skirt	▪ Personal hygiene products
▪ Black closed formal shoes	▪ Deodorant and toiletries
▪ Appropriate socks or hosiery	▪ Nail-care materials
▪ Formal jacket or blazer	▪ Makeup essentials, where applicable
▪ Conservative accessories	▪ Personal skincare products

SWIMMING & PRACTICAL KIT	ADDITIONAL ITEMS
▪ Suitable swimming costume	▪ Wristwatch
▪ Swimming cap and goggles	▪ Small practical-notes book
▪ Towel	▪ Reusable water bottle
▪ Pool sandals or flip-flops	▪ Personal medication, if applicable
▪ Change of clothes	▪ Any item specifically requested by the academy
▪ Waterproof bag	

Specialist equipment: Fire extinguishers, life jackets, first-aid training equipment and other specialist aviation safety equipment will be provided by the academy or designated training facility. Students should not purchase these items individually.

08 / FEES, EXPECTATIONS & STUDENT STANDARDS

Know what to expect

The academy aims to communicate programme costs and student responsibilities clearly before training begins.



Programme fees

FEE	LOCAL STUDENTS	INTERNATIONAL STUDENTS
Tuition fee (full programme)	**Contact our admissions team**: admissions@megiraaviationacademy.com	
Application fee	One-time, non-refundable: contact our admissions team	

FEE ITEM	WHAT IT COVERS
Academic tuition	Instructor-led classroom teaching and academic instruction.
Training materials	Course notes, handouts and designated learning resources, as specified.
Practical training	Scheduled demonstrations and practical sessions included in the approved fee.
Training uniform	Academy training uniform for practical sessions and professional presentation.
Assessments & certificate	Required course assessments and academy diploma, subject to successful completion.
Graduation	Graduation ceremony and graduation package.

Payment plan: To be confirmed by the academy. Any external facility fees, transport, accommodation, medical checks or personal items not included in tuition will be disclosed separately.

Student expectations

- Attend scheduled classes and practical sessions punctually, Monday to Friday.
- Maintain professional grooming, dress and personal hygiene.
- Respect instructors, classmates, academy property and training facilities.
- Participate actively in lessons, role-play and supervised practical activities.
- Develop spoken English and communicate respectfully.
- Follow all safety instructions and assessment requirements.

Important programme information

This programme provides academic and practical foundations in cabin crew operations. The academy diploma is a course-completion award from Megira Aviation Academy. It should not be represented as an airline employment guarantee, an aircraft-type qualification or a regulator-issued cabin crew licence. Any regulated or airline-specific qualification requires the relevant approvals, facilities and assessment arrangements.

MEGIRA AVIATION

ACADEMY

YOUR AVIATION JOURNEY STARTS HERE

Fly • Serve • Excel



A strong cabin crew professional is built on safety, service, communication, teamwork and discipline.

LEARN WITH PURPOSE	TRAIN WITH CONFIDENCE	GROW PROFESSIONALLY

MEGIRA AVIATION ACADEMY

Professional Diploma in Cabin Crew Operations

Intake open: March 2027 · Only 20 places · 12 weeks, Monday to Friday, 8 hours a day

Apply online: **megiraaviationacademy.com/apply**

Email: **admissions@megiraaviationacademy.com**

Website: **megiraaviationacademy.com** · Kigali, Rwanda

Training content and practical delivery are subject to the academy's published timetable, instructor availability, facility arrangements and applicable requirements.