

virgin atlantic  SKYTEAM 

virgin atlantic

Sky high learning

Your learning, delivered the Virgin Atlantic way



Hello you,

Want to experience the Virgin Atlantic way of learning?

We are incredibly proud of the exceptional service we provide our customers, and this is mainly achieved because of our people. They're at the heart of our success and will ensure we become the most loved and sustainably profitable travel company.

Ensuring our people are set up for success is achieved through our highly successful training. It gives them the ability to be at their best, deliver amazing, thoughtful moments, and help us attract even more fantastic people to our company and brand.

Known for our high standards and professional yet friendly approach, we deliver training in true Virgin Atlantic style with a team of expert trainers who have a wealth of knowledge and operational experience.

Our dedicated training facilities ensure that learners are fully immersed in the world of aviation and allow us to bring practical experiences to life in a controlled environment.

We want to support you, your company, and your learners so that they can be at their best. So, what better way to do that than by spending the day (or two) with us? We will bring the world of aviation and customer service training alive the only way we know how—the Virgin Atlantic way.

We look forward to hearing from you soon.

Virgin Atlantic
People Journeys & Learning Team



At Virgin Atlantic, learning fuels our performance, and supports our ambition to become most loved and sustainably profitable.

Over many years, we have designed and refined our fantastic, best-in-class learning offering. I feel so proud that we are now able to not only enable our amazing people to experience this skills development but also offer this experience to external partners. This is a very exciting time for us.

Abbie Powell
Head of People Journeys & Learning

We are Virgin Atlantic



We're more than just an airline - find out a little bit more about Virgin Atlantic.

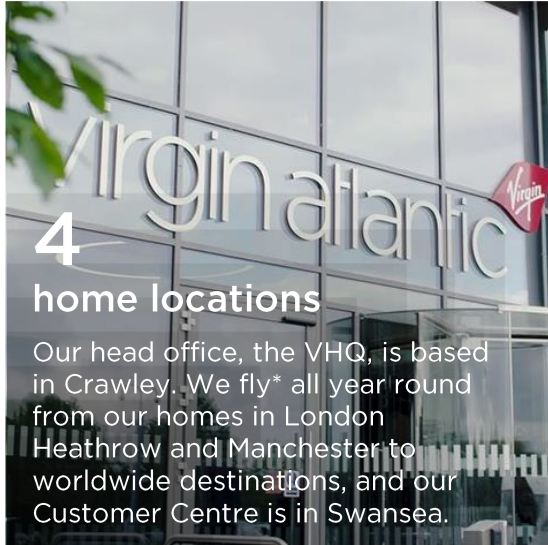
We've been gracing the skies for over 40 years, and our ambition back then was the same as today—disrupt the market and give our customers a truly memorable experience. This is part of any Virgin company and what makes us stand out from our competitors.

Throughout our history, we've faced many global challenges. However, this has never stopped us, and we're proud to be the UK's second-largest long-haul carrier and the UK's most-loved workplace on more than one occasion.

Take a look at some of our facts and figures to give you an idea of who we are.

Who we are

Virgin Atlantic today



4
home locations

Our head office, the VHQ, is based in Crawley. We fly* all year round from our homes in London Heathrow and Manchester to worldwide destinations, and our Customer Centre is in Swansea.



41
aircraft

We have one of the youngest, most modern, and greenest fleets in the skies. Our fleet consists of Airbus A330s, A330neos, A350s, and Boeing B787s, and every aircraft offers our award-winning cabins and service.



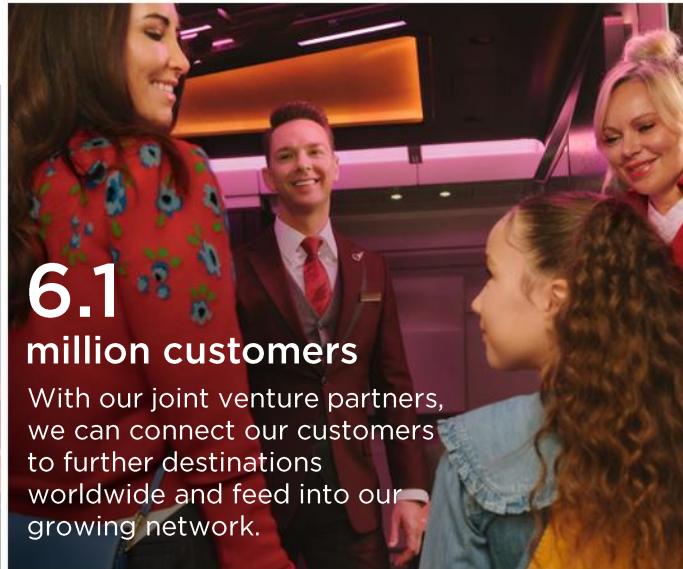
8500+
colleagues

From high above the clouds, to down on the ground in our airports, cargo, engineering, head office and retail stores - all our teams keep us flying providing amazing service.



29
destinations

We've got something for everyone - city breaks in the US, the sun, sea, and sand of the Caribbean and the Indian Ocean, safaris in South Africa, and the exotic delights of India and the Middle East.



6.1
million customers

With our joint venture partners, we can connect our customers to further destinations worldwide and feed into our growing network.



£3.5
billion revenue

Following the most challenging years in our history due to the global pandemic and world events, we're now seeing our revenue increase year on year.

All facts and figures are correct as of May 2024. Customer and revenue figures are based on 2023. | * We offer seasonal routes from Edinburgh to Orlando.



Our training courses

Take a look through our guide or click on one of the subjects below to learn more about what we offer and the learners' experience.

[Cabin safety](#)

[Fire safety](#)

[Wet ditch and survival](#)

[Medical](#)

[Onboard service](#)

[Customer service](#)

[Training packages](#)

[Our training home](#)

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Cabin safety training

In a nutshell...

Course content

- Cabin door simulator-normal and emergency door opening
- Fire and smoke practical
- Slide descent
- Flight controls and portable equipment
- Practical safety demonstration

Number of trainers

- 2 VAA trainers
- 2 tutors (your own)

Number of delegates

- Maximum 18 learners

Duration

- 1 day

Cost

- Please contact us to get a quote

Additional info

- Learners will need to be 16+ years of age

Our cabin and flight crew go through rigorous training in preparation for taking to the skies.

The safety and security of our customers is our main priority whilst also ensuring we provide the service and hospitality that we are known for.

Our customers see certain aspects of our cabin safety procedures, such as safety demonstrations and securing the cabin for take off and landing. However, our crew does a lot more to ensure a safe and enjoyable flight for our customers, colleagues, and the safety of the aircraft.



What to expect from the day

Learners will be immersed in the world of cabin safety from both a theoretical and practical sense. They will understand how an aircraft flies, the pre-flight checks, and the operation of onboard equipment, as well as how to prepare for a flight by role-playing a safety demonstration.

Everyone will have the opportunity to understand and practice door procedure scenarios in both emergency and non-emergency situations, as well as take part in a controlled and supervised slide descent.

The day will also include a session about fire and smoke, giving learners a firsthand experience of how to deal with these situations and the roles all crew play in it.

A person in a dark blue uniform is shown from the side, operating a red fire extinguisher in an aircraft cabin. The person's hands are on the handle and nozzle of the extinguisher. The background shows the interior of an aircraft with overhead storage bins and a "SELL" sign. The text "Fire safety training" is overlaid in large white font on the bottom left.

Fire safety training

In a nutshell...

Course content

- Aircraft fire and smoke theory and equipment
- Real fire and smoke-filled cabin practical

Number of trainers

- 2 VAA trainers
- 2 tutors (your own)

Number of delegates

- Maximum 18 learners

Duration

- Half a day

Cost

- Please contact us to get a quote

Additional info

- For use of the fire rig, learners will need to be 16+ years of age
- Specific dress code required

Fire onboard an aircraft is one of the most dangerous incidents that can happen, and without quick investigation and fast-acting procedures, it can result in an overwhelming scenario.



Our flight and cabin crew are trained to deal with various types of fires onboard, depending on their role in the incident.



Everyone has a part to play in ensuring the safety of all customers and colleagues onboard and the aircraft's safe operation during the flight.



What to expect from the day

Our dedicated half-day aircraft fire and smoke session will give learners the opportunity to learn more about the seriousness of this incident onboard and how the crew's quick-thinking actions can minimise the impact and maintain a safe and secure flight.

Learners will have the opportunity to handle actual fire and smoke equipment while ensuring they know the pre-flight checks, operation, and duration. This knowledge will then be put into practice in a controlled simulation of a smoke-filled cabin and a firefighting scenario in our fire rig, where learners will don a smoke hood and extinguish a fire.

A man and a woman are in a yellow inflatable boat on a body of water. The man is in the foreground, looking towards the right. The woman is behind him, also looking right. The boat has some text on it, including 'WET DITCH' and 'BOUND BO'. The background is a bright blue sky and water.

Wet ditch and survival training

In a nutshell...

Course content

- Wet ditch practical
- Ditching drills - practical
- Survival

Number of trainers

- 2 VAA trainers
- 2 tutors (your own)

Number of delegates

- Maximum 18 learners

Duration

- Half a day

Cost

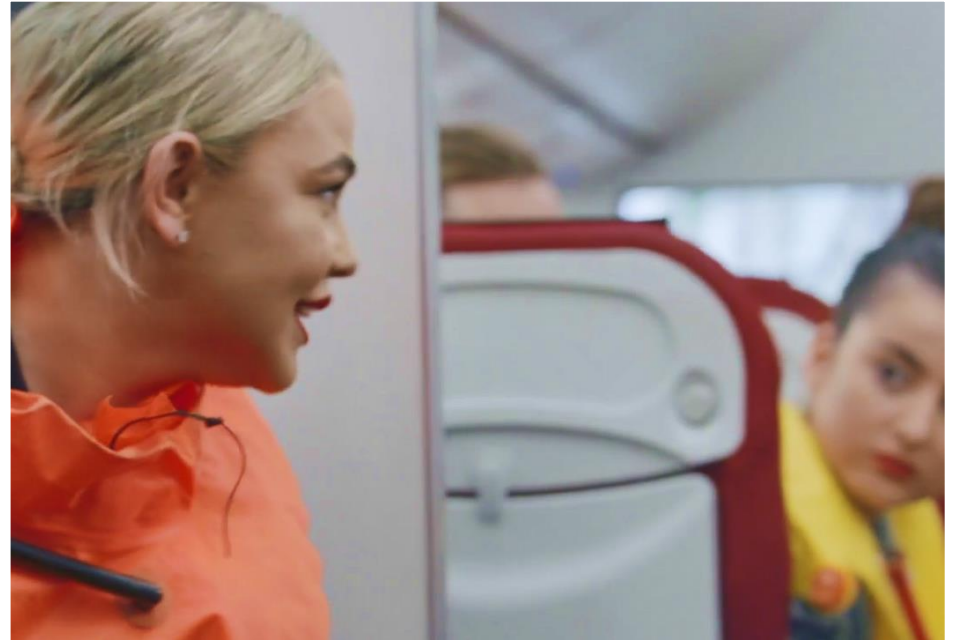
- Please contact us to get a quote

Additional info

- Learners must be able to swim 25 metres
- Learners will need to be 16+ years of age

All cabin and flight crew are trained to handle the rare and unlikely event of an aircraft having to make an emergency landing on water (also known as ditching). Following the landing, all customers and crew must be evacuated quickly and in a controlled manner, ensuring this is done safely.

Once evacuated, the need and want for survival quickly take precedence, and the actions of the cabin and flight crew will ensure the safety of all involved until fully rescued, regardless of the environmental surroundings and conditions.



What to expect from the day

Our wet ditch and survival half day is made up of both theory and practical training, giving learners the skills and knowledge of an emergency evacuation on water but also survival in various conditions.

Learners will get hands-on experience in shouting commands, evacuating, and using emergency equipment such as life jackets, loudspeakers, ELTs, etc.

In addition, a practical swimming exercise will take place at a local swimming pool, allowing learners the opportunity to tread water, fit a life jacket, and climb into a raft.

A close-up photograph of a person's hands performing CPR on a medical training mannequin. The person is wearing a dark watch and a silver ring. The mannequin is lying on its back, and the person's hands are positioned on its chest. The background is dark and out of focus.

Medical training

In a nutshell...

Course content

Basic life support

- Principles of first aid
- Choking
- DRAB - Unconscious casualty
- DRAB - Cardiac arrest
- Generic AED training

Number of trainers

- 2 VAA trainers
- 2 tutors (your own)

Number of delegates

- Maximum 22 learners

Duration

- Half day

Cost

- Please contact us to get a quote

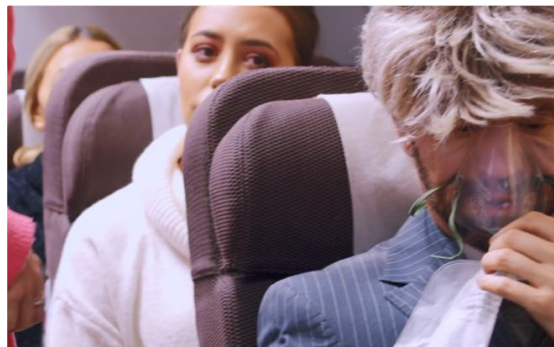
Additional info

- See next page

Our cabin crew may encounter a customer who feels unwell in flight. This can be a worrying time for our customers and their travel companions, but our crew is trained to offer medical assistance and reassurance.



They can deal with the simplest of events, such as headaches, sickness, and fainting, as well as more serious events like strokes, heart attacks, and even childbirth. With the help and guidance of medical assistance on the ground from MedLink, our crew is trained to deal with a medical situation in a timely but caring manner, ensuring the patient has received the best treatment.



What to expect from the day

This will be a very interactive day. It will combine theory-based learning with practical elements to help learners understand the skills and knowledge required in a medical incident.

With plenty of role plays and hands-on experience, learners will get the chance to practice their first aid skills and deal with a more serious medical incident onboard. They will get to grips with how to use onboard medical equipment, practice immediate life support by using our AED, learn how to give effective chest compressions and rescue breaths, and more.

Note: This day can be very emotive and can bring back upsetting memories if a person has been involved in a medical incident previously or affected by the illness of a relative or friend. Our trainers should be made aware in advance of anyone you feel this day may be difficult for so that we can manage the delivery of the topic.



Onboard service training

In a nutshell...

Course content

- Who we are and our brand
- Our cabin crew
- Our fleet, cabins, products and services
- Boarding, galley and bar service
- Service recovery
- Sustainability

Number of trainers

- 2 VAA trainers
- 2 tutors (your own)

Number of delegates

- Maximum 22 learners

Duration

- 1 full day or half a day

Cost

- Please contact us to get a quote

Additional info

- Learners will need to be 16+ years of age
- Specific dress code required

We are renowned for our onboard hospitality and service – it's what sets us apart from other airlines.



Our cabin crew, with their amazing personalities and flair, bring our service to life. We want all our customers to have the most loved service and leave our aircraft having had the best possible experience—regardless of their reasons for travel.



Our crew are trained to deliver our award-winning service, and little added touches in all three cabins: Upper Class, Premium, and Economy.



What to expect from the day

Learners will learn everything they need to know about Virgin Atlantic, who we are, what we do, and how we do it - we are much more than just an airline. We'll also share our sustainability vision of becoming Net Zero by 2050.

Learners will then be immersed in our onboard service and customer offering right from the minute our customers board our aircraft.

In our service rig, we'll talk them through how to set up a galley, prepare and deliver drinks and meal services and what to do when things don't quite go to plan with our service recovery.



Customer service training

In a nutshell...

Course content

- Who are our customers, and their journey
- Attitude to service
- Above & below the line
- Triggers and self-talk
- In the moment and feeling seen

Number of trainers

- 2 VAA trainers
- 2 tutors (your own)

Number of delegates

- Maximum 22 learners

Duration

- 1 full day

Cost

- Please contact us to get a quote

Additional info

- We can provide a train-the-trainer for our 'Brilliantly Different Service' so you can deliver our training in your own way

At Virgin Atlantic, our customer service sets us apart from any other airline, and it's not just our cabin crew that makes a customer's experience one to remember; everyone plays a part in our customer journey.



Your journey may start in one of our retail stores, over the phone with our customer centre, or when you step foot in the airport or one of our Clubhouses. No matter where your journey begins, each person you meet has a true Virgin Atlantic spirit and will want to give you the 'most loved' service we are known for.



The people who make up Virgin Atlantic make Virgin Atlantic.



What to expect from the day

Our '**Brilliantly different service**' training day is designed to equip learners with the skills and knowledge to deliver excellent customer service. By looking at the overall customer journey, learners will understand how their thoughts and feelings ultimately impact their attitude, which can affect the service they provide.

With plenty of theory and practical exercises, there will also be time for learners to reflect and share their own personal experiences of either service provided or received and how this made them feel. This day is all about looking at it from two different perspectives – the person providing the service and those receiving the service.



What's on offer: training packages

Building a course that is designed specifically for you and your learners

Everyone likes a bit of flexibility and things tailored to meet their specific needs rather than picking something off the shelf.

With that in mind, some of our courses are flexible, with full-day or half-day events where the whole session can be based on one topic or two or three different topics, giving your learners access to a range of learning.

Examples of the various packages we can offer and build for your learners are shown on the next page.

Please contact us to discuss your needs, and we'll find the best learning solution for you.



Package one: Red

This course is focused on one subject and can be either a full-day or a half-day event. The day can offer a mixture of theory and practical learning.

Day 1	
AM	Cabin safety
PM	Cabin safety*

or

AM	Cabin safety*
PM	Cabin safety*

* Can either be an AM or PM session.



Package two: Purple

This is a whole day event where we can deliver two subject topics. The day will be a mixture of theory and limited practical-based learning.

Day 1	
AM	Cabin safety
PM	Onboard service



Package three: Grey

This is a whole-day event where we can deliver three subject topics. The day is more focused on theory-based learning providing an overview of the subject matter- a taster session on each subject. Practical-based training is not included due to time constraints.

Day 1	
AM	Cabin safety
PM	Medical

or

AM	Medical
PM	Onboard service



Package four: Gold

This package includes more than one day - it can be two, three, or even more days. This course can be flexible and customised with a variety of subjects and course day lengths. We'll be happy to build your course with you.

	Day 1	Day 2	Day 3
AM	Cabin safety	Fire safety and Wet ditch & survival	Medical
PM	Cabin safety	Fire safety and Wet ditch & survival	Onboard service

Please note - the above courses are examples only to give you an idea of how we can structure your day.



Our training home

CAE: London Gatwick

Our training home is based at CAE: London Gatwick, which is situated across the road from our head office, the VHQ.

We have our own dedicated and branded classrooms where we deliver our training, as well as a rig's hall where most of the practical exercises and assessments are held.

The CAE has a large open space café area for you to grab something for lunch or to have a drink on breaks.

Details regarding our training home in relation to access, parking, facilities and guidelines can be sent to you nearer the time of your course.

Our facilities

Our spacious classrooms are equipped with digital screens and audio for displaying course content, videos and audio material.

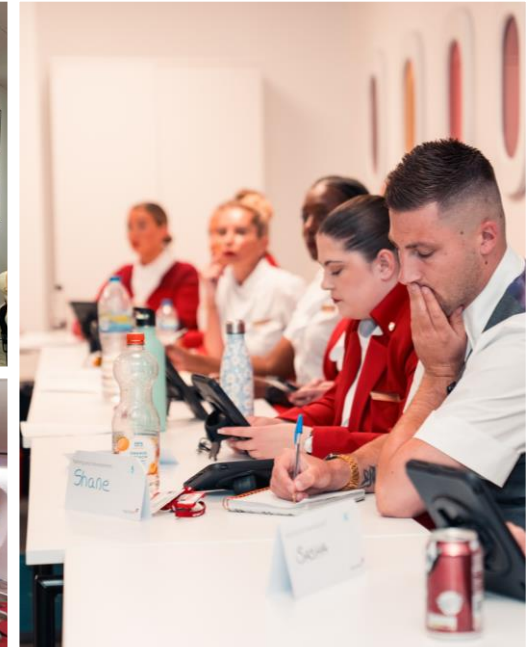
Depending on the nature of the subject, the classrooms can be arranged with desks and chairs or just chairs to provide more space for practical exercises. They are prepared with the correct equipment dependent on the subject matter.

Each classroom has been personally branded, adding a splash of Virgin Atlantic flare in each room.

Rigs hall

The Rigs Hall is at the heart of our training facility and where the majority of our practical exercises take place. It is set up to fully immerse our learners into life onboard an aircraft and allow them to complete different exercises, from safety-related scenarios and medical incidences to how to prepare and deliver an onboard service to customers.

In addition, we have a Fire Rig located outside the building, where controlled fire exercises can take place.

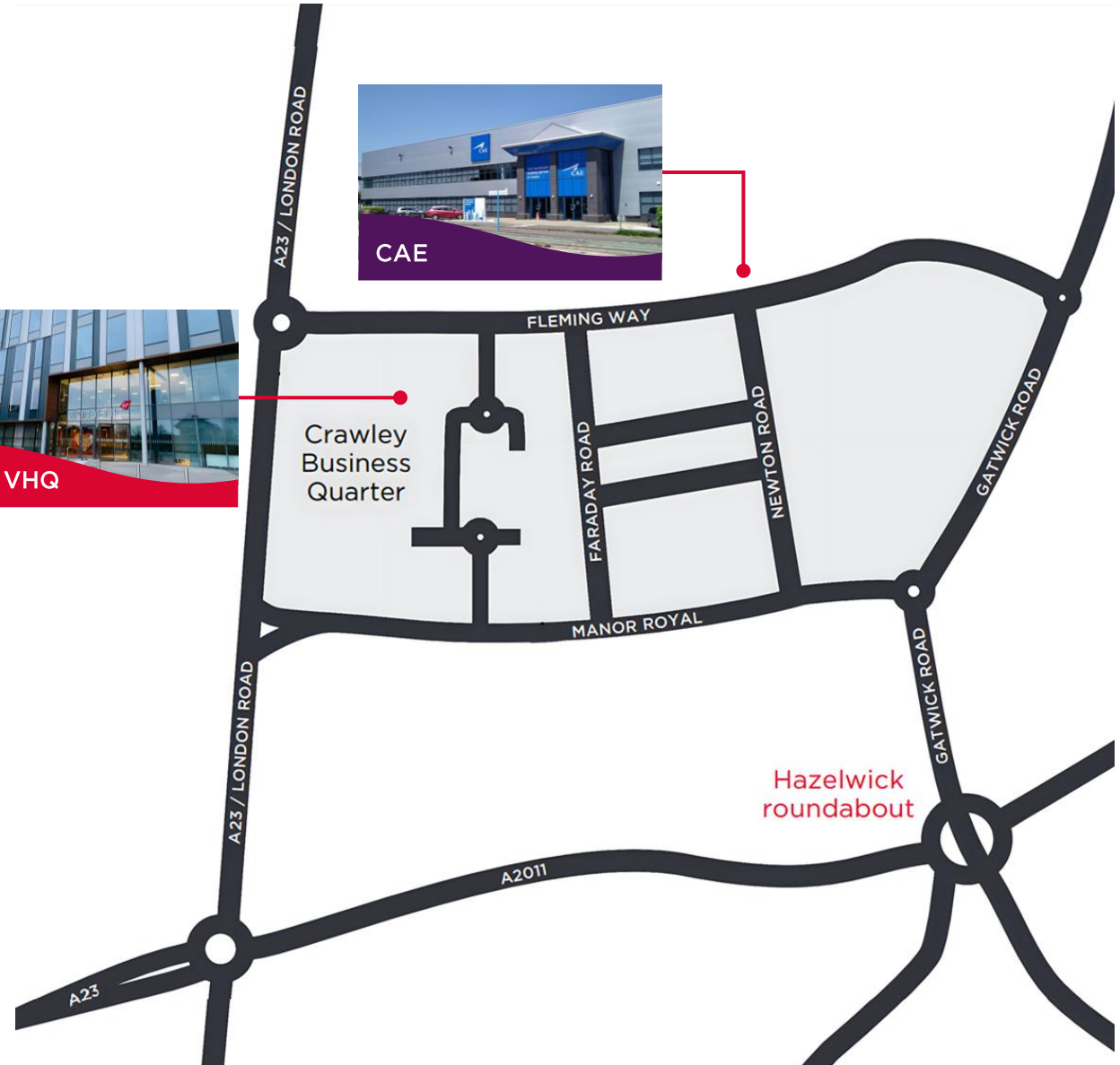


Our training home

CAE: London Gatwick
Diamond Point
Fleming Way
Crawley
RH10 9DP

Directions to CAE

- Leave the M23 at junction 10, then at the roundabout take the exit marked A2011 Crawley (1st exit if travelling northbound or 3rd exit if travelling southbound)
- At the Hazelwick roundabout, take the 4th exit onto Gatwick Road (signposted Manor Royal)
- At the next roundabout, take the 1st exit onto Manor Royal
- Turn right onto Newton Road
- At the end of the road, the CAE building will be facing you
- To park, turn right and take your first left into the CAE car park





Got a question?
Ask away

Our FAQs section may have the answer you're looking for

We know you may have some questions about our training courses, facilities, or training packages. We've tried to answer some of those questions in the next few pages. However, if you can't find the answer there or in this brochure or have something that we haven't considered, please do contact us. Our contact details can be found towards the end of this brochure.

Travel and facilities queries

Is travel provided by Virgin Atlantic to/from the CAE?

No, you will need to organise your own transport to and from the CAE: London Gatwick, Crawley. This will be at your own expense.

Please note that if you wish to book our Wet Ditch and Survival training course, the practical element will take place at a local swimming pool, so your own transport will also be needed to get there and back.

Is parking available at the CAE: London Gatwick?

Yes, you will be able to use the car park at the rear of the CAE training facility.

Is lunch provided by Virgin Atlantic?

No, learners will have to bring their own lunch with them. The CAE does have a café that offers a range of hot and cold drinks and lunch items such as sandwiches, paninis, toasties, wraps, salads, and soups. You will also find snacks available to purchase and a vending machine onsite.

Are there hotels nearby if needed?

Yes, there are many hotels nearby and in the surrounding area if you need to stay over. Please ask during your enquiry, and we can advise you on hotel locations.

Training course queries

Can course start/finish times be changed?

We can discuss the timings of the day with you and make amendments when you make an enquiry.

Typically, if a course is:

- **One full day**
The course will be between 09.00-17.00
- **Half a day**
The course will be between 09.00-13.00 or 13.00-17.00

We are unable to travel to Crawley but would love to have a training course run at our company. Is this possible?

Currently, we are unable to run courses elsewhere due to limited facilities and equipment in other locations.

However, we are always open to solutions (such as using your own facilities where feasible), so please contact us to discuss further.

Do my own trainers/leaders need to stay with my group, or can we drop them off and collect them at the end of the course?

Yes, you'll need to stay with your learners for the duration of the course. Virgin Atlantic cannot be held responsible for your learners. We will provide full health and safety briefings before each course and practical exercises; however, you remain responsible and accountable for their health, wellbeing, behaviour and conduct.

Can any of the training happen at the airport or onboard a Virgin Atlantic aircraft?

No, all our training courses will take place at our training home (and local swimming pool). We are unable to hold any training courses within our live operation.

Payment and cancellation queries

Are you able to give me a generic price for each course?

Each course is slightly different due to content, length, and number of delegates, so we are unable to provide a generic price. Once we have those details, we will then be able to give you a price based on your needs and requirements.

Do I need to pay a deposit, or is full payment required at the time of booking?

Once you have agreed on the course you want (including any other requirements), you are happy with the quote, and wish to proceed, a deposit will need to be taken at the time of booking. The final balance must be paid to us no later than seven days before attending the course.

If you wish, you can make full payment at the time of booking too.

If we are unable to attend, how far in advance do we need to cancel?

If you need to cancel, please inform us as soon as possible. If you cancel within a certain timescale, you may incur a charge; please see the next question.

What is the cancellation fee if we need to cancel prior to attending?

We understand things change, and you may need to cancel your visit. If you do cancel, the following applies:

30 days or more before your booked date	No charge
From 29 days to 8 days before your booked date	50% of the booking cost
Within 7 days of your booked date	100% of the booking cost

Alternatively, we can reschedule for another time depending on space and operational availability.

What happens if Virgin Atlantic cancels our course?

If we need to cancel your course, we aim to give you advance notice and offer you an alternative suitable date. If this date is not suitable, we will issue a full refund.



Time to
contact us?

Seen something you fancy and want to have a chat?

If you would like to discuss your training needs, find out more about the courses we offer, or discuss how we can build a training package for you, please click on the button below to contact our Training Delivery team.

In the subject heading, please type your organisations name in the space provided.

We will be happy to spend some time talking through options and provide you with a quotation.

[Email us →](#)

The small print

The content in this guide is correct as of August 2024. For the latest prices and course availability, please contact the Training Delivery team. Please note that Virgin Atlantic has the right to change prices, availability, and capacity of courses due to demand and operational needs.