



Twospeed Aviation Training

Page 1 (4)

Syllabus: Crowd Control & Emergency Evacuation

This course is designed for:

Flight & Cabin Crew

Content

According to EU-OPS, flight & cabin crew have to complete training in Crowd Control & Emergency Evacuation before they commence flying and also as recurrent training

Topics covered

- Behaviours of various crowds
- Steps in preventing crowd panic
- Evacuation plan
- The goal of an evacuation
- Coordination between the cabin crew
- Brace Commands
- Passenger Safety Briefings

Update

This course is updated after any major change in the regulations, or if a significant incident or accident occurs under the scope of this subject.

Initial/recurrent training

This course can be used for both initial and recurrent/conversion training.


Sections	2
Questions	30
Duration	45 minutes
Language	English
Initial training	Yes
Recurrent training	Yes



Twospeed
Aviation www.twospeed.se

Twospeed Aviation,
Airline's and Pilot's complete
provider within aviation.

Crew Services/Leasing,

 www.twospeed.se for more info.



Syllabus: Crowd Control & Emergency Evacuation

Section 1 (Crowd Control) Duration 17 minutes.

- Crowds display various types of behaviours.
- One of the most serious problems to do with managing crowds is panic.
- The first step in preventing crowd panic.
- Panic can develop from environmental factors.
- Cabin design is critical in crowd management.
- In a crowd, many people stop thinking rationally.
- Supervision is imperative in controlling crowds.
- How do we prevent and/or react to panicky crowd behaviour?
- Evacuation plan.
- Liaison with fire officers and police is critical in emergency situations.
- The five items identified requiring greater emphasis in an airline's training program.
- Performance requirements for evacuation slides.
- Slides are designed to function as life rafts.



Syllabus: Crowd Control & Emergency Evacuation

Section 2 (Emergency Evacuation) Duration 28 minutes.

- The goal of an evacuation.
- Factors that contribute to a successful aircraft evacuation.
- The use of the Silent (or “30-Second”) Review.
- What is included in the silent review.
- Cabin Crew preparation for takeoff and landing.
- Many evacuations are unplanned, unexpected and unannounced.
- Some example when cabin crew may initiate an evacuation.
- Cabin Crew should first do all they can to contact the flight crew and inform them of their decision.
- Coordination between the cabin crew is of the greatest importance.
- Example how to communicate between the cabin crew before and during evacuation.
- Factors Influencing Successful Aircraft Evacuation.
- Assertive Cabin Crew
- Brace Commands
- Assessing Outside Conditions
- Able-Bodied Passenger (ABP) Commands
- Use of the Assist Space
- Crowd Control Commands
- Carry-on Baggage
- Exit Flow Management Commands
- Unusable Exits
- Cabin Configuration
- Exit Bypass
- Dried-up Exit



Syllabus: Crowd Control & Emergency Evacuation

Section 2 (Emergency Evacuation continue)

- Pre-Cabin Crew Evacuation
- Responsibilities – Post-Evacuation
- Passenger Safety Briefings
- Factors Affecting Operational Standards
- Prevention Strategies
- Summary of Key Points

The end.

Completion standards:

Completion standards: By an online multiple choice test, the student shows a good knowledge of all covered areas.