



VIP TRAINING

Imen Mhalla
Presidential Flight, Abu Dhabi. UAE

APATS 2023

Private Airlines Evolution

The Private Aviation industry growth

- In 2019, the private jet industry was estimated at \$27.54 billion
- 2021, \$23.6 billion
- 2022, \$22.38 billion
- 2023, \$22.58 billion

By 2028, it is expected to reach \$36.94 billion



- Head Of State Status

- VIP Passengers

- Corporate/Business Travellers



Cabin Crew are on call

Nature of Non Scheduled airlines

Challenges and Solutions

Challenge 1

Cabin crew to miss the mandatory Annual Recurrent Training

Cancellation payment fees

Solution

Schedule the cabin crew to attend the Recurrent training 3 months before the expiry date.

Challenges and Solutions

Challenge 2

Busy schedule before joining the course

- Cabin Crew pre-training studies preparation and readiness will be affected

Solution

- Make a training invitation template in the TMS detailing agenda, topics and objectives for each session.
- Invest in smart electronic TMS and LMS: Smart Portal where cabin crew can access from any mobile device:
 1. Aircraft safety features and aircraft system in CBT.
 2. Quiz Finisher on all aircraft.
 3. Pre-joining Online First Aid course from Medaire.

Challenges and Solutions

Challenge 3

Audience profile

- Big age gap among the crew community

Solution

We keep the training interactive and shift from the classic trainer led classroom, to trainees leading the session (the trainer is only facilitating).

- Peer to peer feedback.
- Kahoot on mobile devices, UNO playing cards, Trivia, the 60 seconds 10 questions to answer...

Challenges and Solutions

Challenge 4

Third Party providers conducting training for the cabin crew (First Aid, new aircraft type rating on a wet lease training base)

Solution

- Ensure consistency in training delivery (Evidence based scenarios, evaluation on cabin crew competencies)
- Meeting with them to describe more the nature of the operations and the PAX profile

Challenges and Solutions

Challenge 5

Civil Aviation Authority (CAA) Designated Cabin crew Examiner proficiency in a non commercial air operators .
Small training team.

Solution

- Expose the trainer to other airlines to observe different teaching skills and invite other airlines trainers to join our classes.
- Invest in the mandatory Examiner Refresher Training.
- A constructive feedback post evaluation and SMART action plan.

**HIGH
EMOTIONAL
INTELLIGENT
CABIN CREW
IS THE KEY
FOR A SAFE
FLIGHT IN
PRIVATE
AIRLINES**





THANK YOU
