

## Keilir Aviation Academy – Cabin Crew

### Initial Training Syllabus

Initial training

Course Description	Objective	Credits	
<p><b>WOA103 The World of Aviation</b></p> <p>Introduction to Aviation including terminology and role of Authority.</p> <p>Aviation Terminology</p> <ol style="list-style-type: none"> <li>1. Phonetic Alphabet</li> <li>2. Terminology &amp; Abbreviations</li> <li>3. Time Zone / 24 hours clock</li> <li>4. Airport and City Codes</li> </ol> <p>Aeronautical Law</p> <ol style="list-style-type: none"> <li>1. ICAA/JAA/IATA/FAA</li> <li>2. Cabin Crew Member training requirements</li> <li>3. Passenger rights &amp; transportation law</li> <li>4. Rights to compensation</li> <li>5. Quality Assurance</li> <li>6. Manuals, revisions &amp; distribution</li> <li>7. Duty Time Limitations</li> </ol> <p>Health and safety related issues are touched upon both during onboard duties as well as during pre-flight resting. All safety aspect taken into consideration regarding safety of Cabin Crew Members in the working environment;</p> <ol style="list-style-type: none"> <li>1. Safety onboard</li> <li>2. Personal Safety</li> <li>3. Eating habits</li> <li>4. Health and Wellness</li> <li>5. Eating habits</li> </ol>	<p>Students are capable of understanding the terminology used in manuals and aviation handbooks. Receive general knowledge and understanding of the aviation industry including regulations and requirements. Have the knowledge and ability to follow up on duty limitations rest requirement in accordance with EU-OPS minimum requirements.</p> <p>Students learn to understand the importance of personal health and self vigilance. Importance of sleep/rest between duty times and personal responsibilities for own health &amp; safety.</p>		3

<p><b>WOA102 is covering the following EU requirements:</b>  <u>EU OPS 1 Subpart O Appendix 1.1005 (g),1-4,6,8,</u></p> <p><b>Discipline and responsibilities. It shall be ensured that the training includes:</b></p> <ul style="list-style-type: none"> <li>(g) 1.The importance of cabin crew performing their duties in accordance with the operations manual</li> <li>(g) 2.Continuing competence and fitness to operate as a cabin crew member with special regard to flight and duty time limitations and rest requirements</li> <li>(g) 3.An awareness of the aviation regulations relating to cabin crew and the role of the Civil Aviation Authority</li> <li>(g) 4. General knowledge of relevant aviation terminology, theory of flight, passenger distribution, meteorology and areas of operation</li> <li>(g) 6. The importance of ensuring that relevant documents and manuals are kept up-to date</li> <li>(g) 8.The importance of safety duties and responsibilities and the need to respond promptly and effectively to emergency situations.</li> </ul>			
<p><b>TOF102 Theory of Flight</b></p> <p>Basic features of the aircraft are explained these include theory of weight, lift, thrust and drag.  Introduction to <u>Aerodynamics &amp; Meteorology</u>:</p> <ul style="list-style-type: none"> <li>1. Effects of weather on operation and flight</li> <li>2. Cloud formations and types</li> <li>3. Turbulence</li> <li>4. Mass &amp; balance</li> <li>5. Cold Weather Operation</li> </ul>	<p>Students gain a general understanding of aircraft features and terminology as well as an introduction to effects of weather on flight.</p>		2
<p><b>TOF102 is covering the following EU requirements:</b>  <u>JAR OPS 1 Subpart O Appendix 1.1005 g, 4,9</u></p> <p><b>Discipline and responsibilities. It shall be ensured that the training includes:</b></p> <ul style="list-style-type: none"> <li>(g) 4. General knowledge of relevant aviation terminology, theory of flight, passenger distribution, meteorology and areas of operation</li> <li>(g) 9. Awareness of the effects of surface contamination and the need to inform the flight crew of any observed surface contamination</li> </ul>			
<p><b>FIS102 Fire and Smoke</b></p> <p>Basic introduction to the elements of fire as well as classifications and general reaction.  Subjects covered;</p>	<p>Basic understanding of fire fighting procedures. First reaction and classification.</p>		2

<ol style="list-style-type: none"> <li>1. Nature and behavior of fire</li> <li>2. Classification of fires</li> <li>3. Precautions &amp; vigilance of high risk areas</li> <li>4. Type of extinguishing agents</li> <li>5. Flammable materials</li> <li>6. General knowledge when dealing with fire</li> <li>7. Communication with Flight crew and other Cabin Crew</li> <li>8. Introduction to the fire department and their role on ground</li> </ol>	<p>The course should prepare students for 202FIS where practical training is emphasized on as well as specific airline related procedures are covered in dept.</p>		
<p><b><i>FIS102 is covering the following EU requirements:</i></b>  <u>EU OPS 1 Subpart O Appendix 1.1005 (a) 1-5</u></p> <p><b>Fire and Smoke Training. It shall be ensured that the training includes:</b></p> <ul style="list-style-type: none"> <li>(a) 1.Emphasis on the responsibility of cabin crew to deal promptly with emergencies involving fire and smoke and, in particular, emphasis on the importance of identifying the actual source of the fire</li> <li>(a)2.The importance of informing the flight crew immediately, as well as the specific actions necessary for co-ordination and assistance, when fire or smoke is discovered</li> <li>(a) 3.The necessity for frequent checking of potential fire-risk areas including toilets, and the associated smoke detectors</li> <li>(a) 4.The classification of fires and the appropriate type of extinguishing agents and procedures for particular fire situations, the techniques of application of extinguishing agents, the consequences of misapplication, and of use in a confined space</li> <li>(a) 5.The general procedures of ground based emergency services at aerodromes.</li> </ul>			
<p><b><i>CDP102 Conflict Management –Disruptive passengers</i></b></p> <p>Cabin Crew Members approach &amp; strategy when dealing with disruptive passengers. Student learn how to react when dealing with unruly passengers and get a better understanding in what reaction can diffuse and/or elevate the situation.  Covering the following;</p> <ol style="list-style-type: none"> <li>1. Disruptive behavior and Unruly passengers</li> <li>2. Active listening and problem resolution</li> <li>3. Diffusion techniques</li> <li>4. Self-defense</li> <li>5. Restraining</li> <li>6. Paperwork and reporting procedures</li> </ol>	<p>Students understand the importance of strategy when dealing with unruly passengers. Students learn how to diffuse disruptive behavior as well as restraining techniques</p>		2
<p><b><i>CDP102 is covering the following EU requirements:</i></b></p>			

EU OPS 1 Subpart O Appendix 1.1005 (e), 1

**Passenger handling. It shall be ensured that the training includes:**

- (e) 1. Advice on the recognition and management of passengers who are, or become, intoxicated with alcohol or are under the influence of drugs or are aggressive

***SET103 Safety and Emergency Training***

Cabin crew responsibilities and in case of Pilot incapacitation.  
Appropriate reaction in case of rapid decompression.  
Diversion and emergency landing.  
Duties and responsibilities in an emergency evacuation, crowd control, initiation of evacuation by cabin crew.

Survival techniques in different circumstances. Strategy and use of resources is emphasized depending on environment. Leadership and crowd control when in high stress atmosphere.

Basic survival in;

1. Polar
2. Desert
3. Jungle
4. Sea

3

***SET102 is covering the following EU requirements:***

EU OPS 1 Subpart O Appendix 1.1005 (c) (e) (g)

**Passenger handling. It shall be ensured that the training includes:**

- (e) Methods used to motivate passengers and the crowd control necessary to expedite an aircraft evacuation

**Discipline and responsibilities. It shall be ensured that the training includes:**

- (g) 7. The importance of identifying when cabin crew members have the authority and responsibility to initiate an evacuation and other emergency procedures

- (g) 8. The importance of safety duties and responsibilities and the need to respond promptly and effectively to emergency situations.

**Survival Training**

- (c) Survival Training shall be appropriate to the areas of operation, (e.g. polar, desert, jungle or sea).

1

<p><b>WAS101 Water Survival Training</b></p> <p>Practical training in water where students are introduced to rescue and survival techniques in water emergencies. Water survival training includes the actual donning and use of personal flotation equipment in water by each cabin crew member. Before first operating on an aeroplane fitted with life-raft or other similar equipment, training must be given on the use of this equipment, as well as actual practice in water.</p>	<p>Students get hands on training in water survival techniques where emphasis is placed on;</p> <ul style="list-style-type: none"> <li>• Rescue swimming</li> <li>• Life rafts and survival equipment location</li> <li>• Rescuing of passengers from water</li> <li>• Erection of canopy</li> <li>• Importance of CRM &amp; Leadership</li> </ul>		
<p><b>WAS101 is covering the following EU requirements:</b> <u>EU OPS 1 Subpart O Appendix 1.1005 (b)</u></p> <p><b>Water Survival Training.</b> It shall be ensured that water survival training includes the actual donning and use of personal flotation equipment in water by each student. Before first operating on an aircraft fitted with life-rafts or other similar equipment, training must be given on the use of this equipment, as well as actual practice in water.</p>			
<p><b>AID103 First Aid</b></p> <p>Covers the practical skills required for onboard first aid emergencies</p> <ol style="list-style-type: none"> <li>1. First aid associated with survival training and appropriate hygiene</li> <li>2. Physiological effects on flying with particular emphasis on oxygen requirements and Hypoxia</li> <li>3. Medical emergencies in aviation</li> <li>4. Basic first aid and survival care</li> </ol> <p><i>Detailed knowledge of Medical &amp; first aid kit contents including company procedures and policies will be specified in AID206 which is a continuous course from AID106.</i></p>	<p>Students gain confidence, knowledge and skill necessary to prevent, recognize, and provide basic care for injuries and sudden illnesses.</p>		3
<p><b>AID103 is covering the following EU requirements:</b> <u>EU OPS 1 Subpart O Appendix 1.1005 (d), 1-3</u></p> <p><b>Medical aspects and First Aid Training. It shall be ensured that the training includes:</b></p> <ol style="list-style-type: none"> <li>(d) 1. Instruction on medical aspects and first aid, first aid kits, emergency medical kits, their contents and emergency medical equipment</li> <li>(d) 2. First aid associated with survival training and appropriate hygiene</li> <li>(d) 3. The physiological effects of flying and with particular emphasis on hypoxia</li> </ol>			

Appendix 3 to EU-OPS 1.1005 / 1.1010 / 1.1015

**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><b>SOT102 Standard Operating Training</b></p> <p><b>Passenger Handling:</b> Detailed instructions on how to control the cabin and passengers during a normal operation. Students learn the difference in passenger categories as well as baggage stowage and other safety related duties cabin crew require taking care of.</p> <p><b>Introduction to SOP:</b></p> <ol style="list-style-type: none"> <li>1. General preflight, during flight and post flight duties</li> <li>2. Pre flight briefing &amp; post flight briefing (de-briefing)</li> <li>3. Custom regulations</li> <li>4. Paperwork</li> <li>5. Special categories of passengers</li> </ol> <p><b>Communication:</b> During training emphasis is placed on the importance of effective communication between flight crew, cabin crew and passengers. This includes technique, common language and terminology. General communication and first impression, professionalism &amp; handling of passengers in everyday situation.</p> <ol style="list-style-type: none"> <li>1. Effective Communication</li> <li>2. Communication techniques</li> <li>3. Active Listening</li> <li>4. Respect and discipline while communicating with others</li> <li>5. Non verbal communication &amp; signals</li> <li>6. Pre-flight briefing / De-briefings</li> </ol>	<ul style="list-style-type: none"> <li>• Interaction in multi cultural environment</li> <li>• Acknowledgment of regulations and precautions</li> </ul> <p>Students learn the importance of good communication within the working team and vital steps in eliminating rising errors. The importance of professionalism and courtesy when dealing with passengers in a day to day working environment</p>		
<p><b>SOT102 is covering the following EU requirements:</b> <u>EU OPS 1 Subpart O Appendix 1.1005 (e) 2-6, (q) &amp; (h), 5, 7 &amp; 8</u></p> <p><b>Passenger handling. It shall be ensured that the training includes:</b> (e)2.Regulations covering the safe stowage of cabin baggage (including cabin service items) and the risk of it becoming a hazard to occupants of the cabin or otherwise obstructing or damaging safety equipment or aeroplane exits</p>			

<p>(e) 3.The importance of correct seat allocation. Particular emphasis shall be given on the seating of disabled passengers, and the necessity of seating able-bodied passengers adjacent to unsupervised exits</p> <p>(e) 4. Duties to be undertaken in the event of encountering turbulence including securing the cabin</p> <p>(e) 5.Precautions to be taken when live animals are carried in the cabin</p> <p><b>Communication.</b></p> <p>(f)It shall be ensured that, during training, emphasis is placed on the importance of effective communication between cabin crew and flight crew including technique, common language and terminology.</p> <p><b>Discipline and responsibilities. It shall be ensured that the training includes:</b></p> <p>(g) 5.Pre-flight briefing of the cabin crew and the provision of necessary safety information with regard to their specific duties</p>			
<p><b>CRM103 Crew Resource Management</b></p> <p>Initial Introductory CRM Course: Students gain understanding of the CRM theory and learn the importance of using it. The importance of good communication and coordination as well as error chain, management of stress factors, fatigue and vigilance are emphasized on.</p>		<p>Students understand the importance of effective CRM within team. They learn to recognize when CRM is lacking and how to react in such environment.</p>	3
<p><b>CRM103 is covering the following EU requirements:</b> <u>EU OPS 1.1005 (i) Appendix 2, Table 1, Column (b)</u></p> <p><b>General Principles – In depth</b></p> <p>Column (b)1. Human factors in aviation &amp; General instructions on CRM principles and objectives</p> <p>Column (b)2. Human performance and limitations</p> <p><b>From the perspective of the individual cabin crew member – In depth</b></p> <p>Column (b)3. Personality awareness, human error and reliability, attitudes and behaviors, self-assessment</p> <p>Column (b)4. Stress and stress management</p> <p>Column (b)5. Fatigue and vigilance</p> <p>Column (b)6. Assertiveness</p> <p>Column (b)7. Situation awareness, information acquisition and processing.</p>			

<p><b>SEC103 Security</b></p> <p>Cabin Crew Members learn how to take appropriate preventive actions as well as to minimize the consequences of such events should they occur. Main topics covered during training are:</p> <ol style="list-style-type: none"> <li>1. Unlawful interference including Hijacking</li> <li>2. Bomb Threat</li> <li>3. Sabotage Threat</li> <li>4. Other threats to passengers, crew and aircraft</li> </ol>	<p>Student learn how to deal with different types of threats to passengers and crew as well as how to maximize security by use of preventive actions</p>		<p>3</p>
<p><b>SEC103 is covering the following EU requirements:</b> <u>EU OPS 1.1005 (e) 8 &amp; Subpart S EU-OPS 1.1235</u></p> <p><b>Passenger handling. It shall be ensured that the training includes:</b> (e) 8.Security procedures, including the provisions of Subpart S</p> <p><b>Subpart S EU-OPS 1.1235 Security requirements:</b> It shall be ensured that all appropriate personnel are familiar, and comply, with the relevant requirements of the national security programmes of the State of the operator.</p> <p><b>EU-OPS 1.1240 Training programmes:</b> An operator shall establish, maintain and conduct approved training programmes which enable the operator's crew members to take appropriate action to prevent acts of unlawful interference, such as sabotage or unlawful seizure of aeroplanes and to minimise the consequences of such events, should they occur. The training programme shall be compatible with the National Aviation Security programme. Individual crew member shall have knowledge and competence of all relevant elements of the training programme.</p>			
<p><b>DAG102 Dangerous Goods</b></p> <p>Procedures &amp; limitations of Dangerous Goods articles are viewed along with the labeling &amp; handling of such goods. Emergency procedures when dealing with incidents/accidents that involve dangerous goods spillage are thoroughly laid out.</p> <ol style="list-style-type: none"> <li>1. General philosophy</li> <li>2. Limitations on Dangerous Goods in air transport</li> <li>3. Package marking and labeling</li> </ol>	<p>Students become familiar with dangerous goods articles, labeling and restrictions to carriage of goods</p>		<p>2</p>

<p>4. Dangerous Goods in passengers baggage 5. Emergency procedures.</p>			
<p><b>DAG102 is covering the following EU requirements:</b> <u>EU OPS 1.1005 (f) 7 &amp; Subpart R EU-OPS 1.1220</u></p> <p>(e) 7. Dangerous Goods training as prescribed in Subpart R</p> <p><b>Subpart R</b> <b>EU-OPS 1.1220 Training programmes:</b></p> <ul style="list-style-type: none"> <li>a Establish and maintain staff training programmes, as required by the Technical Instructions, which shall be approved by the authority.</li> <li>b Ensure that staff receives training in the requirements commensurate with their responsibilities.</li> <li>c Ensure that training is provided or verified upon the employment of a person in a position involving the transport of dangerous goods by air.</li> <li>d Ensure that all staff who receives training undertakes a test to verify understanding of their responsibilities.</li> <li>e Ensure that all staff who requires dangerous goods training receives recurrent training at intervals of not longer than 2 years.</li> <li>f Ensure that records of dangerous goods training are maintained for all staff as required by the Technical Instructions.</li> </ul> <p><b>EU-OPS 1.225</b> Dangerous goods incidents and accident reports</p>			
<p><b>GRO101 Grooming</b></p> <p>Emphasize is placed on a positive personal image which generates professionalism and respect when in uniform or in everyday life. Subjects covered;</p> <ul style="list-style-type: none"> <li>1. Hair</li> <li>2. Makeup</li> <li>3. Nails/Hands</li> <li>4. Hygiene</li> </ul>	<p>Students learn how to keep a clean and professional look throughout their duty. Basic rules in grooming and personal hygiene are also studied.</p>		1
<p><b>ECO103 English Communication</b></p> <p>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.</p>			

<b>ECO 103 covering the following EU-OPS requirements:</b> <u>EU OPS 1.1005 (f)</u>			
<b>DCO103 Danish Communication</b>	Students gain a comprehensive experience of communicating in Danish		3
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.			

<b>CIT101 Computer &amp; Information technology</b> 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. Topics covered are;	Student gain basic computer skills and assistance with organizing there personal studies.		1
<ol style="list-style-type: none"> <li>1. Keilir Web page</li> <li>2. Email, chat, search engines</li> <li>3. My Computer, set up of hard drive</li> <li>4. Text processing</li> <li>5. Essay preparation</li> </ol>			
<b>CSS103 Customer Service &amp; Sales</b> <b>Instruction to onboard service</b>	Students learn different approach to each service class as well as gain an understanding in customer care		3
<ol style="list-style-type: none"> <li>1. First Class Service</li> <li>2. Business Class Service</li> <li>3. Economy Class Service</li> <li>4. Flight Deck Service and Protocol</li> </ol>			
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;	Students develop understanding and confidence in correct sales techniques		
<ol style="list-style-type: none"> <li>1. Knowledge</li> <li>2. People skills</li> <li>3. Right attitude</li> <li>4. Identifying buying signals, verbal and non verbal</li> </ol>			
<b>Initial Exam</b>			
An operator shall ensure that each cabin crew member successfully completes initial training. The training program must be approved by the Authority, in accordance with Appendix 1 to EU-OPS 1.1005, and the checking prescribed in EU-OPS 1.1025 before undertaking conversion training.			

<p><b><u>EU-OPS 1.1025 Checking</u></b></p> <p>(a) An operator shall ensure that during or following completion of the training required by EU-OPS 1.1005, each cabin crew member undergoes a check covering the training received in order to verify his proficiency in carrying out normal and emergency safety duties. These checks must be performed by personnel acceptable to the Authority.</p> <p>(b) An operator shall ensure that each cabin crew member undergoes checks as follows:</p> <p>(b)1 Initial training. The items listed in Appendix 1 to EU-OPS 1.1005</p>			