



# Education and Industry Inspiring connection Airlines Business

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# The required qualifications of vocational and university graduates in the airline industry in Thailand





# AEC target

Economics integration and single market  
production base



# ASEAN Economic Community in 2015

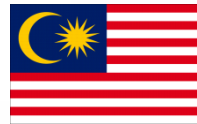
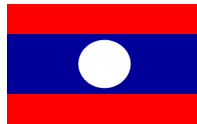


Within the year 2015, there will be the open market for airline related business such as

1. Aircraft Repair and Maintenance Services
2. Selling and Marketing of Air Transport Services
3. Computer Reservation System (CRS) Services
4. Aircraft Leasing with crew (Dry Lease)
5. Aircraft Leasing without crew (Wet Lease)
6. Air Freight Forwarding Services
7. Aircraft Catering Services
8. Cargo Handling
9. Refueling Services
10. Aircraft Line Maintenance
11. Ramp Handling
12. Baggage Handling
13. Passenger Ground Handling



# The Vocational and University graduates readiness for the AEC 2015



# Required Applicants



Attitude

Knowledge

Skill



# Qualifications needed by the industries

## 1. English language skill

- Listening
- Speaking
- Reading
- Writing



## The ICAO requirement

Pilots must pass the ICAO English Proficiency Test at least level 4 in order that the pilot can fly international routes

# Qualifications needed by the industries

## Thai Airways English language Training Department

- ➔ English for Cabin Attendants
- ➔ English for Aircraft Mechanics and Aircraft Engineers
- ➔ English for Ground Passenger Service Agents
- ➔ English for Ticketing Reservation and Call Center Agents





# Qualifications needed by the industries

## 2. Knowledge

→ Job knowledge

Ground Passenger Services

Ticketing & Reservation

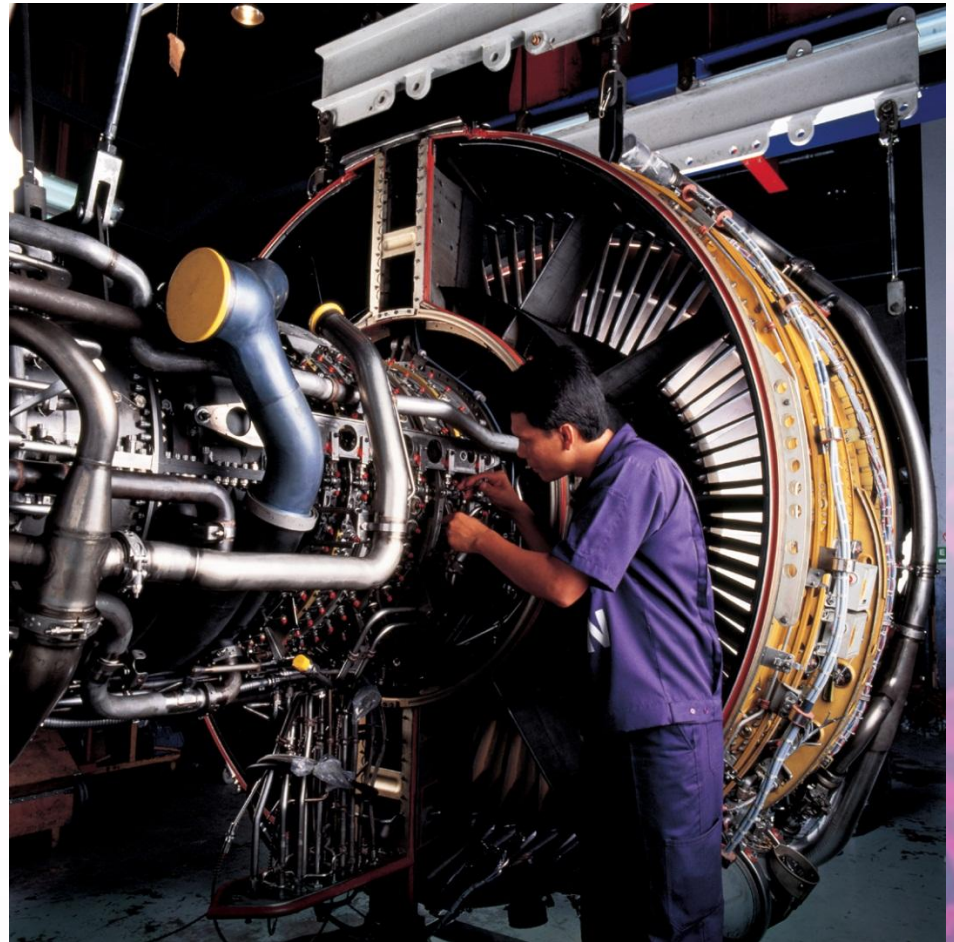


In flight Services

# Qualifications needed by the industries

2. Knowledge
  - Job knowledge

Aircraft Mechanics

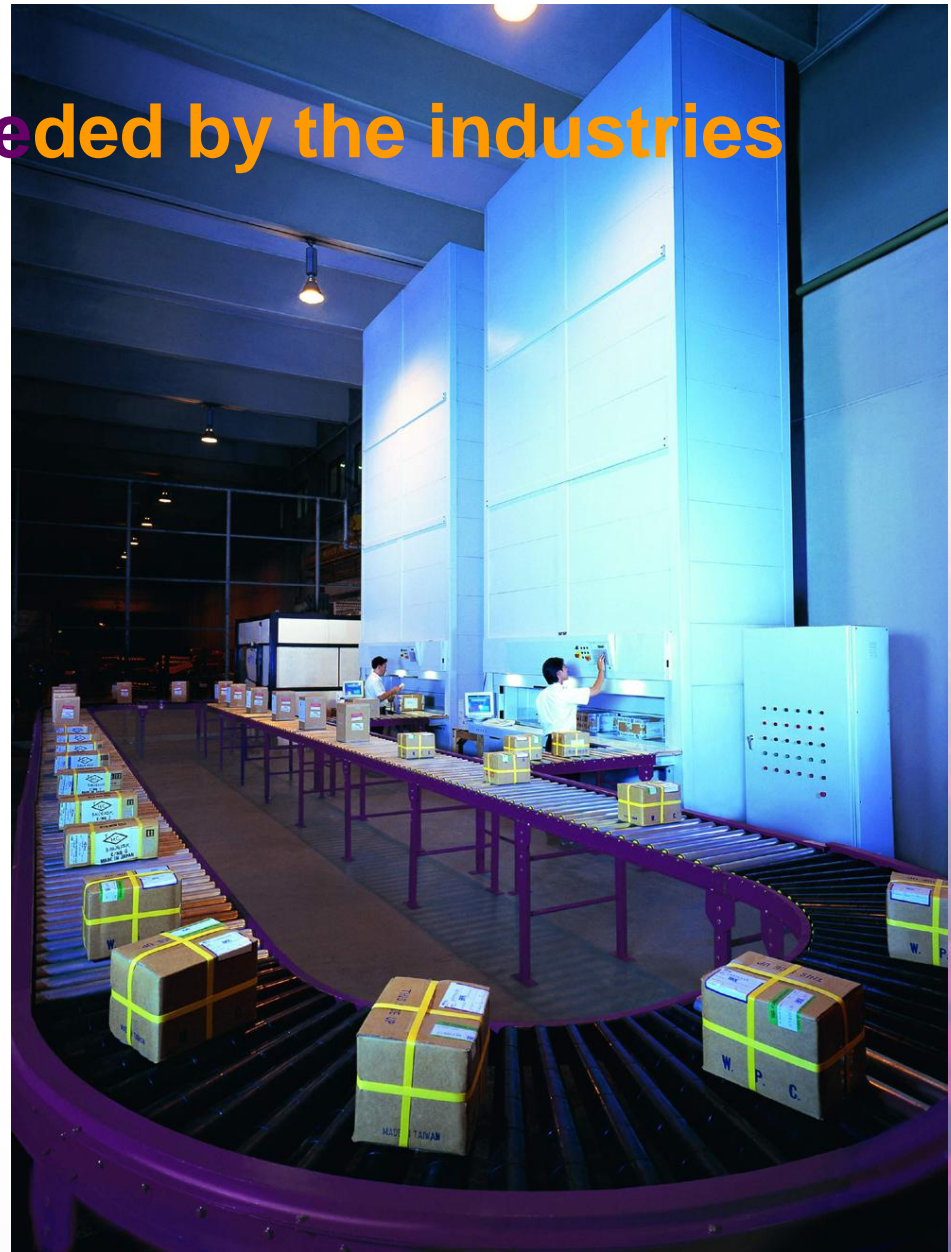




# Qualifications needed by the industries

2. Knowledge
  - Job knowledge

Cargo officer



# Qualifications needed by the industries

→ Job knowledge

THAI Technical  
Department

+

Civil Aviation  
Training Center

## Student Trainees

Aircraft Mechanics

Customer Service Agents  
@ the Airport

THAI Ground  
Business Unit

+

Universities in  
Thailand



# Qualifications needed by the industries

## 2. Knowledge

### → Cross Cultural Knowledge

Aware of the cross cultural differences among peoples of various nationalities



# Qualifications needed by the industries

## 3. Service Minded Attitude

→ Thai Touches

→ Thai Culture





# Qualifications needed by the industries

## 4. Interpersonal & Communication skill



- Understanding of human behavior and needs
- Good interpersonal skill
- Problem solving skill

# Conclusion

Required graduates qualifications

Attitude

Service Minded  
Attitude



Knowledge

Job Knowledge

Skill

Cross culture  
Knowledge

English  
language skill

Interpersonal &  
Communication skill





# Ready for AEC in 2015

