FLIGHT SERVICES (FLS)

About the Program

This eight-month Flight Services certificate program will give you a competitive edge in the airline industry. In this program, you will develop a diverse range of skills related to safety and emergency procedures, both on the ground and in-flight. You will develop the knowledge, skills and professionalism required for a rewarding career in the service-driven aviation industry. You will gain confidence and leadership skills, perform aircraft safety procedures and learn essential techniques to deliver an exceptional passenger experience.

This program has common first-year courses with the Flight Services: Operations & Cabin Management diploma program (https://www.senecapolytechnic.ca/programs/fulltime/FSO.html). This allows students the optional opportunity to use earned credits to pathway into the two-year diploma program.

Most of the program's courses remain online. However, many are also offered in a hybrid (https://www.youtube.com/watch/?v=lnC5XLBS7NM) format, which allows you to study online or on-campus to gain firsthand experience with airline safety and emergency equipment.

Uniform

As an aspiring industry professional, you will study and work in a Seneca branded uniform to help you be job-ready from the start. Uniforms are mandatory when attending on-campus classes and must be purchased at an additional cost.

Credential Awarded

Ontario College Certificate

Duration

2 Semesters (8 Months)

Starts

January, May, September

Program and Course Delivery

This program is offered in Seneca's hybrid delivery format with some courses available in Seneca's flexible delivery format. Some coursework is online and some must be completed in person. Students will need to come on campus to complete in-person learning requirements. For courses offered in the flexible delivery format, professors use innovative learning spaces and technology to teach students in a classroom or lab and broadcast in real time to students attending remotely. In flexible courses, students have the choice of coming on campus or learning online.

Skills

Throughout this program you will develop the following skills:

- strong communication, extensive soft skills
- solid core knowledge and technical skills
- see the industry as a way of life and value lifelong learning

Flights Experiential Hub

Learn with hands-on training in our Flights Experiential Hub (https://www.senecapolytechnic.ca/school/seneca-business/hospitality-and-tourism/flights-experiential-hub.html) at Newnham campus. This

state-of-the-art training centre is the first of its kind among Canadian postsecondary institutions. It includes a B737 cabin simulator, A320 and A321 door simulators, a mock airline interior cabin, an aircraft evacuation slide, slideraft and a live firefighting bay – to provide you with real-life learning experiences.

Your Career

When you graduate from this program, these are the types of career options that you can explore:

- flight attendant
- check-in/gate agent
- airline concierge
- reservationist
- airport ground agent

Program of Study

Course Code	Course Name	Weekly Hours
Semester 1		
COM101	Communicating Across Contexts	3
or COM111	Communicating Across Contexts (Enriched)	
FSO110	Flight Attendant Specific - Policies and Procedures	3
FSO115	Flight Attendant Specific - Aircraft General Safety	3
FSO120	Airline Destinations: Domestic and Transborder	3
FSO125	Ground Operations	3
HSP101	Service Leadership	3
Semester 2		
FSO200	Successful Flight Management	3
FSO210	Creating the Customer Experience	3
FSO215	Global Distribution Airline System	3
FSO220	Aircraft Systems and Emergency Equipment	3
FSO225	Aircraft Type: Airbus and Embraer	3
FSO230	Aircraft Types: Boeing and Bombardier	3
FSO325	Career Planning	3

Program Learning Outcomes

This Seneca program has been validated by the Credential Validation Service as an Ontario College Credential as required by the Ministry of Colleges and Universities.

As a graduate, you will be prepared to reliably demonstrate the ability to:

- Engage intercultural and interdisciplinary groups of people through oral and written communications to safely execute and document flight operations.
- Embody professionalism through service leadership in the aviation industry.
- Optimize decisions regarding travel based on global geography and resources using industry communication technologies.
- Implement international aviation regulations and guidelines to support safe flight operations.

- Explain industry expectations of flight crew members to provide safe and effective service in compliance with the regulatory responsibilities.
- Translate career expectations into active daily practice as a flight professional.

Admission Requirements

- Ontario Secondary School Diploma (OSSD), or equivalent, or a mature applicant (https://www.senecapolytechnic.ca/registrar/canadian-applicants/admission-requirements/mature-applicants.html)
- English: Grade 12 C or U, or equivalent course

Canadian citizens and permanent residents may satisfy the English requirements for this program through successful Seneca pre-admission testing. (https://www.senecapolytechnic.ca/registrar/canadian-applicants/admission-requirements/mature-applicants.html)

Recommended upgrading for applicants who do not meet academic subject requirements. (https://www.senecapolytechnic.ca/registrar/canadian-applicants/admission-requirements/upgrading-options.html)

International Student Information

International admissions requirements vary by program and in addition to English requirements (https://www.senecapolytechnic.ca/international/apply/how-to-apply/admission-requirements/english-requirements.html), programs may require credits in mathematics, biology, and chemistry at a level equivalent to Ontario's curriculum, or a postsecondary degree or diploma, equivalent to an Ontario university or college. Program-specific pre-requisite courses and credentials are listed with the admission requirements on each program page. To review the academic requirements please visit: Academic Requirements - Seneca, Toronto, Canada (senecapolytechnic.ca) (https://www.senecapolytechnic.ca/international/apply/how-to-apply/admission-requirements/academic-requirements.html).

Pathways

As a leader in academic pathways, we offer a range of options that will allow you to take your credential further in another Seneca program or a program at a partner institution.

To learn more about your eligibility, visit the Academic Pathways (https://www.senecapolytechnic.ca/pathways.html) web page.

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