
PROGRAMME CONTENT

The course is intensive and consists of a variety of subject areas delivered using a mix of theory and practical sessions. This includes classroom based study along with use of simulators, learning zones, equipments, mock ups, role plays and much more. The course consists of the following 7 mandatory units:

SEP (Safety Equipment and Procedures)

The SEP module is detailed and covers a range of topics and is designed to provide an overview and insight to the safety equipment and safety procedures in Aviation. Students will gain an understanding of the equipment, understanding of the drills, practical use of equipment and practice of drills. The topics covered include:

- Introduction to Aviation SEP
- Safety demonstrations
- Slide descent and slide raft exercise
- Decompression
- Fire and Smoke
- Unplanned emergencies
- Planned emergencies
- Doors and drills
- Conflict Management and restraint

Aviation Security

The aviation security module is designed to provide an understanding of the requirements for Air crew Aviation Security training. The module explores the legislation relating to Aviation security, identifies security measures taken pre-flight, in-flight and post flight. The module also focuses on the types of threat faced by the aviation industry. The topics covered include:

- Introduction to Aviation security and training
- Organisation and legislation
- Cabin crew security checks
- General security awareness
- In flight surveillance and vigilance
- Assessing threat
- Types of aircraft in Aviation
- Weapons and fire arms recognition
- Security search exercises

Dangerous Goods Awareness

This module is aimed to provide knowledge in the recognition of dangerous goods and how crew would deal with a dangerous goods incident in flight. The topics covered include:

- Introduction to dangerous goods
- Classification of dangerous goods
- Awareness in the current legislation and compliance
- Classes of dangerous goods
- Hidden or restricted articles
- Drills in case of spillage
- Reporting procedure of incident in flight
- Air Crew training and responsibilities

CRM (Crew Resource Management)

The aim of this module is to introduce the general principles of Human Factors and explore how they affect a Company/Organization safety. The areas covered are Understanding responsibility, accountability for occupational & operational safety, taking responsibility in creating a culture of safety, Understanding teamwork, situation awareness, problem solving & leadership skills, reinforcing communication skills required to perform safely and effectively. The topics covered include:

- Overview of duties and responsibilities
- Introduction of human factors
- Typical day at the office
- Team work
- Situation awareness
- Leadership skills
- Decision making
- Communication

Aviation Medicine

The purpose of the module is to give an overview/insight to delegates of how Cabin Crew members deal with an array of medical emergencies that may occur on board an aircraft. The objective is to provide an understanding of the roles and responsibilities of a crew member in a medical emergency, practical knowledge on how to perform CPR, an understanding how to recognise and treat common medical emergencies associated with Air Travel. The topics covered include:

- Introduction to aviation medicine
- Medical action plan
- CPR / Defibrillator
- Medical emergencies in air travel
- First Aid kits and equipment awareness
- Unconscious casualty assessment
- Recovery position

Customer Service

The purpose of the course is to provide an understanding and knowledge of the customer service aspects of an Air Cabin crew by offering an insight to the types of product, customer service and customer needs, in-flight sales and service recovery. The topics covered include:

- Introduction to customer service
- Hard product vs Soft product
- Customer with additional needs
- Cabin service practicals
- In flight sales techniques
- Service recovery

Aviation Recruitment Process

The aim of this module is to give delegates an understanding and general advice on the recruitment process when applying for roles in the airline industry, specifically the role of Cabin Crew. The objective is to provide an understanding of the application process, general information on how to apply, understand what grooming styles are needed at an interview and why, explore interview techniques and understand what is needed when applying for the role of Cabin Crew, to practise a group interview and the delivery of PA's. The topics covered include:

- Introduction to recruitment and training
- Application advice
- Grooming techniques
- Interview techniques



PASS INTO EUROPE
BUSINESS EDUCATION & STUDY ABROAD

