

Cabin Crew Initial Training



Duration: (14 days)

Program Overview

This course has been designed for those who are new to the Aviation industry or returning after a period of absence and requires a more in-depth knowledge of Safety Emergency Procedures and Standard Operating Procedures (SEP / SOP).

Course Topics

The program of training approved by BCAA for each Cabin Crew member will include the following:

- Fire and Smoke Training
- Water Survival Training
- Survival Training
- First Aid
- Passenger Handling
- Dangerous Goods Training
- Security Procedures
- Communication
- Discipline and Responsibilities
- Crew Resource Management (CRM)
- Single Cabin Crew Operations

Delivery

- Theoretical and Practical Training
- Group exercise

Target Audience

- Cabin Crew job seekers.
- Crew joining new airlines.

Learning Objectives

Upon completing this course, participants will be able to:

To completing of the course, candidates will be able to demonstrate their competence in:

- (a) Operating safety equipment correctly
- (b) Demonstrating knowledge and use of emergency procedures to an acceptable standard
- (c) Achieving a "PASS" mark. Written and oral tests will normally consist of a number of multiple-choice questions and require a pass standard of 80 % for all multiple-choice questions and 100% for location diagram.

Pre-requisites

Must be 18 years old with good spoken and written English.

Examination

Written Test by the end of Theoretical Part and must pass with minimum of 80% score.

Certificate Awarded

A GAA certificate in compliance with BCAA is awarded upon successful completion of the course and final written examination and practical assessment.

Training Details

Day 1
<p>General</p> <ol style="list-style-type: none">1. Introduction to Aviation2. Aviation Roles and regulations3. Cabin Crew Operating restrictions4. Flight Time limitations5. Use of crew Jump Seats6. Incidents and defects reporting7. Cabin Crew responsibilities8. Aviation terminology9. Stages Of the Flight10. Drills & procedures11. Chain of Commands <p>Standard Operating Procedures (SOP)</p> <ol style="list-style-type: none">12. Reporting for Duty13. Safety & Security Checks14. Passengers Boarding15. Refueling with Passengers Onboard16. Cabin Securing17. Critical Phases of Flight

18. After Take Off
19. Flight Deck Surveillance
20. General Surveillance
21. Preparation for landing
22. After Landing
23. Passengers Disembarkation

Day 2

Emergencies

1. Brace Position
2. Catastrophic
3. Crowd Control
4. Evacuation Technique
5. Unplanned Emergencies
6. Pre-Planned Emergencies
7. Passenger Preparation (Ground/ Ditching)
8. Precautionary Landing
9. Rejected Take Off
10. Go – Around
11. Practical Use Of SEP Equipment

Decompression

1. Slow Decompression
2. Rapid Decompression

Day 3

Fire & Smoke

1. Classes of Fire
2. Aircraft Fire Statistics
3. Current Threats
4. Fire Fighting Equipment
5. Fire Fighting Drill
6. Fire Fighter's Objective
7. Toilet Fire
8. Oven Fire
9. Other Potential Sources
10. Circuit Breakers

Fire & Smoke Practical

Day 4

Search & Rescue

1. Principles of Survival
2. The Will to Survive
3. Survival on Land
4. Survival at Sea
5. Polar Survival
6. Desert Survival
7. Jungle Survival
8. Practical Water Survival Training

SEP Written Test

Day 5

First Aid

Introduction:

1. Aims of First Aid
2. Medical Decision Making
3. Medical Action Plan
4. First Aid Priorities
5. Making a Diagnosis
6. Pulse
7. Respiration
8. Physiology of Flight:
 - a) Atmosphere
 - b) Dehydration
 - c) Hypoxia
 - d) Decompression / Time of Useful Consciousness (TUC)

In-Flight Medical Emergencies:

1. Choking
2. Anaphylactic Shock
3. Hyperventilation
4. Abdominal Conditions
5. Epilepsy
6. Angina
7. Heart Attack
8. Stroke
9. Shock
10. Diabetes Emergencies
11. Miscarriage
12. Emergency Childbirth
13. Asthma

Day 6

Basic First Aid and Survival: Theory/Practical

1. Unconscious Passengers
 2. Recovery Position
 3. Burns
 4. Wounds and Bleeding
 5. Fractures and Soft Tissue Injuries
- Head Injuries

Artificial Respiration and Cardiopulmonary Resuscitation:

Theory/Practical

1. Resuscitation Sequence
2. Artificial Respiration
3. External Cardiac Massage

First Aid Kits, Contents, Use and Seals, MedLink Procedures and Associated Documentation (If applicable)

Emergency Medical Kit, Contents, Use and Seals (If applicable)

Day 7

Practical and theory training in the use of defibrillators (If applicable).

Travel Health & Hygiene

1. The risk of contact with infectious diseases especially when operating into tropical and sub-tropical areas.
2. Reporting of infectious diseases, protection from infection and avoidance of waterborne and food-borne illness include the means to reduce such risks;
 - a) Hygiene on board;
 - b) Death on board;
 - c) Handling of clinical waste;
 - d) Aircraft disinfection; and
 - e) Alertness management, physiological effects of fatigue.

First Aid Written Test

Day 8

Aviation Security

1. Threat to Civil Aviation
2. Objective & Organization of Aviation Security
 1. Legal Powers
 2. Maintaining Effective Security
 3. General Security Awareness
 4. Awareness of Airport Security Procedures for Aircrew
 5. Recognition of Firearms, Explosives, Incendiary Devices and Dangerous Goods

Hijacking:

1. Response to Security Incidents
2. Threat Assessments
3. Searching and Checking Aircraft
4. Controlling Access to Aircraft
5. Handling the Media and Post-Event Debriefing

Aviation Security Written Test

Day 9

Dangerous Goods

1. Rules for Dangerous Goods
2. Dangerous Goods allowed for carriage
3. Dangerous Goods Not allowed for carriage
4. Hidden or undeclared Dangerous Goods
5. State and Operator variation
6. Classification of Dangerous Goods
7. Labelling of Dangerous Goods
8. Drills for spillages
9. Reporting procedure

Dangerous Goods Written Test

Day 10

Crew Resource Management (CRM)

1. Human Information Processing,
 - a. Potted History Of Human Factors In Aviation
 - b. Causes Of Fatal Accidents
 - c. Human Information Processing
2. Behaviour & Personality,
 - a. Individual Differences

- b. Conflict Resolution
- c. Assertiveness
- 3. Stress & Fatigue
 - a. Performance v Arousal
 - b. Types of Stress
 - c. Time Pressures
 - d. Recognising Stress
 - e. Fatigue and Sleep
 - f. Sleep Patterns
 - g. Factors contributing to fatigue
 - h. Symptoms Of Fatigue
- 4. Situation Awareness,
 - a. Definition of Situation Awareness
 - b. Situation Awareness Levels
- 5. Threat & Error Management
 - a. Active errors and Latent Conditions
 - b. Defining Error Types
 - c. Violations
 - d. Safety Culture
 - e. James Reason's Swiss Cheese model

CONVERSION AND DIFFERENCES TRAINING: BCAA Approved

Training types

Each Cabin Crew member must complete the appropriate training as specified in the Company Operations manual before undertaking assigned duties as follows:

Conversion Training

A conversion course must be completed before being:

- (a) First assigned to operate as a Cabin Crew member; or
- (b) Assigned to operate another aircraft type.

COURSE CONTENT:

- 1. Operation of Doors and Exits**
- 2. Evacuation Slide Training**
- 3. Evacuation Procedures and Emergency Situations**
- 4. Crowd Control**
- 5. Pilot Incapacitation**
- 6. Safety Equipment**
- 7. Passenger Briefing/Safety Demonstration**
- 8. Aircraft Visit will include (if applicable)**

Duration of the course will be 4 Days

CONVERSION AND DIFFERENCES TRAINING BASIC REQUIRMENTS

Day 1

Aircraft

A/C Familiarization

1. Public Address Systems
2. Location and use
3. Evacuation Alarm Systems (if fitted)
4. Location and operation

5. Emergency Lighting
6. Internal and external
7. Demonstration of lighting
8. Smoke detection systems
9. Pre-flight checks
10. Safety/Emergency Equipment
11. Location and removal
12. Pre-flight checks
13. Flight Deck
14. Location of safety equipment
15. Operation of windows (if applicable)
16. Practical pilot incapacitation
17. Cabin Crew Station(s)
18. Location of crew stations
19. Pre-flight checks
20. Use of harness
21. Toilet Compartments
22. Fire extinguishers
23. Galleys, Galley Security and Water Shut Off
24. Cargo Areas Accessible During Flight
25. Circuit Breaker Panels Located in the Passenger Compartment
26. Exit locations and their environment

Day 2

DOORS AND EXITS

All Cabin Crew members to practically demonstrate the following:

1. Manually Open and Close the Main Door
2. Actual Arming & Disarming Procedure
3. Emergency Door Drill
4. External operation of Main Door
5. Emergency Door Drill with Motivation
6. Emergency Crew Brace
Positions/Emergency Door Drill with Motivation
7. Operation of the over wing exit (where applicable)
8. Discuss evacuation via flight deck windows (where applicable)
9. Cargo doors where accessible from the passenger cabin (where applicable)

Day 3

Emergency Procedures for A/C type:

1. Safety Equipment
 2. Passenger Briefing/Safety Demonstration
 3. Pilot Incapacitation
 4. Evacuation Procedures and Emergency Situations
- Crowd Control & Evacuation Slide Training

Day 4

A/C Specific SEP Final Written Test

Practical Assessment and Final Evaluation for each individual Cabin Crew.