



INITIAL SEP/SOP

TAG Ground Courses

This course has been designed for those who are new to the Aviation industry or returning after a period of absence and require a more in-depth knowledge of Safety Emergency Procedures and Standard Operating Procedures (SEP/SOP). Compliant with UK and EASA Regulations, requirements under Appendix 1 to part CC and ORO.FC.220.

COURSE DURATION 4 Hours

SYLLABUS

Aviation and Aviation Regulations

- Passenger Distribution
- Meteorology including Turbulence Procedures
- Effects of aircraft Surface Contamination
- Passenger Boarding
- Aviation regulations
- 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 storage of baggage and cabin service items
- Cabin and galley secure checks
- Silent Review
- Recognition and management of drunks/drugs/ aggressive passengers
- Live animals in the cabin

- 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
- Land and water evacuation
- Other in-flight emergencies including in-flight fire drill, emergency cabin preparation
- 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 jacket donning and 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 packs and their contents
- Pyrotechnics
- Other portable safety equipment

The following topics should be covered by the operator:

- Aviation Terminology
- Theory of Flight
- Seat allocation – mass and balance
- FTL and rest requirements
- Communication techniques, common language, and terminology
- Instruction on the location and use of all types of exits*
- Drills and Oxygen systems relevant to each aircraft type/variant
- The location and removal of Safety and Emergency equipment relevant to aircraft type.

* OWE practical training can be carried out at TGT (triennial)