

Common Course Outline
AVMT 151
Flight Attendant Fundamentals
3 Semester Hours

The Community College of Baltimore County

Description

AVMT 151 – 3 Credits – Flight Attendant Fundamentals provides an introduction to flight attendant procedures and operations. Topics include the use of aircraft safety equipment, Federal Aviation Administration regulations, passenger cabin procedures, human factors, passenger care and management, conflict resolution, and crew resource management.

Prerequisites: None.

Overall Course Objectives

Upon completion of this course the student will be able to:

1. identify and operate common aircraft safety equipment;
2. explain the function of basic aircraft systems;
3. identify elements of the Federal Aviation Regulations applicable to flight attendants;
4. recognize situations requiring intervention with passengers;
5. perform conflict resolution techniques;
6. demonstrate flight attendant procedures during various phases of flight;
7. demonstrate good teamwork and crew resource management skills;
8. given a safety of flight scenario, identify an appropriate response to ensure the safety of passengers;
9. apply the components of professionalism and public relations; and
10. explain human factors applicable to passenger safety and comfort.

Major Topics

- I. Operation of common aircraft safety equipment
- II. Aircraft systems
- III. Federal Aviation Regulations applicable to flight attendants
- IV. Identification of abnormal conditions and situations
- V. Conflict resolution techniques
- VI. Flight attendant procedures
- VII. Teamwork and crew resource management
- VIII. Passenger safety
- IX. Professionalism and public relations
- X. Human factors and passenger comfort

Course Requirements

Grading/exams: Grading procedures will be determined by the individual faculty member but will include two (2) in-class examinations, five (5) module quizzes, an individual and collaborative group project and five (3) role playing exercises.

Writing: The individual faculty member will determine specific writing assignments such as special topic papers, current events reports, article or textbook summaries, research analysis papers and personal journals.

Other Course Information

This course is a core course in the Flight Attendant Certificate Program

This course is taught in a classroom or online environment.

Individual faculty members may include additional course objectives, major topics, and other course requirements to the minimum expectations stated in the Common Course Outline.