

World Class Academy for World Class Airlines



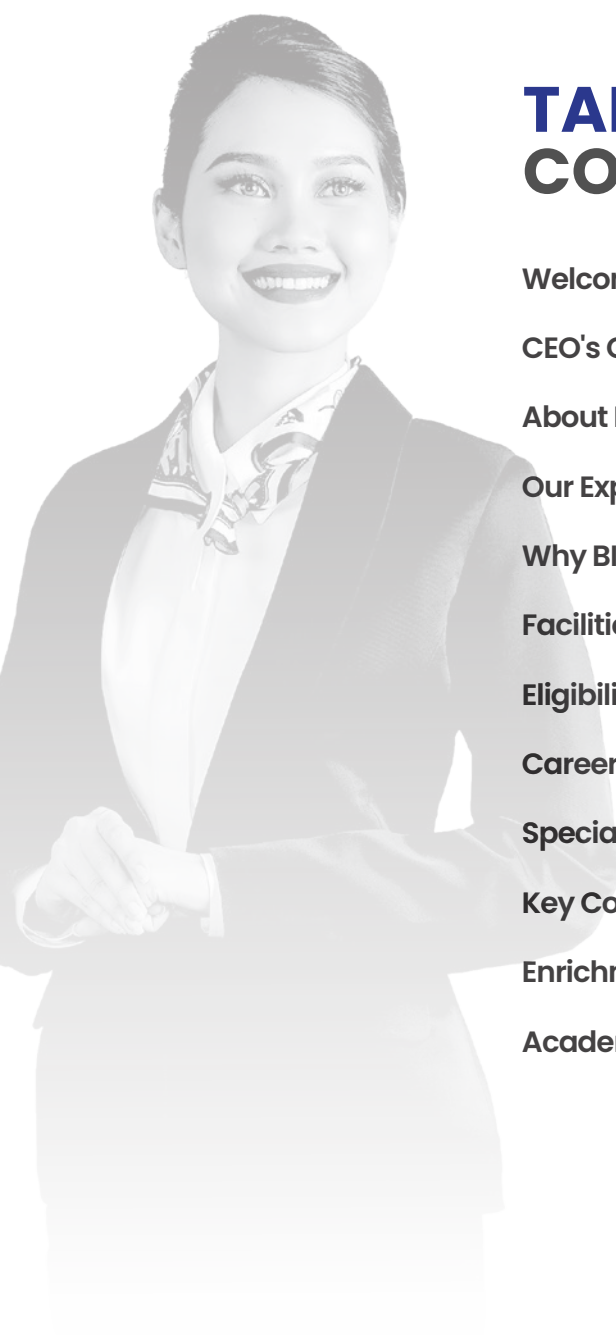


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CEO GREETINGS

The aviation industry is expected to require 2.3 million professionals across a diverse spectrum of roles to sustain global operations. Binawan is unwavering in its commitment to fortify and enhance this esteemed reputation, channeling resources into comprehensive training and education through the Binawan International Cabin Crew Academy (BICCA). Facilitating the training of over 1000 cabin crew members annually constitutes a substantial contribution to the aviation sector.

The establishment of BICCA is a clear example of Binawan's strong commitment to maintaining high recruitment standards and training of prospective flight attendants. This resolute commitment not only redounds to the benefit of the airline itself but also bolsters Indonesia's standing in the global aviation industry.



Said Saleh Alwaini (CEO)



ABOUT BICCA

Our Legacy and Commitment to Excellence

Welcome to our distinguished Cabin Crew Academy, renowned for its adherence to international standards and bolstered by a team of seasoned facilitators and accomplished professionals from the aviation industry.

Our institution is dedicated to nurturing students, equipping them with comprehensive aviation skills and knowledge, thereby transforming them into outstanding individuals poised for success as international airline cabin crew members.

Vision

To be the leading Cabin Crew Academy in Indonesia, empowering and developing candidates to excel Globally.

Mission

1. Manpower Development : To provide comprehensive education, training and skill enhancement programs to individuals to work abroad successfully.
2. Global Placement : To establish strategic alliances with International Airlines for global job opportunities.

OUR EXPERTS

In House Trainer



Cinta Fitriani Trita, S.I.Kom.

Over 20 years of experience as a flight attendant at Garuda Indonesia. Certified instructor for safety emergency procedures and social grace at Garuda Indonesia. Deputy chief of flight attendants.

Headmaster of Garuda Indonesia flight attendant training.



Leli Mardiana

Flight Attendant at Garuda Indonesia for over 25 years. Former deputy chief of flight attendant at Garuda Indonesia. Certified Instructor for social grace & table manners at Garuda Indonesia. Certifications as a BNSP (Master) instructor in methodology and as a BNSP assessor of competency. Certified in the self-image program from Puspita Martha.



Tian Martiana

Flight attendant for Garuda Indonesia for over 20 years. Certified instructor for safety emergency procedures and crew resource management. Former deputy chief of flight attendants at Garuda Indonesia. Former chief flight attendant at Citilink Indonesia. Trainer and facilitator for developing soft skills programs and cabin safety inspector for the directorate general of civil aviation.



Steffy Anggraini, S.E.

Flight attendant at Garuda Indonesia for over 2 years. Flight attendant at Saudia Airlines for over 4 years. Trainer and facilitator at John Robert Power. Professionally certified makeup artist and certified hairstyling from the Makeover makeup academy.

Associate Trainer



Betty Nila Purnamasari S.Sos, S.Pd, M.Mtr.

Former dangerous goods awareness facilitator and quality assurance (Auditor) at Garuda Indonesia. Facilitator of occupational health and safety materials. Permanent lecturer at Muhammadiyah University of Tangerang. Senior quality auditor at MY Indo Airlines.



Ir. Luis Parada, MBA.

Former general manager of planning and standards at Garuda Indonesia. Former general manager of marketing Garuda Indonesia. Former senior manager of learning innovation at Garuda Indonesia. Former senior manager of general support in training facilities at Garuda Indonesia Training Centre. Former internal auditor for QMS ISO 9001:2000 at Garuda Indonesia.



Gita Nan Indah

Flight Attendant at Garuda Indonesia for over 20 years. Certified instructor at Garuda Indonesia for cabin practice, first class & business class cabin skill and galley, safety emergency procedures, and crew resource management. Former company checker for Boeing 777-300ER by the directorate general of civil aviation. Facilitator for grooming, beauty, and handsome class for frontliners at Bank Rakyat Indonesia.



Agus Indriatno Mulyatmoko

Flight attendant at Garuda Indonesia for over 20 years. Former deputy chief flight attendant (Instructor) at Garuda Indonesia. Certified instructor for safety emergency procedures at Garuda Indonesia. Flight safety company instructor, flight safety instructor, safety auditor, and flight checker at Garuda Indonesia. Former training manager at Garuda Indonesia Training Centre. Former VP of flight attendant training at GITCI.



Drs. Uton Wartono, MM.

Former training expert at Garuda Indonesia, specializing in designing flight attendant, pilot, and frontliner training. Led teams at Garuda Indonesia training centre for hospitality training under dirjen perhubungan. Associated certified meta coach, Meta-Coach System, L. Michael Hall, PhD. Licensed master neuro-linguistic programming, approved by the Society of NLP, Richard Bandler. Certified BNSP (Master) instructor in methodology.



dr. Taufik Pasya Litaay, Sp.K.P.

Doctor or general practitioner at Garuda Indonesia medical department, specializing in aviation medicine. Former vice president (VP) of Garuda Indonesia medical department. Instructor and lecturer in basic medical knowledge of aviation medicine, first aid, and CPR for initial and regular or recurrent flight attendants at Garuda Indonesia Training Centre. Designated aviation medical examiner (DAMER), certified by the aviation health center of the Directorate General of Civil Aviation.



Suprayetno CPRM, CIB.

Former inspector & instructor in aviation security. Manager in QC & risk analysis. QA in aviation security domestic or international for Garuda Indonesia for over 30 years. Aviation security instructor in aviation security for flight crew, flight attendant, flight operation officer, WARANA AU, flight security officer for flight crew TNI AU, PASPAMPRES, and ground staff.

WHY BICCA?

1. Exclusive partnerships with renowned international airlines
2. Rapid mastery of English just in 2,5 months
3. Holistic aviation training, equipping you with both technical and soft skills
4. Guided by industry pioneers, learn from experienced facilitators and practitioners
5. Empowering you for success, profound user and recruitment interview preparation
6. Indulge in expert care: skin, body, and dental treatments by esteemed Doctor from Nurtura Aesthetic & Wellness Centre
7. Tailored excellence, exclusive and limited memberships
8. Unveil your potential in style with premium starter kits by well-known Indonesian designers

OUR FACILITIES

**Airplane
Mockup Service**



**Fully Air Conditioned
with Complimentary
Wi-Fi**

Beauty Classroom



Prime Location

ELIGIBILITY CRITERIA

Female, 18 - 27 Years Old

Pleasant Appearance

High School Graduate or Equivalent

Height of Minimum 160cm

Arm Reach of 212cm

Well-Proportioned Physique

Both Physically and Spiritually Fit

TOEIC Score of 400



CAREER PATHWAYS



DISCOVER YOUR SPECIAL PRIVILEGES

Platinum

Training Investment IDR 40.000.000

Duration : 2,5 months

Special Privileges

- **Class** : Advanced technical proficiency and comprehensive aviation knowledge
- **Refined Soft Skills** : Fostering personal confidence and character development
- **Comprehensive Training Kit** : Including a professional make-up set and an advanced tablet
- **Health & Wellness** : Professional beauty, dental consultation and personalized diet consultation
- **Attire** : Exquisite uniform ensemble from well-known Indonesian designers and accompanied by bag and shoes
- **Experts** : Nurtured by accomplished facilitators and seasoned practitioners with profound expertise in the aviation industry

Gold

Training Investment IDR 30.000.000

Duration : 2,5 months

Special Privileges

- **Class** : Advanced technical proficiency and comprehensive aviation knowledge
- **Refined Soft Skills** : Fostering personal confidence and character development
- **Attire** : Exquisite uniform ensemble from well-known Indonesian designers and accompanied by bag and shoes
- **Experts** : Nurtured by accomplished facilitators and seasoned practitioners with profound expertise in the aviation industry

Silver

Training Investment IDR 15.000.000

Duration : 1 month

- **Refined Soft Skills** : Fostering personal confidence and character development
- **Attire** : Exquisite uniform ensemble from well-known Indonesian designers and accompanied by bag and shoes

KEY COURSE PROGRAMS

Training Program	Training Objectives
General Safety	After completing this subject, participants are expected to have a basic understanding of aviation safety aspects, the function and use of safety equipment on airplanes, as well as the duties and responsibilities of being a flight attendant.
Aviation Knowledge	After completing this subject, participants are expected to have a basic understanding of the aviation industry and aircraft knowledge.
Aviation Security	Upon completing this subject, participants should have a solid grasp of aviation security as essential knowledge for cabin crew and comprehensive preparation for those aspiring to participate in airline recruitment programs.
Aviation Medical Knowledge	Upon completing this subject, participants are expected to understand basic aviation first aid knowledge, use medical equipment in accordance with aviation regulations, and be able to recognize and manage various scenarios, including assessing a casualty, life-saving procedures, and medical problems in the aviation environment.

Training Program	Training Objectives
Dangerous Goods	<p>Upon completing this subject, participants should be able to identify dangerous goods, understand the classes of DG, recognize potential hidden hazards, identify DG hazard/handling labels applicable to dangerous goods, and be familiar with DG emergency response procedures.</p>
Crew Resources Management	<p>Upon completing this subject, participants are expected to understand how to achieve safe and efficient flight operations by developing a mindset for recognizing and handling human errors.</p>
General Cabin Services Knowledge	<p>Upon completing this subject, participants should have knowledge about aircraft (flight deck, passenger cabin, galley, lavatory) and gain cabin service skills while demonstrating a professional attitude in carrying out their duties as cabin crew.</p>

ENRICHMENT PROGRAMS

Training Program	Training Objectives
Personal Beauty Class Experience	After completing this subject, the participants are expected to understand how to engage in proper personal grooming and apply makeup to achieve a standard appearance.
Developing Self Image & Positive Mindset	After completing this subject, the participants are expected to understand the specific steps to develop a positive self-image and mindset. They should also be able to identify the positive impacts of self-image and a positive mindset for cabin crew.
Social and Business Ettiquote	After completing this subject, the participants are expected to understand the function of social etiquette in both social life and the professional environment. They should possess the skills to treat everyone with respect, courtesy, and kindness.
Service Communication	After completing this subject, the participants are expected to deliver messages effectively when communicating with customers. They should be able to apply positive words, tone of voice, and body language when interacting with customers and demonstrate an interactive opening, content, and closing during a presentation.

Training Program	Training Objectives
<p>Handling Complain & Service Recovery</p>	<p>After completing this subject, the participants are expected to respond to fulfill customer needs and explore techniques for handling complaints and dealing with problem situations. This will help increase frontliners' confidence when addressing various types of customer complaints.</p>
<p>Hospitality</p>	<p>After completing this subject, the participants are expected to explain the meaning of hospitality for cabin crew and mention the importance of the customer journey experience map in the airline industry as it relates to hospitality.</p>
<p>Understanding Different Cultures</p>	<p>After completing this subject, the participants are expected to understand and respect a wide variety of cultural characteristics and be able to adapt to different cultures.</p>
<p>Table Manners</p>	<p>After completing this subject, the participants are expected to demonstrate professional table manners in fine dining. They should maintain proper etiquette, including manners and behavior, in a formal dining situation, and acquire the skills necessary to elevate their behavior.</p>

ACADEMIC SCHEDULE

	Monday	Tuesday	Wednesday	Thursday	Friday
Week 1	Introduction & Familiarization	Personal Beauty Class Experience		Personal Image & Building Positive Attitude Mindset	
		Intensive English Conversation Program			
Week 2	Service Communication		Social & Business Etiquette		Hospitality
	Intensive English Conversation Program				
Week 3	Aviation Knowledge	General Cabin Services			
	Intensive English Conversation Program				
Week 4	Hospitality		General Safety		
	Intensive English Conversation Program				
Week 5	General Safety	Aviation Security			Dangerous Good Knowledge
	Intensive English Conversation Program				
Week 6	Dangerous Goods Knowledge	Medical Aviation		Handling Complain & Service Recovery	
	Intensive English Conversation Program				
Week 7	Crew Resources Management				Table Manners
	Intensive English Conversation Program				
Week 8	Understanding Different Cultures		Inspiring & Sharing	Job Interview Training & Practice	
	Intensive English Conversation Program				
Week 9	Comprehensive Test				

JOIN US



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