

# EUROPEAN DIPLOMA IN INTERNATIONAL TRAVEL INDUSTRY STUDIES

INTER  
EXCEL

Tourism Academy  
KUALA LUMPUR PENANG JOHOR BAHRU

INTERNATIONAL  
ACADEMY OF TRAVEL  
Working for Excellence in the Travel Industry

Affiliated with IAA & College of Ireland



## THE #1 AIRLINE TRAINING SCHOOL



## AN INTERNATIONALLY RECOGNISED CERTIFICATE

This internationally recognised "Diploma in International Travel Industry Studies" Course is designed to bring you to a level of knowledge that will help you apply for a Cabin Crew or an Airport job with confidence. It is written and designed by a team of experienced senior airline personnel and certified trainers. You will have access to engaging media rich course content, videos, exercises and quizzes throughout the course in order to accelerate the learning process.

## INDUSTRIAL LINKS

Inter Excel maintains strong industrial links with major international & local airlines. Thus, participants can enjoy the benefits of industrial placements and employment opportunities.

*A SOLID FOUNDATION FOR A BRIGHTER FUTURE*

[www.excelacademymalaysia.com](http://www.excelacademymalaysia.com)





# Your Journey Starts Here!

Within this European Diploma programme, participants will develop the fundamental skills, knowledge and understanding required to work in the airline industry. Our proven practical programme will mould you to stand out above the rest!

## OUR SUCCESSFUL STUDENTS WHO HAVE JOINED TOP INTERNATIONAL AIRLINES



## MODULES COVERED IN THIS COURSE

### AIRLINES KNOWLEDGE

- Airline Dress & Grooming Standards
- Personal Development Training
- Preventing & Managing Disruptive Passenger Behaviour
- Travel Industry Sectors
- Phonetic Alphabet
- Airline Terminology
- Airline Abbreviations
- Twenty-four Hour Clock
- Travel Industry Organizations
- Special Handling For Different Categories of Passengers
- PRM Training
- Airline Two Letter Codes
- IATA Airport & City Codes
- Human Factors
- Health & Safety
- Introduction to Dangerous Goods

### CABIN CREW SERVICES

- Aviation Authorities
- Cabin Crew Duties & Responsibilities
- Cabin Safety Equipment
- In-Flight Service
- Passenger Handling Procedures
- In-Flight Medical Care
- Basic Flight Theory
- Survival Training
- In-Flight Fire
- Cabin Decompression
- Food Hygiene
- Time Zones

### PASSENGER SERVICES

- Check-In & Boarding Procedures
- Security Regulations
- Passenger Handling
- Passport & Visa Checks
- Regulations on Denied Boarding, Cancellation or Long Delays, Moving Aircraft

COME JOIN US AS TRULY HIGH ACHIEVERS!

CONTACT OUR FRIENDLY COUNSELLORS NOW!



## INTER-EXCEL TOURISM ACADEMY SDN BHD (935278-X)

### KUALA LUMPUR

Unit 1B-1-2, Level 1, Block 1B  
Plaza Sentral, Jalan Stesen Sentral 5,  
KL Sentral, 50470 Kuala Lumpur.

contact@excelmalaysia.com  
enquiry@excelmalaysia.com

+603 22765618  
+6018 226 6100 . 011 10029230

### PENANG

Wisma PERKESO (Heritage Building),  
269 Jalan Burma,  
10538 Georgetown, Penang.

contactpg@excelmalaysia.com  
staffpg@excelmalaysia.com

+604 228 8820 . 04 228 8830  
+604 227 7600 . 018 354 5550

### JOHOR BAHRU

Lot 29.03, Level 29,  
Menara Public Bank, Jalan Wong Ah Fook,  
80000 Johor Bahru

interexcel.jb@gmail.com  
enquiry@excelmalaysia.com

+607 223 0020 . 07 223 2020  
+6018 794 4359 . 012 521 1759