Civil Aviation Cabin Services Associate Program Outcomes

Program Outcomes in terms of Skills and Abilities (for the Associate Degree):
In this program, students will develop personal, organizational and business skills that focus on hospitality and tourism. On successful completion of the program, students would have developed skills to

•   Demonstrate effective oral and written **communication skills** with co-workers, supervisors, managers, guests, and organizational groups, supported by technology

•   Further improve their target **language skills** through reading, speaking, writing and listening

•   Apply **practical knowledge** that they have acquired in the various fields of the civil aviation sector

•   Develop **problem solving skills** to analyze problems, to think laterally about a problem, to identify strategic options and to evaluate the success of different strategies

•   Employ appropriate **information technology skills** to use IT as communication and learning tool, to access and manage information, to present ideas, and to use specialist software where relevant to civil aviation industry

•   Acquire **learning skills** that will identify and evaluate personal learning strategies, use library skills, learn independently and co-operatively and use a wide range of academic skills (research, analysis, synthesis etc.)

•   Develop **team work skills** to take responsibility and carry out agreed tasks, take initiative and lead others, negotiate, assert one's own values, respect others and evaluate team performance