

CRESCENDO DIPLOMA PROGRAMME

# AIRLINE SERVICES

TAUGHT BY  
HIGHLY  
EXPERIENCED  
CABIN CREWS



TRAINING TRIPS  
TO WORLDCLASS  
AVIATION  
TRAINING  
CENTRES



“ A unique and exciting  
diploma that primes you  
up precisely for that  
glamorous career in the  
skies.

LEARN TO  
SPEAK IN  
MANDARIN,  
JAPANESE, OR  
KOREAN



“ The programme equips students with indepth aviation knowledge that fulfills the need of the aviation industry.



PRACTICAL  
ORIENTED,  
INDUSTRY  
DRIVEN  
TRAINING



## PROGRAMME STRUCTURE

Customer Service	Crew Rules & Responsibilities
Airport Operation	Professional Grooming & Etiquette
Cabin Crew Training	Introduction to the Airline Industry
Advance Crew Training	Bahasa Melayu Komunikasi (U1)
Passenger Ground Handling	In-Flight Service and Catering
Pengajian Malaysia (U1)	Safety and Emergency Procedure
Communication Skills (U2)	Case Studies in Major Airport and Airlines
Comparative Religion(U3)	Teamwork-Cohesion Development (U4)
Intensive English Grammar	English for Successful Interview
English for Airline Service	Language: Japanese   Chinese   Korean
Academic English	[Language] for Beginners
Bahasa Kebangsaan	[Language] Culture & Communication
Skills	[Language] for Service Industry
Life-saving Skills	Industrial Training (4-6 months)
Aural & Oral Skills	
Personal Development Skills	

## ENTRY REQUIREMENT

Passes SPM with 3 credits (and a pass in English)  
Passes UEC with 3B's (and a pass in English)  
High School Certificate (for International Students)

INTAKE

Apr | Sept

DURATION

2.5 Years

## JOB-FOCUSED TRAINING ACTIVITIES



Trips to Aviation Training Centres  
(Airasia, Etihad, Garuda etc.)



Emergency evacuation drill &  
water survival skills



Inflight customer service  
training in a mock-up cabin



Professional Grooming &  
Etiquette

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