



TAG GROUND COURSES – INITIAL SEP / SOP

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). Requirements under Appendix 1 to part CC and ORO.FC.230

Course Duration: **4.5 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

Passenger Handling and Cabin Surveillance

- Special Categories of Passengers
- Able Bodied passengers by unsupervised exits
- Safe stowage of baggage and cabin service items
- Recognition and management of drunks /drugs /aggressive passengers
- Live animals in the Cabin
- In flight checks - Cabin surveillance
- Duties in turbulence and securing the cabin
- Motivation of passengers and Crowd control in emergency evacuations

Version 1.6



All Normal and Emergency Procedures including:

- Provision of safety information through passenger briefing and safety demonstration
- Non pressurisation, slow and sudden decompression, donning of portable oxygen equipment by each crew member
- Other in-flight emergencies
- 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

Location, removal & 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)
- Fire extinguishers and PBE handling (relevant to a/c type)
- Communication equipment, megaphones, crash axe, torches
- Slide raft, life rafts, survival pack and their contents
- Pyrotechnics
- Other portable safety equipment

Over Wing Exit practical training for approved aircraft types (UK Only)

The following topics should be covered by the operator:

- Aviation Terminology
- Theory of Flight
- Seat allocation – mass and balance
- FTL and rest requirements
- Techniques, common language and terminology