



Cabin Personnel PROGRAM

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TrainingPort provides **customized and comprehensive programs** that meet your needs. A Training Needs Assessment assists in determining requirements that, until recently, have been seen as optional in business aviation.

TOPICS OFFERED (TOPICS AND NUMBER OF LESSONS SUBJECT TO CHANGE)

The TrainingPort.net model is to find the premier expert in a particular subject and arrange for them to be our Content Expert. If a Subject Matter Expert cannot be identified, we create lessons using research and information known to be superior, such as the NASA/Canadian National Research Council icing research and training material.

OPERATIONAL TOPICS

Aircraft Critical Surface Contamination – 4 lessons

Our lessons on aircraft critical surface contamination discuss the problems caused by ground icing, when you are likely to encounter ground icing, the basics of aircraft de/anti-icing fluids, and how to de-ice and anti-ice to ensure a clean aircraft. Background is provided through a discussion of the aerodynamic effects of surface contamination on critical surfaces, types of surface contamination, and how to identify weather conditions conducive to surface contamination. We also consider real-life accident and incident case studies that involved surface contamination.

Topic Outline

- Weather conducive to ice, frost and snow contamination
- Types of contamination
- Inspection before flight and removal of contamination
- Hazards related to critical surface contamination
- The effects of contamination
- Aircraft de-icing/anti-icing procedures
- Aircraft inspection and reporting procedures
- The use of holdover timetables

Crew Resource Management (CRM) – 8 lessons

Our CRM topic explores the effective use of all resources available to individual flight department roles to improve safety and efficiency. An emphasis is placed on case studies, communication, operational risk, and crew coordination. Threat and error management and human factors are also key components of this topic.

Topic Outline

- Threat and error management
- Communication
- Situational awareness
- Pressure and stress
- Fatigue
- Workload management
- Decision making
- Leadership and team building
- Automation and technology management
- “Surprise and Startle” effect and its mitigation strategies
- Resilience development

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Delivery of the topic may be adjusted to meet specific requirements, e.g., it may be delivered as a “Standalone Initial Topic” per TC AC 700-042, which applies to Canadian commercial clients. Additional synchronous learning modules have been added to meet operator/trainee-specific requirements.

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- Threat and error management
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- “Surprise and Startle” effect and its mitigation strategies
- Resilience development
- Relevant case study template (TC AC 700-042 only)
- Current safety trends template (TC AC 700-042 only)
- Evacuation drills template (TC AC 700-042 only)

Emergency Procedures Training* – 3 lessons

This topic provides trainees with a comprehensive review of general emergency procedures, including fire safety, emergency evacuation and pilot incapacitation. It provides a practical training checklist that prompts a review of aircraft-specific emergency procedures and equipment. The different components and classes of a fire are explained, as well as the operations and procedures crew members must follow when an emergency or accident occurs. Content is tailored to fixed wing pilots.

Topic Outline

- Use of fire extinguishers
- Operation and use of emergency exits
- Emergency evacuation procedures and preparations
- Storage and use of life preservers and rafts
- Proper use of crew and passenger oxygen
- Procedures in case of pilot incapacitation

Fatigue Management – 3 lessons

Fatigue is an important safety issue for aviation. Numerous incident and accident investigations have cited fatigue as a contributing factor. It is important for all personnel to learn how to recognize the signs of fatigue, understand reporting procedures, and learn preventative and mitigation strategies.

Topic Outline

- Physiology
- Operational issues
- Causal and contributing factors
- Sleep requirements
- Circadian rhythms
- Strategic caffeine use
- Effective napping
- Environments conducive to sleep
- Sedatives

- Diet and exercise
- Light exposure and jet lag
- Controlled rest on the flight deck
- Fatigue Risk Management Systems (FRMS)

High Altitude Physiology and Effects – 1 lesson

This topic reviews the associated risks and effects of high altitude flight operations. It covers subjects like respiration and hypoxia. Rapid decompression is discussed, as well as the physiological effects that occur at high altitudes without supplemental oxygen. This topic also highlights the importance of supplemental oxygen requirements, and informing passengers of the location of oxygen supply equipment.

Topic Outline

- Respiration
- Hypoxia and its effects
- Time of consciousness at altitude without supplemental oxygen
- The effects of trapped or dissolved gas
- Causes and effects of rapid decompression
- Procedures in the event of rapid decompression

Minimum Equipment List Update – 1 lesson

The Minimum Equipment List Update features instruction on the use of an MEL, including deferral procedures. It explains operator/company MEL procedures and it provides a clear description of the MEL format.

Topic Outline

- Instruction on the purpose and use of an MEL
- Air operator/company MEL procedures
- Responsibility of the pilot in command
- Recurrent training to refresh procedural knowledge

No-Carry Operator Dangerous Goods Training – 2 lessons

This topic is for operators who are not authorized to carry dangerous goods but must learn to identify their presence to prevent unintentional carriage. These lessons focus on education and awareness concerning hidden, unidentified, and misdeclared articles and/or substances that may be dangerous goods. Emergency procedures and operator training requirements related to dangerous goods are also discussed.

Topic Outline

- General philosophy
- Limitations
- List of dangerous goods
- Labelling and marking
- Recognition of undeclared dangerous goods
- Provisions for passengers and crew
- Emergency procedures

Operations Manual, Regulations, and Standards Review – 2 lessons

This topic guides trainees through a review of their operations manual, critical components of their Safety Management System, and applicable regulations and standards. We provide different versions of this topic to meet various regulatory operating environments.

Topic Outline

- Regulations and standards
- Operations Manual review
- Aviation legislation
- Operating rules and operational practices
- Requirements and qualifications

Safety Management Systems – 4 lessons

This topic provides trainees with fundamental information concerning the ongoing support of a company's safety management system. It includes information on risk management, hazard analysis and change management. The topic also discusses risk assessment, safety studies and reviews along with SMS evaluation and improvement.

Topic Outline

- Hazard identification
- SHEL model
- Safety risk profile, including flight risk assessment tool
- Different management systems, including QMS
- Safety culture
- Performance monitoring
- Safety studies and reviews
- Internal safety investigations
- Other tools to assess safety (e.g., audits, surveys, meetings)

Security Management – 4 lessons

Our security lessons consider the changes that have taken place in aviation security since 9/11. We provide an overview of the core elements of a business aviation security program, including security risk assessment.

Topic Outline

- Elements of a business aviation security program
- Developing a security risk profile
- Threats and risks
- Threat assessment
- Determining event vulnerability, probability and criticality

Survival Principles – 3 lessons

Our Survival topic describes the key things pilots need to know in order to ensure a positive outcome in the event of an unscheduled landing in a remote environment. The lessons provide information on survival first aid and basic lifesaving actions, such as building a fire and signaling distress.

Topic Outline

- Psychological effects of survival situations
- How to build a fire
- How to signal distress
- How to obtain water
- How to obtain/build shelter
- Survival first aid

Threat and Error Management – 1 lesson

Our TEM topic recognizes that every crew faces threats throughout a flight. Because our responses to threats can be erroneous, appropriate training and procedures must be implemented to trap errors before they lead to undesired aircraft states. Forming a cornerstone of our Crew Resource Management topic, this topic focuses on the application of TEM philosophy in day-to-day operations.

Topic Outline

- Definitions of threat, error, and undesired aircraft state
- Relationship between TEM and CRM
- Countermeasures against threats and errors
- TEM “toolkit” defenses
- Overcoming complacency

OCCUPATIONAL HEALTH AND SAFETY TOPICS

Accident Reporting – 1 lesson

Our accident reporting lesson lists steps to take if a workplace accident occurs and discusses reporting expectations. It explains the procedures to be followed in case of a medical emergency, and it also discusses first aid and non-emergency care.

Topic Outline

- Keys to preventing accidents
- Notification and documentation of accidents
- Medical emergencies and non-emergency care
- First aid
- Required medical treatment for employees

Back Injury Prevention – 1 lesson

This lesson provides an overview of how back injuries occur and explains different strategies that can help prevent them. It discusses the anatomy of the body and includes safe lifting, carrying, and lowering techniques and postures.

Topic Outline

- Causes of back injuries
- Anatomy of the body
- Prevention strategies against back injuries
- Correct lifting, carrying and lowering techniques

Blood Borne Pathogens – 1 lesson

Any contact with bodily fluids can place an individual at risk of exposure to blood borne pathogens. This topic reviews methods of keeping workers safe from infection, emergency response procedures, and vaccines.

Topic Outline

- Types of blood borne pathogens
- How blood borne pathogens are transmitted
- What to do if you are potentially exposed to a blood borne pathogen
- Preventative methods

Communicable Disease Management – 3 lessons

This topic is designed to enable operators to develop an appropriate response so that they can continue to operate during a pandemic safely and effectively. It focuses on effective planning, safety measures, and protocols for handling infectious disease and illness both in-flight and post-flight.

Topic Outline

- Suggested protocols for preventing the spread of infection
- Changes to a typical flight experience during a pandemic
- Crew response to passenger/crewmember illness
- Cleaning and disinfection of contaminated areas
- PPE disposal
- Critical components of an Infectious Disease Control Response Plan
- Pre-flight assessment, including risk levels for infectious disease
- Crewmember assessment and passenger screening
- Universal Precaution Kit
- Risk mitigation for ground transportation and accommodation when overnighing

CPR – 1 lesson

Our CPR topic presents current CPR procedures, including airway and breathing support. The lesson also discusses CPR variants, such as hands-only CPR. It also explains how to use the Automated External Defibrillator in concert with CPR.

Topic Outline

- Appropriate use of CPR in the case of a heart attack
- Evaluating the victim for responsiveness
- CPR procedures and guidelines
- AED use and considerations

Emergency Action Plan – 1 lesson

This lesson discusses procedures to follow when confronted with a fire, extreme weather event, or other emergency situations. Key teaching points focus on prevention and planning strategies. The lesson also discusses fire prevention and procedures to be followed during tornados or hurricanes.

Topic Outline

- Fire prevention
- Tornado or hurricane safe zones and safety procedures
- Workplace violence and prevention

Ergonomics – 1 lesson

This lesson discusses ergonomic injuries – what they are, how they occur, and how they can be prevented. It includes information on risk factors and proper workstation setup along with other safety measures to prevent ergonomic injuries.

Topic Outline

- Causes of ergonomic injuries, including awkward or static postures
- Symptoms of musculoskeletal disorders
- Carpal tunnel syndrome
- Risk factors that lead to the development of repetitive stress injury
- Workplace factors that lead to repetitive stress injury
- Safety measures to prevent workplace injury

Fire Prevention Practices – 1 lesson

This topic focuses on how trainees can prevent fires in the workplace. The lesson includes tips on housekeeping and safe storage of solid and liquid materials. It explains the fire tetrahedron and electric hazards. Compartmentalization and fire door practices are also discussed.

Topic Outline

- Fire tetrahedron
- Good housekeeping to prevent fires
- Proper storage
- Electrical hazards
- Compartmentalization
- Fire door practices

First Aid Kits – 1 lesson

In this lesson, we review items that are commonly included in first aid kits and explain their uses. The lesson also explains how to administer medical oxygen, and it discusses blood sugar measurement and the equipment that is needed for the procedure.

Topic Outline

- First aid kit compartments
- Items contained within the compartments
- How to use the kit and its equipment
- How to administer medical oxygen
- Blood sugar measurement

Food Safety – 5 lessons

This topic has been carefully designed to ensure that persons who handle food as part of their duties receive adequate training in handling practices to prevent the contamination of food. Specific lessons include examples and case studies that raise awareness of the importance of proper food handling considerations for business aviation.

Topic Outline

- Food handling practices
- Dangers of foodborne illness
- Hazards, including: chemical hazards, allergies, physical hazards, biological hazards, and bacteria
- Food acquisition, distribution, and cleanliness
- Lavatory considerations
- Packaging labels
- Refrigeration and temperature control
- Disposal management and water management
- Pests
- Inspection and monitoring
- Cultural practices
- Food surfaces
- Cleaning agents and compounds
- Handling dry ice
- Documentation

Hazard Communication (including WHMIS) – 1 lesson

Our hazard communication lesson reviews systems for communicating hazards, including the requirements and structure of Safety Data Sheets (SDS), labels, and pictograms. It also lists different hazards and explains the proper storage for each type of hazard. We also offer a version of the lesson based on the 2015 WHMIS, which is aligned with the Globally Harmonized System of Classification and Labelling of Chemicals (GHS).

Topic Outline

- Written hazard communication program
- Different hazards and their proper storage
- SDS requirements and structure
- Labelling system and requirements
- NFPA and HMIS labels

Housekeeping and Material Handling (incl. Storage and Stacking) – 1 lesson

This lesson consists of a discussion of good housekeeping practices. We consider safe material handling, stacking, and storage practices. We discuss hazards and strategies to prevent accidents that result from improper storage of materials, including ergonomic principles.

Topic Outline

- Good housekeeping practices (workplace and personal)
- Slips, trips and falls and how to prevent them
- Proper handling and storage of materials
- Assessing hazards

In-Flight Medical Emergencies – 6 lessons

This series of lessons provides trainees with specific procedures for responding to in-flight medical emergencies. Emergencies covered include: cardiac, respiratory, neurological, medical disorders (such as allergic reactions, food poisoning, and diabetes) and general injuries (such as broken bones, blood loss, and spinal injuries).

Topic Outline

- Logical, sequential steps to follow when a medical emergency occurs
- In-flight injuries
- Cardiac emergencies
- Neurological emergencies
- In-flight respiratory emergencies
- In-flight medical disorders

Personal Protective Equipment – 2 lessons

Our personal protective equipment lessons thoroughly discuss the proper use, storage, and maintenance of PPE for the eyes, face, hearing, limbs, and respiratory system. This lesson explains the hazards that PPE can prevent.

Topic Outline

- PPE for the eyes and face, including goggles and safety glasses
- Hearing protection and noise hazards
- Hard hats that prevent head injuries

Topics are regularly updated and further topics are always under development, based on industry issues and customer requests.

For more information, please see www.TrainingPort.net or contact us at:

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