



## Our Professional Diploma is certified by UTMSPACE

This programme is fully accredited by the School of Professional and Continuing Education, Universiti Teknologi Malaysia (UTMSPACE), an internationally recognised and reputable top-notch University. Among the World's Top 200 universities, UTMSPACE is moving up to 187<sup>th</sup> place as ranked by Quacquarelli Symonds (QS) World University Rankings 2021.

Upon successful completion of the programme, participants will be awarded the "Professional Diploma in International Travel Industry Studies" from UTMSPACE during UTM convocation.

*Certificate awarded by :*



**A SOLID FOUNDATION FOR A BRIGHTER FUTURE**

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# WORLD CLASS TRAINING - A PROVEN PATHWAY TO SUCCESS

## Qualifications

SPM 3 credits in any subjects

## Duration

12 months

## Age Requirement

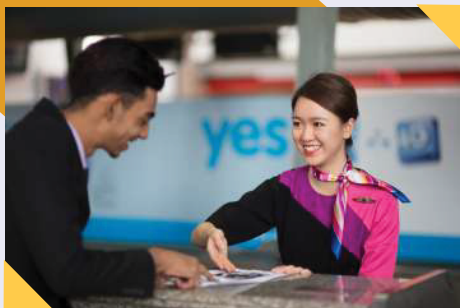
21 years old or above

## Finance

KWSP A/C II Withdrawal

## Language

Fully conducted in English



## CAREER PROSPECTS

Passenger  
Service  
Agent

Cabin Crew

Customer  
Service

Retail  
Executive

Food  
&  
Beverage

Travel  
&  
Tourism

## 12 MODULES IN THIS PROFESSIONAL DIPLOMA

Travel Industry Overview  
Grooming Standards & Department  
Airline Jargons, Codes & Groupings  
Passenger Handling Including Special Needs  
Cabin Crew Requirements, Duties & Responsibilities  
Airline Food and Beverage & Cabin Familiarisation  
Inflight Safety Equipment & Procedures  
Airline First Aid & Medical Conditions  
Airport Process & Regulations  
Check-in Procedures & Travel Document  
Prohibited Items & Dangerous Goods  
Soft Skills, Interview Skills & Practical Project



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

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

+603-2276 5618

+6018-226 6100 / +6018-794 4359

enquiry@excelmalaysia.com

SCAN ME !