

Research on Training Mode of Air Crew Professionals Based on Job Requirements

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Abstract: *As we all know, the aviation industry is an important part of transportation and a leading industry supporting the national economy. It will have a significant impact on the healthy development of the local economy and society, and the demand for air crew professionals will surge. As a new major with rapid development in recent years, its talent training mode and orientation has always been a hot research topic. At present, in order to better promote the employment rate of flight attendants, and promote flight attendants to better realize their career ideals and life values. When training air crew professionals, schools and teachers should pay attention to job requirements, and learn whether students majoring in air crew can get a stable job. It is necessary for teachers of this major to take job requirements as the training core in education and teaching, so that students of this major can achieve various abilities in the learning process to meet the current job requirements. With the continuous development of education, all institutions of higher learning have comprehensively improved their teaching requirements for students and strengthened their career planning. To strengthen students' ability after going to society.*

Keywords: *Based on job requirements; Air crew major; Research on Talent Training Mode*

1. Introduction

The rapid development of China's civil aviation industry has not only promoted China's economic progress, strengthened the contact and communication among various regions, but also brought great opportunities for the development of higher vocational colleges offering flight attendants. The flight attendant major in higher vocational colleges has been faced with many difficulties and problems in seeking school-enterprise cooperation on the road of running schools, because it has only accumulated ten years' education and its strong monopoly [1]. The present situation of air flight attendant service is that the education level is low, the professional accomplishment of flight attendants is lacking, more market research is needed, the characteristics and talent demand standards and requirements of the air flight attendant industry are known, and the teaching plans and methods of the air flight attendant specialty are improved and innovated. The employment positions of the air flight attendant specialty are mainly oriented to the service industry, so language communication ability is a necessary ability for graduates of this specialty. With the development of China's civil aviation service industry, high-skilled applied air with professional learning and training, foreign language proficiency, skills and operation are systematically accepted. One of the problems is the lack of a sufficient number of high-quality flight attendants, which affects the further development of China's aviation industry. However, there are also some problems in the employment and professional training of this major. At present, there are hundreds of higher vocational colleges offering air crew major in China, and the talent competition among them is becoming increasingly fierce [2]. Nevertheless, colleges and universities have been exploring and studying the innovative training mode of school-enterprise cooperation talents for flight attendants in higher vocational colleges. The training mode of air crew professionals in higher vocational colleges needs to be reconsidered, and a training scheme of air crew professionals suitable for the needs of the industry market should be established as soon as possible. Train air crew from many aspects and angles, so that students majoring in air crew can get employment and practice with a better attitude and a more comprehensive quality, and better play their charm and value in their own air crew positions [3].

2. It is of great importance to take the post demand as the core in building the training mode of air crew professionals

2.1. Accurately position and establish the training goal of applied talents

Table 1: Typical job analysis of air crew professional employment group

Serial number	Jobs	Work task	Professional ability requirement	Learning field
1	Cabin service	Pre-voyage preparation Post-voyage summary	1. Be skilled in preparation before boarding and summary after flight. 2. Shape the image of flight attendants	Civil aviation knowledge application Flight attendant figure
		Provide passengers with boarding, pre-take-off, in-flight, pre-landing and disembarkation services	1. Be able to conduct safety demonstration, catering, broadcasting, etc. Class cabin service 2. Be proficient in operating cabin equipment	Cabin service, flight attendant broadcasting skills, civil aviation service English aviation etiquette, cabin equipment operation
		Operate emergency equipment in case of emergency, and direct passengers to escape safely. Give medical first aid to passengers with accidental injury or sudden illness	1. Be able to carry out emergency treatment. 2. Be able to perform medical first aid. 3. Be proficient in operating emergency equipment	Emergency treatment on cabin safety and emergency treatment machine
2	Check-in and baggage transportation service	Collect flight information and transportation information, and fill in the preparation column of export flight business handover list; Prepare boarding pass and luggage tag; Check passenger tickets; Arrange seats and issue boarding passes; Collect passengers' luggage; Close the flight	1. Be able to collect flight information 2. Be able to use civil aviation professional knowledge to answer passengers' question 3. Be able to communicate with good service attitude 4. Proficient in operating computer booking software for civil aviation	Basic knowledge of civil aviation service and psychological computer Civil aviation check-in
3	Airport lounge service	Provide consulting, reception and guidance services for VIP guests at the airport	1. Decorate VIP rooms 2. Be able to arrange flowers, acting tea art, bartending and other services	Airport VIP Service Social Etiquette
4	Booking service	On-the-spot ticketing or acceptance of booking and reservation by computer network or telephone	1. Proficient in operating computer booking software for civil aviation. 2. Be able to inquire flight information skillfully. 3. Be able to communicate with good service attitude	Basic Computer Knowledge Ticket and Reservation
5	Airport security	Carry out safety inspection on passengers and their luggage, other people entering the quarantine area and their belongings	Proficient in using magnetic detector, infrared fluoroscope and other security inspection equipment for safety inspection	Airport security

The purpose of air crew major in higher vocational colleges is to deliver aviation service-oriented talents with high foreign language level, service awareness and comprehensive quality to major airlines. This major aims to train students to meet the needs of socialist modernization, develop morally, intellectually, physically, aesthetically and laboriously in an all-round way, and possess the excellent quality of honesty, diligence and good professional ethics. The employment positions of air crew major

are concentrated in domestic and foreign airlines and domestic high-end employment positions, and students can be recommended to have good career stability and high salary after graduation. However, if they have no time to participate in the study, or have no ability to learn independently to control their participation in the study, So how can we complete the learning task and achieve the expected teaching effect? At the same time, there are many and miscellaneous courses in vocational and technical direction, including the professional basic courses of aviation crew, foreign trade documents, foreign trade correspondence, business communication and negotiation, etc. which should belong to business English [4]. High-quality teaching resources of foreign languages and arts, according to the training mode of "foreign language level+artistic accomplishment+professional skills", schools and enterprises jointly build off-campus training bases for flight attendants, providing necessary conditions for training senior flight attendants. After completing their studies, students can be successfully employed because they can meet their job requirements, and the problem of "difficult employment" can be avoided for air crew students. It can not only promote students' better development, but also help the country to alleviate the problem of "difficult employment". This also reflects from the side that the training effect of air crew professionals in China's higher vocational colleges is poor, and the professional construction, hardware and software infrastructure construction, teaching methods and teaching means need to be strengthened. Typical job analysis of air crew professional employment groups is shown in Table 1.

2.2. Ways to Implement the Training Mode of School-Enterprise Cooperation in Flight Attendant Specialty

The major of air crew is to cultivate applied compound talents with excellent professional quality, physical quality, cultural quality and ideological and political quality, who can skillfully operate and manage various service contents in air crew. In order to ensure that the professionals trained by air crew in the context of school-enterprise cooperation have strong service ability and professional quality, the whole process of daily teaching should be controlled. The proportion of basic courses such as college Chinese, college English, computer application, moral education and physical education for flight attendants is over 50%. As a result, not only the professional theoretical courses are greatly compressed, but also the practical courses are squeezed to a great extent [5]. Proficient and accurate in completing the job according to the procedures, with a high level of English conversation; Have good appearance and appearance; Have a wide range of knowledge; Broaden employment, but these courses have little to do with aviation services, and they are mostly basic theories. Students can't study in depth, and they don't practice much. At the same time, they have increased their learning burden, professional knowledge and basic skills of civil aviation services such as passenger psychology, cabin service, medical rescue, etc., and high-end skilled talents with strong English application ability in the actual civil aviation working environment. The set curriculum system lacks pertinence [6]. It is necessary to build a curriculum system and carry out teaching with this system in the professional education and teaching of flight attendants. The content of flight attendants' study in school is not solid, and it is difficult to apply it to practice. There is an obvious thought of "emphasizing theory over practice" in the teaching process, which to some extent causes the current situation that flight attendants lack practical training. Gradually improve the teaching quality control system with discipline construction and development as the core. In terms of specialty construction, effective teaching management is an important guarantee for talent cultivation. It is necessary to constantly strengthen teachers and students' awareness of self-control.

3. Optimization countermeasures of innovative training mode of school-enterprise cooperation talents

3.1. Perfecting Practice Teaching and Realizing "School-Aviation Cooperation"

Professional talent training scheme is a normative document for vocational colleges to implement the general requirements of the party and the state on training technical and technical talents, organize teaching activities and arrange teaching tasks, and is the basic basis for implementing professional talent training and quality evaluation. Schools and enterprises should conduct regular follow-up surveys on graduates, and require employers to evaluate the teaching quality of colleges [7]. In the selection and appointment of teachers, it is necessary to establish a perfect talent appointment mechanism and formulate strict standards for the appointment of air crew teachers. Most of the staff recruited by many airlines now do not necessarily have the professional knowledge of air crew.

Therefore, each airline should conduct centralized training for newly recruited trainees for a certain period of time, which can not only realize the direct employment of employees, but also save too much time and energy for flood preparedness. When constructing the curriculum system, it should be carried out around the post requirements. The flight attendant major should take the following measures when designing the curriculum system: First, master the job requirements and ensure that the curriculum system is closely related to the job. Improve the quality of personnel training and deliver high-quality flight attendants for the aviation industry. The emergence of modern apprenticeship system can provide new ideas for improving the quality of personnel training for air crew major in higher vocational colleges [8]. Aviation training enterprises send experienced professional teachers and part-time teachers to participate in the teaching plan formulation of air crew major and participate in the whole teaching activities. Aviation training enterprises and colleges work closely together to organize the assessment scheme. However, due to the limitations of training places and teachers, there are too few comprehensive professional training courses for flight attendants in many higher vocational colleges. They can only offer training courses such as etiquette, sign language training and medical first aid that do not require special places, or rely on the training courses offered by affiliated majors [9].

3.2. Improve the construction of teaching staff

Introducing flight attendant service professionals into higher vocational colleges to become professional teachers. After entering the job, they are given pre-job training for teachers, encouraged to obtain teacher qualification certificates and become teachers and professional technicians. According to the requirements of each special ability and ability element, they choose the teaching content and determine the course subjects. On this basis, they scientifically construct and jointly develop the course system based on flight attendant service workflow with enterprises. The lack of good practical skills affects the further development of the course teaching. In this case, higher vocational colleges need to provide professional training for the teachers of air crew, so that they can impart theoretical knowledge to students in a better way. Then let teachers know the real job situation, and apply the knowledge acquired in the training to the talent training, so as to achieve the purpose of improving the talent training effect. Teachers should also answer the students patiently at the first time, and make sure that every student can better understand and apply the knowledge learned by these flight attendants [10]. Implement professional simulation training for students, so that students can learn relevant skills and knowledge in simulated working situations as much as possible, improve their professional skills, form working abilities that meet the requirements of their jobs, and promote their high-quality employment. Make students have good professional ethics and professional accomplishment, and cultivate them with good professional ethics, strong service consciousness, strong cabin service skills, emergency response and other abilities. On the other hand, it is necessary to arrange the proportion of theoretical courses and practical courses reasonably, reduce the hours of theoretical courses and increase the hours of practical courses. Government departments should also actively promote "school-aviation cooperation", promote the virtuous circle of flight attendant education, promote the healthy development of aviation service, and then promote local economic construction, so as to achieve "win-win" and become high-quality technical and skilled professionals of air crew management recognized and welcomed by employers. The training mode of air crew professionals is shown in Figure 1.

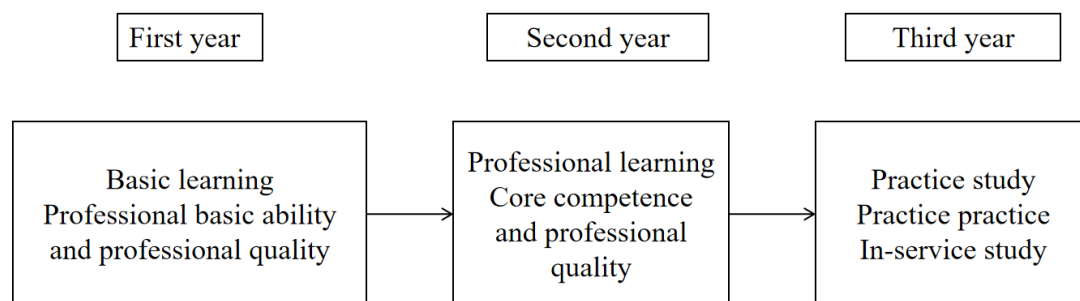


Figure 1: Training mode of air crew professionals

4. Conclusions

School-enterprise cooperation is an effective way of running a school in the innovative training mode of talents in higher vocational colleges. How to realize the "win-win" among schools, enterprises

and students, so that school personnel can be marketable. After graduation, I can use my theoretical knowledge and skills to engage in practical work such as civil aviation flight attendants, check-ins, and ticket sellers in domestic and foreign airlines and airports. In practice, we should summarize the experience and skills of air crew work, improve the quality and professional ability of students majoring in air crew, continuously cultivate more excellent air crew talents, and expand the employment and employment of air crew talents. The flight attendant majors in higher vocational colleges can acquire relevant professional knowledge through flexible ways such as mutual visits and mutual learning, which lays a solid foundation for the training of flight attendant service talents. It not only promotes students' successful employment, but also alleviates the national "employment difficulty" problem.

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