

Reference list:

Research proposal:

Airways, B., 2020. *BRITISH AIRWAYS' £6.5BN INVESTMENT PLAN LATEST: WORLD TRAVELLER PLUS CHANGES ROLL OUT.* [online] Mediacentre.britishairways.com. Available at: <<https://mediacentre.britishairways.com/pressrelease/details/86/2019-319/10495>> [Accessed 4 August 2020].

Careers.ba.com. 2020. *British Airways - Cabin Crew.* [online] Available at: <<https://careers.ba.com/cabin-crew>> [Accessed 4 August 2020].

Careers.ba.com. 2020. *British Airways - Working With Us.* [online] Available at: <<https://careers.ba.com/working-with-us>> [Accessed 4 August 2020].

Milmo, D., 2020. *British Airways Launches A Recruitment Drive For New Flight Staff.* [online] the Guardian. Available at: <<https://www.theguardian.com/business/2010/jun/24/british-airways-cabin-crew-recruitment-drive>> [Accessed 4 August 2020].

Paraphrasing task

Bailey, S. (2015), *Academic Writing – A Handbook for International Students*, (Fourth Edition) Oxon: Routledge

Baker, M.J. & Saren, M. (2016), *Marketing Theory – A Student Text*, (Third Edition) London: SAGE

Cottrell, S. (2010), *Skills for Success – Personal Development and Employability*, (Second Edition) Hampshire: Palgrave Macmillan

Cottrell, S. (2011), *Critical Thinking Skills – Developing Effective Analysis and Argument*, (Second Edition) Hampshire: Palgrave Macmillan

Cottrell, S. (2012), *The Exam Skills Handbook – Achieving Peak Performance*, (Second Edition) Hampshire: Palgrave Macmillan

Cottrell, S. (2013), *The Study Skills Handbook*, (Fourth Edition) Hampshire: Palgrave Macmillan

Cottrell, S. (2014), *Palgrave Study Skills Dissertations and Project Reports – A Step by Step Guide*, London: Palgrave Macmillan

Cottrell, S. & Morris, N. (2012), *Study Skills Connected – Using Technology to Support Your Studies*, Hampshire: Palgrave Macmillan

Flynn, N. (2012), *Public Sector Management*, (Sixth Edition) London: Sage Publications Ltd

Gettinger, M. and Seibert, J K. (2002), 'Contributions of Study Skills to Academic Competence', School of Psychology Review, 31:3, pp. 350-365

Gopee, N. & Galloway, J. (2014), *Leadership & Management in Healthcare* (Second Edition) London: SAGE

Harrison, M., Jakeman, V. & Paterson, K. (2012), *Improve your Grammar*, Hampshire: Palgrave Macmillan

Marchington, M. & Wilkinson, A. (2008), *Human Resource Management at Work – People Management and Development*, (Fourth Edition) London: CIPD

Mullins, L.J. (2013), *Management and Organisational Behaviour*, (Tenth Edition) Harlow: Pearson

Sparrow, M. (2017) 'Merkel raises hopes of Brexit talks being able to move on to trade in December' [Online] Available:
<https://www.theguardian.com/politics/blog/live/2017/oct/19/uk-should-give-up-hope-of-trade-deal-with-eu-tory-grandeers-tell-may-politics-live>, Accessed 2017, October, 19th

Van Emden, J. & Becker, L. (2010), *Presentation Skills for Students*, (Second Edition) Hampshire: Palgrave Macmillan

Presentation slides:

<https://www.airsideint.com/ba-to-invest-millions-in-staff-training-at-london-heathrow/?fbclid=IwAR0S9D6rbmWT5hHkDVLz2h0pWSqlgPLU5MJ3tJzror8IyjPeYjf7UTUmNTk>

<https://www.britishairways.com/en-gb/information/about-ba/history-and-heritage>

<https://www.britishairways.com/en-gb/baft#>

<https://careers.ba.com/>

https://careers.ba.com/working-with-us?fbclid=IwAR2BHePW02ARuA5vD5x7h9oenMLwSckHzNkPqz70hiSB160X5Gvd6_m2Qyw

<https://www.forbes.com/sites/jamesasquith/2019/11/01/which-airline-has-the-best-cabin-crew-in-the-world>

<https://amp.theguardian.com/business/2019/nov/22/BA-pilots-strike-airline-agrees-provisional-pay-settlement>

<https://amp.theguardian.com/business/2019/nov/22/BA-pilots-strike-airline-agrees-provisional-pay-settlement>

<https://amp.theguardian.com/business/2019/nov/21/British-Airways-flight-delays-into-heathrow-and-gatwick>

<https://www.youtube.com/watch?v=ZKMVvK187yw>