

FLIGHT SERVICES - CABIN MANAGEMENT

Program: FSCM

Credential: Ontario College Diploma, Co-op

Delivery: Full-time + Part-time

Work Integrated Learning: 1 Co-op Work Term

Length: 4 Semesters, plus 1 work term

Duration: 2 Years

Effective: Fall 2026

Location: Barrie

Description

Flight Attendants are ambassadors of the passenger experience, playing a critical role in ensuring safety and service in the airline industry. The Flight Services-Cabin Management diploma program develops the essential skills, knowledge, and professional behaviours required for this dynamic career.

Students gain hands-on experience and theoretical knowledge in passenger safety, emergency preparedness, and in-flight service. Emphasis is placed on regulatory compliance, the use of emergency equipment, and leadership in managing diverse passenger interactions. Students build the confidence to handle real-world scenarios while fostering a service-driven mindset and cultural awareness.

Career Opportunities

Graduates from this program may pursue a variety of entry-level roles across aviation, tourism, and hospitality, including but not limited to:

- Flight attendant with regional, national, or international airlines
- Corporate and business aviation cabin crew
- Flight operations support
- Airline or airport customer service agent
- Crew scheduling and operations coordinator
- Aviation safety and compliance coordinator
- Roles with government aviation agencies and regulatory bodies
- Guest services or concierge in hotels and resorts
- Cruise line hospitality and guest experience roles
- Tour operations and travel coordination

Program Learning Outcomes

The graduate has reliably demonstrated the ability to:

1. communicate with diverse groups and individuals to effectively execute and document flight operations;
2. evaluate geographic and resource data to develop travel plans that align with operational goals and passenger needs;
3. follow international aviation guidelines to maintain safety standards and regulatory compliance in daily flight operations;
4. coordinate with crew to execute safety and service procedures in adherence with industry regulations and passenger needs;
5. coordinate with airport services to enhance passenger experience and ensure safety during boarding and disembarkation processes;

6. develop and apply strategies for personal, career and professional development to enhance work performance and maintain currency with industry;
7. identify and differentiate between standard operating procedures and emergency protocols to ensure safety and efficiency across multiple aircraft types;
8. use marketing tools and sales strategies to enhance customer engagement and drive revenue growth;
9. evaluate real-time situations and apply industry protocols to mitigate risks during aviation emergencies;
10. develop and apply professionalism through service leadership to enhance passenger experience in the aviation industry.

External Recognition

Exclusive Partnership with Jazz Aviation: We are the only college to have a Flight Attendant Aviation Pathway Program Agreement with Jazz Aviation. This unique opportunity allows students to apply directly for the position of Flight Attendant at Jazz Aviation, providing a clear career pathway into the industry.

Program Progression

The following reflects the planned progression for full-time offerings of the program.

Fall Intake

- **Sem 1:** Fall 2026
- **Sem 2:** Winter 2027
- **Work Term:** Summer 2027
- **Sem 3:** Fall 2027
- **Sem 4:** Winter 2028

Admission Requirements

- Ontario Secondary School Diploma (OSSD) or equivalent, or mature student status
- Grade 12 English (C or U)

Mature students, non-secondary school applicants (19 years or older), and home school applicants may also be considered for admission. Eligibility may be met by applicants who have taken equivalent courses, upgrading, completed their GED, and equivalency testing. For complete details refer to: www.georgiancollege.ca/admissions/academic-regulations/ (<https://www.georgiancollege.ca/admissions/academic-regulations/>)

Applicants who have taken courses from a recognized and accredited post-secondary institution and/or have relevant life/learning experience may also be considered for admission; refer to the Credit for Prior Learning website for details: www.georgiancollege.ca/admissions/credit-transfer/ (<https://www.georgiancollege.ca/admissions/credit-transfer/>)

Graduation Requirements

19 Program Courses
1 Option Course
1 Communications Course
3 General Education Courses

1 Co-op Work Term

Graduation Eligibility

To graduate from this program, the passing weighted average for promotion through each semester, from year to year, and to graduate is 60%. Additionally, a student must attain a minimum of 50% or a letter grade of P (Pass) or S (Satisfactory) in each course in each semester unless otherwise stated on the course outline.

Program Tracking

The following reflects the planned course sequence for full-time offerings of the Fall intake of the program. Where more than one intake is offered contact the program co-ordinator for the program tracking.

Semester 1		Hours
Program Courses		
FLIE 1002	Industry Certifications	28
MATH 1041	Mathematics for Hospitality	28
REAS 1000	Research Concepts and Applications	42
TOUR 1009	Dynamics of Hospitality and Tourism	42
Program Courses		
Select 1 additional course from the Program Courses listed below. One to be taken in Semester 1, the other in Semester 2.		84
Communications Course		
Select 1 course from the Communications list during registration.		42
General Education Course		
Select 1 course for the General Education list during registration.		42
Hours		308
Semester 2		Hours
Program Courses		
BUSI 2005	Customer Service	42
FLIE 1001	Introduction to Cabin Crew	42
FNCE 1003	Financial Analysis	42
MKTG 1000	Introduction to Marketing	42
TOUR 1013	Global Destinations	42
Program Courses		
Select 1 additional course from the Program Courses listed below. One to be taken in Semester 1, the other in Semester 2.		84
Hours		294
Semester 3		Hours
Program Courses		
AVIA 1001	Aviation Operations	42
FLIE 1000	French for Aviation	56
FLIE 1004	Airline Safety and Security	70
FLIE 1006	Airline Software	42
FOSR 2003	Wine, Beer and Spirits	42
General Education Course		
Select 1 course from the General Education list during registration.		42
Hours		294
Semester 4		Hours
Program Courses		
AVIA 3004	Human Factors in Aviation Safety	42
FLIE 1005	French for Aviation 2	56
TOUR 2027	Sustainable Tourism	42
Option Course		
Select 1 course from the Option Courses listed below.		42
General Education Course		

Select 1 course from the General Education list during registration.		42
Hours		224
Total Hours		1120
Co-op Work Term		Hours
COOP 1065	Flight Services Work Term	560
Hours		560
Total Hours		560

Program Courses

Code Title

Mandatory Program Courses: Select one course to be taken in Semester 1, the other in Semester 2.

FOSR 1025	Restaurant Service
FOSR 1028	Kitchen Theory and Operations

Option Courses

Code Title

AVIA 1003	Airport Management
AVIA 3007	Airline Management
AVIA 3010	Safety and Emergency Management
RECR 2012	Arts Culture and Heritage in Recreation
TOUR 2014	Sports Tourism

Graduation Window

Students unable to adhere to the program duration of two years (as stated above) may take a maximum of four years to complete their credential. After this time, students must be re-admitted into the program, and follow the curriculum in place at the time of re-admission.

Disclaimer. *The information in this document is correct at the time of publication. Academic content of programs and courses is revised on an ongoing basis to ensure relevance to changing educational objectives and employment market needs.*

Program outlines may be subject to change in response to emerging situations, in order to facilitate student achievement of the learning outcomes required for graduation. Components such as courses, progression, coop work terms, placements, internships and other requirements may be delivered differently than published.