



AIRCREW AUSTRALIA

Flight Attendant

- World standard cabin crew training in Brisbane
- 3 months program includes Certificate in Aviation + airline tours and briefings
- Minimum Grade 10 / Form 4 entry
- Package includes everything, even your pocket money
- Some sponsorships may be available: we'll help you apply
- Later we help you apply for airline jobs

A BIG OPPORTUNITY

Woo hoo! If you have ever dreamed of becoming a flight attendant, this could be your BIG opportunity. Aircrew Australia is offering an opportunity to gain an Australian Certificate in Aviation specializing in cabin crew operations at a top airline training facility in Brisbane.

This qualification is accepted worldwide as a professional foundation for an airline career.

On top of this training course we provide four weeks of airline industry familiarization including briefings about airline recruitment and cabin crew careers, plus visits to airports and airline bases to learn more about the aviation industry. You will even do some workplace attachment with an airline ground crew to help you understand airline operations. This will give you a big advantage over other airline job applicants who have only done the classroom course.



Upon completing this training program we will assist you with submitting job applications to a range of airlines in our region including Air Niugini, PNG Air, Nauru Airlines, Fiji Airways, Solomon Airlines, Philippine Airlines, Qantas, Virgin, Regional Express, Jetstar and Air New Zealand.

HOW FLIGHT ATTENDANTS ARE TRAINED

Before working as a flight attendant in the air you have to complete three types of training:

- (1) General cabin crew training
- (2) Company-specific training
- (3) Aircraft type training

General cabin crew training includes aviation industry knowledge, workplace health and safety, first aid, pre-flight, in-flight and post-flight procedures, customer communication skills, assertiveness, bar and meal service, aviation security, emergency procedures and survival skills, grooming and deportment (how to stand up, walk, move around in a professional way). This training takes at least six weeks and is offered by many colleges and training schools around the world. Some airlines run their own "in house" general cabin crew training.

Company-specific training refers to learning the procedures and quality standards of a specific airline that you are going to work for. This is usually conducted in the airline company's own training room and takes about one week.

Aircraft type training refers to knowing about a particular kind of aircraft that you will be working on eg where everything is and how everything works, because all aircraft are different. This also takes about one week of training, on board one of the aircraft.

Our training in Brisbane will cover the General cabin crew training. Later if you are employed by an airline you will be given Company-specific training and Aircraft type training.

OUR FLIGHT ATTENDANT PROGRAM

Most airlines do run their own in-house training for flight attendants but they only have limited spaces for recruitment of trainees. On the other hand the demand for cabin crew is increasing as the airlines grow and add more aircraft and flights to their fleets. Accordingly the airlines also need to recruit staff who have done their general cabin crew training outside.

For this purpose Aircrew Australia is offering PNG and South Pacific applicants a fantastic 3-month training and preparation program in Brisbane that will give you a great head-start when applying for cabin crew employment as an “outsider” who has done your general cabin crew training outside the airline.

Our program has 5 parts:

1. Pre-departure preparation and briefing. Includes finalizing your passport and visa, medical check, fitting you with Aircrew Australia travelling uniform and cabin crew trolley case and brief you on what to expect in Australia (1 wk)
2. Orientation program on arrival (Cairns and Brisbane). Find out where everything is, how everything works (1 wk)
3. Cabin crew certificate course at Aviation Australia College, Brisbane (6 wks)
4. Airline industry familiarization - tours, briefings, workplace observations (3 wks)
5. Employment assistance (ongoing) – helping you submit job applications to airlines



TERMINOLOGY

Note that the terms “air hostess” and “stewardess” are no longer used because almost half of all flight attendants are now males. The term “cabin crew” now refers to the whole team of people working in the cabin and “cabin crew member”, “crew member” or “flight attendant” means one of the cabin crew.

In some airlines the head of the cabin crew team on a flight is called the “purser”, while other airlines use the term “senior flight attendant”, “crew leader” or “team leader”. (The term “flight crew” on the other hand, means the pilots.)

THE COLLEGE

Aircrew Australia is partnering with a training school called Aviation Australia College, located at Brisbane Airport.



Aviation Australia has the finest cabin crew training facilities available in Australia including

- Modern lecture rooms for theory classes
- jet aircraft cabin simulators for training in cabin procedures
- a real Boeing 727 jet training aircraft
- swimming pool and training equipment for ditching procedures and survival skills including evacuation slides, life jackets, life rafts (yes you are going to jump in with all your clothes on!)
- a range of working safety equipment for practicing emergency drills including oxygen masks and firefighting equipment.



The Aviation Australia College cabin crew course is conducted by qualified aviation personnel including ex-senior cabin crew. At the start of the course you will be fitted with a professional Aviation Australia flight attendant uniform and be expected to wear the uniform to all classes and to all job interviews later.



Theory and practical classes will cover aviation security procedures, aviation workplace communication, aviation health and safety precautions, in-flight cabin procedures, in-flight meal and bar service, customer service skills, firefighting, first aid, emergency procedures, cross-cultural skills, dressing and grooming, and airline recruitment.

After the course, trainees will be awarded a Certificate in



Attendance (Cabin Crew) which is recognized world-wide by airline recruiting managers.



AIRLINE INDUSTRY EXPOSURE

Back home you may find it difficult to gain further airline industry experience while seeking employment so before travelling home the Aircrew Australia program will take you through a number of experiences to expose you to a wider range of aviation industry workplaces and operations including:

- A tour of Cairns airport operations & control tower
- A tour of Brisbane airport ops & control tower
- A tour of a regional jet airport such as Gold Coast, Sunshine Coast or Toowoomba
- A tour of Archerfield airport (Brisbane) where smaller charter airlines and private planes operate
- A tour of the Mareeba rural aerodrome near Cairns to visit the MAF training base and North Qld Aero Club and experience a flight in a light aircraft
- Workplace observation at airline check-in at Cairns and Brisbane airports, plus city sales offices
- Workplace observation at Nauru Airlines Boeing 737 maintenance base at Brisbane airport
- Workplace observation with a smaller regional or charter airline for a few days to get to know some airline staff and learn about passenger and cargo check-in, aircraft weight calculations, baggage screening, aircraft catering and cleaning, customer service and so on.

These experiences will be listed on another certificate issued by Aircrew Australia and will be of additional advantage to you when applying for cabin crew recruitment or other aviation jobs such as airline ground crew (eg ticketing officer, check-in officer, traffic officer, cargo officer etc).



PROGRAM SCHEDULE

Week 1 (At home) Pre-departure briefings and final passport/visa arrangements, get haircuts, uniforms, trolley cases. Fly to Cairns.

Week 2 (Cairns) Cairns orientation, open bank account, get Aust mobile phone, tour of Cairns airport and control tower, observe Air Niugini check-in and flight arrival/departure procedures and visit PX city sales office, tour of Mareeba aerodrome and experience a light aircraft flight. Fly Qantas or Virgin to Brisbane. Brisbane orientation (where to find shops, how to use public transport etc) and settle into homestay accommodation.

Week 3 - Week 8 (Brisbane) commence Certificate in Aviation cabin crew training course at Aviation Australia College, Brisbane Airport.

Week 9 (Brisbane) Aviation industry exposure – Brisbane airport tour, observe Air Niugini airport check-in and flight arrival/departure procedures and visit PX city sales office, tour the Nauru Airlines maintenance base

Week 10 (Brisbane) Aviation industry exposure – Gold Coast, Sunshine Coast or Toowoomba airport tour, Archerfield airport tour and charter air operations

Week 11 (Brisbane) Aviation industry exposure – workplace observation at small airline or charter operator. Fly Air Niugini, Qantas or Virgin to Port Moresby.

Program package cost (all-inclusive): AUD20,000

Next intakes 2019: 06MAY, 29JUL, 17SEP

NOTE: Cabin crew need to make early morning starts with no smell of alcohol. If you are a late night Facebook addict, a beer buddy or party animal then we highly recommend that if you are selected for aircrew training you should adopt a new lifestyle of early-to-bed-early-to-rise and very little or no alcohol. To minimize the risk of spoiling this big opportunity Aircrew Australia will ask all trainees to sign a contract not to consume any alcohol during the training period.



WHAT DOES IT COST? WHO WILL PAY?

In Papua New Guinea and other regional countries the only free cabin crew training available is conducted internally by Air Niugini, PNG Air, Fiji Airways, Nauru Airlines etc for their own recruits. For intending flight attendants who are unsuccessful in gaining entry to these cabin crew recruitments there is no choice but to look overseas for self-sponsored or privately-sponsored training and this is always going to be expensive.

Applicants for Aircrew Australia's cabin crew program must be prepared to find their own fees with the help of family, friends and fundraising unless they can secure a sponsor.

Fortunately sponsorship is sometimes available from members of parliament, local and provincial governments, statutory bodies, NGO's and private companies that support the aviation industry.

If your application for our flight attendant training program is successful we will actively assist you to apply for sponsorship although we do not guarantee that you will be able to secure a sponsor. All sponsors have limited funds available so there will not be enough sponsorships for all selected applicants. *Those applicants who apply early are more likely to obtain sponsorship.*

Our 3 month flight attendant program cost is **AUD20,000** = USD 15,000 = PGK 50,000 = FJD31,000 including the Certificate of Attendance in Cabin Crew training at Aviation Australia College (Brisbane), plus our orientation program, aviation industry familiarization briefings and excursions, cabin crew career advice and recruitment assistance, return airfares to Australia, boarding accommodation, study materials, uniforms, medical insurance, pocket money and all other minor expenses.

The full amount of the program package must be paid before we offer you a departure date and commence the pre-departure preparations.



WHAT IS AIRCREW AUSTRALIA?

Aircrew Australia (different from Aviation Australia) is an agency arranging placement of PNG and South Pacific students in Australian aviation schools for both pilot and cabin crew training.

For each trainee we include pre-departure briefings at home, welcome and orientation programs on arrival in Australia, accommodation and weekly allowance during the training, all air travel and ground transport, pastoral care and supervision during the training, passports and visas, aviation security passes, licenses, medical insurance and suitable clothing for the training.

Actually we are the only agency offering such a complete all-inclusive and specially designed package for training of PNG and South Pacific aircrew in Australia. Our selection of suitable training schools, our 3-month training and industry familiarization program is unique to Aircrew Australia.

Sponsors favour our aircrew training programs because all they have to do is write one cheque and we take care of everything else. We keep sponsors informed of the progress of each trainee and we give the sponsor the option to cancel and refund if the trainee is not preparing, cooperating or performing well.



Aircrew Australia is a division of Australian company Pacific Development Services Pty Ltd (ACN #102400199).

Both companies are owned by **Aaron Hayes**, a respected Australian teacher, psychologist, careers counsellor and education consultant who lived and worked in PNG and other South Pacific locations for many years and understands the hopes and dreams of young people from this region plus the concerns of their parents and sponsors that they be well taken care of and supervised when training overseas. Aaron is based in Cairns and will personally welcome, supervise and support all trainees on arrival and keep an eye on them during the training. Aaron asks all trainees to abide by sensible guidelines including *no alcohol or drugs, no partying and no trips away from the training base* during the period of training.

In Papua New Guinea, Aircrew Australia is represented by our subsidiary and agent PNG Development Services Ltd (PNGIPA #3-48322). Please enquire to find out the in-country agents in other countries.

Staff of in-country agents are responsible for conducting interviews, liaison with sponsors, organizing passports and travel and conducting pre-departure briefings.

Aaron himself conducts the final selection of applicants so you can be confident there will not be any favoritism on the home country side.

HOW CAN I APPLY?

SELECTION CRITERIA

To be offered a place in Aircrew Australia's flight attendant training program and meet the recruitment criteria of most airlines you must:

- ✓ Be at least 18 years of age, male or female, and not married
- ✓ Have Grade 10 / Form 4 education or higher, with above-average results
- ✓ Speak and understand English well (we will check this during your application interview)
- ✓ Be able bodied, fit and healthy with good hearing and good eyesight (wearing glasses is okay)
- ✓ Be of smart appearance
- ✓ Have an outgoing, talkative and confident personality
- ✓ Have body weight in proportion to height (not too overweight and not too underweight)
- ✓ Be able to work long hours without becoming tired or sleepy
- ✓ Convince us that you are a hard-working, well-behaved, sensible and reliable young adult with mature attitude (eg by nominating referees from your school and other responsible adults who know you well, by showing evidence of your involvement in community or leadership activities, by writing a personal statement about yourself highlighting indicators of your maturity, self-discipline and good character)

NOTES:

1. *These are the minimum requirements for our training program but some airlines may have stricter criteria eg some airlines insist on HSC / F6 certificate and some airlines will not employ crew with tattoos on the arms, neck or face.*
2. *We have no quota. We will issue acceptance letters to all applicants who meet our selection criteria and convince us they can complete the training successfully. However not all selected applicants will be able find sponsors. Applicants without sponsorship will have to raise their own fees.*



APPLICATION PROCEDURE

1. Visit our website at www.wantok.net.pg and download and print out the application form for Flight Attendant Training.
2. Fill in the application form by hand (write with black or blue biro), scan it or photograph it and e-mail it back to us at aircrew.australia@gmail.com (most internet cafés have printers and scanners)
3. If you cannot scan or photograph and e-mail your application you can send it through the post to:
Aircrew Australia
PO Box 6474
CAIRNS QLD 4870 Australia
4. If you have internet and e-mail access on your smart phone but no access to a printer or scanner you can send a plain e-mail containing your answers to the questions appearing on the application form, to: aircrew.australia@gmail.com
5. Do not send any other documents with your application such as copies of school certificates or references. We will ask you to send or show these later if you are offered an interview.
6. Pay the application processing fee of **AUD100** or PGK250 to our account in Cairns or Port Moresby (see instructions on application form) and e-mail a scan or photo of the bank receipt to us together with your e-mail application, or attach a copy to your paper application if sending through the post office.
7. If your application meets our basic criteria we will contact you to arrange an interview. Interviews may be conducted in person or over the phone.
8. If your application and interview is successful, we will send you an acceptance letter (offer letter) plus a training contract with an invoice for fees, and some advice on how to find a sponsor to pay your fees.
9. If you find a sponsor (or if you are able to fundraise your own fees) and you are able to pay your invoice, we will get you ready for the next intake, starting with local medical examination, arranging your passport and visa, plus flight tickets.
If you live out of town we can do most of these arrangements on your behalf while you stay at home but we will fly you in to the capital a few days before going to Australia in order to attend a pre-departure briefing together with other successful applicants going with you for training.
Accommodation and meals in your city before flying to Cairns and Brisbane will all be provided.

APPLICATION FEE

The application processing fee is AUD100 = PGK250. The purpose of this fee is to cover our costs for distributing information about the program, receiving and sorting applications, communicating with applicants, conducting interviews, verifying school certificates, calling referees and doing other background checks, then sending out acceptance or rejection letters.

Accordingly the application fee is not refundable for any applicant, whether successful or unsuccessful. Therefore please consider carefully before applying.

OTHER NOTES

1. Please note that payment of the application fee, attending an interview or phone interview and receiving an acceptance letter from Aircrew Australia is not a guarantee of being able to commence or complete the training. You must also have a sponsor to meet the training package cost, or fundraise your own fees. Although we will try to help you find a sponsor, the final responsibility for securing sponsorship, or otherwise meeting the cost of the training package by your own means, lies with you.
2. Further, the decision of Aircrew Australia in respect of applications is final and no complaints will be entertained. We will only issue acceptance letters to applicants we believe are capable and motivated enough to successfully complete this very challenging and very expensive training and gain employment with an airline. We don't want students failing the training or dropping out.
3. Apart from the application fee and the cost of sending your application to us there are no other expenses for successful trainees. All expenses are built into the training package and paid by your sponsor or fee contributors because we believe this training should be open to all capable applicants regardless of their economic status so we do not want unexpected hidden expenses to cause low-income applicants to drop out. Regardless of whether you come from a poor village family or a wealthy city family you will get the same training package, everything included.

