

## 2-WEEK ONLINE STUDY TOUR 14-25 February 2022 Flight Attendant and Ground Crew Training (10+ students)

### Week 1 [Japan time]

Monday	<b>Welcome ceremony, orientation, student account activation and virtual campus tour</b> 0800-0845	First impressions & a day in the life of a flight attendant 0900-1100	Ground team and airline vocabulary 1130-1330
Tuesday	<a href="#">WesternLife</a> <b>Introduction</b> – online activities, clubs, associations, events open to all students both onshore and offshore 0800-0845	Customer service in-flight and on the ground 0900-1100	Qantas meet and greet questions, customer interactions 1130-1330
Wednesday	<b>e-learning</b> – self study English Programs Online Self Access Centre (EPOSAC) site orientation and activities 0800-0845	Pronunciation: // and /r/ pronunciation clinic & intonation focus 0900-1100	Meal drinks service: authentic Qantas language & serving food 1130-1330
Thursday	<b>e-learning</b> – <a href="#">LinkedIn Learning</a> site orientation and activities 0800-0845	Airline vocabulary: Military alphabet 0900-1100	First aid and emergency procedures 1130-1330
Friday	<b>e-learning and cultural immersion</b> – [optional asynchronous 24/7]	Meal drinks service: alcoholic drinks – spirits & wine 0900-1100	Small talk: what a journey! 1130-1330



## Week 2 [Japan time]

Monday	Requests and complaints\requests and complaints 0900-1100	A day in the life of a Ground Crew member 1130-1330	<b>e-learning and cultural immersion –</b> [optional asynchronous 24/7] <ul style="list-style-type: none"> <li>online learning platform <a href="#">vUWS</a></li> <li><a href="#">WesternLife</a>– online activities, clubs, associations, events open to all students both onshore and offshore</li> <li>self study English Programs Online Self Access Centre (EPOSAC)</li> <li><a href="#">LinkedIn Learning</a></li> </ul>
Tuesday	Safety on-board and in the airport 0900-1100	Roles and responsibilities on an aircraft + Qantas pilot Q&A session 1130-1330	
Wednesday	Check-in procedures, passport control and biodata 0900-1100	Air travel post-Covid: discussion and contrastive analysis 1130-1330	
Thursday	Recruitment procedures: Ground Crew and Flight Attendant interview role plays 0900-1100	Galley language: how many groceries and kitchen utensils 1130-1330	
Friday	Cooking in the galley: practical food preparation 0900-1100	Qantas Centre of Service Excellence (COSE): virtual tour + Q & A session with a Qantas flight attendant (retired) 1130-1330	<b>Evaluations, closing ceremony, digital certificate presentation &amp; farewell</b> 1345-1430

**Application and payment deadline:** contact STA Travel Japan: [ice@statravel.co.jp](mailto:ice@statravel.co.jp)

**Placement test:** free & online - 31 January 2022 0900-1015 JST (if no other English proficiency score available for class placement)

### Key features:

- Lessons conducted **synchronously** for 4 hours each day via Zoom, using Blackboard Learner Management System (LMS) vUWS
- Access to huge range of **asynchronous** online e-learning materials via Western Sydney University [library](#) portal
- Free subscription to [LinkedIn Learning](#), offering thousands of online courses to all students
- Access to cultural immersion activities through [WESTERNLife](#) – Western Sydney University link to online student clubs, associations, events and other opportunities to meet international and local students
- Access to interpreting and translating service, and University disability, counselling & welfare [services](#), bilingual support staff available
- The College is a wholly owned entity of top [ranking](#) Western Sydney University