SKYPEOPLE
TRAINING LTD

COURSE & SERVICES GUIDE



CABIN CREW TRAINING · MANCHESTER & DUBLIN

Assisting aviation businesses to train, develop & recruit.

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

BOARDING PASS ✈ SKYPEOPLE SEAT 1A

FROM
MAN
Manchester academy

TO
ANY
Anywhere in the world

REGULATED BY
UK CAA · IAA · DfT

LAST INSPECTION
Outstanding

AIRLINE CLIENTS
30+ worldwide

Welcome aboard

Thanks for picking up our guide. Whether you're an airline planning your next intake, a college looking for an unforgettable experience day, or an instructor ready for the next step, you're in the right seat.

Inside you'll find everything we do, from cabin crew attestation and instructor qualifications to bespoke airline consultancy and our world-class training academy in Manchester.

Spotted something you like? Turn to page 19 to find out how to book, or just give us a call. We're a friendly bunch.



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About SkyPeople Training

We're known for our professional and friendly approach to both operators and learners: a collection of highly experienced airline specialists, filled with enthusiasm and passion for the aviation industry. We share a common belief that the power of personality is key in all we do.



Safe, compliant hands

SkyPeople Training LTD and SkyPeople Training (EU) LTD are Cabin Crew Training Organisations (CCTOs) regulated by the UK Civil Aviation Authority (CAA), the Irish Aviation Authority (IAA) and the UK Department for Transport (DfT). We were rated **Outstanding** by the DfT at our last inspection.

From first idea to first flight

We've supported start-ups and established flag carriers with their training requirements, offering flexible, tailor-made solutions in times of stretch, or reliable long-term organisational support.

Manchester & Dublin

Based at our world-class Aviation Training Academy (ATA) in Manchester, with our European HQ in Dublin, we deliver training at the ATA or travel to any operational base worldwide. One stop for all your training needs.

30+ airline operators as clients

5 continents: UK, America, Europe, Asia & Australia

2 regulated CCTOs: UK & EU

We keep things SAFE

Four values guide how we train, how we work with airlines and how we treat every learner who walks through our doors.



S

Solutions

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

A

Authentic

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

F

Future focussed

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

E

Excellence

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

Airline services



Airline consultancy

We have a proven track record of helping start-ups take flight. We can manage the entire process: manual writing, recruitment, training design and delivery, right from concept to take-off.

Established operators

Cargo, passenger, ACMI, charter or scheduled, our team has the experience to guide you through any project. Our speciality is supporting you during times of stretch or growth, long or short term.

Beyond SEP

As well as your SEP requirements, we supply bespoke management courses plus instructor and cabin crew development to suit your operation, with hand-picked instructors who fit your ethos and vision.

Bespoke course design & delivery

- Initial attestation UK & EU
- Operator Conversion Course (OCC)
- Aircraft Type Specific (ATS)
- Crew Resource Management
- Dangerous Goods
- First Aid
- Security
- Recurrent / Triennial
- Customer Service
- Senior Cabin Crew Member upgrade
- Line Training

Instructor courses, manuals & our academy

Teaching & Learning / Train to Train

- Train the Trainer
- Advanced Facilitation
- First Aid
- CRM Train the Trainer (CRMT)
- CRMT Refresher
- (UK) Aircrew Security Instructor Module 8





Operational manuals, written & designed

Compliant with the regulators, we write operating, training and aircraft-specific manuals, saving you time and money at any stage of your operation.

Aviation Training Academy

In the heart of Manchester, our academy is easy to reach from Manchester Airport and just a ten-minute taxi ride from Manchester Piccadilly station. With discounted rates at our partner hotels, it's the perfect base for every aspect of cabin crew training.



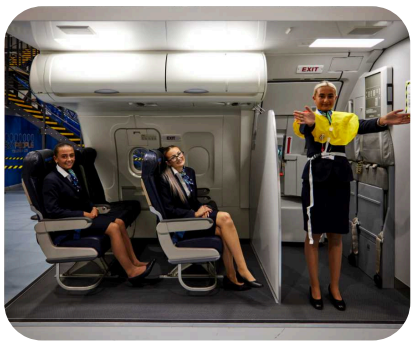
Everything under one roof

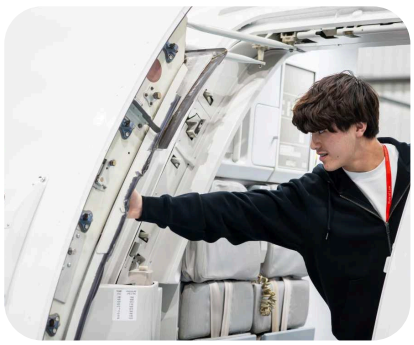
Our Manchester academy is home to world-class, immersive training devices from our parent company EDM, the world's leading manufacturer of civil and defence training simulators.











Facility checklist

- Cabin Emergency Evacuation Trainer with fire & smoke simulation
- Communication systems
- B737 main door & NG overwing
- B787 main door
- Fire rig with seat, oven, overhead locker & smoke
- Boeing pilot incap trainer with sliding window & escape rope
- Single-lane escape slide
- A330 raft with canopy & survival kit
- Decompression simulation
- A320 main door & overwing (CEO & neo)
- B737 MAX mid exit door
- A330 main door
- Flight deck door access trainer (all types)
- Airbus pilot incap trainer
- Dual-lane escape slide
- Classrooms & crew rest area

Wet-drill survival training is available locally, off site.

UK Cabin Crew Attestation (CCA)

Your UK CAA approved “licence to fly”. A seven-day syllabus condensed into six days, delivered in the classroom or virtually, and designed to suit every learning style.

6
days (7-day syllabus)

8
modules, each tested

20
learners max. in class

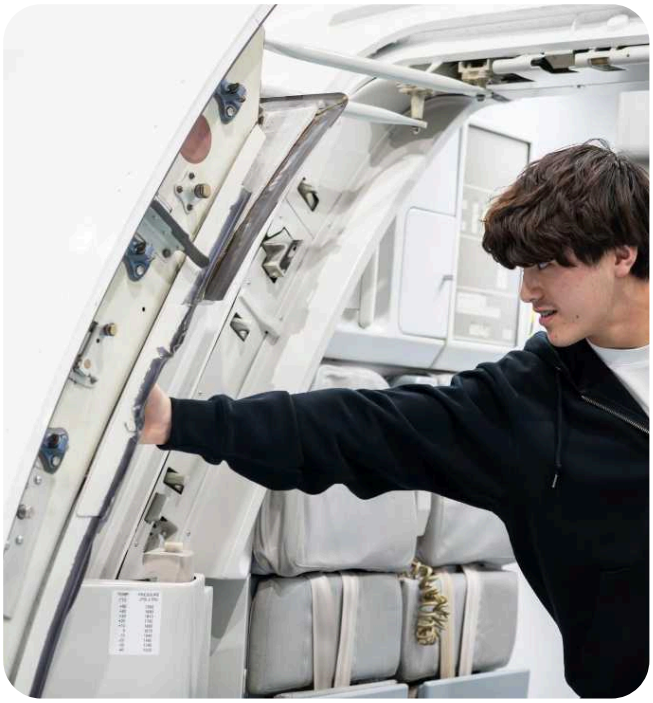
12
learners max. online

Classroom or virtual

Virtual learners complete five days of online training, followed by a one-day classroom session covering all the practical elements, plus a final exam.
Experienced cabin crew may be permitted to take an accelerated four-day classroom course, reviewed against criteria set by the CAA.

How you’re assessed

Every module is tested for competency through practical assessments and multiple-choice papers, and all must be passed to achieve the CCA. One resit is permitted per module; three exam failures in total means removal from the course, in cooperation with the airline’s procedures.



> Our instructors pride themselves on creating an open, inclusive environment where every learner can thrive.



The eight UK CCA modules

Each module builds towards the confidence and competence you need on day one of the line.

01 Aviation Regulations & Passenger Handling

Aviation language & terminology · Theory of flight & meteorology · CAA/DfT · Cabin crew responsibilities & medical fitness · Areas of responsibility · Boarding · Arming doors · In-flight & landing procedures

02 Safety & Emergency Procedures

Types of emergency · Planned emergencies · Ditching · Crowd control & psychology · Turbulence · Pilot incapacitation · Decompression

03 Security & Dangerous Goods

Security governing bodies · Airport planning requirements · Screening · Aircraft security · Security searches · In-flight security · Disruptive passengers · Classification of dangerous goods & packaging

04 Human Factors & CRM

A day in the life of cabin crew · Human factors · Attitudes & behaviours · Stress & stress management · Fatigue · Situational awareness · Case study · Personal learning & assessment

05 Aero Medical First Aid 1

Primary & secondary survey · The unconscious passenger · First aid kits · CPR · Shock, fainting, Eustachian tube function, heat stroke, airsickness, choking, asthma, anaphylaxis, hyperventilation

06 Aero Medical First Aid 2

Burns & scalds · Wounds, fractures & soft tissue injuries · Cardiac conditions · DVT & stroke · Emergency childbirth · Death on board · Epilepsy · Cosmic radiation · Circadian rhythm, fatigue & sleep

07 Fire & Smoke / Survival

Fire indications · Triangle of fire & coordination · Fire locations & generic drills · Ground-based emergency services · Survival, search & rescue

08 Practical: Survival, Wet Drills & FTL

Flotation equipment · Wet drill brief · Ditching practical · Flight time limitations · Survival recap

EASA Cabin Crew Attestation

SkyPeople Training (EU) is a CCTO regulated by the Irish Aviation Authority. With our European head office in Dublin, we deliver the EASA CCA for airlines and individuals anywhere in the world, with a team on standby to train locally at your base.

95
hours of training

11
days + 1 day online pre-learning

7
exams & 4 practical assessments

90%
pass mark

Our course follows (EU) No 968/2012 Annex V (Part-CC). At our Manchester academy, all emergency and practical equipment is under one roof: a stress-free solution that frees up airline resources.



Before you enrol

- A high level of English comprehension
- The ability to swim unaided (no life jacket) for life-raft survival training
- A device to access our online learning system (LMS)

Exams

Each exam may be resat once. A learner is removed after failing a resit or a third exam in total; joining another course is discussed with the airline individually.

Training at your base?

Facilities must be approved by our regulator first. You'll need a classroom with a TV or projector and strong Wi-Fi, a cabin emergency evacuation trainer with smoke, a fire rig and a swimming pool.

Teaching & Learning Train the Trainer (T&L)

For colleagues stepping up into a training instructor role. Learn to manage classroom behaviours, recognise learning styles, design and deliver training, and master the art of facilitation. Designed to CAA, EASA & ICAO instructor requirements.

Course overview

- You as an instructor
- The role of the trainer
- About learning and learners
- Designing and preparing training
- Group dynamics and management
- Facilitation techniques
- 5, 15 & 30-minute micro teach



> An open, honest learning environment that is motivating and highly supportive, built on mutual support and shared experience.

Course objectives

- Recognise the role and responsibilities of being a trainer
- Create a safe, supportive, engaging & motivating learning environment
- Structure sessions with powerful starters and finishers
- Build a toolbox of techniques to present with confidence, impact and energy
- Explore different methods of assessment
- Appreciate that being an effective, powerful trainer is a skill that can be learned
- Recognise the importance of preparation, with clear aims & objectives
- Choose teaching methods for different group sizes and experience levels
- Design and deliver 5, 15 & 30-minute sessions with video feedback

CRM Train the Trainer (CRMT)

A three-day course forming part of a training and standardisation programme, so trainers can deliver CRM and Human Factors training in the classroom. For trainers who have already completed a basic training skills course.

Meets the CRM Instructor Qualification requirements in UK CAA PART AMC3 ORO.FC.115 (3)(c), AMC3 ORO.CC.115 (e)(c)(1)(2) and EASA PART ORO.FC.146 (c)(2)(3), ORO.CC.115 (c)(1)(2). It recognises individual training needs, with support, guidance and feedback through practical exercises.



Course objectives

- The principles & objectives of CRM / Human Factors training
- The operator's Safety Management System
- Basic Human Performance & Limitations (HPL) instruction
- Techniques to deliver effective CRM / Human Factors training
- CRM / Human Factors knowledge and application

1 DAY · ONLINE

CRM Refresher

New methodologies, procedures and lessons learned through the year, for instructors whose CRMT is expiring, expired or due soon. Meets AMC3 ORO.CC.115(e).

5 DAYS · 30 HOURS

Combined T&L + CRMT

Our Teaching & Learning course and three-day CRMT in one, so instructors at every level can deliver safety training confidently and compliantly, including ICAO facilitation requirements.

2 DAYS

Enhanced Trainer Techniques

For current instructors: the new generation of learning, group management & facilitation, scenario and competency-based training, and effective feedback.

First Aid Teaching & Learning

A three-day course for anyone who wants the knowledge and skills to deliver aviation first aid training to cabin and flight crew, covering CAA/EASA Implementing Rules and current UK and European Resuscitation Council protocols.

Instructors learn to train aircrew to manage life-threatening emergencies confidently before medical professionals arrive, with procedures adapted for in-flight, ground operations and post-evacuation survival.

Teaching includes classroom instruction, practical activity, group discussion, simulation and micro-teach sessions. Delegates are assessed through observed training sessions and a day-three questionnaire, and must show competency in CPR (on a manikin), the recovery position and choking treatment.



Key elements

- Aviation physiology, including hypoxia
- Basic life support: adults, children & infants
- Practical CPR & AED
- Airway, breathing & circulation
- Major & minor medical emergencies
- Injuries & trauma
- Survival-related first aid
- Tropical & infectious diseases
- Health & hygiene
- Aviation first aid kits & equipment
- Emergency childbirth overview
- Using & maintaining training equipment
- Effective aviation first aid training techniques
- Assessing & managing practical sessions



Aircrew Security Instructor Module 8



For instructors applying for CIN (Certified Instructor) certification. Continuing on from modules 1–7 of the aircrew syllabus, Module 8 gives instructors the background knowledge and context to deliver aircrew security training effectively.

This instructor-led session follows the mandatory syllabus to deepen existing security knowledge, widen understanding of the evolving security landscape, and make sure instructors are well versed in the principles and values of a CIN instructor.

De-escalation techniques

According to a 2019 EASA report, every three hours the safety of a flight within the EU is threatened by unruly or disruptive passengers, and at least 70% of these incidents involve some form of aggression.

Effective de-escalation takes compassion, empathy and a willingness to see more than one point of view. Understanding what triggered someone's behaviour gives colleagues the chance to support them and keep everyone safe.

Our course helps your teams

- Stay calm and professional in difficult situations
- Use proven techniques to defuse conflict before it escalates
- Build emotional resilience and teamwork under pressure
- Manage challenging situations with confidence



Is your workforce ready for Gen Z?

Digitally sophisticated, environmentally concerned and financially minded: Generation Z has been shaped by Covid-19 and technological innovation. Our workshop helps your teams work with them, not around them.

1946–1964	1965–1980	1981–1996	1997–2012
Baby Boomers	**Gen X**	**Millennials**	**Gen Z**

GENERATIONS IN THE WORKPLACE

After speaking on the world stage at WATS (Orlando, May 2024), the IATA World Safety & Operations Conference (Vietnam, September 2023) and the European Airline Training Symposium (EATS, Portugal, November 2023), we created our Gen Z workshop to raise awareness and increase staff retention.

We explore what makes Gen Z's learning style so unique, and what needs to change to build effective teamwork and communication across the industry.

Aims & objectives

- Understand the different generations in the workplace
- Investigate why Gen Z are taking the world by storm
- Understand what Gen Z look for in a learning environment
- Explore how to overcome unconscious bias



Learning & Development

As companies expand and recruit, the workforce needs the skills and confidence to do their job well. Our L&D team supports colleagues at every level, because the right training drives job satisfaction, retention and wellbeing.



Built around your team

Through conversations with you and your workforce, we complete a Training Needs Analysis and develop workshops that build your colleagues' skills, leading to greater efficiency and better wellbeing across the team.

Perfect for new leaders

Especially valuable for colleagues promoted into supervisor or management roles: people management skills, the confidence to lead difficult conversations, and the awareness to recognise when colleagues need support.

What your team gains

- A Training Needs Analysis shaped with your workforce
- Workshops designed around your business
- People management skills for new supervisors and managers
- Confidence to lead difficult conversations
- Awareness to spot when colleagues need support

Professional experience days

Designed to support learning already under way, with world-class, immersive training devices from our parent company EDM.



Our instructors have held roles across the UK, Europe and beyond, from cabin crew and base management to recruitment, service design and instruction. We give learners a safe, encouraging space for theory and practical sessions, so they leave more confident with a real insight into aviation.

Practical, balanced theory and practice, or expert talks on wider aviation topics: we'll tailor a package to your course and establishment.

Choose your class

SILVER CLASS

Silver

- Fire & smoke training, practical & theory
- Aircraft door practical training
- Planned emergency landing & evacuation
- Smoke-filled cabin
- Slide descent
- Certificate of attendance

GOLD CLASS

Gold

- Everything in Silver
- Pilot incapacitation, theory & practical
- Decompression, theory & practical
- Flight crew compartment familiarisation
- Dry raft drills: survival techniques

PLATINUM CLASS

Platinum

- Everything in Silver & Gold
- CAA attestation ditching / wet drills
- First aid practical workshop





Wet drills

90 minutes in the pool practising survival techniques and life-raft exercises.

Students receive a training certificate they can take to airlines as proof of completing this element of the attestation course. Wet drills can be booked as a standalone element and delivered locally.

90 minutes in the pool

1 certificate for airlines

Campus visits

Our instructors can visit your campus to run informative, educational workshops that bring learning to life. Get in touch to arrange a visit.

Talks & workshops

- Introduction to Crew Resource Management
- Current challenges in the industry
- Aviation first aid
- Aviation security
- Introduction to dangerous goods



How to book

Three steps from here to the cabin.

1

Choose your flight

Browse upcoming course dates on our events page, or call us to talk through bespoke training.

2

Check in

Book online in a few clicks, or send an enquiry and we'll put together a proposal.

3

Board

Your joining instructions arrive by email, and our team is on hand with anything you need.

BOARDING PASS ✈ NEXT DEPARTURES GATE ONLINE

SCAN FOR UPCOMING DATES

skypeopletraining.co.uk/events

See every scheduled course, check availability and book your seat online.





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Ready for take-off?

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