

# FLIGHT SERVICES: OPERATIONS & CABIN MANAGEMENT (FSO)

## About the Program

This exclusive two-year diploma program equips you with job-ready skills through experiential and hands-on learning for an exciting career in the airline industry.

You will learn about a flight attendant's responsibilities, such as maintaining passenger safety and regulatory procedures. Through class work and practical exercises, you will build confidence in dealing with challenging passengers and emergency situations. You'll develop an understanding of aircraft equipment and practice using it in both normal and emergency scenarios. A service-driven attitude will be fostered and supported by a safety-conscious focus, to effectively deal with a diverse range of duties on the ground and in-flight.

Most of the program's courses remain online. However, many are also offered in a hybrid (<https://www.youtube.com/watch?v=InC5XLBS7NM>) 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 for any classes attended on campus and must be purchased at an additional cost.

## Credential Awarded

Ontario College Diploma

## Duration

4 Semesters (2 Years)

## 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 and extensive soft skills
- solid core knowledge and technical skills

- an understanding of sector needs, including business management, analytics and technology
- see the industry as a way of life and value lifelong learning

## Work Experience

### Field Placement

As part of your program credit hours, you will complete 150 hours of field placement in the fourth semester. You will receive assistance from your professor, but it is your responsibility to confirm a placement upon successful completion of all third semester subjects. We have built partnerships with WestJet, Cathay Pacific and a number of ground service providers at Pearson International Airport for this requirement.

## 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

Graduates of the program can explore the following career options:

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

Graduates of this program may qualify to work for Canadian airlines (domestic graduates) and international airlines (domestic and international graduates).

## Program of Study

Course Code	Course Name	Weekly Hours
<b>Semester 1</b>		
COM101 or COM111	Communicating Across Contexts Communicating Across Contexts (Enriched)	3
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
<b>Semester 2</b>		
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
<b>Semester 3</b>		
FSO310	Inflight Emergency Procedures	3
FSO315	Emergency Ground Procedures	3
FSO320	Aviation Security	3
FSO330	Airline Sales and Marketing	3
plus: General Education Course (2)		6
plus: Professional Options (1)		3
<b>Semester 4</b>		
FSO400	Theory of Flight Fundamentals	3
FSO410	Emergency Evacuations	3
FSO415	Airline Terminology - French	3
FSO420	International Destinations	3
FSO425	Career Placement	3
plus: General Education Course (1)		3

## Professional Options

Course Code	Course Name	Weekly Hours
CDL400	Curating a Digital Landscape	3
FSO300	Social Media Influences in the Airline Industry	3
FSO305	Diversity and Inclusion	3
FSO335	Aviation First Aid	3
FSO340	Crew Resource Management	3
MLT400	Travel Experience	3
MLT401	Travel Experience Eastern Hemisphere	3
MLT402	Mobile Intensive Learning Experience - Western Hemisphere	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.
- 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 safety and service expectations of flight crew members in compliance with regulatory responsibilities.

- Collaborate across airport services to provide end-to-end customer service and safety.
- Translate career expectations into active daily practice as a cabin crew professional.
- Distinguish operating and emergency procedures as a member of an interdisciplinary team for multiple aircraft types.
- Integrate marketing and sales techniques and technology to optimize stakeholder satisfaction and company revenue.
- Analyze real-time situations in order to respond with industry protocols to mitigate risks in aviation emergencies.
- Embody professionalism through service leadership in the aviation industry.

## 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>)

## Notes

Although not required for admission, Grade 11 French and/or proficiency in a second language is highly beneficial for this program.

## 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)) (<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.