



RECURRENT SEP/SOP

TAG Ground Courses

In accordance with UK and EASA regulations, this course covers the Standard Procedures crews must observe in both normal operating and during an emergency situation. This course also includes equipment donning and emergency procedures. Requirements under ORO.CC.140 and ORO.FC.230

COURSE DURATION 4 Hours

SYLLABUS

Aviation and aviation regulations:

- Passenger Distribution
- Meteorology including Turbulence Procedures
- Effects of aircraft Surface Contamination
- Passenger Boarding
- Role of the competent authority
- Duties and responsibilities of Cabin Crew
- Response to emergency situations
- Competence and Fitness
- Manual amendment/ update of information
- Performing in accordance with the Operations Manual
- Pre-flight Crew Briefing
- Minimum Equipment List (MEL)

Communication:

- Effective communication between flight crew and Cabin Crew
- Sterile Flight Deck

Passenger handling and cabin surveillance:

- Special Categories of Passengers
- Able Bodied passengers by unsupervised exits
- Safe stowage of baggage and cabin service items
- Cabin and galley secure checks
- Recognition and management of drunks/drugs/ aggressive passengers
- Live animals in the Cabin
- Silent Review

- Re-fuelling with passengers onboard
- In flight checks - Cabin surveillance including DG practical CBTA exercise
- Duties in turbulence and securing the cabin
- Motivation of passengers and Crowd control in emergency evacuations

All normal and Emergency procedures including:

- Incident and Occurrence Review
- Accident Review
- Provision of safety information through passenger briefing and safety demonstration
- Non pressurisation, slow and sudden decompression, hypoxia, donning of portable oxygen equipment by each crew member
- Other in-flight emergencies including in-flight fire drill, emergency cabin preparation
- Land and water evacuation
- Recognition of unusable exit
- Pilot Incapacitation including use of a checklist for Cabin Crew

Passenger handling and crowd control

- Generic verbal commands
- Marshalling passengers away from the aircraft
- Evacuation of SCPs with emphasis on PRMs
- Authority/responsibility for evacuation and other emergency procedures



Instruction on the use of safety and emergency equipment (relevant to a/c type)

- Life jackets donning & practical handling of Infant life jackets and floatation cots (if applicable)
- Handling of Fire extinguishers and PBE donning
- Communication equipment, megaphones, crash axe, torches
- Slide raft, life rafts, survival pack and their contents including pyrotechnics
- Other portable safety equipment

The following topics should be covered by the operator:

- Instruction on the location & use of all types of exits* (triennial)
- Drills and Oxygen systems relevant to each aircraft type/variant

* OWE practical training can be carried out at TGT