



# 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 26

## PRESENTATION SKILLS

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

SEE PAGE 28

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  
MORRIS**  
*Training Administrator*

Angelina joined TAG Global Training as the new Training Administrator in October 2023, prior to this she worked for an international travel company in Canary Wharf booking corporate travel.

Angelina studied Travel & Tourism at Farnborough College of Technology where she achieved triple distinction star. Angelina is excited to continue her journey in aviation, learning all aspects of the business.



**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*

Zara is an experienced Safety and Security Instructor and facilitator. She joined the TGT family in 2022 and previously worked at British Airways for 11 years, where she operated as a Senior Cabin Crew Member and worked on the ground as a Crew Trainer.

She is passionate about delivering memorable and engaging learning experiences and developing the courses within the TGT training portfolio.



# 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)



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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

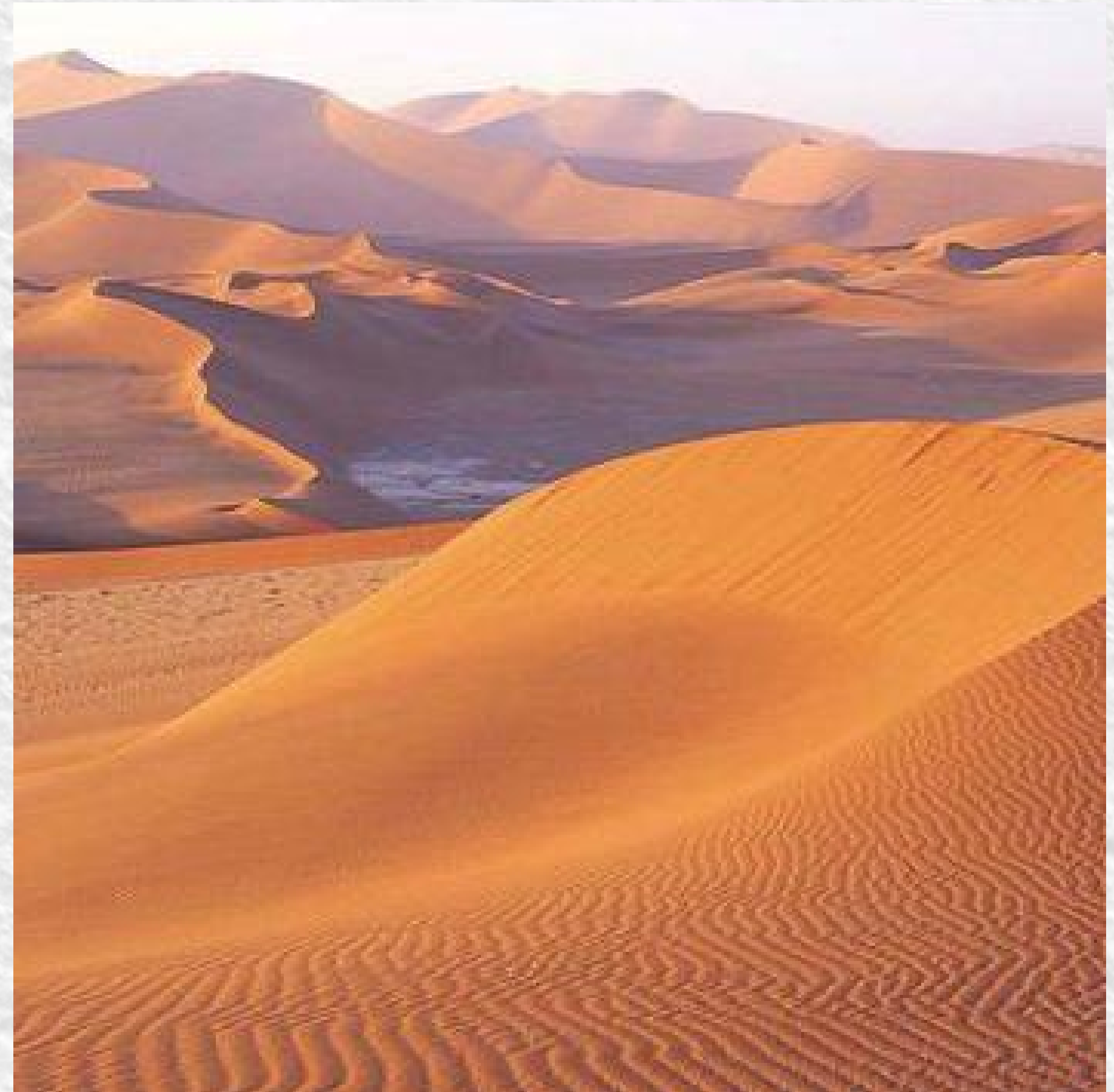
- Principles of Survival in a hostile environment
- Search and Rescue
- Ground to Air Signals
- Food and Water
- Fire craft

#### Environmental Survival

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

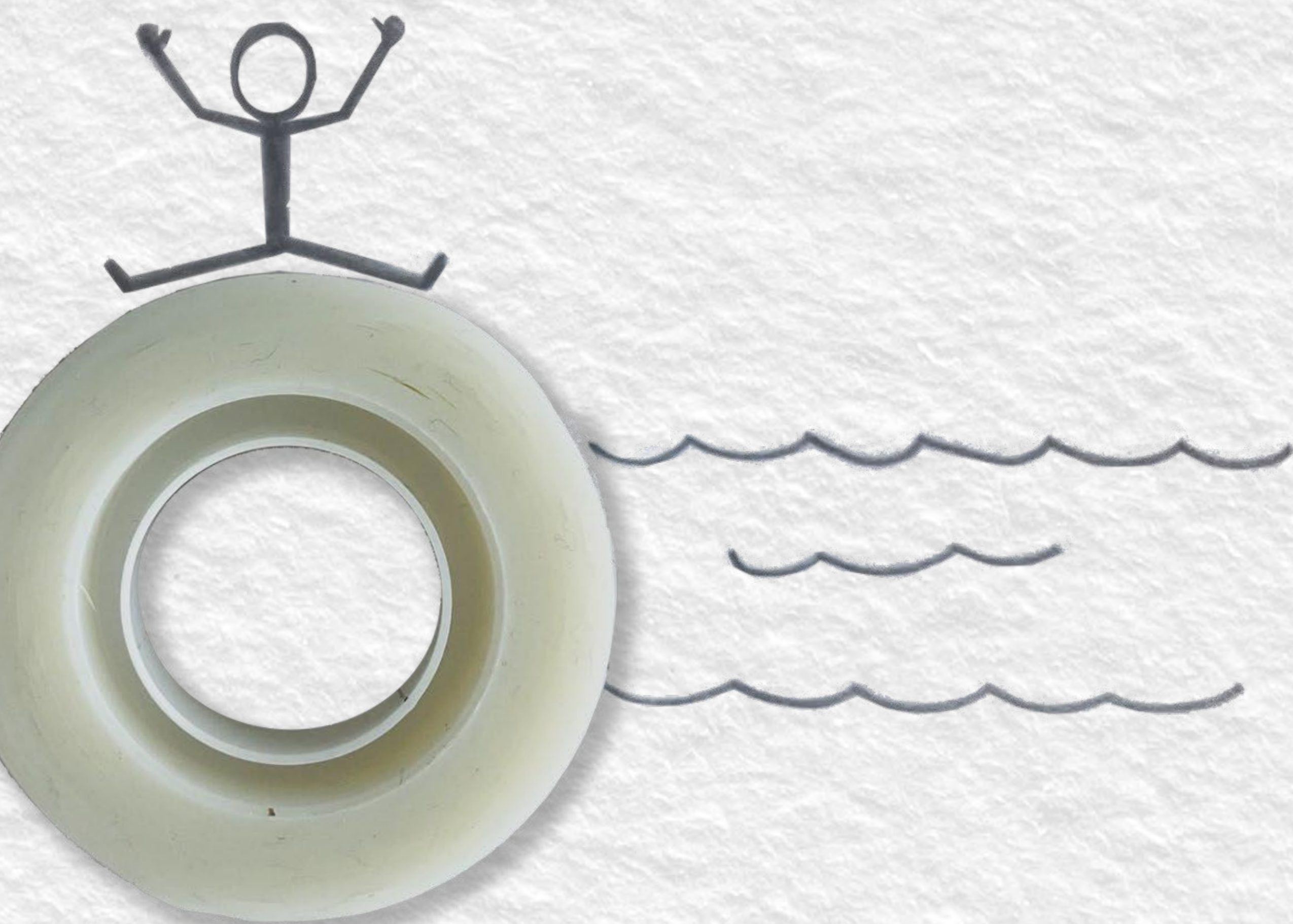
## COURSE DURATION

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

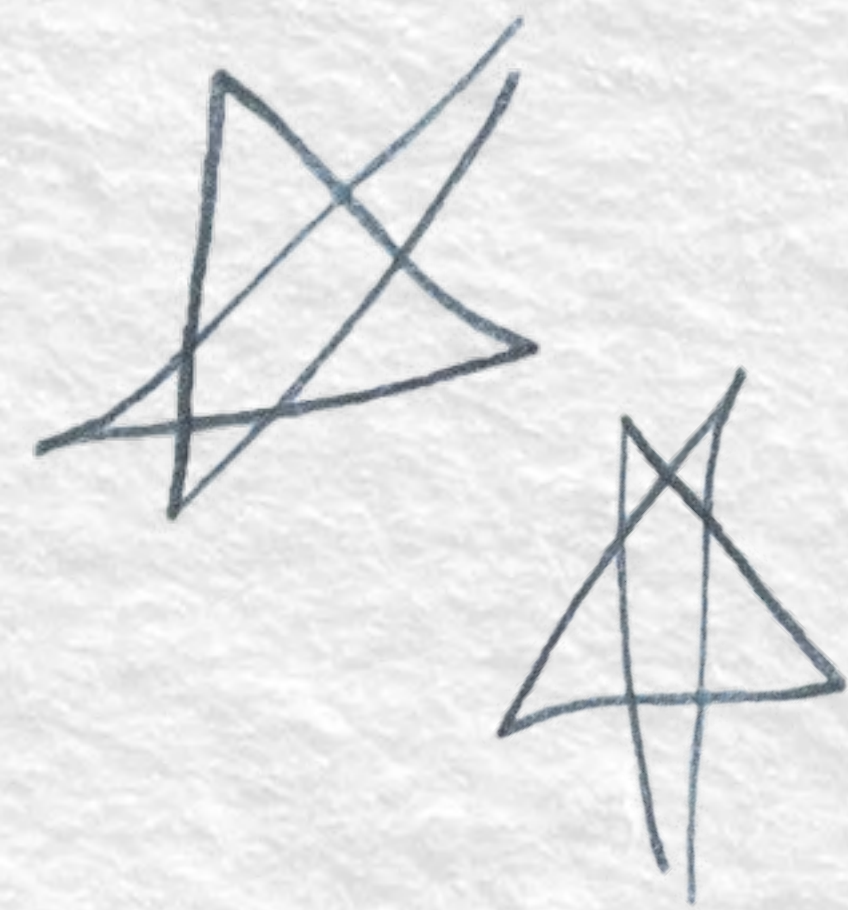
### Environmental Survival

- 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:

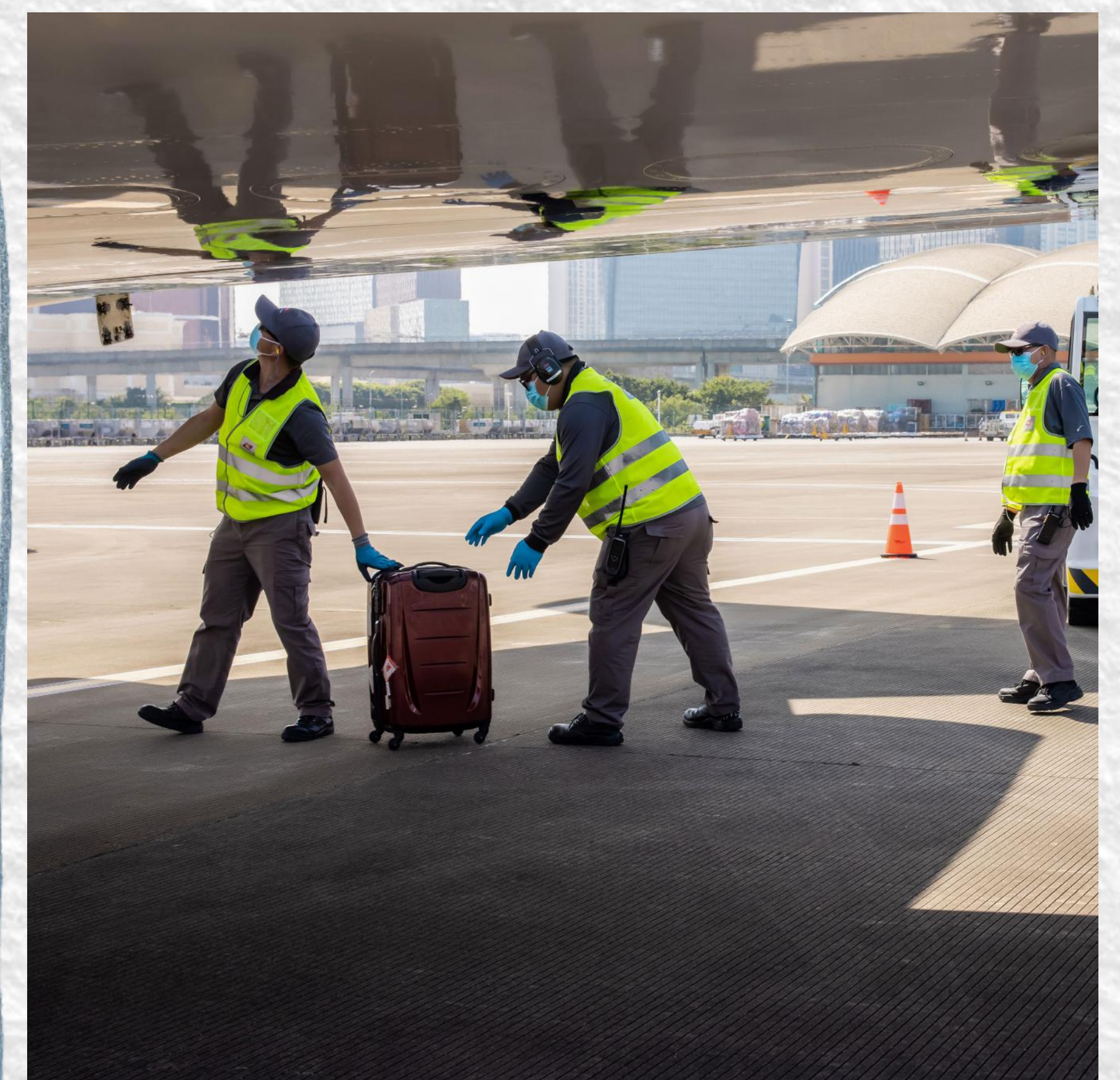
- Recognition of undeclared Dangerous Goods and detection of Dangerous Goods not permitted in baggage
- Emergency procedures and communication
- Use of Emergency Response Guide and reporting of Dangerous Goods
- Pilot's notification - NOTOC
- Managing Dangerous Goods pre and during flight
- State and 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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**\*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

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 and smoke
- Checking of fire risk areas, toilets and smoke detectors
- Classification of fires
- Appropriate extinguisher and procedures for particular fire situations
- Technique of application and consequence of misapplication
- Use in a confined space
- 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

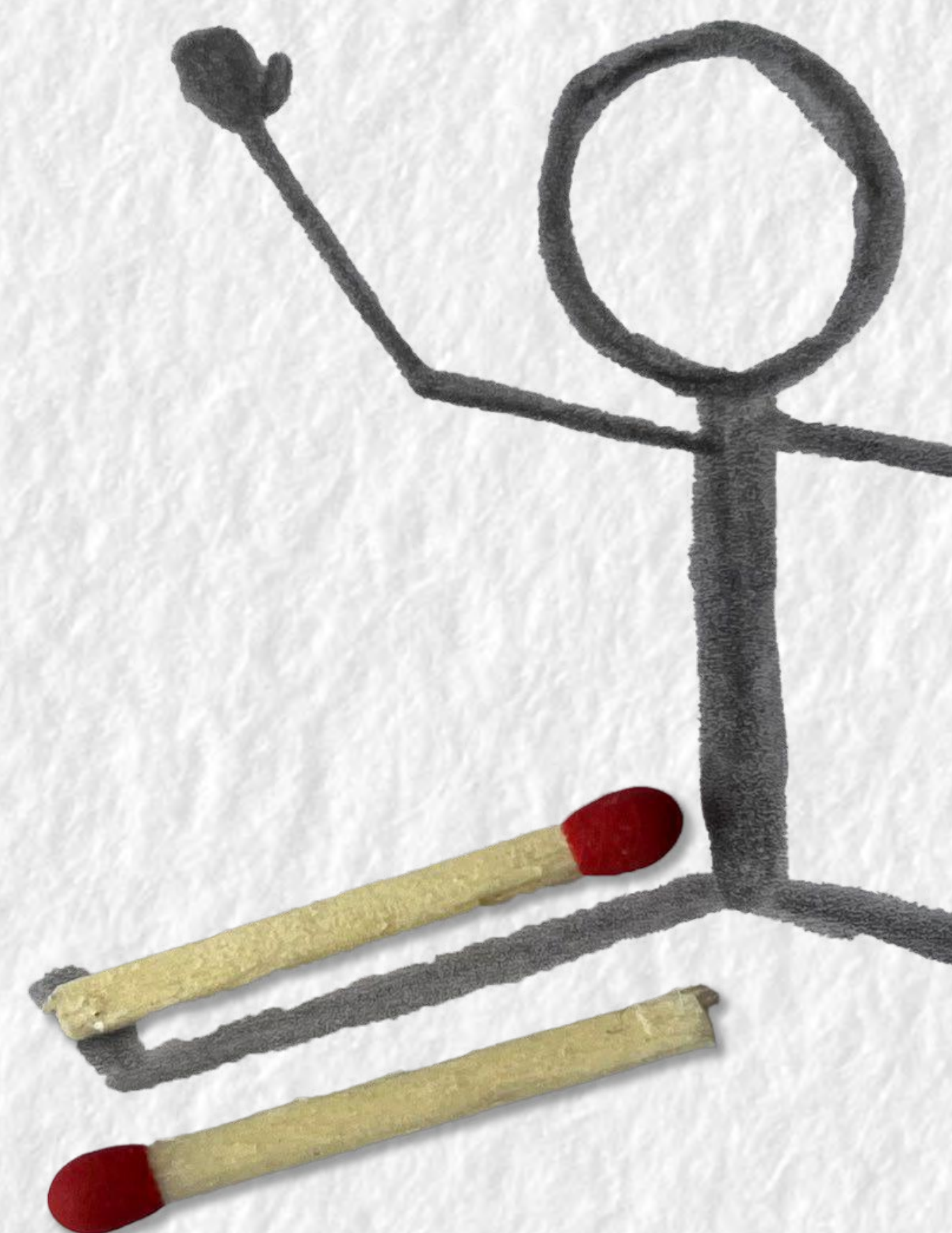
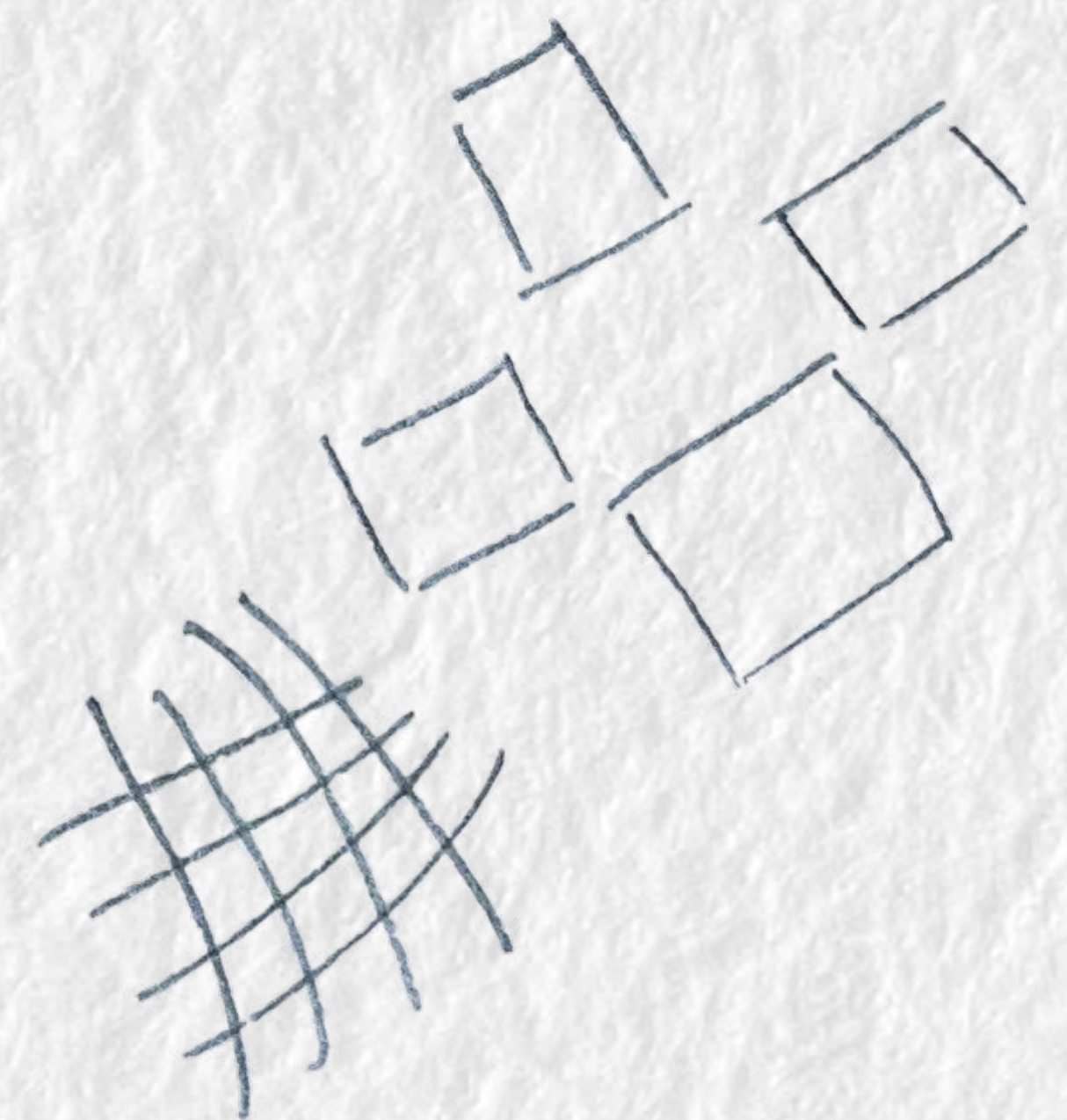
This UK and EASA compliant Aviation First Aid Course (Initial and Recurrent) covers First Aid in an aviation environment, and ensures crew have basic essential knowledge to treat and care for passengers. Handouts are provided for each student, those on Initial Training will receive a First Aid Manual.

## 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







Welcome to  
TAG Global Train

Aviation First Aid

ALSO AVAILABLE  
ONLINE AS A LIVE  
LEARNING COURSE!

(Get in touch for more details)



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

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



# INITIAL SEP/SOP

This course has been designed for those who are new to the Aviation industry or returning after a period of absence and require a more in-depth knowledge of Safety Emergency Procedures and Standard Operating Procedures (SEP/SOP).

Compliant with UK and EASA Regulations, requirements under Appendix 1 to part CC and ORO.FC.220.

## 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 of aircraft surface contamination
- Passenger Distribution
- Meteorology
- Aviation regulations
- Response to emergency situations
- Minimum Equipment List (MEL)

### Communication

- Co-ordinated procedures and effective, two-way communication between flight crew compartment and cabin crew
- 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
- Recognition and management of intoxicated/drugs/aggressive passengers
- Live animals in the cabin
- Special refuelling/defueling procedures, including the uplift of wide-cut fuels
- Refuelling/defueling with passengers embarking, onboard or disembarking
- Cabin surveillance including Dangerous

## SYLLABUS CONT.

### Goods 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

- Incident and Occurrence Review
- Accident Review
- 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
- Non pressurisation, slow and sudden decompression, hypoxia, donning of portable oxygen equipment by each crew member
- Severe Air Turbulence
- First Aid and drop out oxygen, including supplementary systems
- Planned and unplanned evacuations on land and water
- Other in-flight emergencies including in-flight fire drill and the difficulties of co-ordination in a smoke-filled environment
- Emergency cabin preparation
- Redirection of passengers away from unusable doors/exits
- Pilot Incapacitation including use of a flight crew checklist for cabin crew
- Emergency lights including torches

### Passenger handling and crowd control

- Verbal commands
- Marshalling passengers away from the aircraft
- Evacuation of SCPs with emphasis on passengers with disabilities or reduced mobility

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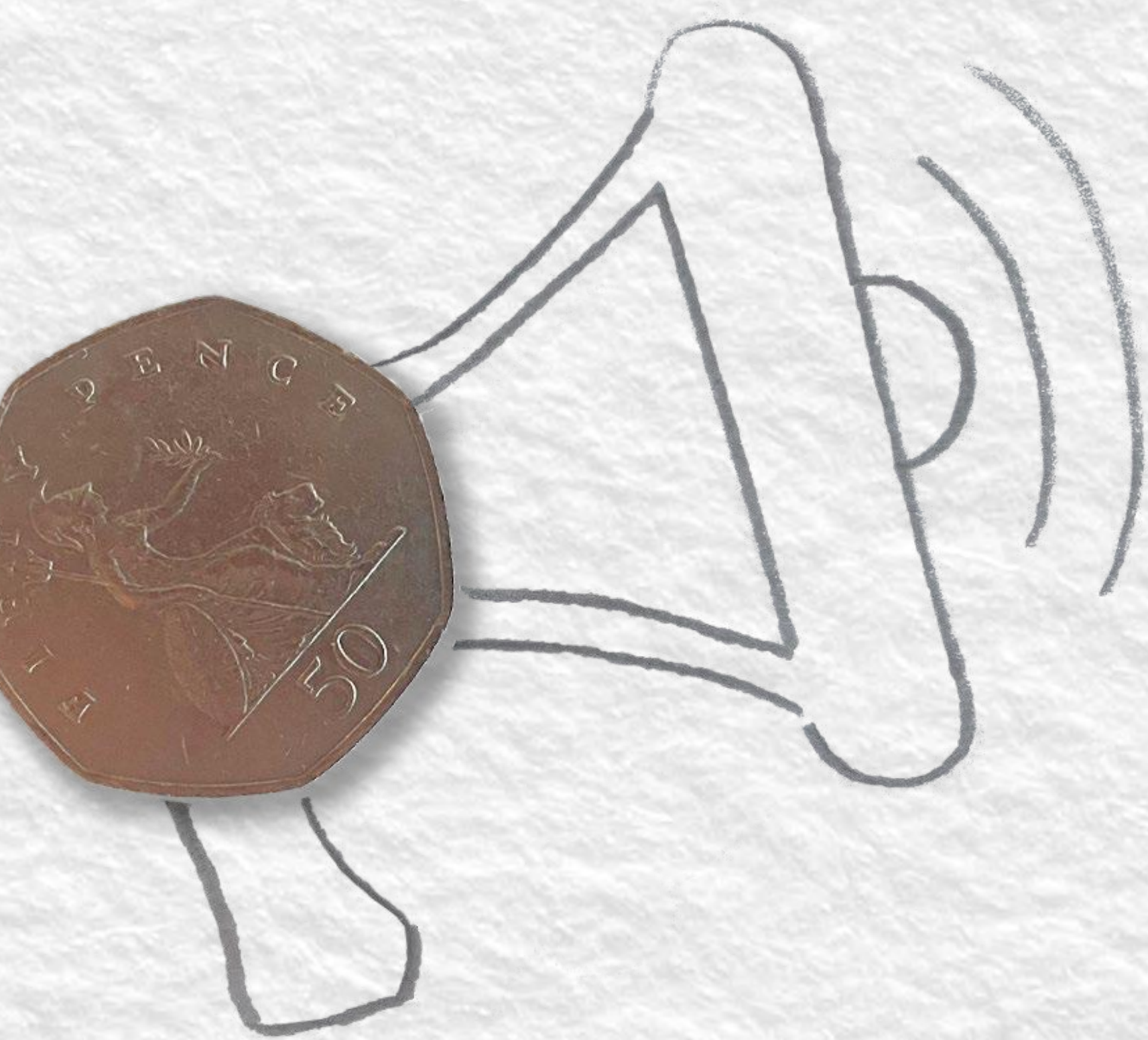
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## SYLLABUS CONT.

Join crew authority and responsibility to initiate an evacuation and other emergency procedures

Emergency and Safety Equipment Training  
Checking (relevant to a/c type)

Life jackets donning and practical handling  
Infant life jackets and floatation devices (if applicable)

Donning of portable oxygen

Handling of Fire extinguishers and PBE  
Donning

Communication equipment, megaphones,  
Fire axe

Life rafts, survival pack and their contents  
Protechnics

Other portable safety equipment

Following topics should be covered by the  
Instructor:

Theory 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

CO<sub>2</sub> and Oxygen systems relevant to each  
Aircraft type/variant

The location and removal of Safety and  
Emergency Equipment relevant to aircraft  
Type.

Practical training can be carried out at  
TGT (triennial)



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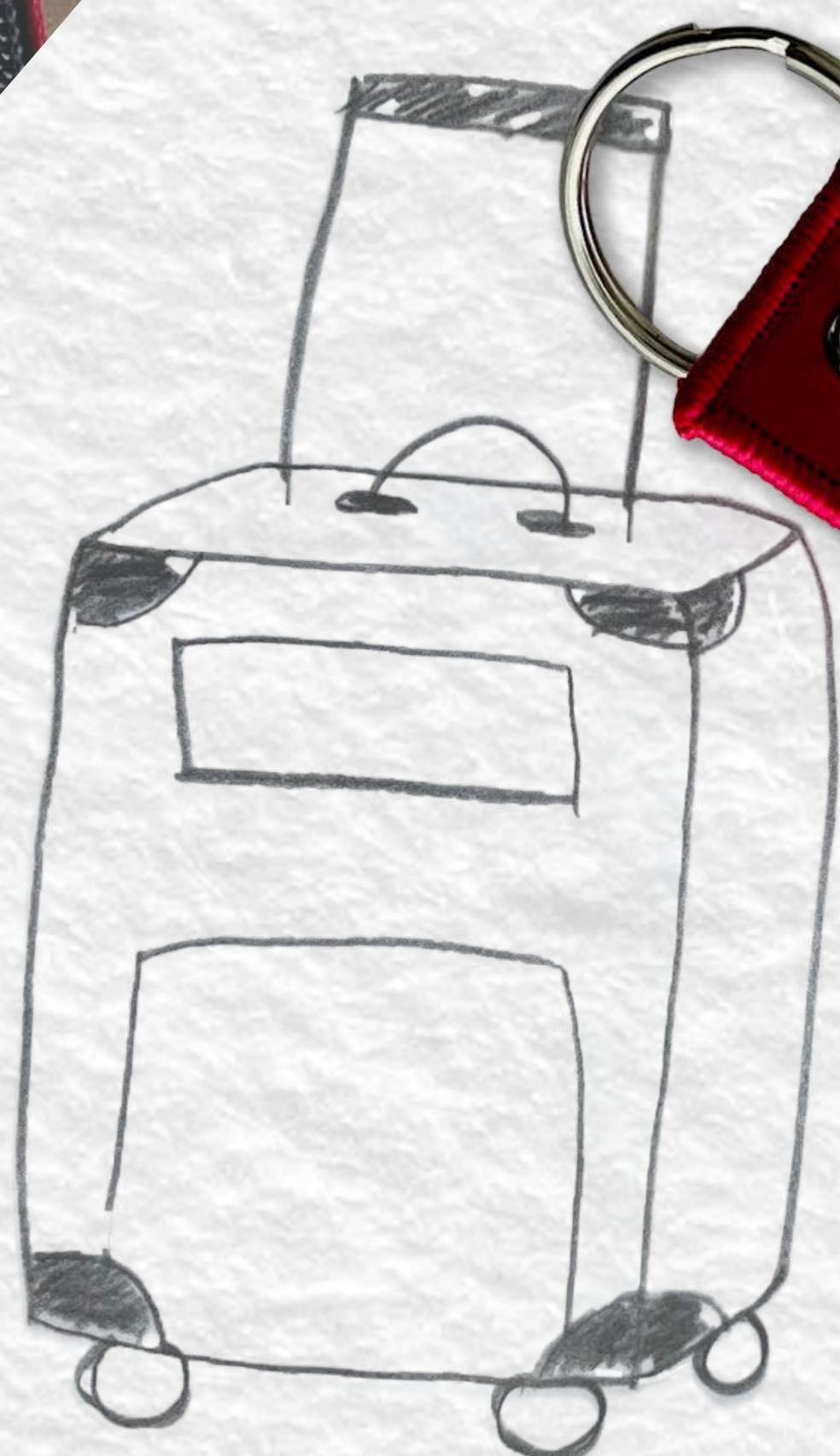


## COURSE DURATION

DURATION: 4 HOURS

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







# RECURRENT SEP/SOP

In accordance with UK and EASA regulations, this course covers the Standard Procedures crews must observe in both normal operations and during an emergency situation. This course also includes equipment donning and emergency procedures. Requirements under ORO.CC.140 and ORO.FC.230.

## SYLLABUS

### Aviation and Aviation Regulations:

- Pre-Flight Crew Briefing
- Duties and responsibilities of Cabin Crew
- Competence and Fitness
- Procedures related to aircraft surface contamination
- Minimum Equipment List (MEL)

### Communication

- Emphasis on the importance of effective coordination and two-way communication between all crew members
- Sterile Flight Deck

### Passenger Handling and Cabin Surveillance:

- Cabin surveillance including Dangerous Goods practical CBTA exercise
- Crew vigilance including hidden Dangerous Goods and passenger documentation
- Stowage of articles in the passenger compartment
- Cabin and Galley Secure Checks
- Silent Review
- Carriage and seating of SCPs and ABPs
- Special refuelling/defueling procedures, including the uplift of wide-cut fuels
- Refuelling/defueling with passengers embarking, onboard or disembarking
- Duties in turbulence and securing the passenger compartment

### Emergency and Safety Equipment training and checking (relevant to a/c type):

- Instruction on the use of and handling of all emergency and safety equipment carried on the aircraft
- Donning of portable oxygen
- Actual donning of protective breathing equipment (PBE)
- Actual handling of fire extinguishers of the type used

## SYLLABUS CONT.

- Actual donning of lifejackets
- Demonstration of the use of the liferaft
- Actual handling and use of pyrotechnics

### Normal, Abnormal and Emergency Procedures including:

- The actions assigned to each member of the cabin crew in normal procedures
- Passenger Safety Demo
- 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 actions assigned to each member of the cabin crew in emergency procedures
- Preparation of passengers for emergency situations
- Pilot incapacitation procedures
- Practical demonstration of the use of flight crew checklists
- Emergency procedures
- Evacuation procedures
- Other in-flight emergencies including in-flight fire drill
- Non pressurisation, slow and sudden decompression
- Planned and unplanned evacuations on land and water

### Passenger Handling and Crowd Control

- Crowd control techniques
- Evacuation of SCPs with emphasis on PRMs
- Verbal Commands
- Cabin crew authority and responsibility to initiate an evacuation

### The following topics should be covered by the operator:

- Instruction on the location and use of all types of exits\*
- Drills and Oxygen systems relevant to each aircraft type/variant
- The location and removal of Safety and Emergency equipment relevant to aircraft type.

\* OWE practical training can be carried out at TGT (triennial)

**COURSE DURATION**  
DURATION: 4 HOURS





# 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

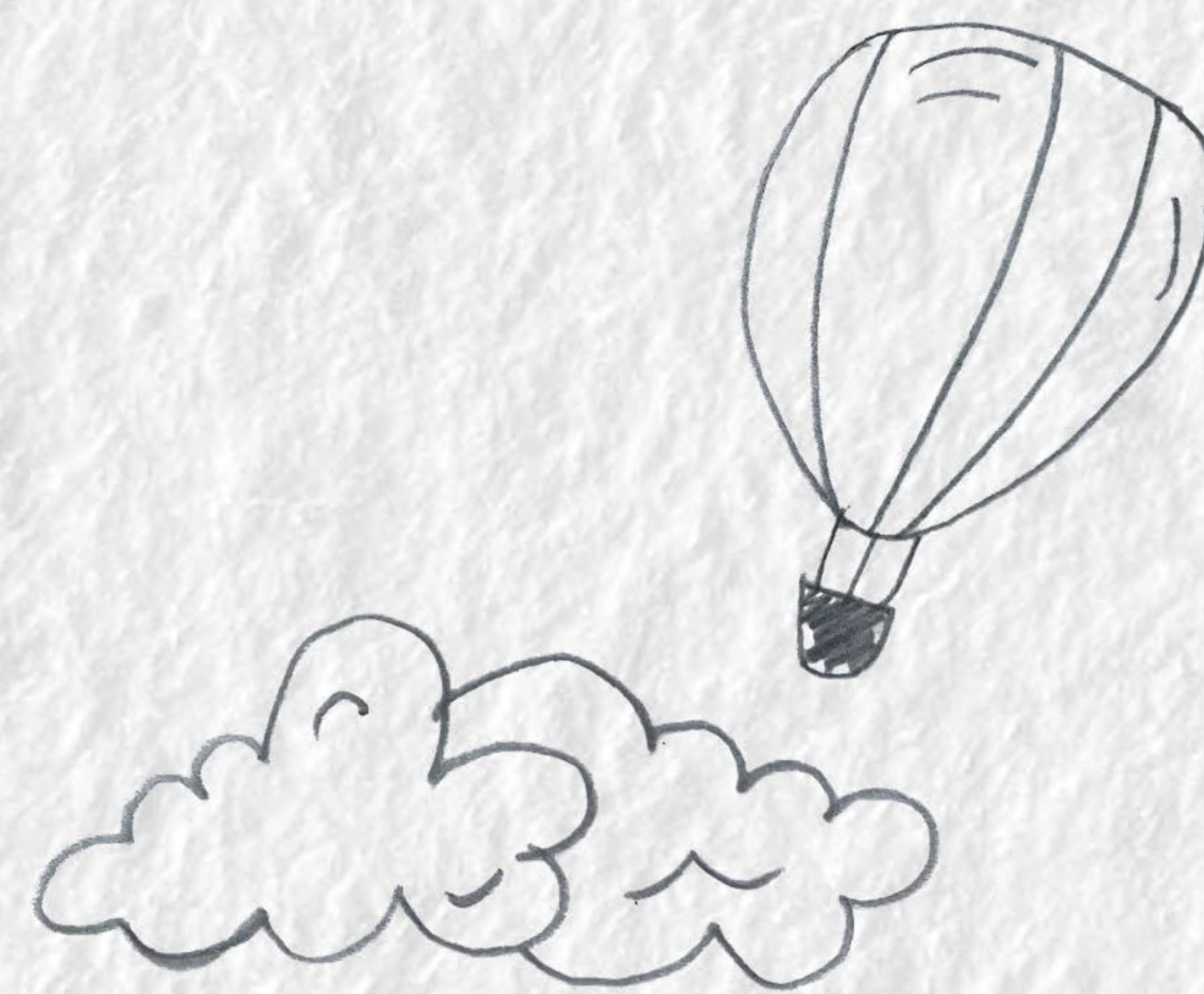
## COURSE DURATION

DURATION: 1 DAY

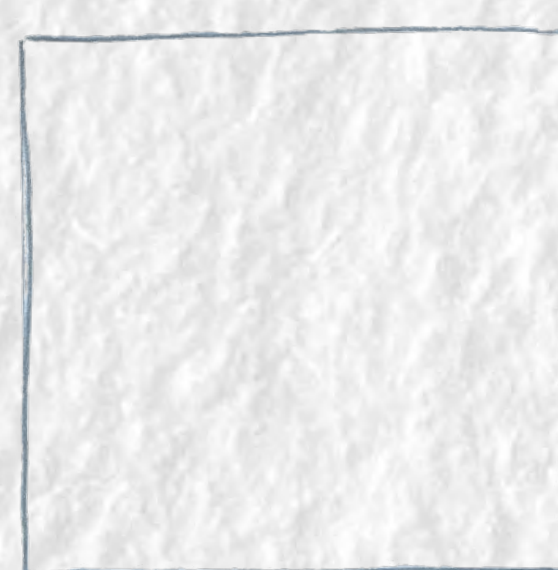


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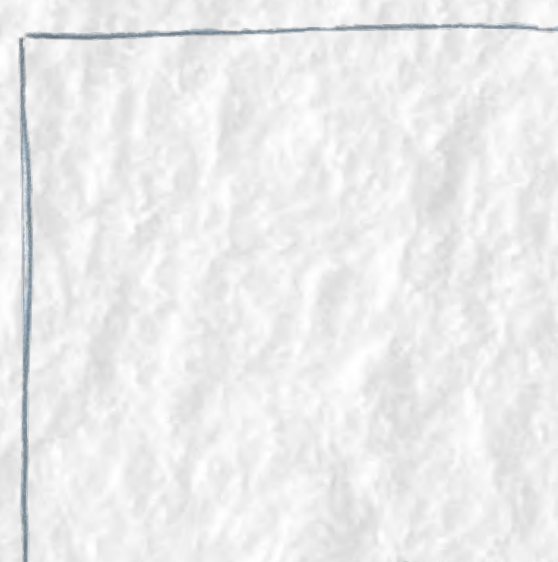




**Global  
Training**



Click here to view  
the 2025 schedule



Click through to the  
website for more  
information

