

Flight Academy – Cabin Crew Conversion Training Syllabus

Conversion Training 2nd semester

PART I

Course Description	Objective	Hours/ECTS	
<p><i>CIT104 Computer & Information technology</i></p> <p>Introduction to the PC environment and computer programs such as Word, Excel, PowerPoint and Internet Explorer. Training in independent study techniques and planning of personal projects.</p> <p>Topics covered are;</p> <ol style="list-style-type: none"> 1. Keilir Web page 2. Email, chat, search engines 3. My Computer, set up of hard drive 4. Text processing 5. Essay preparation 	<p>Student gain basic computer skills and assistance with organizing their personal studies.</p>	17	2
<p><i>GRS142 Ground Services</i></p> <p>Pre-flight preparation on ground is presented. All aspects of ground services are introduced and explained.</p> <p>These include;</p> <ol style="list-style-type: none"> 1. Catering 2. Duty Free 3. Baggage loading 4. Check in 5. Security 6. Fuelling, de-icing and other ground services 	<p>Students learn about pre-flight preparation of all related ground services.</p> <p>Company and department visits are made where students view all angles of the communication chain.</p>	17	2
<p><i>ECO104 English Communication</i></p> <p>Emphasis on spoken language and basic communication when dealing with passengers. Student participate in interactive exercises where their vocabulary is extended as well as their comfort level.</p>	<p>Students gain a comprehensive experience of communicating in English</p>	34	4

DCO104 Danish Communication		Students gain a comprehensive experience of communicating in Danish	34	4
Emphasis on spoken language and basic communication when dealing with passengers. Student participate in interactive exercises were their vocabulary is extended as well as their comfort level.				
CUD102 Cultural Differences		Students learn to understand the importance of interacting sensitively, effectively and professionally with persons with diverse cultural backgrounds. Effects of international environment and communication is studied & practiced.	17	2
Emphases is based on Cultural diversity were national, personal and corporate cultures are viewed. Students gain an understanding of foreign culture where values & believes are different to their own.				
CSS104 Customer Service & Sales		Students learn different approach to each service class as well as gain an understanding in customer care	34	4
Instruction to onboard service <ol style="list-style-type: none"> 1. First Class Service 2. Business Class Service 3. Economy Class Service 4. Flight Deck Service and Protocol Sales Technique The course aims to provide students with all the skills necessary to deal with a general selling situation. Students are introduced to sales techniques with the focus on; <ol style="list-style-type: none"> 1. Knowledge 2. People skills 3. Right attitude 4. Identifying buying signals, verbal and non verbal 				
PAD102 Public Address		Students gain confidence when using the public address system and learn how to make announcements to passengers.	17	2
Cabin Crew Members practice when using the public address <ol style="list-style-type: none"> 1. Reading of announcements, demonstration 2. Tone of voice, pace and volume 3. Interaction with passengers 4. Irregular Announcements 				

<p>SAE104 Safety Equipment</p>	<p>Students gain thorough training in usage and handling of all safety equipment</p>	<p>34</p>	<p>4</p>
<p>For all safety equipment carried each Cabin Crew Member is given realistic training on:</p> <ol style="list-style-type: none"> 1. Demonstration 2. Location 3. Usage <p>Portable oxygen equipment (PBE and oxygen bottles) requires donning by every Cabin Crewmember</p>			
<p>SAE104 is covering the following JAR requirements: <u>JAR OPS 1.1010 (a) 2, (h) 1 – 11 & 13 (i)</u></p> <p>General. It shall be ensured that:</p> <p>(a)2. During conversion and differences training, training is given on the location, removal and use of all safety and survival equipment carried on the aeroplane, as well as all normal and emergency procedures related to the aeroplane type, variant and configuration to be operated.</p> <p>Safety equipment. It shall be ensured that each cabin crew member is given realistic training on, and demonstration of, the location and use of safety equipment including the following:</p> <ol style="list-style-type: none"> (h)1. Slides, and where non self-supporting slides are carried, the use of any associated ropes (h)2. Life-rafts and slide-rafts, including the equipment attached to, and/or carried in, the raft (h)3. Lifejackets, infant lifejackets and flotation cots (h)4. Dropout oxygen system (h)5. First-aid oxygen (h)6. Fire extinguishers (h)7. Fire axe or crow-bar (h)8. Emergency lights including torches (h)9. Communications equipment, including megaphones (h)10. Survival packs, including their contents (h)11. Pyrotechnics (Actual or representative devices) (h)13. Other cabin safety equipment or systems where applicable. <p>(i) Passenger Briefing/Safety Demonstrations: It shall be ensured that training is given in the preparation of passengers for normal and emergency situations in accordance with JAR-OPS 1.285 (see SEP112)</p>			
<p>CAD102 Career Development</p>	<p>Student gain confidence with the process of applying for a job and get assistance in preparing of their personal CV</p>	<p>17</p>	<p>2</p>
<p>Assistance in preparation of personal CV and introduction to career opportunities within the aviation industry.</p> <ol style="list-style-type: none"> 1. Resume Preparation 2. Interview Techniques 3. Job interviews 			

4. Crew leasing agencies	Students are introduced to the opportunities their education can provide and the range of crew leasing agencies there are internationally		
IGS106 Ground System Training		17	2
1. Amadeus bókunarkerfi flugfélaga	Í samstarfi við rekstraraðila í Flugstöð Leifs Eiríkssonar. Undirbúningur fyrir vinnu við innritun og bókun á Keflavíkurlflugvelli		
2. Innritunarkerfið STAR Check			
3. Farangursleitarkerfi			

PART II

The following training will be carried out by a licensed operator.

SEP112 Standard and Emergency Procedures			
<p>Standard & Emergency procedures training include a company conversion training carried out by a licensed operator holding an AOC. The students shall complete a familiarization on the relevant A/C types operated by the same operator as carries out the training.</p> <ul style="list-style-type: none"> • Covering in depth applicable aeroplane types as well as company introduction and specific operational procedures related to both standard and emergency procedures. • Emergency Procedures including callouts and company specifics • Standard Operating Procedures • Operation of Doors & Exits • Evacuation Slide Training • Turbulence & decompression • Crowd Control • Pilot Incapacitation • Medical kit contents & specific company procedures related to onboard medical training • Passenger briefing in relations to operational specifications 	Aeroplane conversion training in conjunction with the airlines. Company specifics and procedures are emphasized on in relation with the specified aeroplane type	102	12
<p>SEP112 is covering the following JAR requirements: JAR OPS 1.1010 (e) 1 & 2 (ii)(iii)(iv), (f), (g), (i), (j) & JAR-OPS 1.285</p>			

Evacuation procedures and other emergency situations. An operator shall ensure that:

- (e)1 Emergency evacuation training includes the recognition of planned or unplanned evacuations on land or water. This training must include recognition of when exits are unusable or when evacuation equipment is unserviceable
- (e)2 Each cabin crew member is trained to deal with the following;
 - (2)ii Severe air turbulence
 - (2)iii Sudden decompression, including the donning of portable oxygen equipment by each cabin crew member
 - (2)iv Other in-flight emergencies

Crowd Control. An operator shall ensure that:

- (f) Training is provided on the practical aspects of crowd control in various emergency situations, as applicable to the aeroplane type.

Pilot Incapacitation. An operator shall ensure that:

- (g) Unless the minimum flight crew is more than two, each cabin crew member is trained in the procedure for flight crew member incapacitation and shall operate the seat and harness mechanisms. Training in the use of flight crew member's oxygen system and use of flight crew member's check list, where required by the operator's SOP's, shall be conducted by a practical demonstration.

Passenger Briefing/Safety Demonstrations. An operator shall ensure that:

- (i) Training is given in the preparation of passengers for normal and emergency situations in accordance with JAR-OPS 1.285.

An operator shall ensure that:

- (j) All appropriate JAR-OPS requirements are included in the training of cabin crew members.

JAR-OPS 1.285 Passenger Briefing:

Demonstration and briefing shall be given as appropriate to the kind of operations.

JAR-OPS 1.285 Passenger briefing An operator shall ensure that:

(a) General.

- (a) 1 Passengers are given a verbal briefing about safety matters. Parts or all of the briefing may be provided by an audio-visual presentation.
- (a) 2 Passengers are provided with a safety briefing card on which picture type instructions indicate the operation of emergency equipment and exits likely to be used by passengers.

(b) Before take-off

- (b)1 Passengers are briefed on the following items if applicable:
 - (i) Smoking regulations
 - (ii) Back of the seat to be in the upright position and tray table stowed
 - (iii) Location of emergency exits
 - (iv) Location and use of floor proximity escape path markings
 - (v) Stowage of hand baggage
 - (vi) Restrictions on the use of portable electronic devices
 - (vii) The location and the contents of the safety briefing card
- (b)2 Passengers receive a demonstration of the following:
 - (i) The use of safety belts and/or safety harnesses, including how to fasten and unfasten the safety belts and/or safety harnesses
 - (ii) The location and use of oxygen equipment if required (JAR-OPS 1.770 and JAR-OPS 1.775 refer). Passengers must also be briefed to extinguish all smoking materials when oxygen is being used
 - (iii) The location and use of life jackets if required

(c) After take-off

<p>(c)1 Passengers are reminded of the following if applicable:</p> <ul style="list-style-type: none"> (i) Smoking regulations (ii) Use of safety belts and/or safety harnesses [including the safety benefits of having safety belts fastened when seated irrespective of seat belt sign illumination.] <p>(d) Before landing</p> <p>(d)1 Passengers are reminded of the following if applicable:</p> <ul style="list-style-type: none"> (i) Smoking regulations (ii) Use of safety belts and/or safety harnesses (iii) Back of the seat to be in the upright position and tray table stowed (iv) Re-stowage of hand baggage (v) Restrictions on the use of portable electronic devices <p>(e) After landing</p> <p>(e)1 Passengers are reminded of the following:</p> <ul style="list-style-type: none"> (i) Smoking regulations (ii) Use of safety belts and/or safety harnesses. <p>(f) In an emergency during flight</p> <p>(f)1 Passengers are instructed in such emergency action as may be appropriate to the circumstances.</p>			
<p>ODE Operation of Doors & Exits</p> <p>Students get an actual hands on training on the doors and emergency exits of the aeroplane they have completed ground school training on. This training includes both normal and emergency operations as well as interior and exterior operation of the exits.</p> <p>Each students receives both instructions as well as actual practise of the door operation.</p>		-	-
<p>ODE is covering the following JAR requirements: <u>JAR OPS 1.1010 (c) 1 & 2</u></p> <p>(c) Operation of doors and exits. An operator shall ensure that:</p> <ul style="list-style-type: none"> (c)1 Each cabin crew member operates and actually opens each type or variant of normal and emergency exits in the normal and emergency modes, including failure of power assist systems where fitted. This is to include the action and forces required to operate and deploy evacuation slides. This training shall be conducted in an aeroplane or representative training device (c)2 The operation of all other exits, such as flight deck windows is demonstrated 			
<p>EST Evacuation Slide Training</p> <p>Students receive an actual practice of the slide evacuation training where they jump out of a representative training device of similar height to the actual height of an emergency slide. The students also get to practice the synchronisation of emergency operation of doors at the same time as they practice the evacuation callouts and passenger evacuation techniques.</p>		-	-

<p>EST is covering the following JAR requirements: <u>JAR OPS 1.1010 (d) 1 & 2</u></p> <p>(d) Evacuation slide training. An operator shall ensure that: (d)1 Each cabin crew member descends an evacuation slide from a height representative of the aeroplane main deck sill height (d)2 The slide is fitted to an aeroplane or a representative training device.</p>			
<p>102AER Aeroplane Visit Students complete an on board training where SEP procedures are practiced.</p> <ul style="list-style-type: none"> • Doors & Exit operation • Location of Safety Equipment • Familiarization of Cabin interior • Pilot Incapacitation 	<p>Give students confidence and comprehensive knowledge of the aeroplane they have completed ground school training for.</p>	17	2
<p>FAM104 Familiarization Flight Students complete two sectors on board a passenger flight on applicable aeroplane not assigned to specific duties or door responsibility.</p>	<p>Detailed practical training where student participates in a live sector with the support of experienced cabin crew</p>	34	4
<p>FAM104 is covering the following JAR requirements: <u>JAR OPS 1.1012</u></p> <p>Familiarization An operator shall ensure that: Following completion of conversion training, each cabin crew member undertakes familiarization prior to operating as one of the minimum number of cabin crew</p>			
<p>AID204 First Aid Covers the practical skills required for onboard first aid emergencies Physiology of flight including oxygen requirements and hypoxia</p> <ol style="list-style-type: none"> 1 Medical emergencies in aviation 2 CPR Cardio Pulmonary Resuscitation 3 Basic first aid and survival training 4 Travel health and hygiene 5 The use of appropriate aeroplane equipment including first aid kits, emergency medical kits, first aid oxygen and emergency medical equipment 	<p>Student gain confidence, knowledge and skill necessary to prevent, recognize, and provide basic care for injuries and sudden illnesses</p>	34	4

AID204 is covering the following JAR requirements:

JAR OPS 1.1010 (k) (h) 12 & Appendix 3

- (k) When initial medical aspects and first aid training has not included the avoidance of infectious diseases, especially in tropical and sub-tropical climates, such training shall be provided if an operator's route network is extended or changed to include such areas.
- (h) Safety equipment.
- (h)12 First-aid kits, [emergency medical kits,] their contents and emergency medical equipment

Appendix 3 to JAR-OPS 1.1010

Medical aspects and First Aid Training. It shall be ensured that the training includes:

- (a) Medical aspects and first aid training shall include the following subjects:
 - (1) Physiology of flight including oxygen requirements and hypoxia;
 - (2) Medical emergencies in aviation including:
 - (i) Asthma
 - (ii) Choking
 - (iii) Heart attacks
 - (iv) Stress reactions and allergic reactions
 - (v) Shock
 - (vi) Stroke
 - (vii) Epilepsy
 - (viii) Diabetes
 - (ix) Air sickness
 - (x) Hyperventilation
 - (xi) Gastro-intestinal disturbances
 - (xii) Emergency childbirth
 - (3) Practical cardio - pulmonary resuscitation by each cabin crew member having regard to the aeroplane environment and using a specifically designed dummy
 - (4) Basic first aid and survival training including care of:
 - (i) The unconscious
 - (ii) Burns
 - (iii) Wounds
 - (iv) Fractures and soft tissue injuries
 - (5) Travel health and hygiene including:
 - (i) The risk of contact with infectious diseases especially when operating into tropical and sub-tropical areas. Reporting of infectious diseases, protection from infection and avoidance of water-borne and food-borne illness. Training shall include the means to reduce such risks
 - (ii) Hygiene on board
 - (iii) Death on board
 - (iv) Handling of clinical waste
 - (v) Aircraft disinfection
 - (vi) Alertness management, physiological effects of fatigue, sleep physiology, circadian rhythm and time zone changes
 - (6) The use of appropriate aeroplane equipment including first aid kits, emergency medical kits, first aid oxygen and emergency medical equipment.

<p>FIS204 Fire and Smoke</p>	<p>Students learn the importance of constant vigilance and prompt reaction when dealing with fire. Comprehensive use of correct fire fighting equipment and reaction to severe situations</p>	<p>34</p>	<p>4</p>
<p>Procedures & strategic reaction to smoke or fire. Emphasizes both on practical and theoretical training. Donning and use of all firefighting equipment is carried out in a special training area with the assistance of professional fire fighters where airplane & airport specifics are practiced.</p>			
<p>FIS204 is covering the following JAR requirements: <u>JAR OPS 1.1010 (b) 1 (i)(ii) & (e) 2 (i)</u> Fire and smoke training. It shall be ensured that: (b)1 Each cabin crew member is given realistic and practical training in the use of all fire fighting equipment including protective clothing representative of that carried in the aeroplane. This training must include: (1)i Each cabin crew member extinguishing a fire characteristic of an aeroplane interior fire except that, in the case of Halon extinguishers, an alternative extinguishing agent may be used (1)ii The donning and use of protective breathing equipment by each cabin crew member in an enclosed, simulated smoke-filled environment Evacuation procedures and other emergency situations. It shall be ensured that: (e)2 Each cabin crew member is trained to deal with the following: (2)i An in-flight fire, with particular emphasis on identifying the actual source of the fire</p>			
<p>CRM204 Crew Resource Management</p>	<p>Students are presented with a more detailed approach to CRM were they gain a better understanding of critical factors that evolve emergency</p>	<p>34</p>	<p>4</p>
<p>JAR-OPS 1, Appendix 2, 1.1010, Table 1, Column (c) & (d) From the perspective of the whole aeroplane crew – (In depth) Column (c) 1 Error prevention and detection Column (c) 2 Shared situation awareness, information acquisition and processing Column (c) 3 Work load management Column (c) 4 Effective communication and coordination within the cabin, including inexperienced cabin crew members and cultural differences Column (c) 5 Leadership, co-operation, synergy, decision making, delegation Column (c) 6 Individual team responsibilities, decision making and actions</p>			

<p>Column (c) 7 Identification and management of passenger human factors; Crowd control, Passenger stress, Conflict management, Medical factors</p> <p>From the perspective of the operator & the organization (<i>In-depth</i>)</p> <p>Column (c) 8 Company safety culture, SOP 's, organizational factors, factors linked to the type of operations</p> <p>Column (c) 9 Effective communications and coordination with other operational personnel and ground services</p> <p>Column (c) 10 Participation in cabin safety incident and accident reporting</p> <p>From the perspective of the operator & the organization (<i>Required</i>)</p> <p>Column (c) 11 Case based studies</p> <p>From the perspective of the whole aeroplane crew – (<i>Relevant to the type</i>)</p> <p>Column (d) 1 Error prevention and detection</p> <p>Column (d) 2 Shared situation awareness, information acquisition and processing</p> <p>Column (d) 3 Work load management</p> <p>Column (d) 4 Effective communication and coordination within the cabin, including inexperienced cabin crew members and cultural differences</p> <p>Column (d) 5 Leadership, co-operation, synergy, decision making, delegation</p> <p>Column (d) 6 Individual team responsibilities, decision making and actions</p> <p>Column (d) 7 Identification and management of passenger human factors; Crowd control, Passenger stress, Conflict management, Medical factors</p> <p>From the perspective of the whole aeroplane crew – (<i>In depth</i>)</p> <p>Column (d) 8 Specifics related to aeroplane types (narrow/wide bodies, single / multi deck), flight crew and cabin crew composition and number of passengers</p> <p>From the perspective of the operator & the organization (<i>Relevant to</i></p>			
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<p>the types)</p> <p>Column (d) 9 Company safety culture, SOP 's, organizational factors, factors linked to the type of operations</p> <p>Column (d) 10 Effective communications and coordination with other operational personnel and ground services</p> <p>Column (d) 11 Participation in cabin safety incident and accident reporting</p> <p>Column (d) 12 Case based studies</p>			
<p>CRM204 is covering the following JAR requirements:</p> <p><u>JAR OPS 1.1010 (I)</u></p> <p>Crew Resource Management. An operator shall ensure that:</p> <p>(I)1 Each cabin crew member completes the Operator's CRM Training covering the training elements in Appendix 2 to JAR-OPS</p> <p>(I)2 1.1005/1.1010/1.1015 Table 1, Column (a) to the level required in Column (c) before undertaking subsequent Aeroplane Type Specific CRM and/or recurrent CRM Training. When a cabin crew member undertakes a conversion course on another aeroplane type, the training elements in Appendix 2 to JAR-OPS 1.1005/1.1010/1.1015 Table 1, Column (a) shall be covered to the level required in Column (d), Aeroplane Type Specific CRM.</p> <p>(I)3 The Operator's CRM Training and Aeroplane Type Specific CRM shall be conducted by a least one cabin crew CRM instructor.</p>			