



# **Certificate in Flight Attending & Customer Service**

## **Course Guidelines**

### **Introduction**

Welcome to The Pacific-NZPTC and more importantly we welcome all of you as our pioneering students for the Flight Attendant Course.

This is the first time a course of this nature is offered in Fiji. We are very proud to be the first Institute in Fiji to offer this course, and I am equally sure you all are as proud as we are to be the first lot of students.

This is a 22 week course, of which 21 weeks will be taught in Fiji and 1 week will be in New Zealand.

### **Campus**

You all should be proud to be at The Pacific-NZPTC, Nadi Campus laid out in 12 acres, which is our “Jewel of the Crown” and home of Fiji Rugby. In this Campus, you will find the following besides what you find in the normal Campus

- \*\*\* IRB Certified Gym
- \*\*\* Student Accommodation
- \*\*\* Fiji Rugby Team Accommodation (you will find from time to time our National hero's such as... **Ilivesi Tabua, Serevi, Ryder** in this Campus)
- \*\*\* Training Restaurant & Bar
- \*\*\* Lots of space to move around

### **Finance & Administration Policy**

Refunds: Please refer to the refund policy as per the student hand book at [www.nzptc.ac.fj](http://www.nzptc.ac.fj)

Policies: Please refer to [www.nzptc.ac.fj](http://www.nzptc.ac.fj) student hand book for all student policies.

### **Corporate Dress**

The Institute will provide you with 2 sets of uniform. The uniform is compulsory and must be utilized at all times. Everyday, grooming is very important. First impressions count. In the airline checks are carried out everyday. You will be checked for your grooming daily and spot checks would be part of the course. This will go in your record and is a great reference

check for the future. Hair, make-up, stockings etc. if you are not dressed corporately you will be sent home and marked half a day.  
Take your own lead don't follow the trend.

### **Assessments**

The course has a variety of assessment methods consisting of open and closed book exams, role plays, presentations, practical demonstrations etc. To gain an AIRLINE TRAINING SOLUTIONS certificate you will need to pass all the 9 closed book exams over the course. When your tutors are in class and they tell you to highlight specific sections, this is important. If you get home and you haven't highlighted study will be very difficult. Only 1 resit with all the AIRLINE TRAINING SOLUTIONS closed book exams is allowed. The passing mark for all AIRLINE TRAINING SOLUTIONS closed book exam is 80%. If you fail more than 1 unit you can continue with the course but will not receive the AIRLINE TRAINING SOLUTIONS certificate. You will however, get the result notice.

### **Re sits**

We will allocate days throughout the course to re sit papers that you do not successfully pass the first time or for students that are not here for the unit. If you do not have exams to re sit its possible that you will have the day off!

### **Attendance**

No more than 5 sick days. It's very important as you will not get the NZPTC certificate if you do not meet these requirements. For serious absence this will be on a case by case and will go through campus manager. Sick leaves will only be accepted from the doctor nominated by the institute. The details of the doctor are available on the student notice board.

### **Sick Leave**

If you are away sick during the assessments, you are required to produce a sick sheet form the Doctor specified by the Institute. This information will be available in the WEB, the student notice board, and from the Office.

### **Late**

On time is late. Be early. 1 min late is considered half day. After lunch is also recorded as half a day. Need to get into the practice of being early. It is frustrating for the tutor and the rest of the class that turned up on time!!!

### **Tutors**

If you have any issues, concerns or worries please feel comfortable to see the course coordinator or the campus manager. It is really important that you mix well as a class. Some days you may find that your tutors have pre seated, and if not make an effort to sit beside someone new.

All tutors will have a different style of teaching. Some will read, others will do a lot more talking. Take as much as you can from it. Some you will enjoy more than others but it's important to recognize that you need to be adaptable. Classrooms need to be left tidy. We set it up depending on the unit. Take everything at the end of the day. Leave it, lose it!!!!  
 Within the airlines you can't choose who you are off on a 10 day trip with!

### **Training in New Zealand**

We will arrange all necessary letters etc for the Visa requirements. If you have any previous rejection/dealing for which the authorities are not prepared to issue a visa then you will have to deal with it your self.

In terms of the cost

Visa Cost	Paid by the Student	
Air Fare	Paid by Student (We will organize special A/fare with the airlines)	
Meals	Paid by the Student	
Accommodation	Paid by the institute	
Transport to/from NZ	Paid by the Institute (Share Accommodation)	

### **Mobile phones are a no go!**

Turn them off before walking into the classroom. Not on silent and not on vibration.

If you are expecting an important call, give the phone to office staff and she will she'll come and get you when it rings. It's distracting for everyone not to mention rude.

No phones on planes. No phone for 14 hours sometimes!!! Get into the practice of it. Phones will be confiscated for the day.

### **One on ones**

Tutors will have one on one talks with you individually, this is a chance for them to evaluate your progress and find out about your concerns etc. This will be done regularly. However, they are always here for you to come and see them if you need to.

## **Breaks**

15 min morning tea, around 10.30 – 10.45

1 hour lunch, from 1.00 – 2.00

Times change daily in accordance to what subject you will be doing.

We tend to close the class room during breaks, its important to get out have a walk around and some fresh air.

No sitting in the reception area. This area is for visitors.

Food and drink are not allowed. Water bottles are important. No chewing gum! No mints.

## **Things to Remember**

- CVs, start working on them
- Drivers license, start working on it
- Swimming, need to be confident
- First Aid is very important. You cannot graduate without it.
- Smoking area
- Student common room
- GRADUATION!!!!!!

*Please ensure that you are aware of the institute policies – this is available on the website – [www.nzptc.ac.fj](http://www.nzptc.ac.fj)*