



CABIN CREW

REGISTRATION PACK 2013

Sept 2013 (V16)



You have passed the interview

whats next?

Congratulations!

Subsequent to your recent successful interview, we are delighted to offer you a place on one of our training courses.

This pack is designed to guide you through the registration and training course process. Please read all information carefully.

In order for you to work as a cabin crew member, we will need to get you an **Airside Security Pass** for the airport to which you will be assigned. This process is extremely time-consuming and time is not on our side! We will need you to start working on this immediately. Our ID department will contact you with further details after you have registered.

We have endeavoured to make this pack as comprehensive as possible however, should you have any queries please do not hesitate to contact our offices as per information below.

Kind regards
The Dalmac Team



contents

How to Register.....	4
Registrations Fee	5
Course Fee.....	7
Financial Information	8
The Training Course	9
Flights	11
Accommodation	12
The ID Process	14
Base Allocation	16
Misc.....	17
Registration Form.....	18
Accommodation Request Form	18



how to register

Registration is EASY!

Download the "Training Agreement" & the "Sample CONTRACT OF EMPLOYMENT FOR THE POSITION OF SEASONAL CABIN CREW" available to download from the email

When you have read the "Training Agreement" & the "Sample CONTRACT OF EMPLOYMENT FOR THE POSITION OF SEASONAL CABIN CREW" and this "Registration Pack" & if you agree with all of the terms within each of 3 documents then:

1. Complete the "Registration Form" (on the last page of this pack)
2. Pay the Registration Fee into the Dalmac Account
3. Send the Documents to us!
 1. Registration Form (with original signature)
 2. Proof of Payment of the Registration Fee (e.g. Bank Receipt)
 3. Accommodation request form (Rush Courses ONLY & if required)

Fax: +421 2 5262 1543 Email: info@etga.sk

Which course can I select?

Visit our website <http://www.dalmac.ie/training-dates.php> for a list of all available courses. You are free to select whichever course you prefer. Please remember that the only course location where we can assist you with accommodation are our courses based in Rush, Co. Dublin.

If I register, am I guaranteed a place on the course?

No! Places on a training course are allocated on a first come basis. Once you register for a course, we will contact you immediately and let you know if there is a place for you. If there is availability then your place is confirmed. If the course is already fully booked when you register then we will refund your registration fee to you and let you know about our next available training course.

Can I cancel my place after I register?

We only want students to register for a training course which they fully intend to participate in. Please do not apply for a training course unless you are certain that the course & job position are suitable for you. Once you take up a place on a training course, that seat is unavailable to others. Note: If you cancel from a course at any point after you register, you will not be refunded your registration fee.

Can I move course once I register?

No. Once you register for a course you can not move to a different training course.

When should I register?

ONLY register for a course when you are fully sure that you will be available for the duration of the course and able to start work immediately upon completion of the course. You should ensure that you are fully aware of the job position and that you are certain this is the opportunity for you. **READ THIS REGISTRATION PACK IN ITS ENTIRETY BEFORE REGISTERING.** We suggest you register as early as possible, once all of the above has been confirmed & completed.



registration fee

What is the Registration Fee?

The registration fee secures your place on our training course. It is **non-refundable** and **non-transferable**. This means that if you cancel from the course, at any time, your registration fee (or any part thereof) will **NOT** be refunded to you under any circumstances.

How much is the Registration Fee?

The Registration Fee is **€500**. Remember this is all you pay of your course fees until you pass the course.

How can I pay it?

If you are living outside of Ireland - The easiest way to pay the registration fee is by **bank transfer**. The bank usually charges a small fee for a transfer and this is at **your expense**. Dalmac should not be billed for bank transfers. The bank will give you receipt for your bank transfer and you should **forward a copy of this receipt your Registration Form**.

If you are living in Ireland - you can make a lodgment into the Dalmac Bank a/c. The bank will give you a lodgment stub and you can **send a copy of this with your registration form**.

Online Bank Transfers - you can make an online transfer into the Dalmac Bank a/c but you must send a screen shot of your computer once the transfer is complete and forward this **with your registration form**

Please ensure that you include your **FULL NAME** (and if possible your **COURSE DATE** & your **COURSE LOCATION**) are on the **Notes or Reference section** for your transfer or lodgment etc

Dalmac's bank account details

Account Name:	Fingal Language Institute Ltd T/A Dalmac Recruitment & Aviation Services
Account Number:	2683 7030
Bank Name & Address:	Allied Irish Bank, 7/12 Dame Street, Dublin 2, Ireland
Sort Code:	93-20-86
IBAN:	IE65 AIBK 9320 8626 8370 30
Bank Identifier Code:	AIBKIE2D

Do you ever return (or refund) registration fees?

The **only** circumstance under which a registration fee is refunded is if the course is already full at the time of your registration. There are no other circumstances under which a deposit is refunded. If you cancel your registration on a course at **any point** your deposit will **not** be refunded - there are no exceptions (e.g. family bereavement, unforeseen circumstances, change in personal financial circumstances etc).



course fees

DALMAC GUARANTEE

For your ease of mind and in order to get the best possible cabin crew Dalmac Offer's A Guarantee to all Students.

You only pay for Dalmac's training course if you pass the course.

If you fail the course or decide to leave the course (for any reason) then DALMAC does NOT charge you any course fees.

SPECIAL OFFER - REDUCED Course Fees!

If you would like to pay for your course fees on the first day of the course we offer you a **DISCOUNTED COURSE FEE RATE OF €1,749** and the GUARANTEE THAT it will be refunded to you if you fail or leave the course, as per the Dalmac's Guarantee.

The Course Fees

The course fee is **€2,349** – there are no hidden extras. You only pay this fee **after you have passed** the training course. Remember

- You only pay for your training course when you pass the course.
- If you **fail** the course – you do **not** pay any fees!
- If you **leave** the course - you do **not** pay any fees!
- If you pass the course – you are **GUARANTEED EMPLOYMENT** as cabin crew with Workforce International Contractors Ltd

How to Pay for the Training Course

Currently, we have 3 ways for you to pay for your training course:

- If you can **finance the course yourself** - then you need to transfer the money into the Dalmac account before the last day of the training course.
- You can choose to pay the course fees by **salary deduction** (see below)
- We have a Special Offer of **Reduced Course Fees** (see below)

Salary Deduction

If you choose to pay for your course fees by salary deduction then the repayments will be structured as follows:

- Your training course fee will be repaid over **6 salary deductions**
- Deductions will start from your **2nd salary payment**

Salary Payment	Deduction Amount	New Joiners Allowance
Month 1	No Deduction	€300
Month 2 – Deduction 1	€300	€300
Month 3 – Deduction 2	€300	
Month 4 – Deduction 3	€300	
Month 5 – Deduction 4	€300	
Month 6 – Deduction 5	€549	€600
Month 7 – Deduction 6	€300	
Month 8 – Deduction 7	€300	
Total	€2,349	



financial info

A Quick Reminder

Please visit www.dalmac.ie for more information

The Registration Fee

The Registration Fee is €500, payable in one payment of €500.

The Course Fee

The Course Fee is €2,349 (by salary deduction or if you decide to pay yourself on the last day of the course). Please read our Discounted Special Course Fee of €1,749 for candidates who want to pay for their course fees upfront. Please read the section on the Course Fees.

New Joiners Loan

This is for new crew who intend to stay with the company for a minimum of 1 year. If you leave the company for any reason before completing 12 months of employment then you must pay back the New Joiners Loan. The NJL is therefore optional – you will be asked where you wish to avail of the NJL on the contract signing day of the training course. If you select to avail of the **New Joiners Loan (total of €1,200)** then you will receive a bonus in your salary as per the following:

Month 1:	€300	Month 2:	€300	Month 6:	€600
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Your Salary As Cabin Crew

Salary is variable as you are paid **per Scheduled Block Hour (SBH) + 10% commission on sales is divided between the crew.** Please read download and read the sample **[CONTRACT OF EMPLOYMENT FOR THE POSITION OF SEASONAL CABIN CREW](http://www.dalmac.ie/registrationpack.php)**: <http://www.dalmac.ie/registrationpack.php> for exact SBH rates. **Your seasonal contract means that you will work for 9 months & have 3 months unpaid leave.** Please remember that in accordance with aviation law you can only fly a maximum of 900 hours per annum.

Uniform Deduction

Ryanair will deduct €30 (£25) per month from your salary for your uniform during employment months 1-9 & months 13-15 (it will not be deducted during your 3 months of unpaid leave). After you have paid your 12 uniform deductions, Ryanair will pay you back €27 per 'working' month (i.e. not during your unpaid leave periods) for the rest of your career with them.

Oslo Rygge Base

A temporary optional allowance of €300 per month is currently available to crew who are assigned to be based at Oslo-Rygge. The availability of this allowance will be confirmed to you when your base allocation is confirmed.

Take some time & do your budgets!

During your first year of employment you will have some expenses which may include: a deposit for your new apartment/house, repayment of your loan, the monthly deduction of your uniform, monthly rent, cost of living, the cost of living for the duration of the training course & finally savings to cover your 3 months unpaid leave.



the training course

Visit our Website!

General information on our training courses is available on our website www.dalmac.ie Please visit the website and read up on the training course if you have not already done so!

A full list of available courses is at: <http://www.dalmac.ie/training-dates.php>

Your course schedule

Your course plan will be sent to you prior to the start date of the course. Course plans can change at any stage so you must be flexible – it may happen that you are required to attend classes on a day that you thought would be a day off! **Therefore, you must be available every day - all day - from the start date of the course onwards**

What happens if I miss a day during the course

You must attend class every day. Unfortunately, if you are unable to attend class for any reason you must resign from the course. This is a legal requirement as you must have full attendance for every day of the course in order to graduate as a licensed crew member. There are absolutely no exceptions to this including extenuating circumstances (e.g. family bereavement).

I have a “Special Occasion” during the course dates

Then we suggest that you do not register for the course. There are no circumstances under which you will be excused from attending class. See above

Part-Time Employment During the Course

It is advisable that candidates do NOT continue with employment for the duration of the training course as this course requires a lot of study time over evenings & weekends in order to pass.

I want to go home for a few days after the course.

The majority of our courses require you to start work immediately upon completion of your training course. Unless you have been told otherwise please assume that your course requires you to fly to your new base and start work IMMEDIATELY after completing the course. You are therefore not able to fly home after the course. Please remember that you can arrange to fly home on your next scheduled days off.

The Practical Course Module – Trip to GERMANY

Every course group will be sent to Germany for 2-3 days to complete their practical on-board cabin training and fire training modules. This will be outlined on your course schedule. Dalmac will arrange & pay for your accommodation in Germany (bed & breakfast basis). It is your responsibility to make your way to/from the airport in your training course country. There is a courtesy bus available to transport you from your accommodation in Germany to the training facility.

Pre Course Study Pack

All students should have studied and learned the Pre Course Study Pack prior to the first day of the training course. The Pre Course Study Pack forms the foundation for what you are going to learn in the classroom and it is imperative that you are fully familiar with it. **You will not be examined on this pack;** we trust that if you are dedicated to this career that you will

study the pack on your own initiative. <http://www.dalmac.ie/precoursepack.html>. **Initial Topic 3 and Initial Topic 8 are NOT available prior to starting the training course, your instructor will cover these topics with you.**

Study Time!

We can not emphasise enough how much study is necessary for you to complete each evening in order to pass the course! We recommend a minimum of 2 hours per night and more over the weekends. What we say is that you have to be willing to put your personal life on hold for the 5/6 weeks of the course and dedicate yourself entire to study. Trust us, this is necessary! While of course, you must have a balance between rest and study you certainly will not have time for part-time job etc.

What if I fail (or leave) the course? Can I try again?

If you fail (or leave) the course then you will not be liable for the course fees. **However, you will not be able to enroll again in any future Dalmac course.** In the past we have allowed students who failed their examinations to come back and try again. We found that 99% of the time the student was successful the second time round and passed all the exams!!! However, the bad news is that 99% of the students said that the first time round they simply underestimated the amount of study they needed to do and failed because they did not study hard enough. **That is why we are only giving you one chance at the course. Give it 100% and then there should be no reason why you would need to come back and try again.**

In extenuating circumstances (e.g. if a family member passes etc), then we can consider rebooking you on another course. However, please note that under Ryanair Rules & Regulations you will not be allowed book on another training course for **6 months.**

Grooming & Dress Code During the Training Course

A detailed Ryanair Grooming Manual will be given to you during the training course and you must adhere to all the rules within. As you will not have a uniform until after you finish the course please note the following in relation to your clothing:

LADIES – SMART WEAR

1. **Knee Length Skirt \ Knee length dress**
2. **Blouse or Top**
3. **Tights** – Barely Black 10-15 Denier (also suitable for when you start work)
4. High Heeled **Black Court Shoes** – no higher than 3 inches, not patent, plain black (also suitable for when you start work).
No Flat Shoes are Permitted.
5. **Earrings** – pearls or diamond studs only (also suitable for when you start work)
6. **Hair in a donut** (also suitable for when you start work). A donut is a hair accessory that you can buy to help you get the perfect effect with your hair. Donuts are sold in most pharmacies, supermarkets or accessory shops. Your instructor will show you how to use a donut in your hair but a good instructional video is available at:
http://www.youtube.com/watch?v=u1sdRx_hP08

GENTLEMEN – SMART WEAR

1. **Trousers** (not denim or casual combats etc)
2. **Shirt & Tie**
3. **Shoes** (Black shoes will be requested when you start work) – cleaned & polished
4. **Black Socks** (also suitable for when you start work)
5. Optional **Business Suit** - this is optional if you prefer.

Overall:

- You must always look smart and professional. Your clothing should be smart business wear - imagine what you would wear to work in a corporate office.
- All Trainees should bring a swimsuit, a towel, an old t-shirt and old shorts/pyjama bottoms for the swimming pool exercises
- **Casual clothing** is not permitted in the classroom. You will be required to have casual clothing for selected days (Practical training etc) and you trainer will let you know when this clothing should be worn. Casual clothing includes: tracksuits, gym wear, denim, trainers, combat trousers, short skirts (above the knee), vest or string tops (that don't cover your shoulders)



flights

Flights to the Training Course

If you are enrolling for a course in a city (other than your home city) then you can avail of a **free Ryanair flight** to the training course. If there are no direct flights from your city to the location of the training course then you can take 2 Ryanair flights to complete your journey. If you would like to avail of a free Ryanair flight then please **indicate this on your Registration Form**. You should visit the Ryanair website to check available routes and flights and let us know your preferred flight(s) and dates of travel.

Conditions of Travel

- The free Ryanair flight is subject to availability. If your chosen flight is not available it may be necessary to fly on a different date or route.
- Depending on seat availability at the time of you requesting the flight you will either be booked on “confirmed” or “stand-by” travel. We will let you know once your flight is booked.
 - **Confirmed Travel** – your seat on the airplane is booked and guaranteed
 - **Stand-By Travel** – your seat on the airplane is not guaranteed as the flight is already full (or almost full). On the day of travel, you must arrive to the airport check-in desk and if a seat becomes available it will then be offered to you. In the unlikely even that a seat does not become available then you should contact Dalmac & we will rebook you on a different flight. Stand-By travel is the normal condition of travel for cabin crew

Is Checked Luggage included with my ticket?

Yes, you will be traveling on “Duty Travel” which means you will have unlimited checked luggage allowance. However, we suggest that you bring a maximum of 2 pieces of checked luggage.

Can I book the ticket myself and then you can add the luggage allowance?

NO. Your flight ticket must be booked with Dalmac – if you book the ticket on www.ryanair.com all travel expenses will be at your own cost.

What are the rules for Ryanair Hand Luggage?

You can only bring 1 piece of cabin (hand) luggage – this applies to ALL passengers. Handbags, briefcases, laptops, shop purchases, camera etc must be carried within your permitted 1 piece of cabin baggage. It should weigh no more than 10kg and not exceed the maximum dimensions of 55cm x 40cm x 20cm. Please check the Ryanair website before travel to ensure that this information has not changed.

When can I travel?

You should usually choose a flight that arrives **1 day** before the course commences. However, it may be necessary to arrive a few days earlier depending on the flight schedule and if you need to arrange accommodation locally. If you are booking Host Family Accommodation (for Courses in Rush, Co. Dublin, Ireland ONLY), you should arrive 1 day before the course starts.

I Want to Fly with another Airline

You can choose to fly, at your own expense, with any airline for the full journey or part of the journey (& then connect with Ryanair for the remainder of the journey).

Flights after the Training Course to your new base

Ryanair will provide you with flights to you new base after your training course, as per the conditions above.



accommodation

during the training course

Is accommodation provided?

No, accommodation is not provided as part of the training course (with the exception of your 2/3 day trip to Germany where Bed & Breakfast accommodation is organised by Dalmac). However, if you are doing a training course at the **Dalmac Centre in Rush**, accommodation can be provided.

THE FOLLOWING INFORMATION IS ONLY FOR COURSES AT THE DALMAC CENTRE IN RUSH.

Accommodation in Rush

If you enroll in a course taking place at the Dalmac Centre in Rush we can assist you with accommodation. The accommodation available is with a local “host family”.

What is a “Host Family”?

The term “Host Family” is used very loosely to describe any local home owner who is willing to host a Dalmac Cabin Crew Student. Host Families can be a single person, a couple, a single parent, a family, a couple of friends etc.

What do other students & Dalmac say about “Host Families”?

We think that host families are an excellent solution for students. Host Family accommodation is great value and it enables you to focus on your studies and not be distracted by relocating to a new area. Overall, the host family experience for students is excellent – in our host families students have made genuine friends whom they stay in touch with long after the training course.

How does staying with a Host Family work?

Host Families will provide you with accommodation, meals (breakfast, lunch & dinner) and laundry facilities. In return you will pay the host family a **nightly rate of €20.**

Screening of Host Families

All host family homes will have been visited & inspected by Dalmac. Many of our host families have been hosting Dalmac students for years (and are Host Families to our junior students in our Language School business). The majority of host families will have previously hosted Dalmac Cabin Crew Students. However, we regularly receive enquiries from new local host families. After a

student has stayed with a host family we ask them to complete a questionnaire on their experience and we use this information when placing future students.

How are they paid? What is the rate?

The host family is paid on a nightly rate. This is calculated from the day you arrive to the day of your departure. **If at any point during your arrival & departure dates you do not stay at the host family home (for example if you stay with a friend for the weekend) you will still have to pay the host family for these nights** as the host family has been booked for you. You will have to pay the host family fee to Dalmac & Dalmac will then pay the host family on your behalf.

When do I pay for the Host Family?

On the first day of your training course you must pay a Your Host Family Fee. This is calculated from the day you arrive to the family until the last day of the course at €20 per night. As each student arrives on different days (due to flights) the Dalmac office will contact you with your fee amount.

If you leave the course at any point under any circumstances, you must pay the host family accommodation fee for the nights that you resided with them. **The balance of the money you paid to Dalmac will be refunded to you immediately.**

Breakfast, Lunch & Dinner!

Different host families organise meals in different ways. It is normal for a student to prepare their own breakfast each morning. Breakfast in Ireland (unlike some European countries) usually includes a breakfast cereal or toasted

bread and this will normally be what your host families provide for you, unless you request otherwise from them. Lunch usually includes a sandwich or salad, fruit and perhaps a yoghurt. Please discuss and decide with your family who is going to prepare your lunch each day. The general rule is that host families will prepare and cook your main meal (dinner) for you. You may discuss and decide with your host family to cook your own meals, if you are both in agreement.

Please communicate with your host family about your food likes & dislikes as soon as you arrive. Please be considerate of the cost of food and types of meals that you request of your host family. It is important to achieve a balance between your own needs and those of your host family. Remember that in Ireland the cost of living is much higher than that of other European countries and the rate of €20 per night is relatively modest.

What if I have Special Dietary Requirements?

Please let us know of any special dietary requirements that you may have on the Accommodation request form. We can usually accommodate all dietary requirements. Some dietary requirements may incur an additional charge if specialised food is required however, we will let you know this as soon as we receive your request.

“Self Catering” Host Families

We have a small number of host families who are either absent from the home entirely or absent very regularly. We call these families “Self Catering Host Families”. Self catering families will provide the ingredients for all meals however, they will generally not prepare any meals for you. You may choose to stay with a Self Catering Host Family however your placement with them is subject to availability and you must be willing to move to a regular host family if they are not available.

Will there be another student in my host family?

This depends on the host family that you are placed with. Some host families can only accommodate 1 student at a time; other families can accommodate up to 5 students!

Will I have my own room?

Most host family accommodation is in a shared room with another Dalmac Student. You will never be sharing with a family member.

Rules of the Host Family home

Each Host Family has their unique house rules. It is expected that you would treat the host family and their home with the utmost of respect at times. Please discuss the “home rules” with your family as soon as you arrive so you both are clear on what is expected. It is extremely unlikely that you will be unhappy with the house rules

however, if you feel something is not right then talk to Dalmac!

Location of Host Family homes

Host Families are **all located within walking distance of the Dalmac Centre**. However, some host families are a longer walk than others. The approx max distance a host family home is 2.8KM or an approx 30minute walk. You must be willing to be located within this distance from the school if you choose host family accommodation.

What is the relationship between Dalmac, the Host Family & I?

Dalmac acts as an “introductory agent” between you and the host family. Dalmac does not profit in any way from placing you with a host family – 100% of the host family fee charged to you is paid to the host family. We encourage you to communicate with your host family regarding your stay with them e.g. your food likes/dislikes, house rules etc. However, should you experience any difficulties with your host family Dalmac will of course help you to resolve the issue.

What if I am not happy with my Host Family

In the unlikely event of you experiencing any difficulties with your host family Dalmac will try to resolve the issue with you. In extenuating circumstances, should an issue not be resolved we will relocate you to another host family.

Am I guaranteed Host Family Accommodation if I request it?

When we email you to confirm your place on a training course, we will also confirm in this email if we have you registered for Host Family accommodation. **You are guaranteed Host Family accommodation unless we tell you otherwise (which has never happened!).** If you have special dietary requirements we *may* experience difficulties placing you with a host family.

When will you give me my Host Family details?

Host Family details will only be forwarded to you in **the week before you are due to arrive**. This is due to a multitude of factors and is not flexible.

How & when can I book Host Family Accommodation

In order to request Host Family accommodation you should complete the Accommodation Request Form in this pack and send it to Dalmac at the time of your registration (ie when you are sending your Registration Form).



the id process

FULL INSTRUCTIONS ON THE ID PROCESS WILL BE PROVIDED AFTER YOU REGISTER

What is “the id process”

The ID Process refers to the Steps that both you and Dalmac must complete in order to get you your Airport Security Pass / Airport ID for your base airport, this is necessary for you to start employment. The paperwork needed will depend on which airport you are assigned to work from.

All students must have their ID Referencing (including Police Clearance Certs) completed /obtained & submitted by the first day of the training course. Failure to comply will result in you not being eligible to start the training course.

References

Everybody will be asked to obtain 3 references as soon as they register for the ID Check and the once your base is confirmed to you we will then let you know what type of background check we will need to complete for you. Different bases have different requirements for example: a UK base requires that we reference every single stage of your life for the last 5 years but other bases will not require all of these references, they will request that you provide them with the full history and they will do checks themselves.

What will I need to do?

You will need to complete a lot of paperwork for the ID Department. Depending on your base allocation we will need to get references from your previous universities, employers and from friends – these references are very specific and sometimes must be completed on a Dalmac form. We will need your help in ensuring that your referees are returned to us as quickly as possible. This will be very time consuming so we suggest that once our ID Department requests something from you, that you action their request immediately.

Communication

All students must check their emails every single weekday to check for updates from our ID Teams. **All email and voicemails left for student must be responded to immediately.** Please check the junk/spam folder of your email regularly to ensure that emails are not being sent to this folder by mistake. All students must have access to a mobile phone for the duration of the training course. Your mobile phone must be switched on during break times and lunch time so that our ID Team and partners can contact you about your references

Can I start requesting references now?

No, please wait for the instructions in your Training Pack which is provided after you register.

Why is it URGENT that I assist the ID Department?

Obtaining an Airport ID can take between 6-14 weeks depending on the base to which you have been assigned. The process starts from the day you register (a minimum of 3 weeks before the course start day) – we therefore only have a maximum of 11-12 weeks to get your ID. **We will need to work hard together to get your ID.** Once you register the Dalmac ID Team will be in touch with you.

What happens if my ID is not ready at the end of the Training Course

If your ID application has not been passed by your base airport by the last day of the course you will not be able to graduate (get your wings!) from the course.

YOU WILL NOT BE ELIGIBLE TO WORK AS CABIN CREW & YOUR OFFER OF EMPLOYMENT WILL BE TERMINATED.

You **MUST** still pay the course fee in this situation, as you have passed the course but failed to obtain your ID which is your responsibility. [It is very rare that this happens so please just follow our guidance to ensure your successful ID process.](#)

What are the most common reasons for students not to have their ID issued on time?

- Failure by the student to provide the initial paperwork requested of them on the first day of the training course.
- Failure by the student to provide correct information on their previous 5 Year history.
- Failure by the student's referees to return references on time and in the correct format.

Get started now!

- You will need to provide **EXACT** details of your last 5 years of work history (including any gaps over 14 days e.g. unemployed, traveling)
- Depending on your base allocation: We will be contacting each university, employer, friend etc on your background check form. It would be extremely beneficial for you to get new and up to date details for your contacts e.g. full name, address, telephone number & email for each person/company on your background check form. We suggest that you contact these people to let them know that we will be sending them a form for them to complete – let them know that this form is urgent and they should return it as soon as possible.

Remember!

Communication is key! Our ID Department will contact you regularly looking for information and assistance. There is absolutely no point in ignoring their calls or delaying in assisting them. All delays will only affect you, your ID and your ability to start work.



base allocation

How do I Complete The Base Preferences on the Registration Form?

You should complete the 3 Base Preferences on the Registration Form by selecting your 3 Favourite Ryanair Airports that you would like to work from. You can also choose to select the 3 favourite countries where you would like to work from.

For example:

- | | | |
|------------|------------|----------|
| 1. Dublin | 2. Madrid | 3. Rome |
| 1. Ireland | 2. Germany | 3. Spain |

Am I Guaranteed one of my Base Preferences?

NO – You must be flexible and willing to accept any base from our client airlines 57 across Europe.

When will I know my Exact Base Allocation?

Your base allocation details will be available **approx 2 weeks before the course starts**

Where are Ryanair's Bases

A full list of Ryanair's bases is available at: <http://www.dalmac.ie/job-location.php>

What about Base Transfers?

Once you are working in any base for at least 12 months, it is possible to apply to Ryanair to relocate you to a different base. Ryanair will endeavor to relocate you if possible.

What if my friend & I want to be together?

Dalmac can try to arrange for you and your friend (who must be on the same training course) to be based together. If you choose to be based with a friend, then this will be treated as priority & may effect you getting one of your 3 base preferences. Please be aware that we can not guarantee to be able to offer this in all situations.

What if I really only want one base?

Then do not register for training with us. We only want candidates who are willing to relocate. You will be wasting your time, Dalmac's time and Ryanair's time by applying.

IMPORTANT: Due to operational reasons and in very rare and extenuating circumstances, your base allocation may change after it has been assigned to you. **This is very rare but can happen.** You must therefore be 100% flexible and willing to accept any Ryanair Base in this situation. If you do not accept your base allocation or change of your base allocation, you will be forced to resign from the training course & you will not be entitled to a refund of your Registration Fee (of part thereof).



Training Agreement

It is **mandatory** that you download and read the Training Agreement. You will be requested to sign a copy of this agreement on the first day of the training course. By signing the Registration Form you confirm that you have read and agree with all the conditions of the Training Agreement. You can download a copy from: <http://www.dalmac.ie/registrationpack.html>

Sample Employment Contract

It is **mandatory** that you download and read the Sample **CONTRACT OF EMPLOYMENT FOR THE POSITION OF SEASONAL CABIN CREW** prior to sending us your registration forms. This is the contract that you will sign when you complete the training course. You can download a copy from: <http://www.dalmac.ie/registrationpack.html>

Important

You must stay in **constant contact with Dalmac** from the time of registration until the training course starts by A) checking your email account **each weekday** and B) answering phone calls / returning missed calls. **During the 7 Day period PRIOR to the training course starting:** you must agree to will answer all **emails & phone calls from Dalmac within 24hours of receipt of the email or missed call or voice-mail or SMS**, you must therefore check your email a/c and your mobile phone daily. **Note:** during the 7 day period PRIOR to the course starting **that if you fail to contact Dalmac within 24hours** of receipt of an email or missed call or voice-mail or SMS, you **could be removed from the training course** and forfeit your place on the course, should this happen you will **not** be eligible to have your registration fee refunded to you. **If you will not be available to take phone calls in the 7 day period prior to the training course starting (e.g. if you are going on holidays) please notify Dalmac in advance.**

Emergency Contact Person

On your registration form you will be asked to provide the details of an emergency contact. This person will be contacted in the event of us not being able to reach you **prior and during the training course**. You must have permission before giving this person's contact details.

Email Accounts

We often experience problems with students' email accounts where our emails are sent to your junk/spam folder instead of your Inbox, especially when we send attachments. **It is therefore important to check your junk/spam folder regularly to ensure our emails are not misfiled.** The email account with the most amount of problems is hotmail.com/hotmail.co.uk. We do **not** accept **02.pl** as this account rarely accepts our emails. We also have a lot of problems with **"libero.it"**. The best email account, which is also free, is www.gmail.com If you decide to change to a Gmail account please forward us your new address.

Holidays Prior to the Training Course

If you plan to take holidays between registering for a training course & the start of the course please ensure that this does not effect your ability to complete your ID paperwork, study, or stay in contact with Dalmac by phone/email. See note above titled "Important".

Medical Care

During the Training Course: Dalmac is not liable for any medical expenses incurred by you during the training course.

European Health Insurance Card: If you are traveling abroad for your training course then you can apply for a European Health Insurance Card, which will cover the cost of your medical expenses in another country. It is your own responsibility to get this card if you require it. Please visit the following website for further information:

<http://ec.europa.eu/social/main.jsp?catId=559&langId=en> If you decide not to get this card that is your choice.

Before You Register...

Please take some time out before you register for a training course and consider carefully if this is really for you. Take some time to read this pack and our website and ensure that you are making an informed decision and that you are ready to get off to a flying start!

Remember course places are allocated on a first come, first served basis.

NOTE: This form **CAN NOT BE SAVED** – please complete & **PRINT IMMEDIATELY**. If completing by hand please use **BLOCK** letters.

First Name(s)
(as per your passport) _____
Surname(s)
(as per your passport) _____

Your Interview:

Date:	Location:
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Contact Details:

Address Line 1,2	
City	County/State/ Province
Post Code/ZIP	Country
Home Phone (include Prefix)	
Mobile (include Prefix)	
EMAIL - We do not accept 02.pl. We prefer Gmail.com	

Emergency Contact Details:

Name & Relationship
Contact Phone(include Prefix)

Where Have You Lived?

With the exception of your native country (the country who issued your passport); **have you ever - lived or worked in any country for 24 or more consecutive (in a row) weeks?** Yes: No:

If yes, please enter the countries & duration in months & YEAR e.g. USA (8 months) 2004

TRAINING COURSE SELECTION:

Date:
Location:

What are your Base Preferences?

1.
2.
3.
Please list if you have a friend(s) on the course that you would like to be based with:

Do you require **HOST FAMILY ACCOMMODATION?** Yes: No:
Courses in **Rush, Co. Dublin, Ireland ONLY**. If yes, please complete additional form

Do you require a **FLIGHT to the COURSE?** Yes: No:
If yes then please indicate your flight preference below. If booking host family accommodation your flight should arrive 1 day before the course starts.

Flight Date:	Departure Airport – Arrival Airport:
Flight Number:	Departure Time – Arrival Time:

Please complete if you need a **Connecting Flight**. Please allow 2 hours between connections

Flight Date:	Departure Airport – Arrival Airport:
Flight Number:	Departure Time – Arrival Time:

Which method are you using to pay for your **Course Fees?** Salary Deductions (€2,349) Discounted Offer, payable 1st day of the course (€1,749)

I confirm that I have paid my non-refundable / non-transferable **Registration Fee** of €500:

I, the undersigned, wish to confirm that I have downloaded a copy of the Dalmac Recruitment & Aviation Services:

1. Registration Pack
2. Training Agreement
3. Sample **CONTRACT OF EMPLOYMENT**

from <http://www.dalmac.ie/registration-pack.php> & declare that I fully accept the terms within each of these 3 documents.

I further confirm that:

- I understand all Term & Conditions relating to the **Registration Fee** being non-refundable & non-transferable as per the information in the Registration Pack.
- I agree that I am fully flexible on my **base allocation** and willing to accept ANY Ryanair base offered to me
- I am fully prepared to dedicate **time and effort** to assist the ID Team in obtaining my Airside Security ID
- I am fully prepared to dedicate **time and effort** to study the Pre-Course Study Pack
- If required, I will complete my online application about my 5 year history.

I understand that I must stay in **constant contact with Dalmac** from the time of registration until the training course starts A) by checking my email account **each weekday** and B) answering phone calls / returning missed calls. **During the 7 Day period PRIOR to the training course starting:** I will answer all **emails & phone calls from Dalmac within 24hours of receipt of the email or missed call or voice-mail or SMS**. I understand that during the 7 day period PRIOR to the course starting **that if I fail to contact Dalmac within 24hours** of receipt of an email or missed call or voice-mail or SMS, **I could be removed from the training course** and forfeit my place on the course, should this happen I understand that I will **not** be eligible to have my registration fee refunded to me. **If I will not be available to take phone calls during the 7 day period prior to the course starting I will NOTIFY DALMAC in ADVANCE.**

Original Signature Compulsory

Signed: _____ Date: _____

To book your place please **complete this form & send to us with proof of payment** of the registration fee & accommodation request form (if required)

Fax: +421 2 5262 1543 Email: info@etga.sk

NOTE: This form **CAN NOT BE SAVED** – please complete & **PRINT IMMEDIATELY**. If completing by hand please use **BLOCK** letters.

**ACCOMMODATION IS ONLY AVAILABLE FOR COURSES IN:
RUSH, CO. DUBLIN, IRELAND**

Course Start Date _____ **Course Location** _____

First Name _____

Surname _____

If available, would you prefer "Self Catering" style accommodation?
(Please read registration pack for details)

Yes: No:

Regarding Host Family Accommodation:

We expect that all students would be happy to stay with any of our host families however;
Please tick if you are **NOT** willing to stay with:

Single Person	Single Parent	Family	Same Sex Couple
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please tick if you are **NOT** willing to stay in a family with:

Indoor animals Outdoor animals

Who would you prefer to cook (or prepare) your meals?

	I do not mind	Me ONLY	Host Family ONLY
Breakfast	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lunch	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dinner	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you have any **ALLERGIES** (e.g. animals) please give details below

If you have any special **DIETARY** requirements (e.g. vegetarian) please give details below

If you have any special **REQUESTS** please give details below and we will **TRY** to accommodate your request.
Please note that it **may NOT be possible** to grant your requests.

Please tick to confirm the following:

I understand that I must pay the **FULL Host Family Fee** on the **first day of the training course**

I agree to pay the host family €20 per night from my start date to the last date.

I understand that if I leave or fail the course Dalmac will refund the balance of my host family fee (if applicable)

I, the undersigned, wish to confirm that I have read the Dalmac Registration Pack section with relates to "Host Family Accommodation" & agree with the terms within.

Signed: _____

Print Name & Date: _____