

E-Learning Course

Disruptive Passenger Handling

Program Overview

A mandatory addition to be conducted after attending the Anti-Hijacking course prior to attending a recurrent course and shall be conducted once a year for all crew. To ensure that they are equipped with the skills required to deal with any of the anomalies envisaged.

Target Audience

- Cabin Crew/Pilots
- Security/Safety Instructors
- Training Managers
- Airport Ground Staff

Pre-requisites

- Must be recruited by airlines
- Must be an active crewmember/instructor/airport ground staff

Learning Objectives

- To know the law and the use of force
- To know when to Physically Intervene
- To know the roles within the team when restraining a Disruptive Passenger
- To know the risks of Positional / Restraint Asphyxia
- To have practiced the safe Intervention & application of the Disruptive Passenger Restraint Kit
- To know the importance of post incident monitoring and reporting

Course Content

- Course Opening
- Aviation security
- Access control
- Identification System
- Prohibited items not allowed in SRA
- Reporting

Duration Initial Course: 2 hours 30 Minutes

Knowledge Check Initial Course: 20 questions

Assessment Not required

Certificate GAA awarded completion certificate.