



PROSPECTUS

WELCOME TO TAG GLOBAL TRAINING



NEW COURSES FOR 2025

TRAINING SKILLS

A three day course to enable you to create and deliver training sessions that will engage and inspire learners.

SEE PAGE 24

PRESENTATION SKILLS

A one day course to enable you to prepare, structure and deliver effective presentations.

SEE PAGE 26

Click through to the website for more course info.

Follow us on LinkedIn for regular news and course updates.



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MEET THE TEAM



**LESLEY
COLEMAN**
Manager

In 2011 Lesley joined TAG Aviation as a TGT Instructor and was promoted to TAG Global Training (TGT) Manager in 2023. As well as being a qualified ILM coach she has a real passion for aviation and developing others.

She is immensely proud of the talented TGT team and excited about the future growth opportunities of the training portfolio.

Lesley will be delighted to discuss any future bespoke training requirements that you may have.



KIM ALLISON
*Deputy
Training Manager*

Kim joined TAG Global Training as an Instructor in 2017 and became the Deputy Training Manager in 2022. She previously spent 5 years working as Cabin Crew and a Training Instructor for an airline.

Kim particularly enjoys the fact that the team work collaboratively, and they have the autonomy to continually refresh and improve the TGT course materials. Seeing the new courses come to life in the classroom each year engaging our global audience is extremely rewarding.



Angelina joined TAG Global Training as a TGT Administrator in October 2023. She previously worked at an international travel company and has experience in corporate travel.

Angelina studied Travel & Tourism Management at University of Technology where she achieved a First Class Honours degree. She is excited to continue her journey in all aspects of the business.



Zara is an experienced Safety Officer and a facilitator. She joined the TAG team in 2022. She previously worked at British Airways for 10 years as a Senior Cabin Crew Member and a Cabin Crew Trainer.

She is passionate about delivering high-quality learning experiences and developing the training portfolio.



ANGELINA
MORRIS
Training Administrator

training as the new Training
3, prior to this she worked for
ny in Canary Wharf booking

ism at Farnborough College of
ed triple distinction star. Angelina
rney in aviation, learning all



DAVID
YOUNG
Training Instructor

David joined TGT as a Training Instructor in April 2023. After working in the airlines for the past 14 years where he flew as a Senior Cabin Crew Member, and also worked predominately as a Safety and Security Instructor, he enjoys learning the nuances within business aviation and collaborating with Pilots and Flight Attendants from TAG, and our Third party clients.

ZARA
BROWN
Training Instructor

y and Security Instructor and
T family in 2022 and previously
r 11 years, where she operated as
r and worked on the ground as a

vering memorable and engaging
veloping the courses within the TGT



AMANDA
CHASE
Training Instructor

Amanda brings over 37 years of frontline and training experience to TAG Global Training, including 13 years as cabin crew and 24 years as an ambulance medic at Heathrow Airport.

An experienced first aid instructor, she has also supported aviation major incident response training, combining medical expertise with aviation knowledge. She delivers courses that build skills, confidence, and teamwork, preparing crews to respond effectively in high-pressure situations.



AVIATION SECURITY

INITIAL AND RECURRENT

MODULES

MODULE 1: THE THREAT TO AVIATION

Unit Aim: To ensure the trainees know the importance of the threat to the aviation industry

MODULE 2: INTERNATIONAL AND NATIONAL OBJECTIVES OF AVIATION SECURITY AND LEGISLATION

Unit Aim: To ensure the trainees know how international agreements fit with national and local organisation of aviation security

MODULE 3: GENERAL SECURITY AWARENESS

Unit Aim: For the trainee to recognise their personal responsibility in contributing to aviation security

MODULE 4: SEARCHING/CHECKING AIRCRAFT*

Unit Aim: For trainees to be able to perform an aircraft security search/check

MODULE 5: PROTECTING AIRCRAFT

Unit Aim: To ensure trainees are able to protect aircraft from unauthorised access

MODULE 6: PROHIBITED ARTICLES

Unit Aim: To ensure trainees know their responsibility in relation to prohibited articles

MODULE 7: ONBOARD SECURITY

Unit Aim: To ensure trainees are able to manage security onboard



INITIAL COURSE

DURATION: 4 HOURS

RECURRENT COURSE

DURATION: 3.5 HOURS



TRAINING IN COMPLIANCE WITH:

- Assimilated legislation (EC) No 300/2008
- Assimilated legislation (EU) 2015/1998, 11.2.3.6
- Assimilated legislation (EU) 2015/1998, 11.2.3.7
- Assimilated legislation (EU) 2015/1998, 11.2.3.8
- Assimilated legislation (EU) 2015/1998, 11.2.6.2
- AMC1 ORO.GEN.110(a)**
- Aviation Security Malta Air Carrier Security - Training for Crew Members

***Note:** To meet the DfT requirements for security training the operator need to complete practical aircraft type specific training to ensure the is familiar with the areas that they will be required to search and check

** with exception of AMC1 ORO.GEN.110(a) part (d)



ALSO AVAILABLE
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LEARNING COURSE!

Get in touch for more details
(Recurrent Only)



will
trainee
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AVIATION SURVIVAL & WET DRILLS

This is a combined course to meet the UK CAA and EASA requirements for Aviation Survival Training.

The Aviation Survival course ensures that students have the training they need to prepare themselves for any survival scenario. The course covers both practical and theoretical training elements: the basics of survival in Water, Deserts, Jungle or Polar Conditions. The Wet Drills course covers all the skills required to ensure adequate preparation for ditching in water. It includes a stimulating practical session, where students are given simulated real life situations that may be encountered in an emergency.

SYLLABUS

AVIATION SURVIVAL

Basic Survival

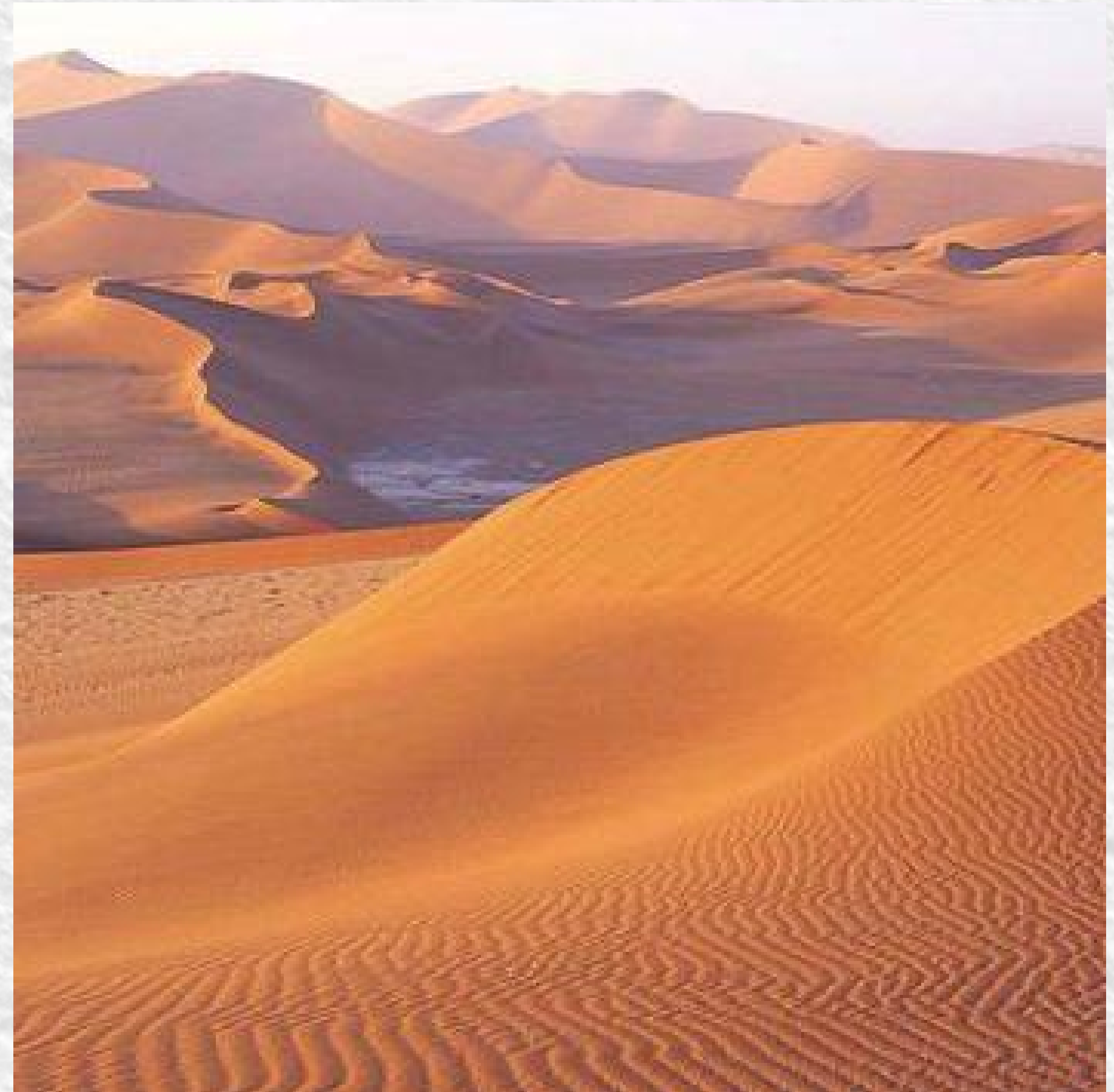
- Principles of Survival in a hostile environment
- Search and Rescue
- Ground to Air Signals
- Food and Water
- Fire craft

Environmental Survival

- Polar Survival
- Desert Survival
- Jungle Survival
- Sea Survival

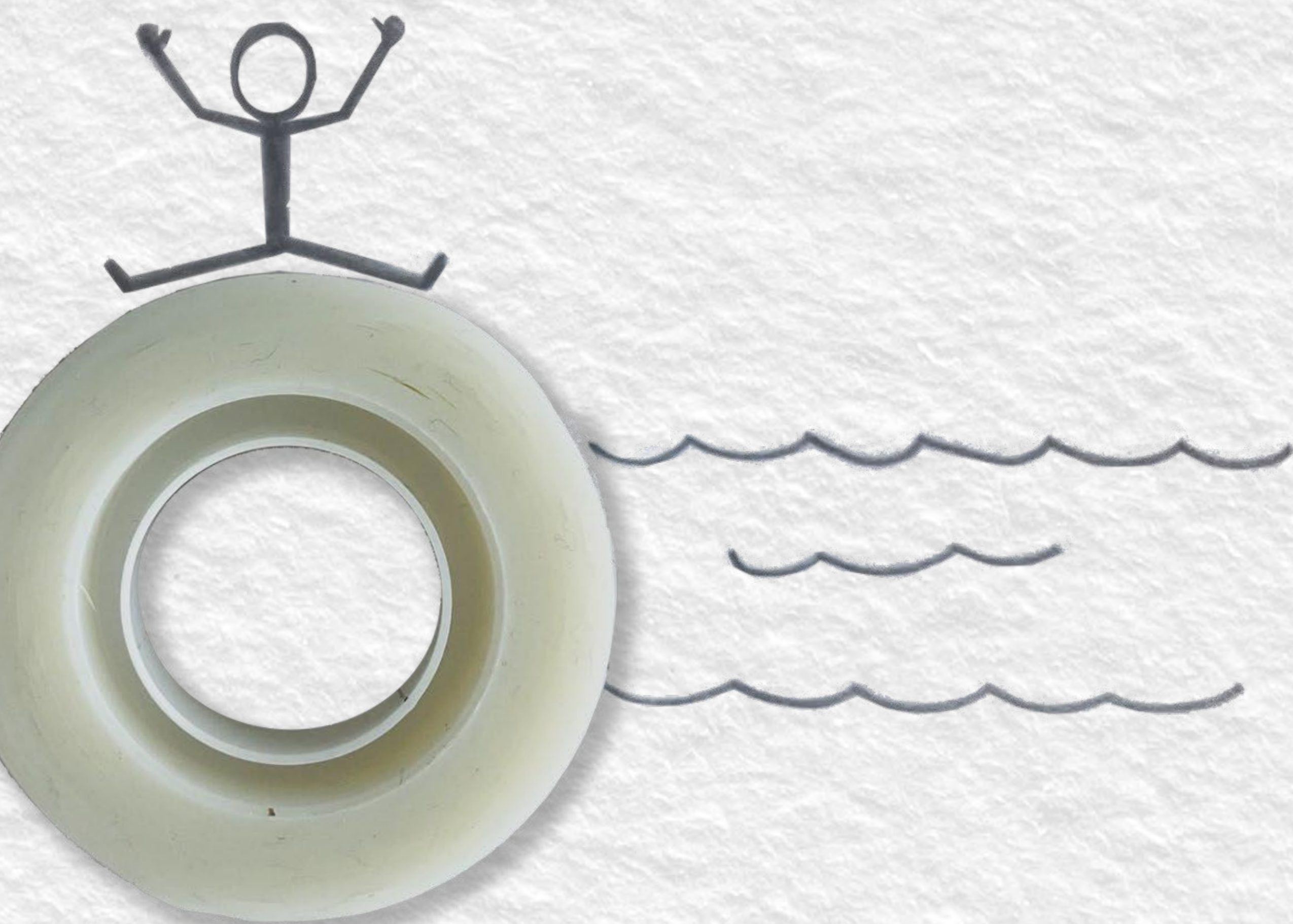
COURSE DURATION

DURATION: 5 HOURS



WET DRILLS

- Use of a generic life raft and practice in water
- Actual donning and use of personal flotation equipment in water
- Survival techniques in the water
- Dealing with unconscious passengers
- Contents of a generic survival pack
- Sea survival
- Water Survival training - the donning and use of personal flotation equipment, use of rafts as well as actual practice in water



AVIATION SURVIVAL

This Aviation Survival course meets the UK CAA and EASA requirements and ensures that students have the training they need to prepare themselves for any survival scenario. The course covers both practical and theoretical training elements: the basics of survival in Water, Deserts, Jungle or Polar Conditions.

SYLLABUS

Basic Survival

- Principles of Survival in a hostile environment
- Search and Rescue
- Ground to Air Signals
- Water
- Food
- Fire craft

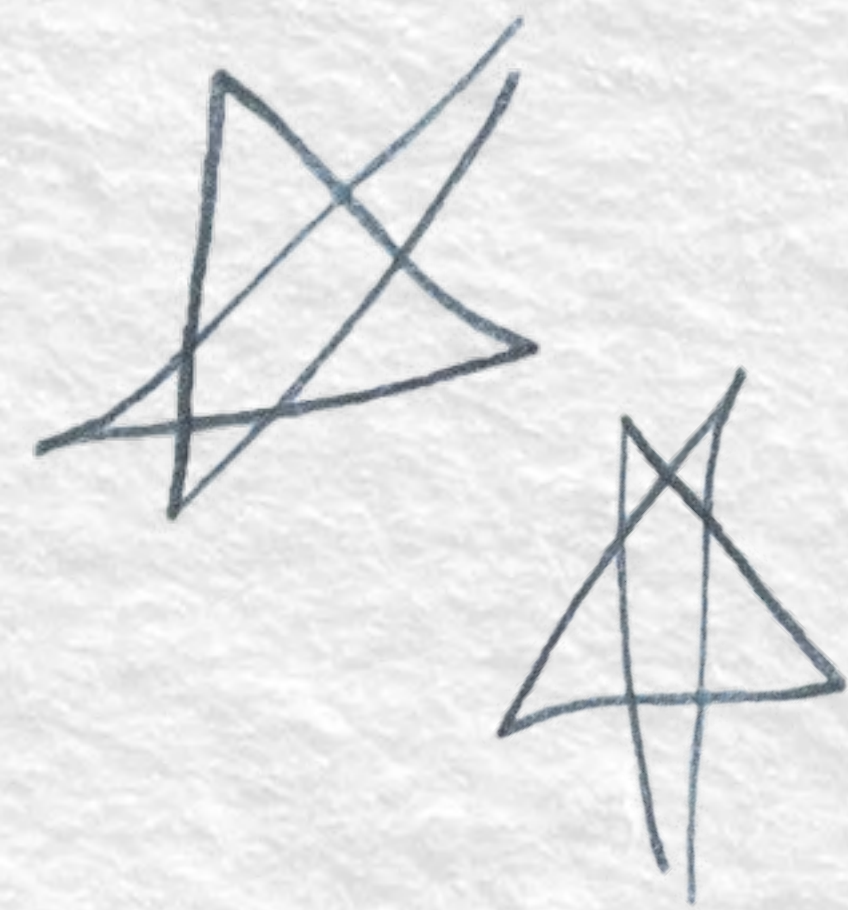
Environmental Survival

- Polar Survival
- Desert Survival
- Jungle Survival
- Sea Survival

To meet the EASA requirements for water survival training you will also need to complete a Wet Drills course which will include:

Water Survival

The donning and use of personal flotation equipment, use of rafts as well as actual practice in water.



COURSE DURATION
DURATION: 1.5 HOURS





CREW RESOURCE MANAGEMENT



In accordance with UK and EASA regulations, Initial Training includes introduction and all three modules. Recurrent Training includes Introduction and the relevant module for the year.

SYLLABUS

Introduction

- Human Factors in Aviation
- General Instructions on CRM Principles and Objectives
- Human Performance and Limitations
- Threat and Error Management

Module 1

- Case Study
- Human Error and Reliability
- Identification/Management of Pax HF, Crowd Control, Pax Stress
- Stress and Stress Management
- Workload Management including a focus on the differences between single and multi-cabin crew operations
- Operators Safety Culture and Company Culture and SOPs
- Organisational Factors, factors linked to the type of operations
- Participation in cabin safety incident/accident reporting
- Fatigue and Vigilance
- Medical Factors

SYLLABUS CONT.

Module 2

- Effective communication and co-ordination between all crew members including the flight crew as well as inexperienced cabin crew members
- Effective communication and co-ordination inside and outside the flight crew compartment including a focus on the differences between single and multi-cabin crew operations
- Effective communication and coordination with other operational personnel and ground services including a focus on the differences between single and multi-cabin crew operations
- Case Study
- Leadership, Cooperation, Delegation and Synergy
- Individual and Team Responsibilities
- Personality Awareness
- Self-Assessment and Self Critique
- Conflict Management
- Cultural Differences
- Decision Making and Actions including a focus on the differences between single and multi-cabin crew operations
- Attitudes and Behaviours
- Assertiveness

Module 3

- Individual and Shared Information Acquisition and Processing
- Individual and Shared Situation Awareness including a focus on the differences between single and multi cabin crew operations
- Resilience Development including a focus on the differences between single and multi cabin crew operations
- Surprise and Startle Effect including a focus on the differences between single and multi cabin crew operations
- Case Study
- Automation and Philosophy of the use of Automation
- Specific type-related differences
- Monitoring and Intervention

Throughout all modules there are in-depth analysis of case studies.

***Note:** To meet operator requirements for Safety Culture and Company Culture and SOPs as per Table 1 ORO.FC.115 the operator must address in depth any organisational procedures specific for their type of operation.





INITIAL COURSE
DURATION: 9 HOURS

RECURRENT COURSE
DURATION: 4 HOURS

DANGEROUS GOODS AWARENESS

E-LEARNING



FLAMMAB

This course promotes awareness of the handling of Dangerous Goods on board the aircraft and the principles that regulate the carriage of Dangerous Goods. It is applicable for those AOC holders who do not have a licence to carry dangerous goods.

SYLLABUS

General Familiarisation:

- General philosophy
- Period of validity
- Acceptance of passenger and crew baggage
- Applicability
- Limitations
- Definition
- Legislation and regulations
- State and Operator variations
- Provisions for passengers and crew
- Labelling and marking

Function Specific and Safety:

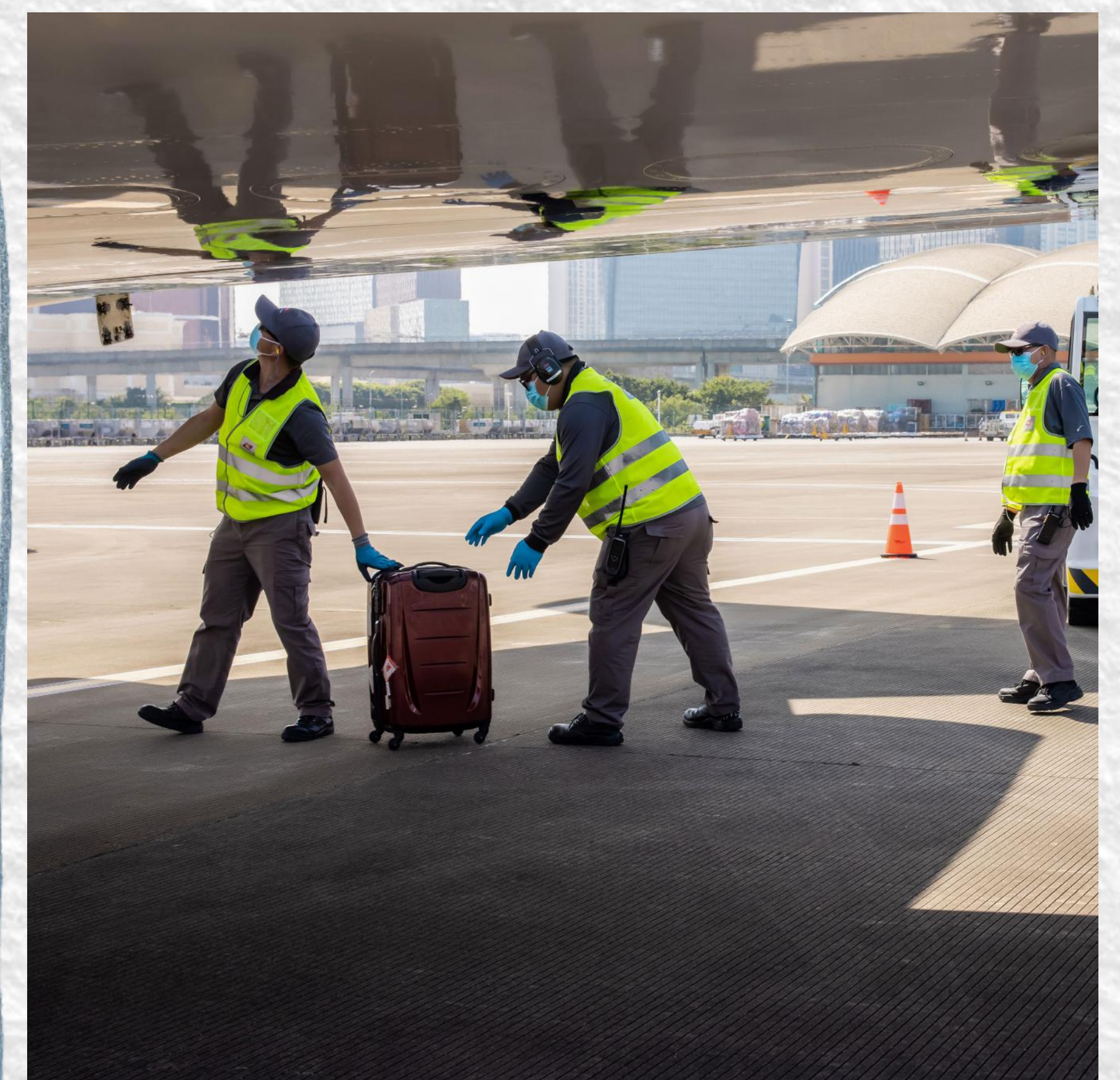
- Recognition of undeclared Dangerous Goods and detection of Dangerous Goods not permitted in baggage
- Emergency procedures and communication
- Use of Emergency Response Guide and reporting of Dangerous Goods
- Pilot's notification - NOTOC
- Managing Dangerous Goods pre and during flight
- State and Operator variations
- Informing Emergency services of Dangerous Goods onboard in the event of an inflight emergency

Function Specific:

- A competency-based, practical function specific module is covered as part of the SEP/SOP* course during the cabin surveillance section.


COURSE DURATION

DURATION: APPROX 3 HOURS



TRAINING IN COMPLIANCE WITH:

- IATA Dangerous Goods Regulations
- ICAO Technical Instructions
- ICAO Doc 10147 Competency based approach to Dangerous Goods training



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[VIEW TGT CLIMB PROSPECTUS](#)

***Note:** For those crew not attending SEP/SOP at TAG Global Training, the Operators must ensure that their crew complete some competency-based training in line with their job role and function.

***Note:** The use of interphone communications and second crew member responsibilities are discussed, where applicable.

* Relevant types of PBE include: Essex, Oxycrew, Air Liquide, B/E Aerospace and Zodiac/Avox or smoke goggles.



FIRE, SMOKE & FUMES

Delivered by TAG Global Training, this training follows a syllabus in accordance with UK CAA and EASA regulations. It covers the risks associated with Fire and Smoke and a range of practical exercises undertaken within a bespoke Business Aviation Training Rig to introduce crews to the reality of dealing with fire in an aircraft. Fire and Smoke training certification is valid for 3 years.

SYLLABUS

CLASSROOM THEORY

- Prompt dealing with emergency involving fire and smoke
- Effects of smoke in an enclosed area
- Importance of identifying source of fire
- Importance of informing flight crew immediately
- Specific actions necessary for co-ordination and assistance in fire/smoke
- Checking of fire risk areas, toilets and smoke detectors
- Classification of fires
- Appropriate extinguisher and procedures for particular fire situations
- Lithium Battery Fires
- Technique of application and consequence of misapplication
- Use in a confined space
- Odour/fumes events
- Practical training in fire fighting
- Practical training in the use of all fire fighting equipment representative of that carried on the aircraft
- Practical donning and use of smoke protection equipment
- Ground based emergency services procedures



COURSE DURATION

DURATION: 3.5 HOURS

PRACTICAL

Outdoor Fire Rig

- Extinguish an actual fire characteristic of an aircraft interior fire
- Exercise the donning and use of PBE* and all relevant equipment in an enclosed smoke-filled environment, emphasising actual source of fire and smoke



AVIATION FIRST AID

This UK and EASA compliant Aviation First Aid Course (Initial and Recurrent) covers First Aid in an aviation environment, and ensures crew have basic essential knowledge to treat and care for passengers. Handouts are provided for each student, those on Initial Training will receive a First Aid Manual.

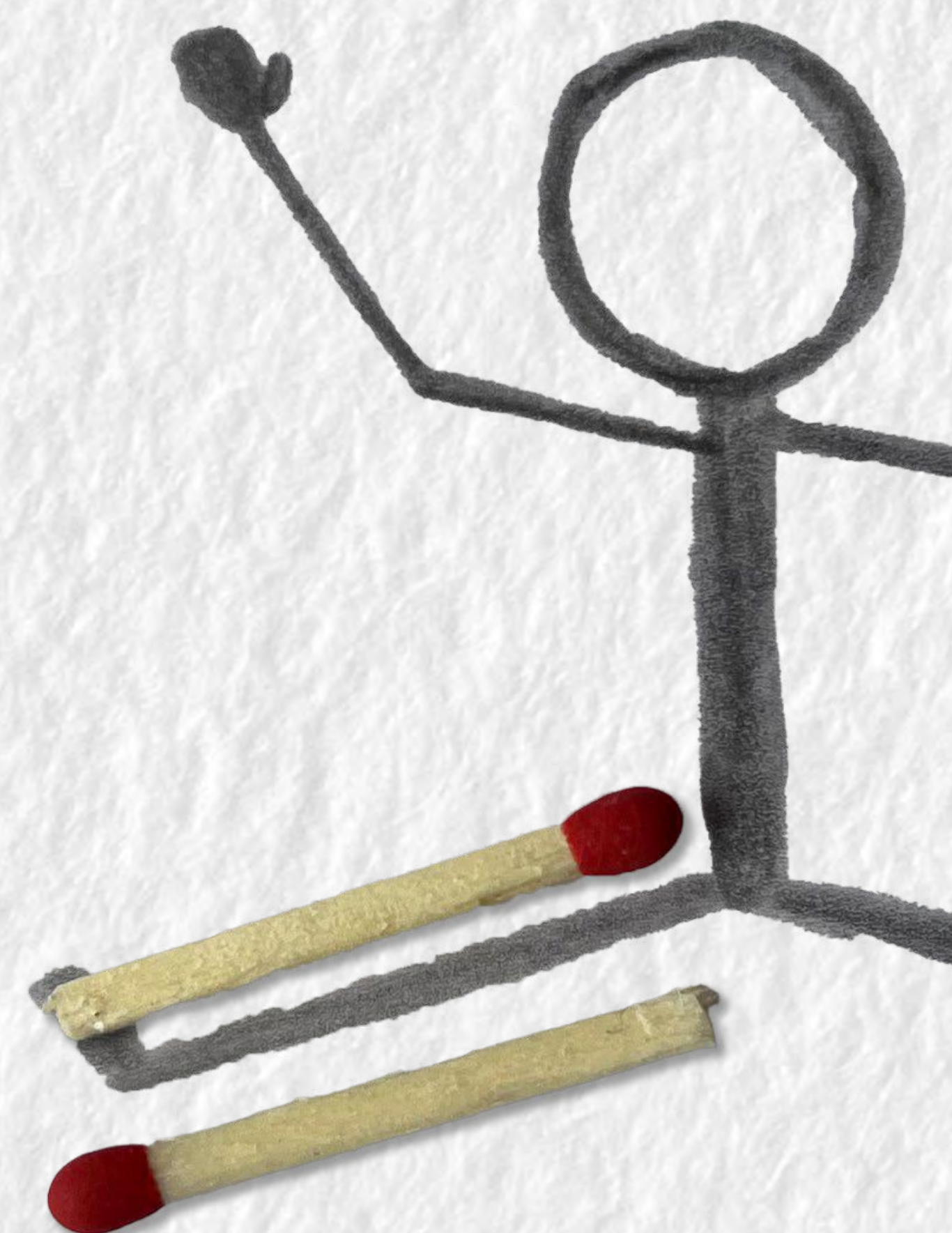
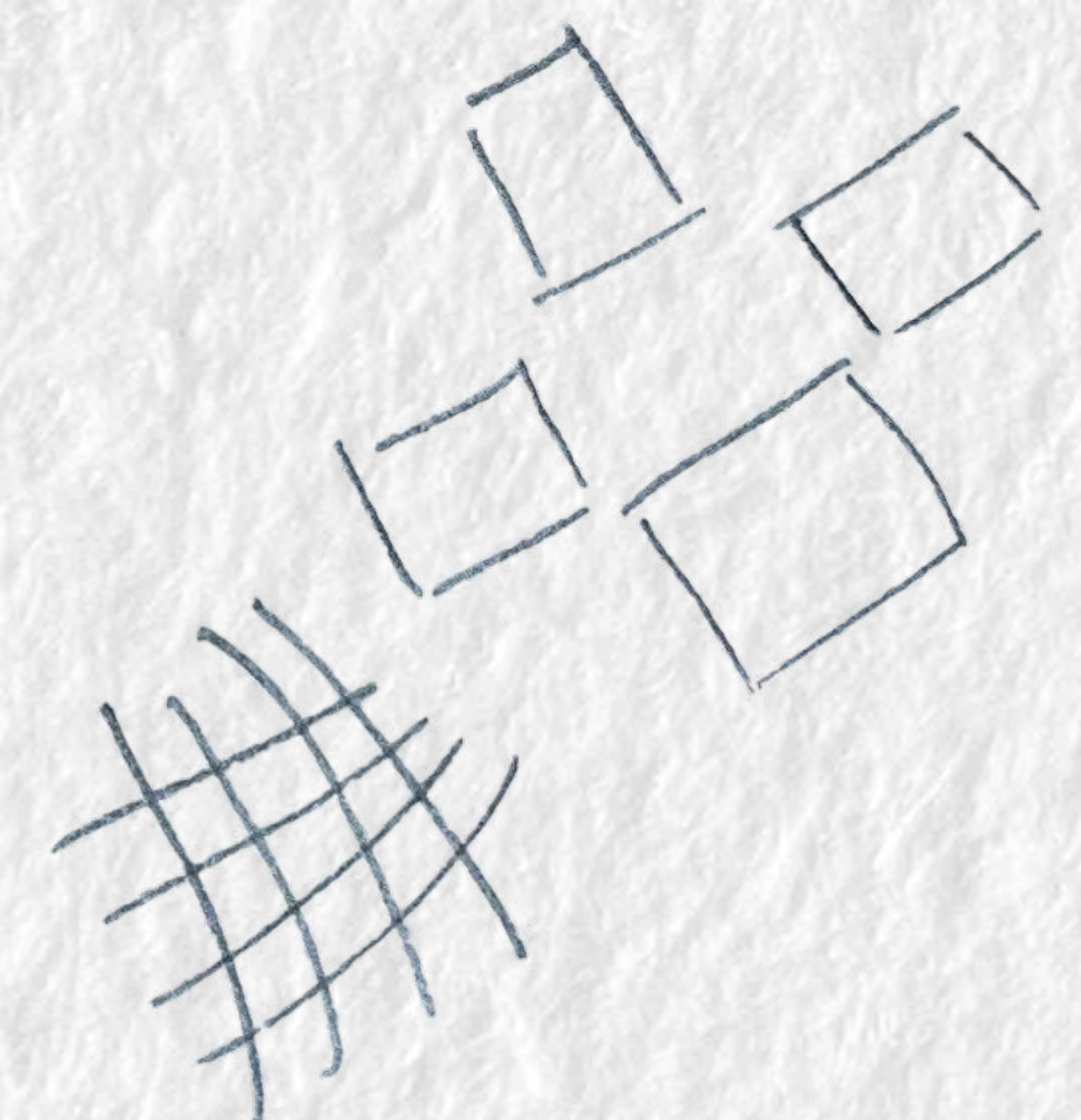
SYLLABUS

- General Aero-Medical aspects and survival
- Physiological Effects of flying including Hypoxia, Oxygen Requirements, Eustachian Tubal Function and Barotraumas
- Air Sickness
- Gastro Intestinal Disturbances
- Hyperventilation
- Burns
- Wounds
- The unconscious
- Fractures and Soft Tissue Injuries
- Asthma
- Stress and Allergic Reactions
- Shock
- Diabetes
- Choking (including treatment for adult/child and infant)
- Epilepsy and Febrile Convulsions
- Stroke
- Childbirth
- Heart Attack
- Use of Equipment: First Aid Oxygen, First Aid Kit, Emergency Medical Kit (where applicable)
- Practical CPR taking into account the aircraft environment
- Travel Health and Hygiene including:
 - Hygiene on board
 - Risk of contact with infectious diseases and means to reduce risk
 - Handling of clinical waste
 - Aircraft disinfection
 - Death on board
 - Alertness management, physical effects of fatigue, sleep physiology, circadian rhythms, time zone changes

COURSE DURATION

DURATION: 4.5 HOURS

***Note:** A First Aid manual is provided for Initial students only.



Welcome to
TAG Global Training
Aviation First Aid



ALSO AVAILABLE
ONLINE AS A LIVE
LEARNING COURSE!

Get in touch for more details
(Recurrent Only)



***Note:** Practical must be completed at
TGT within 31 days of the online session, to
complete the course and obtain a certificate.

SOP/SEP (INITIAL&RECURRENT)

this course covers the Standard Procedures crews must observe in both normal operating and during an emergency situation. This course also includes equipment donning and emergency procedures.

Requirements under Appendix 1 to part CC, ORO.FC.220, ORO.CC.140 and ORO.FC.230.

SYLLABUS

Aviation and Aviation Regulations

- Role of the competent authority
- Duties and responsibilities of Cabin Crew
- Competence and Fitness
- Manual amendments/ updating of information
- Areas of operation
- Pre-flight Crew Briefing
- Correct seat allocation with reference to aircraft mass and balance
- Effects and procedures of aircraft Surface Contamination
- Passenger Distribution
- Meteorology
- Aviation regulations
- Response to emergency situations
- Minimum Equipment List (MEL) - including:

The scope, extent and use of MEL, the operators MEL procedures, pilot in command responsibilities plus elementary maintenance procedures in accordance with Commission Regulation EU 1321/2014

Communication

- Co-ordinated procedures and effective, two-way communication between flight crew compartment and Cabin Crew
- Emphasis on the importance of effective coordination and two-way communication between all crew members
- Communication techniques, common language, and terminology
- Authority and Leadership
- Sterile Flight Deck

Passenger Handling and Cabin Surveillance

- Carriage and seating of Special Categories of Passengers
- Able Bodied passengers by unsupervised exits
- Rules covering the safe stowage of cabin baggage and cabin service items and the risk of it becoming a hazard to occupants of the passenger compartment or otherwise obstruction or damaging emergency equipment or exits
- Cabin and galley secure checks
- Silent Review

SYLLABUS CONT.

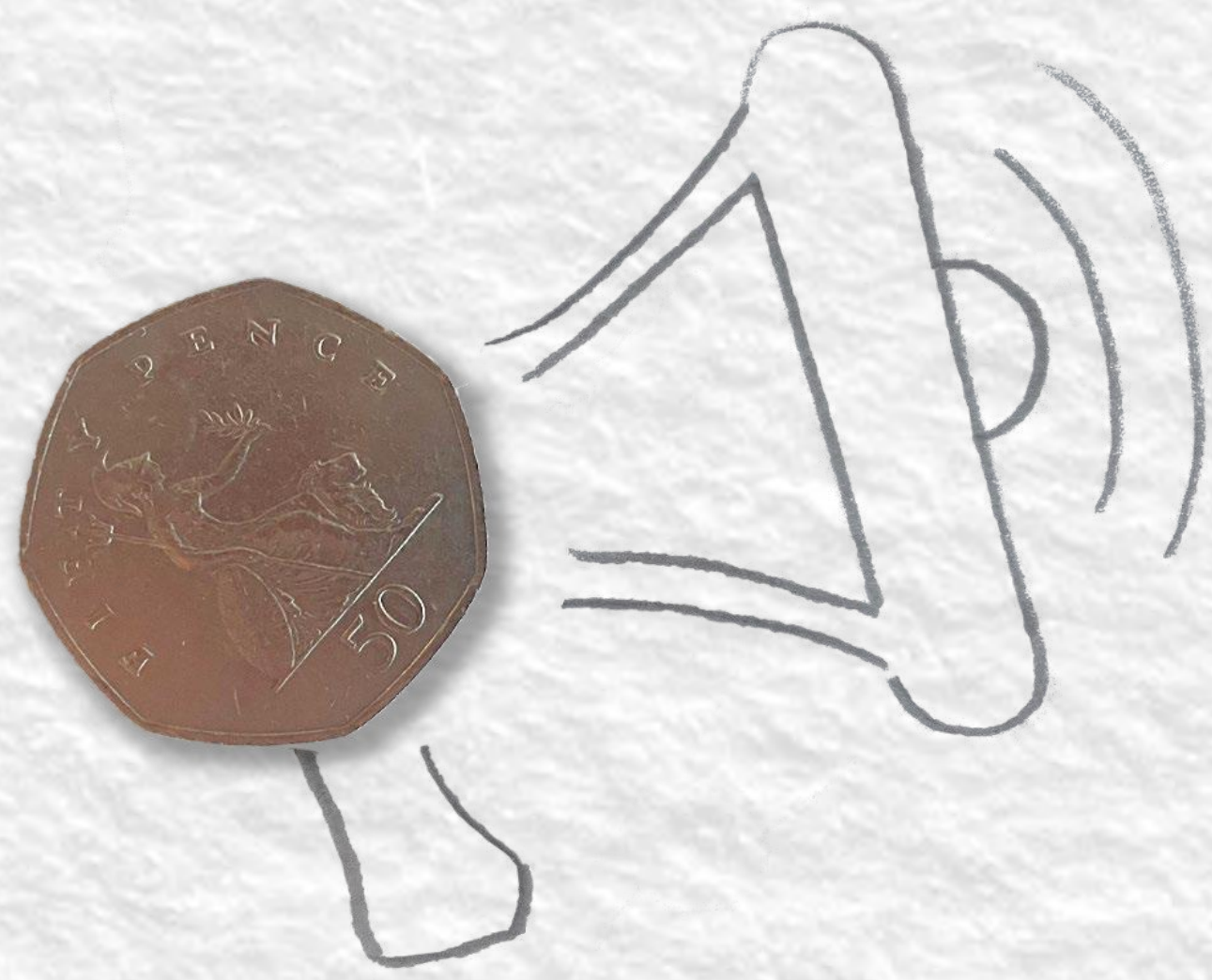
- Recognition and management of intoxicated/ drugs/aggressive passengers
- Live animals in the Cabin
- Special refuelling/defueling procedures, including the uplift of wide-cut fuels
- Re-fuelling/defuelling with passengers embarking, onboard or disembarking
- Crew Vigilance including Hidden Dangerous Goods and passenger documentation
- Cabin surveillance including DG practical CBTA exercise
- Duties in turbulence and securing the passenger compartment
- Methods used to motivate passengers and Crowd control necessary to expedite an emergency evacuation

- The physical contact that may be needed to encourage people out of a door/exit

Normal, Abnormal and Emergency Procedures including

- The actions assigned to each member of the cabin crew in normal procedures
- Emergency procedures,
- Evacuation procedures
- Incident and Occurrence Review
- Accident Review
- A review of relevant samples of accident/ incident and occurrences to increase awareness of the occurrences that may be relevant for the intended operation
- The need to respond promptly and effectively to emergency situations
- Preparation of passengers for emergency situations
- Provision of safety information through passenger briefing and safety demonstration
- Correct use of all appropriate drills and procedures that could be required of flight crew in different emergency situations
- The actions assigned to each member of the cabin crew in emergency procedures
- Non pressurisation, slow and sudden decompression, hypoxia, donning of portable oxygen equipment by each crew member

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COURSE DURATION

DURATION: 4 HOURS

SYLLABUS CONT.

Severe Air Turbulence
First Aid and drop out oxygen, including supplementary systems
Planned and unplanned evacuations on land and water
In-flight emergencies including in-flight fire drill and the
Responsibilities of co-ordination in a smoke-filled environment
Emergency cabin preparation
Direction of passengers away from unusable doors/exits
First Aid Incapacitation including use of a flight crew checklist for
Flight Crew
Practical demonstration of the use of flight crew checklists
Emergency lights including torches
Crew handling and crowd control
Crew commands
Marshalling passengers away from the aircraft
Crowd control techniques
Evacuation of SCPs with emphasis on passengers with disabilities
Reduced mobility
Crew authority and responsibility to initiate an evacuation
Other emergency procedures
Emergency and Safety Equipment Training
Checking (relevant to a/c type)
Instruction on the use of and handling of all emergency and safety
Equipment carried on the aircraft
Practical donning of life jackets & practical handling of Infant life
Rafts and floatation devices (if applicable)
Handling of portable oxygen
Practical handling of fire extinguishers of the type used
Practical donning of PBE
Communication equipment, megaphones, crash axe
Demonstration of the use of the life raft, survival pack and their
Contents
Practical handling and use of pyrotechnics
Other portable safety equipment
The following topics should be covered by the operator:
History of Flight
Flight Time Limitations and rest requirements
Instruction on the location and use of all types of exits*
Procedures in accordance with the operations Manual of the operator
Life rafts and Oxygen systems relevant to each aircraft type/variant
Location and removal of Safety and Emergency Equipment
Relevant to aircraft type.
The practical training can be carried out at TGT (triennial)



ALSO AVAILABLE
ONLINE AS A LIVE
LEARNING COURSE!

Get in touch for more details
(Recurrent Only)



***Note:** Practical must be completed at
TGT within 31 days of the online session, to
complete the course and obtain a certificate.

OVERWING EXIT TRAINING

To provide crew an opportunity to familiarise themselves with the use and weight of the overwing Exit. The overwing is the primary escape route in the event of ditching. The use of an overwing trainer is to simulate the emergency exit operations for an aircraft. It will give crew a better understanding of the overwing operation when completing their touch drills on the ground. All students will receive a brief on the Health and Safety aspects of the removal of the Overwing Exit and correct operation stance.

SYLLABUS

- Operation and actual opening of the OWE in normal and emergency modes. This includes the action and forces required to operate and deploy the life raft
- Primary exit routes using the OWE
- Evacuation procedures in a ditching
- Procedure for checking outside hazards
- Attachment of a Lifeline (if applicable)
- Deploying a raft from the Overwing exit (if applicable)



APPROVED AIRCRAFT TYPES

- Challenger 300
- Challenger 601/604/605/650
- Challenger 850
- Hawker 800/900/4000
- Gulfstream 280/400/450/500/550/600/650/700/800
- Global series
- Learjet 40/45
- Airbus Corporate Jet
- Falcon 7X/2000/900
- Legacy 600/650
- Cessna Citation Jet
- Citation Mustang
- Citation Sovereign/Latitude
- Phenom 300
- Embraer Praetor 500/600
- PC-24

COURSE DURATION

DURATION: 30 MINUTES



TRAINING SKILLS

Do you ever need to create or deliver training sessions?

This course has been designed to develop your skills and knowledge enabling you to create and deliver training sessions that will engage and inspire learners.

SYLLABUS

DAY 1

Module 1: Developing Yourself as an Effective Trainer

- Developing Professional Practice
- The Key Principles of Delivering Learning

Module 2: Undertaking a Learning Needs Analysis

- Learning Needs Analysis
- Practical Case Study to Identify Learning Needs

DAY 3

Module 5: Evaluating Learning and Development Activities

- Understanding principles and practices of assessment
- Feedback skills
- Writing Assessments/Exams
- Creating Course Critiques

Module 6: Practical Delivery of Training Activities

- Practical delivery of 15 minutes training session with feedback



DAY 2

Module 3: Preparing and Designing Learning and Development Activities

- Defining Aims and Objectives
- Creating Aims and Objectives in Practice
- Planning for Success
- Structuring A Training Session
- The use of Visual Aids
- Preparing yourself

Module 4: Delivering Learning and Development Activities

- Iceberg Theory
- Getting the Message Across
- Different Approaches
- Facilitation Skills
- Managing the Group
- Group Working Techniques

COURSE DURATION
DURATION: 3 DAYS





PRESENTATION SKILLS

A one day course to enable you to prepare, structure and deliver effective presentations.*

SYLLABUS

- Plan an effective presentation
- Structure a presentation with relevant content
- Use visual aids appropriately
- Deliver an engaging presentation
- Give and receive feedback

*Time will be given during the course to prepare your presentation. Presentations will be filmed to support self-analysis and critique

COURSE DURATION

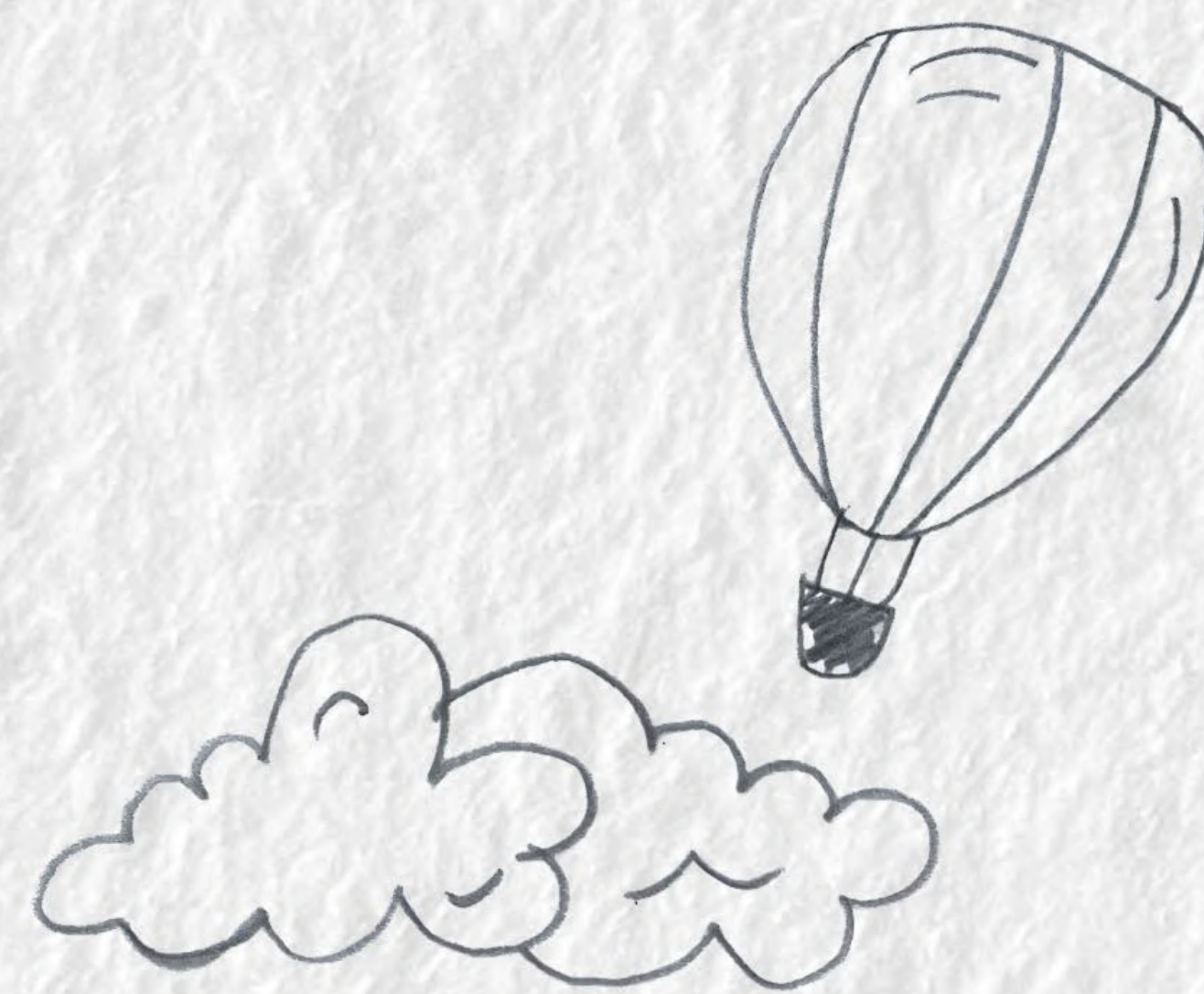
DURATION: 1 DAY



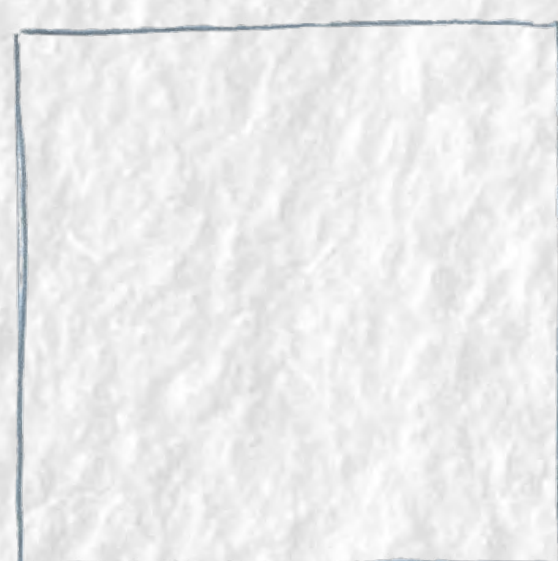
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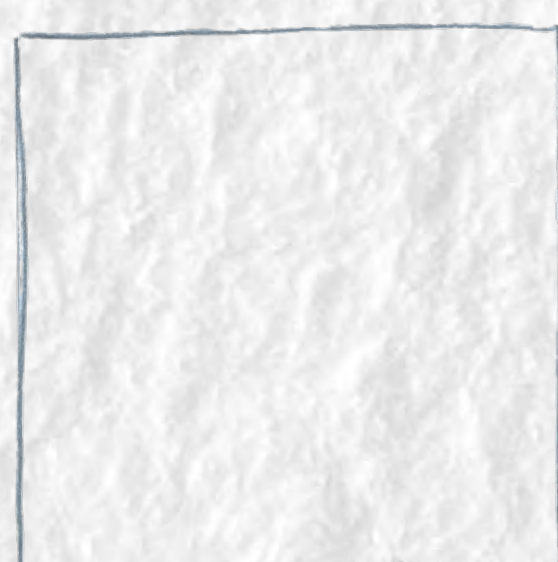
**Global
Training**



Click here to view
TGT Climb Prospectus



Click here to view
the 2025 schedule



Click through to the
website for more
information

