



**SKYPEOPLE**  
TRAINING LTD



**Contributing to making the world a safer place through specialised education, training, development, recruitment, and support services.**

# ABOUT SKYPEOPLE TRAINING

At SkyPeople Training we're known for our professional yet friendly approach. We're a collection of highly experienced airline specialists with a wealth of experience and a huge catalogue of qualifications, sharing a common belief that the power of personality is key in all we do.

Our vision is to contribute to making the world a safer place through specialised education, training, development, recruitment, and support services. As a UK CAA regulated Cabin Crew Training Organisation, you can be assured you're in safe and compliant hands with us.

From start-ups to flag carriers, we have supported airlines across the globe. Being flexible and reactive is what we do best; we're available at short notice and can travel to you offering support in times of stretch, or long-term organisational assistance.

Now based in our world class Aviation Training Academy (ATA) in Manchester, we're easily accessible too.

Our support is tailored to your operator's objectives, whether you need a First Aid course delivered at short notice or a full start up consultation, we have the expertise.



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## Solutions

Whatever we do it's simple and to the point, people get us as we don't overcomplicate things, championing accessibility. We celebrate diversity and are committed to providing a welcoming, inclusive, barrier-free environment for everyone.

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## Authentic

There's no one quite like us, and there's no one quite like you. We believe collaboration is the key, we listen before we act, and understand the importance of human factors, ensuring the needs of both clients and colleagues are at the heart of all we do.

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## Future Focussed

We're explorers by nature, curious to discover new worlds and leave behind the greenest footprint we possibly can. Embracing technologies and generations, we excel at bridging the gap between education and industry, developing colleagues wherever they are on their journey.

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## Excellence

Compliance is the thread that binds us. We're proud of our track record and work with regulators to protect your operation. We're flexible and standing by to support you at times of stretch with a compassionate team of trusted professionals who get the job done.

# WHAT WE OFFER

**Airline consultancy** - We have a proven track record when it comes to helping start-ups to take off. From concept to take off we can provide management of crew training and recruitment.

## **Bespoke Course Design and Delivery:**

- Initial attestation
- Operator Conversion Course OCC
- Dangerous goods
- Crew Resource Management (CRM)
- Security
- First aid
- Customer service.

**Operation Manuals design and writing** - Ensuring content is compliant with regulators, we can write and design training, operation, and aircraft specific manuals.

**Develop and Deliver Bespoke Senior Cabin Crew Member (SCCM), Annual Recurrent, and Triennial Courses for Airlines.**

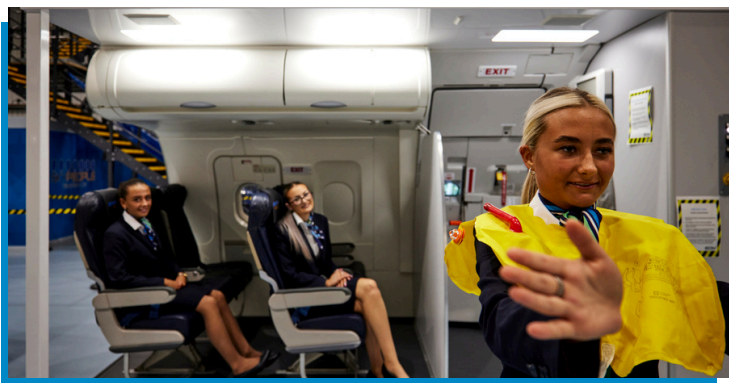
## **Teaching and Learning/Train to Train courses:**

- Train the Trainer
- First Aid
- CRMT

**Learning and Development** - From our advanced instructor courses to Continuous Professional Development, we have courses to enhance the skills of your workforce at any level.

**Generation Z** - Ensuring your work force has the skills to integrate with the new age of digital learners.

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## Aviation Training Centre Facilities

- Cabin Emergency Evacuation Trainer (CEET) – Training cabin with communication system, multi-point fire/smoke and decompression simulation
- Pilot Incapacitation Trainer – Boeing and Airbus seat
- A320 Main Door
- A320 Over Wing Exit – CEO and NEO
- Flight Crew Compartment Access Trainer For All Aircraft Types
- A330 Door Trainer
- Boeing 737 Door Trainer
- Boeing 737 Over Wing Exit
- Boeing 737 Max Mid Exit Door
- Boeing 787 Door Trainer
- A330 Dual Lane Slide
- A320 Single Lane Slide
- Real Fire Trainer with under-seat, overhead locker, and oven fire
- Dry Raft
- Ditching – available off site at a local facility
- Classrooms for up to 35 learners per room
- Break out area with access to hot and cold drinks. Catering can be supplied on request.
- Discounted accommodation rates are available on request



# UK CABIN CREW ATTESTATION (CCA) COURSE INFORMATION

SkyPeople Training Ltd are a UK Cabin Crew Training Organisation regulated by the UK Civil Aviation Authority (CAA) to deliver the Cabin Crew Attestation Training Course (CCA). This course is compliant with the guidance material as set out by Aircraft Regulation, Annex V Part-CC, Annex VI Part ARA and Annex VII Part ORA as applicable.

The CCA Training is a 7-day course that has been condensed to 6 days by way of pre-course workbook. The course consists of 8 modules and has been developed for delivery both virtually and within a classroom setting, (courses are advertised as either classroom or virtual). We can welcome a maximum of 20 learners within a classroom environment and a maximum of 12 learners virtually.

For those who attend a virtual course this will consist of 5 days online training, followed by 1-day classroom session to cover all the practical elements, plus an additional final exam.

Experienced cabin crew may also apply to attend an accelerated 4-day classroom course, applications will be reviewed based on criteria stipulated by the CAA.

Each module is tested for competency, and all module tests must be passed to achieve the CCA. Tests are a mix of practical assessments and multi-choice test papers.

As a CCTO we must ensure competency before issuing a CCA. In the event that a module is failed, 1 resit is permitted.

The cost of a place on one of our existing UK CCA courses is £875 per person. For airlines/organisations wishing to book an entire course please contact [info@skypeopletraining.co.uk](mailto:info@skypeopletraining.co.uk), or call 0161 203 3177 to discuss a quote.

# MODULES

## Aviation Regulations & Passenger Handling

- Aviation Language & Terminology
- Theory of Flight & Meteorology
- CAA/DFT
- Cabin Crew Responsibilities & Medical Fitness
- Identifying Areas of Responsibility
- Boarding
- Arming Doors
- In Flight & landing Procedures

## Safety & Emergency Procedures

- Definition/type of Emergency
- Planned Emergencies
- Ditching
- Crowd Control/Psychology
- Turbulence
- Pilot Incapacitation
- Decompression

## Security & Dangerous Goods

- Security Governing Bodies
- Airport Planning Requirements
- Screening
- Aircraft Security
- Security Searches
- In flight Security
- Disruptive Passengers
- Classification of Dangerous Goods & Packaging

## Human Factors & Crew Resource Management

- A Day in the Life of a Cabin Crew
- Human Factors
- Attitudes & Behaviours, Stress/Stress Management
- Fatigue
- Situational Awareness/ Information Acquisition
- Case Study
- Personal Learning & Assessment

## Aero Medical First Aid Session 1

- Primary & Secondary Survey
- The Unconscious Passenger
- First Aid Kits
- Cardio Pulmonary Resuscitation
- Shock, Fainting, Eustachian Tube Function,
- Heat Stroke, Sunstroke, Airsickness, Choking,
- Asthma, Anaphylaxis, Hyperventilation

## Aero Medical First Aid Session 2

- Burns & Scalds
- Wounds, Fractures & Soft Tissue Injuries
- Cardiac Conditions
- DVT/Stroke
- Emergency Childbirth
- Death onboard
- Epilepsy
- Cosmic Radiation
- Circadian Rhythm, Fatigue and Sleep

## Fire & Smoke/Survival Training

- Fire Indications
- Triangle of Fire & Coordination
- Fire Locations & Generic Drills
- Ground Based Emergency Services
- Survival/Search & Rescue

## Practical - Survival Recap/Wet Drills/FTP

- Flotation Equipment
- Wet Drill Brief
- Ditching Practical
- Flight Time Limitations

# TEACHING & LEARNING TRAIN THE TRAINER (T&L)

The Teaching and Learning course is ideal for those wanting to take the next steps to further their career and gain certification as an aviation instructor. The course gives learners the skills needed to become an excellent facilitator, to be able to manage classroom behaviours, and recognise the different learning styles.

## COURSE OVERVIEW

The course is delivered by a SkyPeople approved Level 4 Training Instructor within a classroom environment with a maximum of 6 learners.

Day 1: Teaching & Learning Theory.

Day 2: Learners to deliver a 10–15-minute presentation that is supported with group feedback using video and theory to support developmental needs.

Day 3: Learners to deliver a 30-minute presentation with individual 1-2-1 supportive developmental feedback.

Our ethos is to create an open and honest environment that is motivational and highly supportive to the learners needs. We do this by encouraging mutual support and sharing experiences creating a trusting, and respectful learning environment

Sharing their experiences with students, our instructors aim to ensure individuals leave SkyPeople Training having developed their confidence and gained a considerable amount of knowledge and experience for when they themselves are instructing a class.

The cost of a place on one of our existing T&L courses is £875 + VAT (if applicable). For airlines/organisations wishing to book an entire course please contact [info@skypeopletraining.co.uk](mailto:info@skypeopletraining.co.uk) , or call 0161 203 3177 to discuss a quote.



## COURSE OBJECTIVES

Recognise the role and responsibilities of being a Trainer

- Appreciate that being an effective and powerful trainer is a skill that can be acquired
- Practise how to create a safe, supportive, engaging & motivating learning environment
- Recognise the importance of preparation and clearly identify aims & objectives
- Explore the structure of sessions and apply powerful starters and finishers
- Explore the benefits of a variety of different teaching methods for different groups - size/thinking/experience levels
- Learn a toolbox of techniques & mediums to present with confidence, impact and energy
- Design and deliver some short training sessions and receive feedback with the use of video for 5, 15 & 30 minutes.
- Explore different methods of assessment



# FIRST AID TEACHING & LEARNING

Our 3 day First Aid Teaching and Learning course is aimed at all those who are looking to acquire the necessary knowledge and skills to deliver Aviation First Aid training for Cabin Crew and Flight Crew. The course covers the requirements of CAA/EASA Implementing Rules, and current first aid protocols from the UK and European Resuscitation Councils.

This course prepares instructors to train aircrew to confidently and effectively manage life-threatening first aid emergencies before medical professionals arrive. Procedures are adapted to suit an aviation environment, either within flight, during ground operations or post evacuation survival.

The course uses a range of teaching approaches including classroom instruction, practical activity, group discussion, simulations and delegate micro-teach sessions. Knowledge and skills are assessed through observation of training sessions and a questionnaire on day 3.

Delegates are also required to demonstrate competency in cardio-pulmonary resuscitation (using a manikin), recovery position and choking treatment.

## KEY ELEMENTS

### CAA/EASA Training Requirements for Aircrew on First Aid and Medical Aspects

- Aviation Physiology
- Physiological Effects of Flying including hypoxia
- Basic Life Support for Adults, Children and Infants
- Practical CPR
- Automated External Defibrillator (AED)
- Basic anatomy and physiology surrounding Airway, Breathing and Circulatory problems
- Major Medical Emergencies
- Minor Medical Emergencies
- Injuries & Trauma
- Survival Related First Aid
- Tropical/Infectious Diseases
- Health & Hygiene
- Typical Aviation First Aid Kits and Equipment
- Emergency Childbirth - Overview
- Use and maintenance of First Aid training equipment
- Effective training techniques for Aviation First Aid
- Assessing and managing practical training sessions

# CRM TRAIN THE TRAINER (CRMT)

Our Crew Resource Management Train the Trainer course (CRMT) is a 3-day training course aimed at experienced instructors who have a keen interest in CRM and would like to specialise within Human Factors. This course can be bolted onto our Teaching and Learning course to cover both generic Teaching and Learning and then CRMT (6 days total)

The course is delivered by SkyPeople approved Crew Resource Management Examiner (CRME) within a classroom environment with a maximum of 10 learners on each course we ensure each learner leaves us compliantly, with confidence, and the skills needed to become an excellent CRM specialist. Our ethos is to create an open and honest environment that is motivational and highly supportive to the learners' needs. We achieve this by encouraging mutual support and sharing experiences creating a trusting, and respectful learning environment.

The cost of a place on one of our existing CRMT courses is £875 + VAT (if applicable). Teaching and Learning plus CRMT is £1575 + VAT (if applicable). For airlines/organisations wishing to book an entire course please contact [info@skypeopletraining.co.uk](mailto:info@skypeopletraining.co.uk), or call 0161 203 3177 to discuss a quote.

## COURSE OBJECTIVES

### Recognise the Principles & Objectives of CRM Training

- Discuss EASA and CAA AMC & GM Requirements for Operator FC & CC Course Content
- Explain "CRM Culture"
- Give Instruction on Human Performance Limitations (HPL)
- Explore CRM Skills, Role Model Attributes & Personal Awareness
- Practise Different Facilitation Techniques for Delivering Effective CRM Training to Groups of People
- Practise How to Create a Safe, Supportive, Engaging & Motivating Learning Environment
- Explore Different Methods for Leading CRM Subjects and Identifying/Addressing CRM Issues
- Observe and Practise Constructive Debriefing Techniques & Reflect on Your Own Delivery
- Experience your Own Growth in Confidence and Credibility within CRM Training

# HIGHER & FURTHER EDUCATION PROFESSIONAL EXPERIENCE DAYS

Our experience days are designed to promote and support learning already undertaken on the learners learning journey. The SkyPeople Training Academy boasts world class and immersive training devices delivered to us from our parent company EDM, the world's leading manufacturer in both civil and defence training simulators.

SkyPeople Training instructors have vast experience in airlines from both the UK, Europe and beyond, holding a variety of positions including Cabin Crew, Base Management, Recruitment Specialists, Service Delivery Design, and of course, Instructors.

At SkyPeople Training we put the emphasis on the learners, providing them with a safe and encouraging environment to take part in both theory and practical sessions. It's our aim to ensure learners have a fantastic day and leave our facility having grown in confidence and gained an insight into the world of aviation.

Whether you require a day filled with practical exercises, a day balanced with theory and practical training, or talks delivered from our team of experts on the wider topics within the aviation sector, we can tailor make a package to meet course elements and establishments' needs.



# OUR PACKAGES

## SILVER

Fire & Smoke Training – Practical & Theory  
Aircraft Door Practical Training  
Planned Emergency Landing & Evacuation – Practical & Theory  
Smoke Filled Cabin  
Slide Descent  
Certificate of Attendance

## GOLD

Pilot Incapacitation - Theory and Practical  
Decompression – Theory and Practical  
Flight Crew Compartment Familiarisation  
Dry raft drills -Survival techniques  
Silver Package Included

## PLATINUM

CAA Attestation Ditching/Wet Drills  
First Aid Practical Workshop  
Silver & Gold Package Included

## WET DRILLS

90 minutes in a pool completing survival techniques and life raft exercises. Students will receive a training certificate which can be taken to airlines as proof of completing this element of attestation course. Wet drills can be booked as a stand alone element and can be delivered locally.

## CAMPUS VISITS

Our instructors are available to visit campus to hold informative and educational workshops. With a variety of topics available, our instructors can bring learning to life. Contact us to arrange a visit from a member of our team. Talks and workshops offered include:

- Introduction to Crew Resource Management
- Current Challenges in the Industry
- Aviation First Aid
- Aviation Security
- Introduction to Dangerous Goods



# SKY PEOPLE TRAINING





# For enquiries, contact us.



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You can also find us  
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