

Aviation Security Training

Committed to Your Professional Development



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Preface



HH Sheikh Ahmed Bin Saeed Al Maktoum Chairman, Emirates Group

Emirates Airlines and Dubai Airport have achieved an amazing growth over the last 20 years and that's all due to the high standards of security.

This safe, secure environment has been made possible by the Group Security focusing on education and training.



About CASS

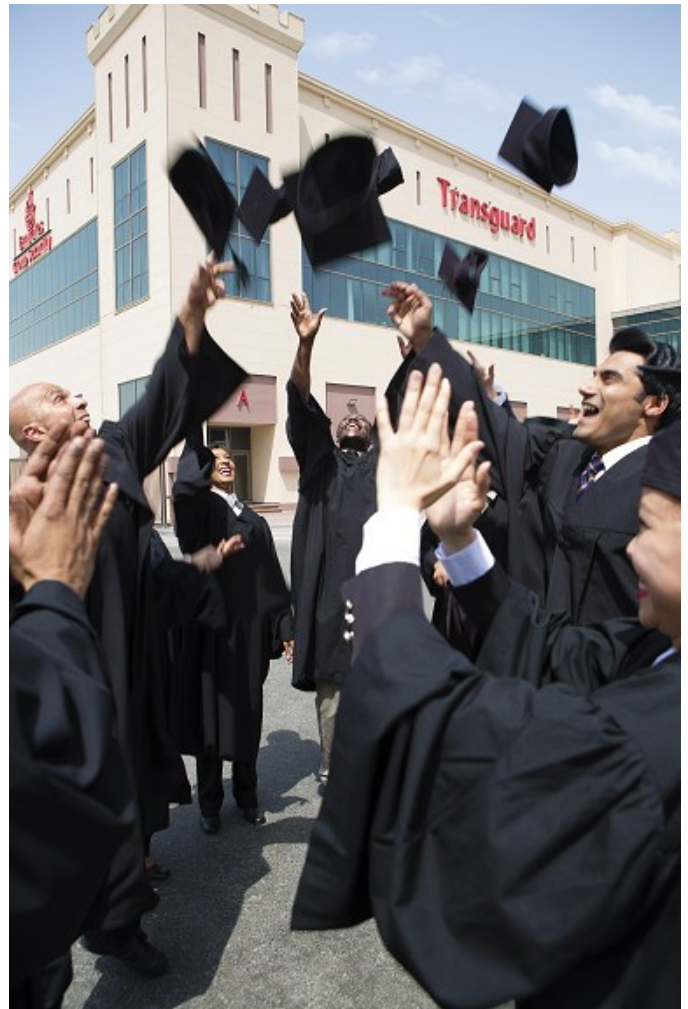
In November 2001, Emirates Group Security's training teams enhanced Dubai's reputation as a centre of excellence for aviation and security training within the region. The Centre of Aviation and Security Studies (CASS) was established as the education and development arm of Emirates Group Security to provide security training for aviation professionals.

CASS manages a portfolio of education courses for aviation security to support the continued professional development of staff in the Emirates Group and partner organizations.

The Centre is home to diploma programs run by Edith Cowan University (ECU) and approved courses by GCAA. These include the University Diploma in Aviation Security Management and the University Diploma in Ground Handling. These diplomas are accredited under the Australian and Commonwealth University Guidelines.

CASS operates state-of-the-art classrooms with various capacities to accommodate different training needs. It has a range of AV equipment and all classrooms are designed to meet ICAO and GCAA requirements. Computer-Based Training (CBT) classrooms are also available for advanced aviation security training programs, such as, the X-Ray Certification Course for screeners.

Constantly working alongside industry-leading security experts who are highly regarded throughout the world, CASS is also developing a research capacity within the aim of becoming a regional hub for research in security and aviation. The Centre will be home to several research projects in this field and will work with collaborators from UK, Australia and Singapore. The research element of CASS will be developed further over the next few years.



Introduction to CASS Programmes

Aviation industry has been developing at a record pace throughout the world. Under such active environment airport operations and security are the most critical elements that need managed efficiently within the dynamics the industry.

With the unprecedented introduction of security reforms and constant emergence of new security trends over the last decade, it is imperative for current and potential aviation professionals to keep abreast of security innovations. The passenger and cargo traffic movement at airports holds the key to operational efficiency, thus making it vital to ensure compliance to industry standards through the smooth operation of passenger handling, baggage handling and logistics.

We have developed industry-focused programmes designed to provide in-depth understanding and development of the skills necessary to successfully manage ground handling operations and security needs in the aviation industry.

These part time programmes are relevant to working professionals who wish to fast-track their career prospects.

The diploma is awarded by Edith Cowan University of Australia (ECU) and attracts internationally-recognised credit points.



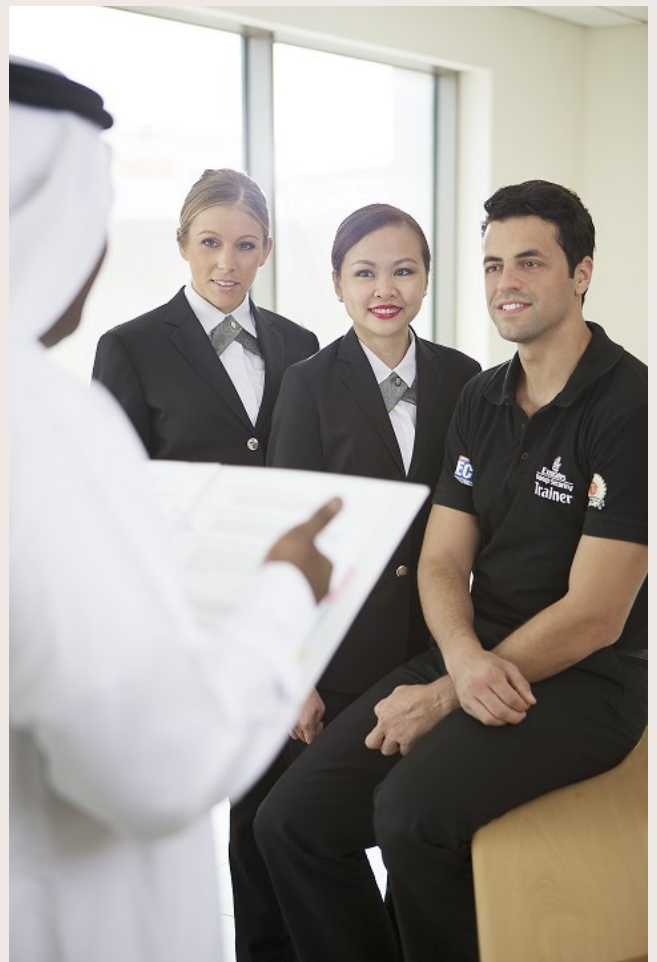
University Diploma in Aviation Security Management

Duration: 18 months

Overview:

This programme is designed to provide an in-depth understanding of the key requirements and skills necessary to successfully manage security needs in the aviation industry. It includes security threats, controls, cargo security, passenger security, intelligence, crisis management, and post-incident recovery.

This industry-based course includes six modules taught by expert practitioners from within the industry and academics, with examination assessment and grading undertaken by Edith Cowan University (ECU).



The part-time programme is relevant to working professionals who wish to fast-track their career prospects.

The diploma is awarded by Edith Cowan University of Australia (ECU) and attracts internationally-recognised credit points for future courses.

Objectives:

Train aviation personnel to plan, co-ordinate and implement the application of airport security measures and compliance.

Course Units

- SCV1104 Introduction to aviation security
- SCV1205 Safeguarding the aviation industry
- SCV1206 Aviation security operations
- SCV1307 Managing aviation incidents and threats
- SCV 1109 AVSEC work-based project placement
- SCV 1209 AVSEC professional placement

Pre-requisite/ Eligibility

High School certification equivalent to Australian Year 12 or two years work experience in a related field and English proficiency (IELTS/TOEFL)

Mode of delivery

Lectures & tutorials

Assessment

- Assignments
- Exams
- Project

University Diploma in Aviation Ground Handling

Duration: 18 months

Overview:

This programme offers industry-focused subjects on ground handling operations and management, contemporary aviation issues, safeguarding the aviation industry, aviation logistics and passenger handling services.

This course encapsulates the fundamentals of ground handling including ramp, baggage, airside load, security, catering, labour and equipment, along with developing practical management skills.

This industry-based course includes eight modules, taught by expert practitioners from within the industry and academics, with examination assessment and grading undertaken by Edith Cowan University (ECU).

The part-time programme is relevant to working professionals who wish to fast-track their career prospects.

The diploma is awarded by Edith Cowan University of Australia (ECU) and attracts internationally-recognised credit points for future courses.

Objectives:

For aviation professionals to keep abreast of changes in procedures and technology in order to achieve the highest degree of operational delivery efficiency and effectiveness.

Course Units

- SCA 1231 Introduction to Ground Handling
- SCA 1232 Contemporary Aviation Issues
- SCV 0205 Safeguarding the Aviation Industry
- SCA 1233 Ground Handling Operations & Management
- SCA 1234 Aviation Logistics
- SCA 1235 Handling Passenger Services
- SCA 1236 Individual Project - 1 (proposal)
- SCA 1237 Individual Project - 2 (final thesis)



Pre-requisite/ Eligibility

High School certification equivalent to Australian Year 12 or two years work experience in a related field and English proficiency (IELTS/TOEFL)

Mode of delivery

Lectures & tutorials

Assessment

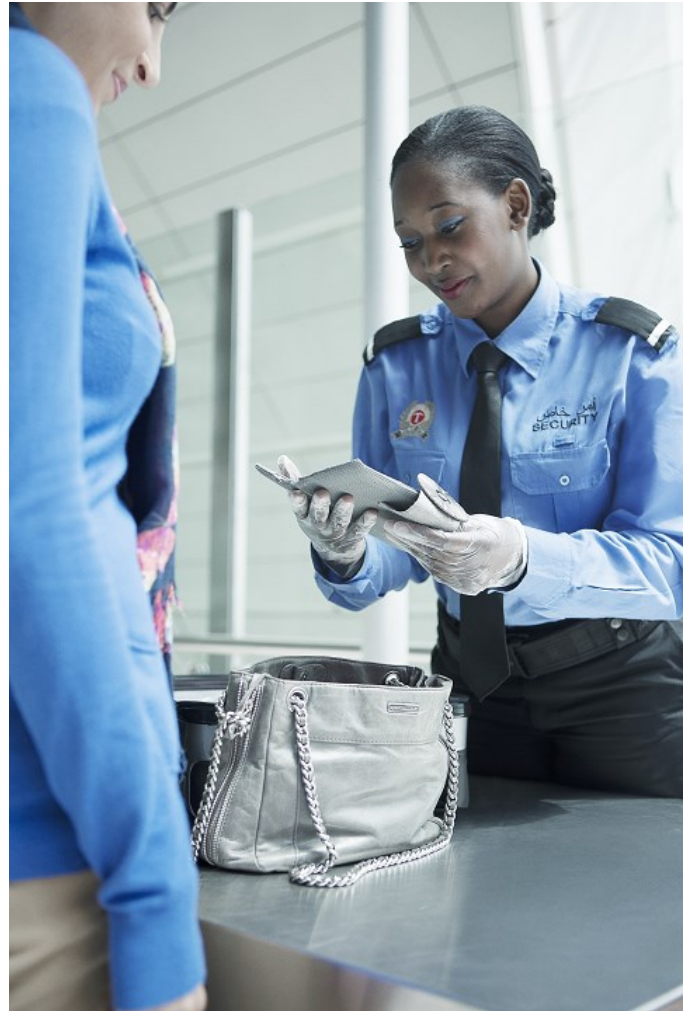
- Assignments
- Exams
- Project

Introduction to Aviation Security Ground Training Courses

The Ground Training Security courses are designed to train security supervisors of all disciplines and to challenge existing aviation professionals to meet current industry standards, best practices and new procedures. With our trainers' experience in ground security, we can provide a number of unique courses that meet GCAA requirements - adding value to your operations.

The following aviation security courses are available to all professionals in the aviation security or related industries.

These basic and advanced management courses run on a modular basis which can be tailor-made to suit your requirements.



Airline Security Induction Course

Duration: 15 days

Overview:

The course is designed for Emirates Group Security or for approved service providers, new recruits, who will be working at airports and who have to understand, implement or enforce aviation security operations.

Objectives:

To equip personnel with the fundamental knowledge on aviation and general security skills to enable them to discharge their duties effectively. The course is also an orientation program to the trainees not only dealing on the professional knowledge on AVSEC but also their role in Quality Management.

Contents:

Day 1- Basic Security

Security Organization
Cultural and Quality Awareness
Conflict Resolution
Patrolling, Guarding & Radio Procedure
Report Writing
Ethics and Professionalism

Day 2- Aviation Security Level 1

Introduction to Aviation Security
Threats & Risks to Civil Aviation
Passenger and Baggage Security

Day 3- Aviation Security Level 1

Bombs and Explosives
X-ray Examination of Baggage & Security Equipment
Protection of Parked Aircraft
Crime Prevention
Bomb Threat Management

Day 4- Intermediate AVSEC Profiler Course (Non-Contact Security)

Introduction to Security Profiling
Al Qaeda - The Global Reach
Risk Analysis
Terrorism: Methods of Operation



Day 5 - Basic Security

Security Concept
Weapons & Explosives (Recap)
Baggage Room Observer
Ramp Security Positions
Inspection of Persons

Day 6

Aircraft Cabin Search
Emergency Response
Cargo & Catering Security
Employee Identification
Emergency Response

Day 7 - SOP Training - Cargo & Aircraft Protection

Ramp Operations and Securing Sterile Holding Areas
Check In Counters
Make Up/Interline Baggage monitoring & escorting
Boarding gate checks
Aircraft access control
Aircraft Cabin Search
Aircraft Guarding & Vigilance
Cargo Escorting

Day 8 - SOP Training - Cargo & Aircraft Protection

Cargo Operations
Types of Cargo
Areas manned by security in the warehouse
Duties of warehouse security
Duties of warehouse police and customs
Radio Communications
Access Control of Vehicles

Basic Airline Security Course (without practical lessons)

Duration: 5 days

Overview:

Accredited by the General Civil Aviation Authority of the UAE, this course is the basic foundation of the security training requirements for all security staff working within the airport environment including security supervisors and managers.

Objectives:

The course is designed for Emirates Group Security or for approved service providers who will be working at airports and who have to understand, implement or enforce aviation security operations.

Contents:

Day 1- Aviation Security Level 1

Introduction to Aviation Security
Threats & Risks to Civil Aviation
Passenger and Baggage Security

Day 2- Aviation Security Level 1

Bombs and Explosives
X-ray Examination of Baggage & Security Equipment
Protection of Parked Aircraft
Crime Prevention
Bomb Threat Management

Day 3- Intermediate AVSEC Profiler Course (Non-Contact Security)

Introduction to Security Profiling
Civil Aviation as an Attractive Target
Al Qaeda - The Global Reach
Risk Analysis
Terrorism: Methods of Operation

Day 4

Security Concept
Weapons & Explosives (Recap)
Baggage Room Observer
Ramp Security Positions
Inspection of Persons

Day 5

Aircraft Cabin Search
Emergency Response
Cargo & Catering Security
Employee Identification
Emergency Response



Deportee/Escort Security Training

Duration: 1 day

Overview:

This programme is designed for in-flight security officers/sky marshals undertaking security of the aircraft against acts of unlawful interference.

Objectives:

To provide an in-depth knowledge on deportee escort procedures and inadmissible passenger with respect to Annex 17 and Annex 9, as well as how to conduct a risk assessment and various self-defense and restraining techniques.

Course Units

What is a deportee?

What is an 'inadmissible passenger'?

Rules of engagement

Annex 17 legislation on escorting unruly passengers

Annex 9 legislation on escorting unruly passengers

How to conduct a risk assessment

Liability factor (airline/state)

Self-defense techniques

Restraining techniques

Pre-requisite

None

Mode of delivery

Classroom lectures, practical sessions on self-defence and restraining techniques analysing all the possible risks that a deportee/escort personnel may face during a mission.

Assessment

Written/Practical examination



US Flight SOP Contact Training Initial

Duration: 5 days

Overview:

The course has been designed to enable selected airport security personnel to handle document examination, passenger security through critical, suspicious and positive signs, stages of screening, passenger classification and selectee search procedures.

Contents:

Day 1

AOSSP

Important Terminologies and Definitions

Threats to Civil Aviation

Types of Passengers

Passenger Profiles (Diagram)

Airline Ticket

Passport

Passport Examination Guide

Types of Passport Fraud

Day 2

Passenger Security Handling

1. Critical Signs

2. Suspicious Signs - Appearance and Behaviour
- Documentation

3. Positive Signs

Guides to Asking Questions

Stages of Screening

Logic Behind the SIGNS and how to resolve it

1. Appearance and Behaviour

2. Documentation

Day 3

Mandatory Baggage Control Questions

TSA Directives

Current TSA Directives

Passenger Classification

Profiling Flow Chart

Day 4

Passenger Classification: Continuation

Role Play: Stages of Screening

Day 5

Selectee Search Procedures

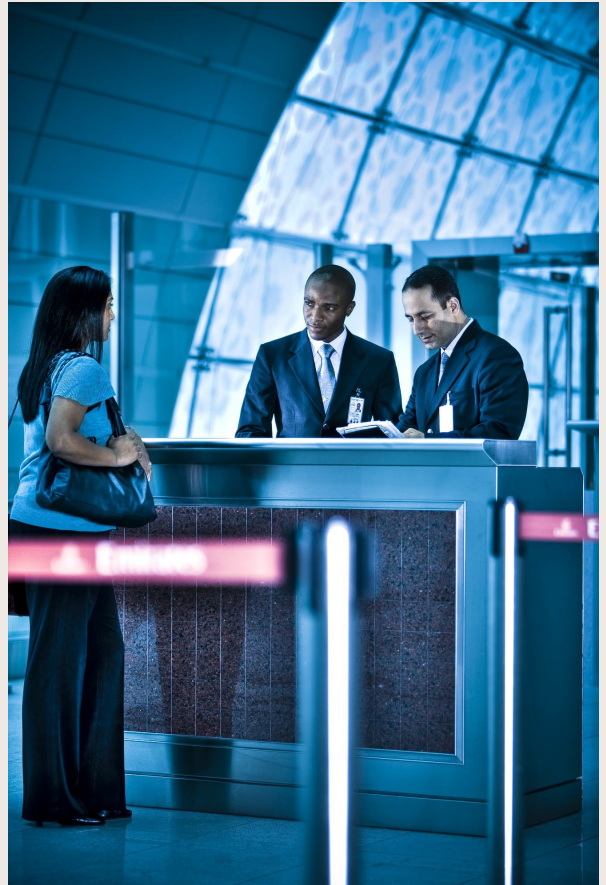
1. Selectee Baggage Search

2. Selectee Carry on Search

3. Body Search

Selectee Baggage and Body Search Demonstration

Role Play



US Flight SOP Non Contact Training Initial

Duration: 3 days

Overview:

This package introduces the security requirement for the airlines based on the requirement of the AOSSP and the transportation security administration (TSA) of the United States of America.

Contents:

Day 1

Important Terminologies and Definitions
Terrorists and their effects on civil aviation
Why is civil aviation a target?
Latest trends in terrorist attacks
LAGs
Checking airport IDs

Day 2

Restricted Articles and Dangerous Goods
Restricted Articles categories
Weapons and explosives
IED components
Different concealment methods
Actions to be taken in different emergency situations
Check-in Area Security Procedures
Baggage Room Security Procedures

Day 3

Security Officer Duties

- Boarding gate
- Ground surveillance/ramp
- Access control
- Cabin search
- Aircraft guarding/vigilance
- Cargo escorting
- Catering security

Mode of delivery

A combination of lectures, video presentation, discussions, practical exercise, and a qualifying test

Assessment

Written Test/Examination



Travel Document Check Course (Basic)

Duration: 5 days

Overview:

One of the biggest results of the economic slowdown is the rise in application fraud. This type of fraud usually involves falsifying, omitting details or counterfeiting from applications in order to access travel documents, credit card, identity cards, loan, mortgage, insurance products and other documents that need to be verified.

Objectives:

This course will teach participants how to detect forged documents, improves analytical capabilities, and provides foundational knowledge essential to fight security risks such as organised crime, fraud, and hijackings. Training will provide the opportunity to critically examine and assess a range of documentation to discover forged and counterfeit documents, and teach how to use information to build a picture of a person's identity using recognised questioning skills during profiling. Participants will learn methods of fraud investigation, which includes an overview, types of fraud, indicators and basic guides on investigations. Focusing on the practicalities of verifying documents, this training is packed with tips and advice on security features and teaches methods of checking authenticity.

Course Units

Operating System and Report

- The procedure on flow of passengers from departure hall to the aircraft and the type of checks implemented along the flow

Profile of Asylum Seeker

- The common profile of a potential illegal immigrant
- The routing of travel from one destination to another
- The process of purchasing the ticket and mode of payment
- High-risk transit stations and common nationalities of illegal immigrants



Document Examination

- Security features of a genuine travel document
- Type of possible alteration on travel document
- Counterfeit document

Identification of travel document from countries popular to asylum seekers including United States, Canada, United Kingdom, New Zealand

Pre-requisite

Basic knowledge of Document Checks

Mode of delivery

A combination of lectures, multi media presentations, discussions, practical exercise, simulated case studies and a qualifying test

Assessment

Written Test/Examination

Travel Document Check Course (Advanced)

Duration: 5 days

Overview

One of the biggest results of the economic slowdown is the rise in application fraud. This type of fraud usually involves falsifying, omitting details or counterfeiting from applications in order to access travel documents, credit card, identity cards, loan, mortgage, insurance products and other documents that need to be verified.

Objectives:

This course will teach participants how to detect forged documents, improves analytical capabilities, and provides foundational knowledge essential to fight security risks such as organised crime, fraud, and hijackings. Training will provide the opportunity to critically examine and assess a range of documentation to discover forged and counterfeit documents, and teach how to use information to build a picture of a person's identity using recognised questioning skills during profiling. Participants will learn methods of fraud investigation, which includes an overview, types of fraud, indicators and basic guides on investigations. Focusing on the practicalities of verifying documents, this training is packed with tips and advice on security features and teaches methods of checking authenticity.

Course Units

1. Introduction to terrorism

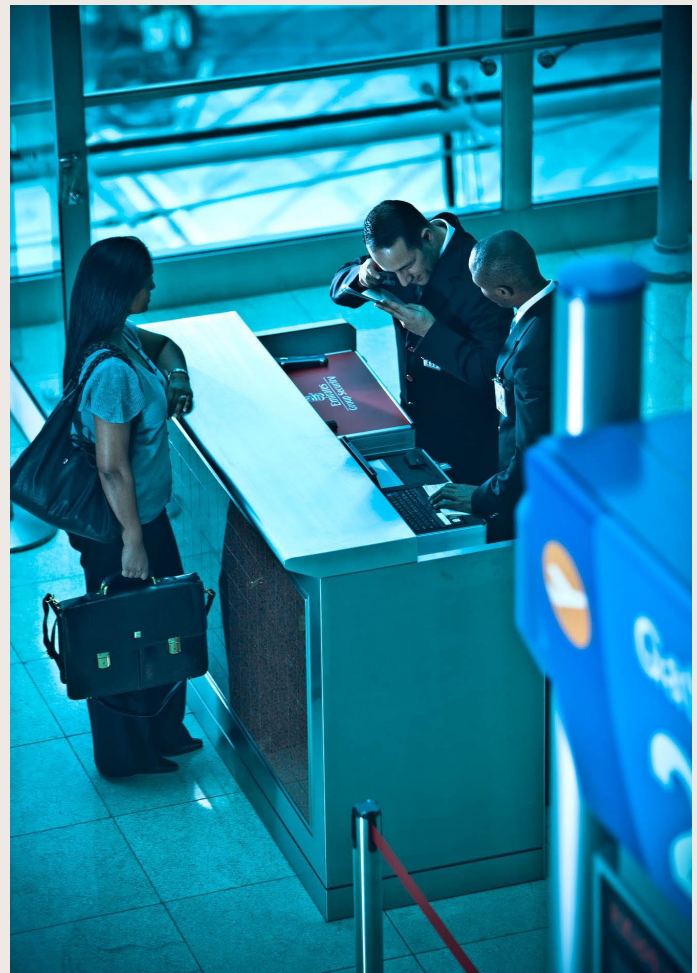
- History of terrorism
- Different types of terrorists
- Objectives of terrorists
- Means of sabotaging the airport or aircraft

2. Security concept

- Intelligence
- Procedures
- Personal
- Means

3. Passenger characterization

- Appearance
- Behaviour
- Luggage
- Companions



4. Passenger security profile

- Stages of inspection
- Regular and selected passengers

5. Passport

- Definition
- Types of travel documents
- Stages of passport inspection
- Passport protection

6. Ticket

- Definition
- Ticket attributes
- Flight coupons
- Stage of flight ticket inspection
- Suspicious signs
- Airlines and airport codes

7. Suspicious signs

- Documentation
- Behaviour
- Appearance

8. Weapons and explosives

Definitions

Types of weapons

Types of explosives

Components of explosives

9. Questioning

Principles of questioning

Questioning techniques

Suspicious signs

10. Methodology

A combination of:

Lectures

Practical training

Simulated exercise

Case studies and test

Pre-requisite

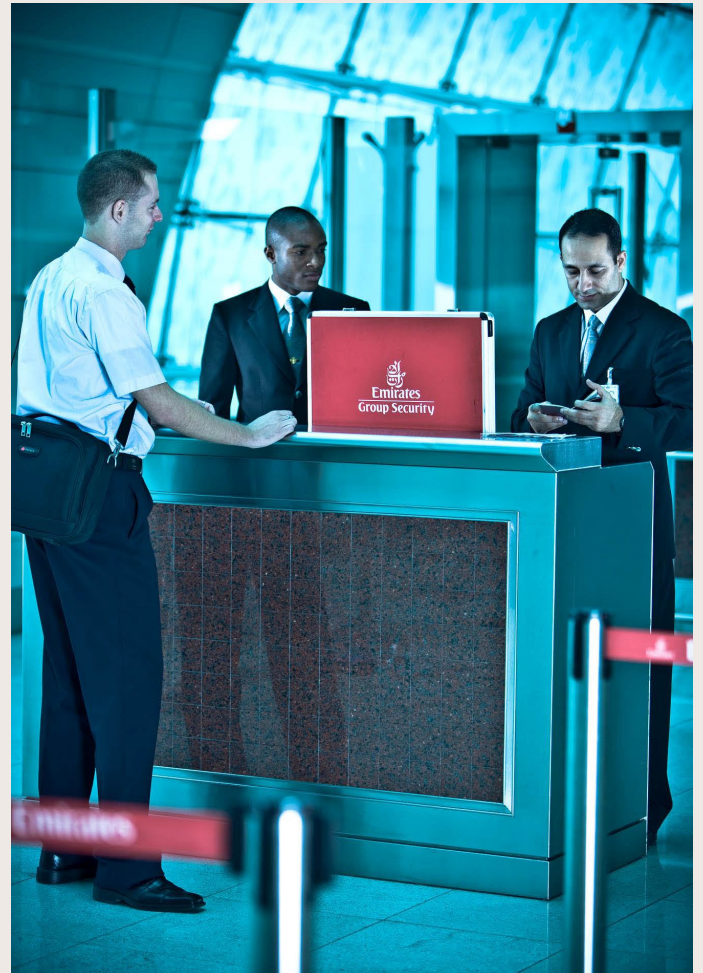
Examination of Fraudulent documents

Mode of delivery

A combination of lectures, multi-media presentations, discussion, practical exercise, simulated case studies and a qualifying test.

Assessment

Written Test/Examination



Basic Airline Security Course

(Based on ICAO ASTP)

Duration: 5 days

Overview:

The course has been designed to enable selected security personnel to work in and move about an airport safely; control the movement of people and vehicles; guard and patrol airport vulnerable areas, facilities and aircraft; recognize weapons and explosive/incendiary devices; inspect/screen/search passengers and baggage and respond to airport emergency situations.

Objectives:

The course is designed for Emirates Group Security or for approved service providers who will be working at airports and who have to understand, implement or enforce aviation security operations.

Contents:

Day 1- Aviation Security Level 1

Introduction to Aviation Security
Threats & Risks to Civil Aviation
Passenger and Baggage Security

Day 2- Aviation Security Level 1

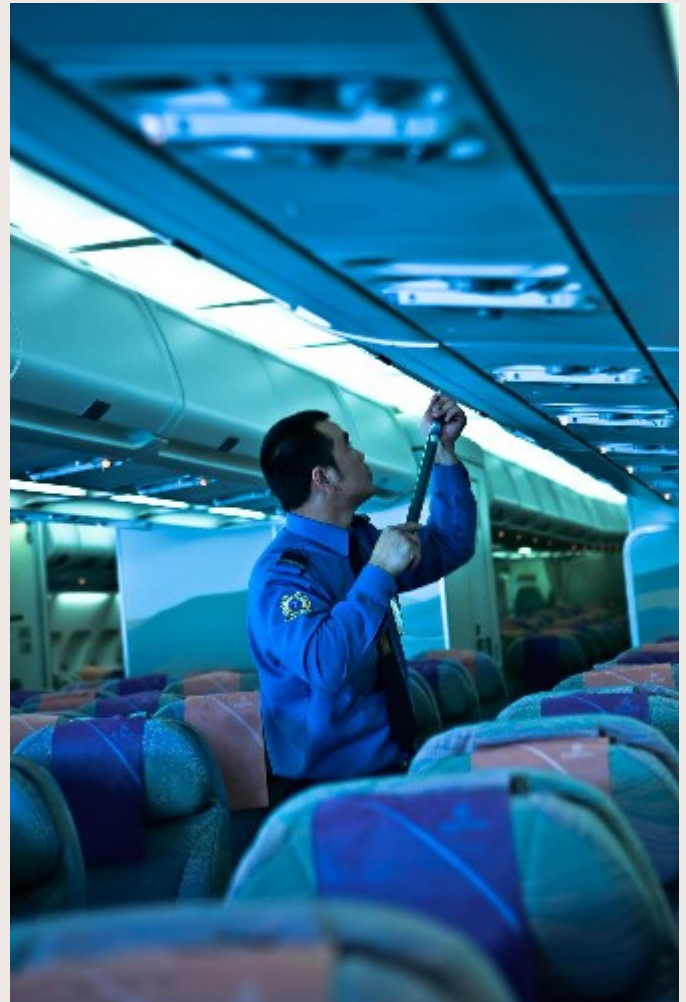
Bombs and Explosives
X-ray Examination of Baggage & Security Equipment
Protection of Parked Aircraft
Crime Prevention
Bomb Threat Management

Day 3- Intermediate AVSEC Profiler Course (Non-Contact Security)

Introduction to Security Profiling
Civil Aviation as an Attractive Target
Al Qaeda - The Global Reach
Risk Analysis
Terrorism: Methods of Operation

Day 4

Security Concept
Weapons & Explosives (Recap)
Baggage Room Observer
Ramp Security Positions
Inspection of Persons



Day 5

Aircraft Cabin Search
Emergency Response
Cargo & Catering Security
Employee Identification
Emergency Response

Cargo Security Management Course

(Based on ICAO material)

Duration: 5 days

Overview:

This course will train selected personnel involved in the handling of cargo, courier and express parcels, mail, company stores and supplies, to apply security preventive measures in accordance with approved aviation security programme.

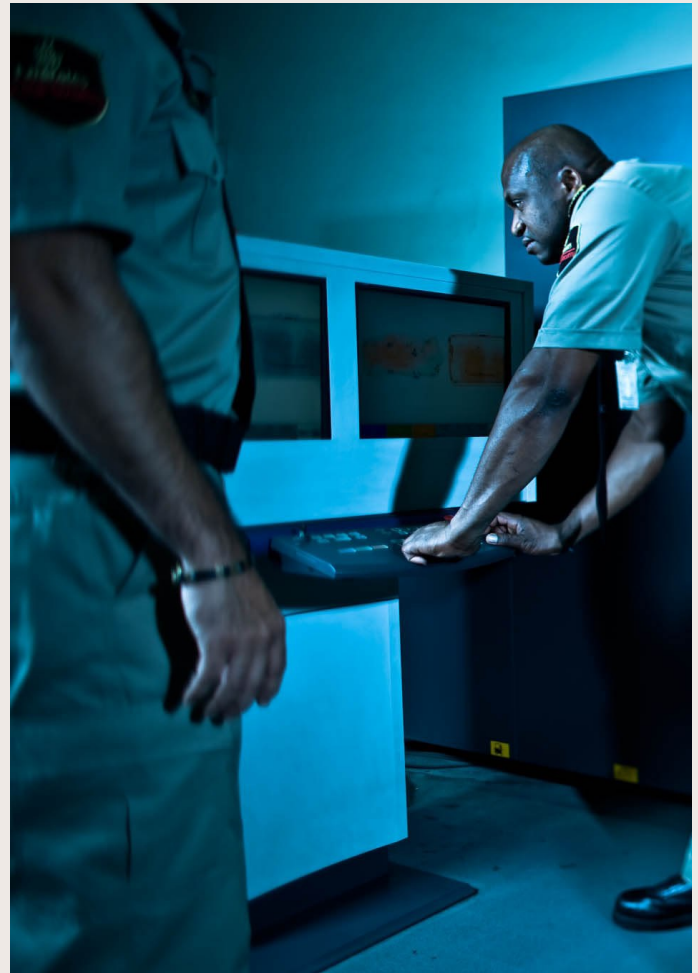
Objectives:

Upon completion of the course, the trainees will be able to:

- appreciate the origin and purpose of security measures and procedures necessary for the protection of cargo, courier/express parcels, mail and operators' stores and supplies;
- understand the nature of the threat posed to civil aviation by restricted items, e.g. explosives and other dangerous substances, etc.
- apply appropriate security controls to cargo consignments;
- understand the concept of inspecting, screening or searching cargo consignments in accordance with prescribed security principles;
- apply appropriate security controls to all cargo facilities, vehicles and transport, containers and equipment are subject to security control; and
- apply proper response action to a security emergency related to suspect cargo operations.

Contents:

Introduction to the Course
Cargo Security in Context
Concepts of Cargo Security
Cargo Security Procedures
Overview of the Management of Cargo Security
Methods of Screening Cargo
Other Security Controls
Security of Post Office Mail
Other Restricted Articles and Dangerous Goods
Closing Activities



Pre-requisite/ Eligibility

Proficiency, both written and spoken, in the language of instruction; and

Engaged in a handling, accepting or documenting cargo capacity within organizations mentioned in the target population

Mode of delivery

Lectures & tutorials

Assessment

- Exams

National Inspector Course

(Based on ICAO material)

Duration: 5 days

Overview:

The purpose of this course is to enable future aviation security auditors/inspectors to acquire the theoretical and practical knowledge necessary for conducting national audits/inspections.

This course will teach future national auditors/inspectors:

The monitoring elements contained in a national civil aviation security quality control programme; Audit and inspection methodology; Audit and inspection techniques; and the specific skills associated with an audit or inspection.

Objectives:

By the end of the course, trainees will be able to carry out the following tasks:

- Determine the monitoring elements contained in a national civil aviation security quality control programme;
- Describe the legal basis for aviation security audits, inspections, surveys and tests;
- Define aviation security audits, inspections, surveys and tests;
- Determine the duties and specific skills required by an Inspector;
- Determine the appropriate methodology necessary to conduct security audits and inspections within the scope of a national programme; and
- Prepare for and conduct an aviation security audit/inspection, and present its findings in the context of an exercise.

Contents:

- Introduction and Administration
- Definitions and Monitoring Activities contained in a National Civil Aviation Security Quality Control Programme
- Preparation Techniques for an Audit or Inspection
- Audit and Inspection Methodology
- Audit and Inspection Techniques
- Profile of the Auditor/Inspector
- Airport Exercise: Preparation, Visit and Drafting of Documents



Pre-requisite/ Eligibility

Verified experience in aviation security;

Good knowledge of international and national security regulations;

Involvement in the national aviation security system

Mode of delivery

Lectures & tutorials

Assessment

- Exams

Crisis Management Course

(Based on ICAO material)

Duration: 5 days

Overview:

This course will provide management personnel with the knowledge and skills needed to develop and implement sound crisis management procedures

Objectives:

Upon completion of the training course trainees will be able to:

- Explain the need for a crisis management plan to respond to major security emergencies occurring at airports;
- Describe essential components of a crisis management plan;
- Identify the composition and function of a crisis management team;
- Describe essential facilities necessary in support of a planned response to crises; and
- List system testing features necessary to ensure currency in crisis management plans.

Contents:

- Introduction to the Course
- Crisis Management Concept
- Crisis Management Plan
- Crisis Management Team
- Crisis Management Facilities
- Testing and Exercises
- Closing Activities

Pre-requisite/ Eligibility

Verified experience in aviation security;

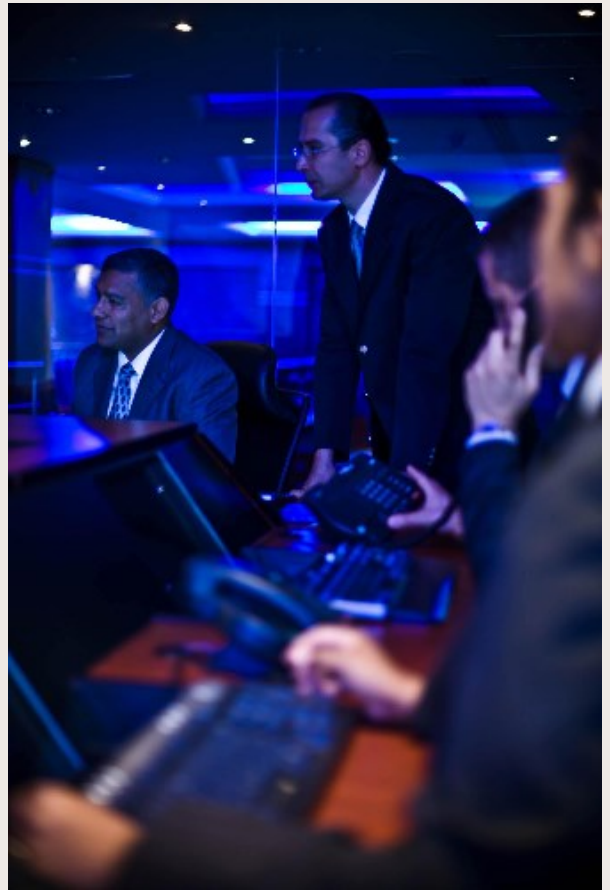
- Proficiency in both written and spoken English
- At least three (3) years experience in a management or supervisory position within organizations mentioned in the target population.

Mode of delivery

Lectures & tutorials

Assessment

- Exams



AVSEC Instructor Course

(Based on ICAO material)

Duration: 5 days

Overview:

To enable aviation security personnel to present specialized aviation security training courses to selected personnel, utilizing validated material-dependent course material, such as Standardized Training Packages (STPs) and Aviation Security Training Packages (ASTPs).

Objectives:

Upon completion of this course trainees will be able to:

- conduct AVSEC training applying the general principles of learning and instruction;
- correctly present validated material-dependent training courses;
- identify, select and prepare appropriate teaching aids;
- develop or modify training objectives and tests as appropriate to meet national requirements; and
- identify and use various instructional methods as appropriate.

Contents:

Introduction to the Course

Role of the AVSEC Instructor

Principles of Learning and Instruction

Course Organization and Preparation

Presentation Practice

Assessment of Performance

Familiarization with Basic Course – Presentation practice

Syndicate Presentations

Closing Activities

Pre-requisite/ Eligibility

Verified experience in aviation security;

Good knowledge of international and national security regulations;

Involvement in the national aviation security system

Mode of delivery

Lectures & tutorials

Assessment

Exams



Security Risk Assessment Course

Duration: 5 days

Overview:

Develop an understanding of the organisation to be assessed, learning how to appreciate complexities and nuances. The course assists in identification of assets in an organisation that are at risk from a variety of hazards, and teaches how to manage these risks.

Objectives:

Assessment of potential threats and how to avoid, overcome and manage them.

Contents:

Threats to civil aviation

Who will do it? Why it happens?

Why is civil aviation the target?

How is it likely to happen?

Risk assessment versus risk management

Building contingency plans

Responsibilities of check-in agents

Responsibilities of baggage/cargo loading staff

Responsibilities of security staff and other handling agents at the airside and landside within the airport

Pre-requisite

None

Mode of delivery

Classroom lectures on risks and threats facing the aviation industry. The course will include discussions on risk analysis and management and the strategic evaluation of security measures.

Assessment

Table Top Exercise



Fire Safety Training

Duration: 4 hours

Overview:

The Emirates Group Security - Centre of Aviation & Security Studies (CASS) is an approved training centre in Dubai to offer NSI (Basic Security Guard, Annual Basic Renewal, Special Events and Cash in Transit), DPS (Basic Security Guard and Cash in Transit) and Civil Defence (Fire Safety and First Aid) training under one roof.

Fire Safety training is considered one of the most important exercises that must be obtained in the field of safety, where the Ministerial Federal Law No. 505/2012 proposing the civil defense to contribute their support to regulate this law for all the establishments and companies aiming to train their staff in accordance to the prevention of property losses & to reduce the life risk. Those who follow this law will not only learn about the Fire safety measures but also save themselves from the regulated fines.

All the trainees will be able to learn & practice:

- Basics of fire.
- What are the causes?
- Ways to prevent it.
- Right method to do in case of emergency take place according to the international standards.

Key Modules:

- Why Fire Safety and Prevention
- The Principles of Combustion and Fire Procedures
- Types of Fire Extinguishers and its usage
- The role of a fire warden in a team
- Reducing the risk of fire safety procedure

Course Objectives:

- To enable participant to use extinguishers.
- To familiarize participants with the latest techniques related to health & safety and building protection strategies.
- To familiarize participants with how to deal with incidents at early stages.



First Aid Training

Duration: 1 day

Overview:

First Aid is the immediate, initial care given to a person who has been injured prior to the arrival of qualified medical team. It is the assistance given to any person suffering a sudden illness or injury with care provided to preserve life, prevent the condition from worsening, and promote recovery.

Audience:

Nominated first aid responders of private companies.

Key Modules:

- Introduction to – The First Aider
- What is First Aid
- First Aid in the workplace
- Responsibilities of the First Aid
- Assessing an incident
- Scene survey
- Primary survey
- Secondary survey
- Casualty Communication
- Principles of resuscitation
- The respiratory system
- CPR
- Adult basic life support
- Compression only CPR
- Infant and child CPR
- Obstructed airway
- Choking
- The circulatory system
- Types of bleeding
- Wounds and embedded objects
- Shock
- Seizure
- Minor injuries (cuts, grazes, contusions, minor burns and scalds, foreign objects, small splinters)



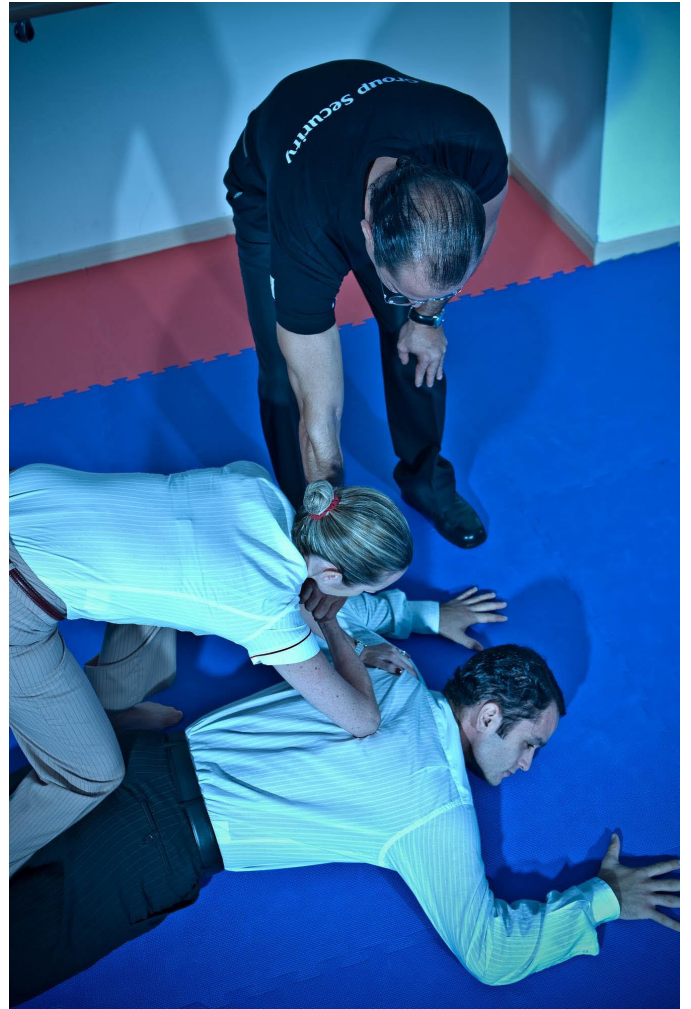
Mode of delivery

Lectures and demonstration

Assessment

- Written and practical exams

Introduction to Aircrew Security Courses



CASS offers various GCAA approved aircrew security courses for Emirates' cabin crew as well as other airlines. Since cabin crew is your last line of defense, they must be equipped to handle any threats or attacks onboard the aircraft. The courses are designed to increase awareness and understand the measures that should be taken in order to minimize any security breach or incident.

With the knowledge of our experienced trainers, the training sessions are designed to engage pilots and cabin crew to work within groups that encourage participation with the exchange of ideas and personal experiences. The training sessions include online learning, security training and evac-simulator sessions, within the classroom and self-defense environments.

Main topics include:

- Prevention of hijacking
- Prevention of sabotage
- Dealing with unruly behavior
- Performing security checks
- Personal security

AVSEC Ab Initio (Cabin Crew only)

Duration: 1 day

Overview

To equip the cabin crew with the necessary Aviation Security awareness in order to prevent all acts of unlawful interference on board the aircraft.

Objectives:

An annual refresh to include new ideas and developments in comparison to previous crew training and procedures on aviation security.

Course Units

- Pop quiz on security procedures
- Initial flight/cabin crew training
- Annual recurrent on flight/cabin crew training
- Brief hijack management training
- Advance training for senior cabin crew members
- Latest information and simulator sessions

Pre-requisite

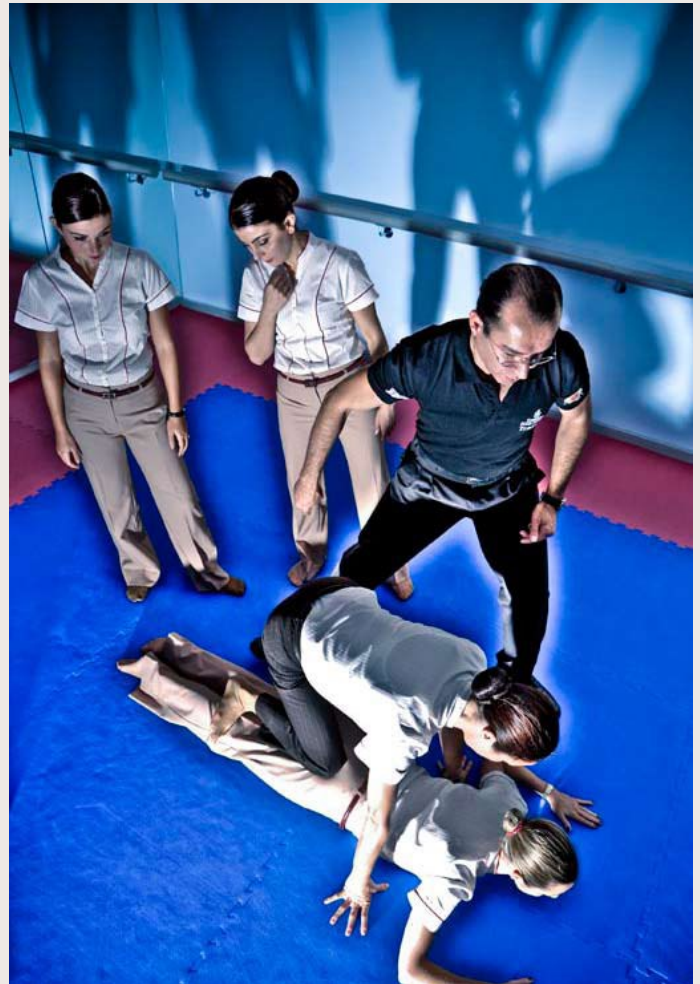
Appointed Cabin Crew

Mode of delivery

Classroom lectures using brain-friendly exercises on general aviation training, initial flight crew training and initial cabin crew training. This will be followed by a brief run-through on hijack management and advance training for senior cabin crew members. Open discussion on various security issues the crew has encountered will follow.

Assessment

Written/Practical examination



AVSEC Recurrent - (Cabin Crew only)

Duration: 2 hours

Overview

A refresher course for the cabin crew on the various aviation security measures on board the aircraft.

Objectives:

An annual refresh to include new ideas and developments in comparison to previous crew training and procedures on aviation security.

Course Units

- Introduction to aviation security
- Personal security (crew baggage, drug rape, hotel security, responsibilities etc.)
- Hijacking (company procedures, theory, discussion, threat and risk etc.)
- Security checks (video, clarification of how, why, when & where)
- Bombs (Bomb threat assessment, suspicious device handling, aircraft least risk bomb location etc.)
- Disruptive passenger handling (recognition, conflict management, smoking laws, formal warning, restrain techniques practical etc.)

Pre-requisite

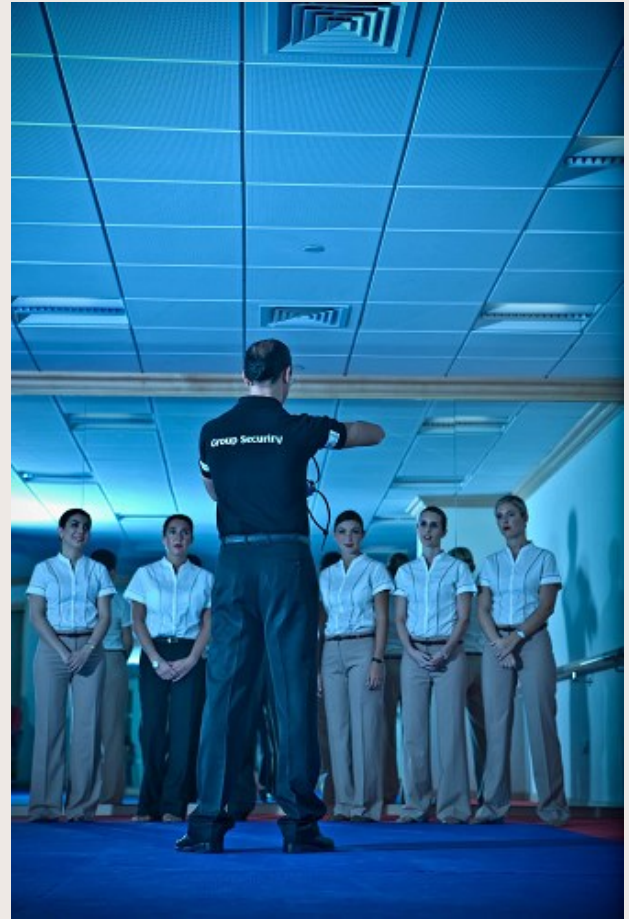
Appointed Cabin Crew

Mode of delivery

Classroom lectures, exercises on introduction to aviation security and briefings on security procedures. The course includes a video presentation on security measures onboard, role play and possible scenarios.

Assessment

Written/Practical examination



Advanced Restraint Techniques (A.R.T.) Train-the-Trainer

Duration: 5 days

Overview

Airlines and their customers sometimes experience problems associated with disruptive behaviour. Emirates Group Security places a strong emphasis on preventing such incidents occurring through conflict management training sessions, studying different types of disruptive/unruly behaviour, the triggers and how to best manage conflict.

We also acknowledge that even with the best customer service and conflict management training, incidents can and will occur and sometimes as a last resort a passenger must be physically restrained.

A.R.T. takes into account the limited amount of time available for self defence and restraint training. We focus on a variety of, easy to use techniques that can be employed in different situations, as necessary. Emphasis is placed on minimising injury and ensuring a safe outcome.

Maximum techniques in Minimum time.

Emirates Group Security has designed this Train-the-Trainer Programme. In just 5 days your trainers will gain the skills to effectively, confidently and safely instruct your aircrew on Advanced Restraint Techniques.

Courses are conducted for a maximum of 10 students. All courses can be tailored to your requirements depending on your Airline policies, procedures and regulations.

DAY 1

Introduction to ART

General information about the nervous system, pressure points and manipulation of the joint
Element of Surprise, Team work and Speed

Handcuff Positioning

Full Team Drills: procedure for sitting and standing passenger. Group exercise.

DAY 2

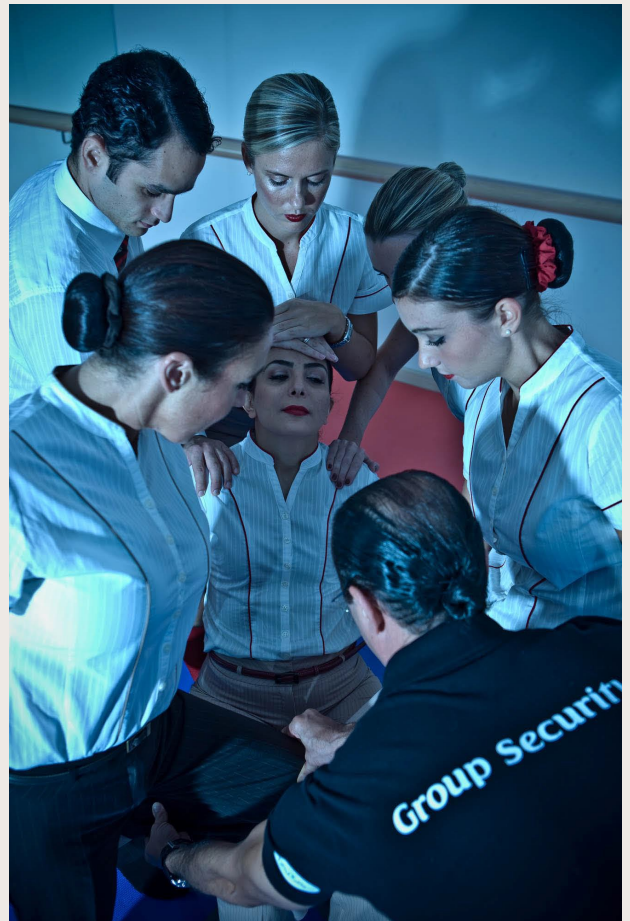
Sitting technique:

Practice & demonstration

Teaching the techniques

Correcting Trainees in pairs. (Preparation of 'Teach- Back' Sessions)

Correcting trainees during Teamwork exercise



DAY 3

Standing technique:

Practice & demonstration including 'Positional Immobilization'

Teaching the Techniques

Correcting Trainees in pairs. (Preparation of 'Teach- Back' Sessions)

Correcting trainees during Teamwork exercise

DAY 4

Combination of techniques

Mock-Up sessions

Pair & Team drill combination techniques

Course design & Time Management

DAY 5

Examination & Feedback

Restrain asphyxia awareness

Instructors tips

Qualification:

The Train-the-Trainer Programme 'qualifies' an instructor to deliver the training.

Advanced Control Techniques (A.C.T) Disruptive Passenger Control Train-the-Trainer Course

Duration: 5 days

Overview

Emirates Group Security has designed a Train-the-Trainer Programme. In just 5 days your trainers will gain the A.C.T. skills to effectively, confidently and safely instruct your ground staff on various methods of control practices.

Courses are run for a maximum of 10 students. All courses can be tailored to your requirements depending on your Airline policies, procedures and regulations.

Airlines, Airport Services and their experience problems associated with disruptive passengers. Emirates Airlines places great emphasis on preventing such incidents occurring through our conflict management training sessions, studying different types of disruptive behavior, the triggers and how to best minimize conflict.

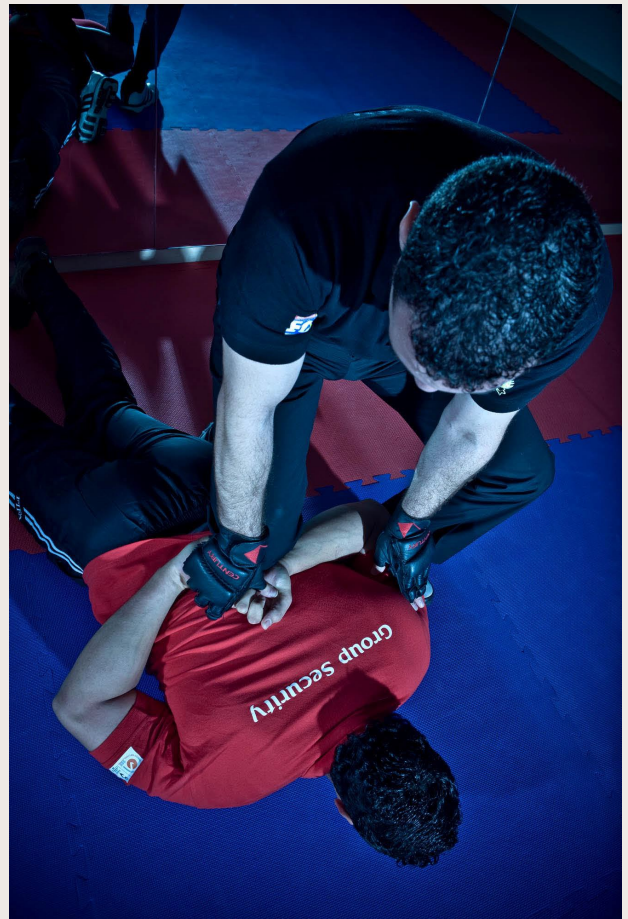
We do however acknowledge that even with the best customer service and conflict management training, incidents can and will occur and sometimes as a last resort a passenger must be physically controlled.

A.C.T. takes into account the limited amount of time available for self defence. These can be used for many different situations, whether the ground personnel is alone or working as a group. Emphasis is placed on limiting injury to themselves and others, while ensuring the safety of the airport facility and maintaining a high level of professionalism in front of multinational customers.

Maximum techniques in minimum time.

DAY 1

Introduction to A.C.T.
General information about the nerves, pressure points and joint connections
Element of Surprise, Philosophy of control and body reflection
Escaping from Wrist Grabs, body grabs and Chokes
Blocking kicks, punches, release from pushing and pulling
Passenger fighting separation techniques (Optional)



DAY 2

Practicing/demonstrating techniques and mock up
Introduction to Control Techniques
Course Duration and Time Management
Correcting trainees in pairs (Preparation of Teach Back Sessions)

DAY 3

Position immobilizes
Introduction to Control Techniques
Correcting trainee in pairs
Teach Back Sessions

DAY 4

Combination of the techniques:
Mock-up Training
Pair drill combination techniques

DAY 5

Examination and feedback

Qualification:

The Train-the-Trainer Programme 'qualifies' an instructor to deliver the training course.

