Security, Fire Safety and First Aid Training

Committed to Your Professional Development

Contents

Message from the Chairman

HH Sheikh Ahmed Bin Saeed Al Maktoum

Chairman, Emirates Group

Security is one of the pillars of global aviation - without which, no airline or airport can be successful.

At the Emirates Group, we are committed to implementing the highest security standards across our operations.

Our Group Security team ensures this through continuous training and education, rigorous reviews of our systems and processes, and crucially, collaboration and partnership with our stakeholders .

Message from the DSVP-EGS

Dr. Abdulla Al Hashimi

Divisional Senior Vice President
Emirates Group Security

The most important aspect of aviation security is the human factor. It is the backbone of aviation security, Technology and infrastructure are not enough to solve problems effectively. Therefore, training our people is important.

Our four-hour e-learning AVSEC programme introduces you to aviation security, while the Diploma in Aviation Security Management is the pinnacle.

The international security conferences we organize are important in educating people on aviation security.

Vision

To maintain recognition internationally as being one of the leading organizations, in the business of providing aviation and security related services and to set the benchmark for this service within the aviation industry.

Mission

Emirates Group Security is committed to safeguarding all customers, staff and assets against acts of unlawful interference through continuous review, training and education. To implement international and all other established industry standards and practices so as to ensure a safe and secure environment to facilitate business growth.

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.
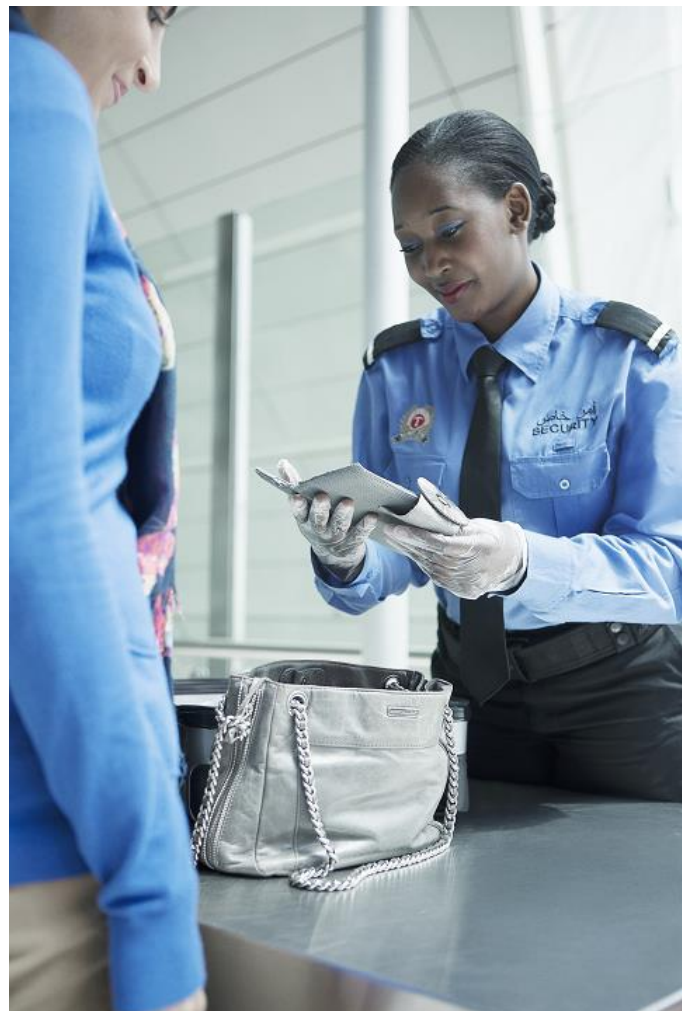
Security Induction Course

Duration: 1 day

Overview

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

Participants

New recruits who will be working at airports.

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.

Course Units

Induction

Cultural Awareness

Bomb Threat Management

Patrolling and Report Writing

Conflict Management

Public Relations Detaining Searching

Pre-requisite

No prerequisites

Mode of Delivery

A combination of classroom lectures, video presentation, discussions and practical exercise.
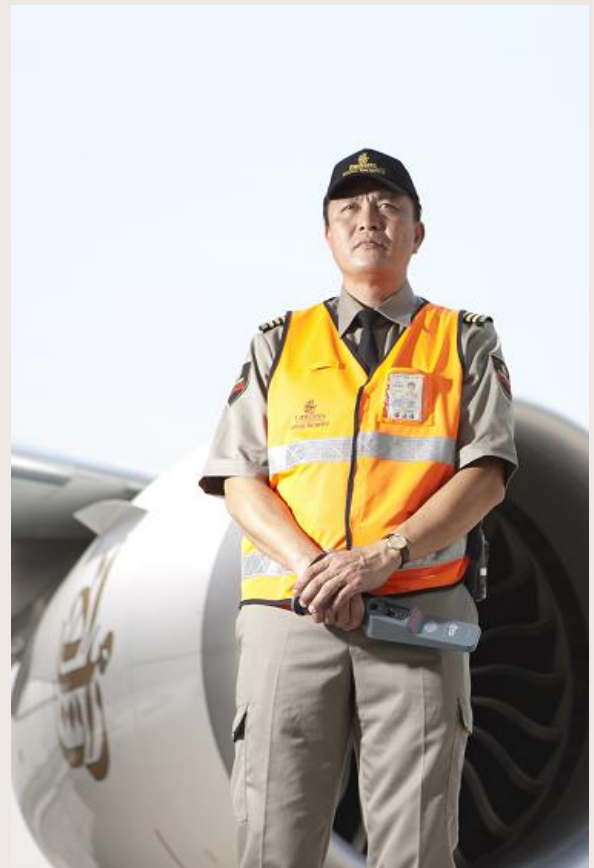
Assessment

Written and practical examination

Course Dates

Upon request

Basic Airline Security Course

Duration: 2 days

Overview

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.

Participants

Staff working at the airports, 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.

Course Units

Introduction to Civil Aviation Security

Threats to Civil Aviation

Bomb Threat Management

Bomb Threat Awareness

Cargo Security

Crime Prevention

Baggage Reconciliation

Baggage and Passenger search

Protection of Parked Aircraft

Catering Security

Dangerous Goods Awareness
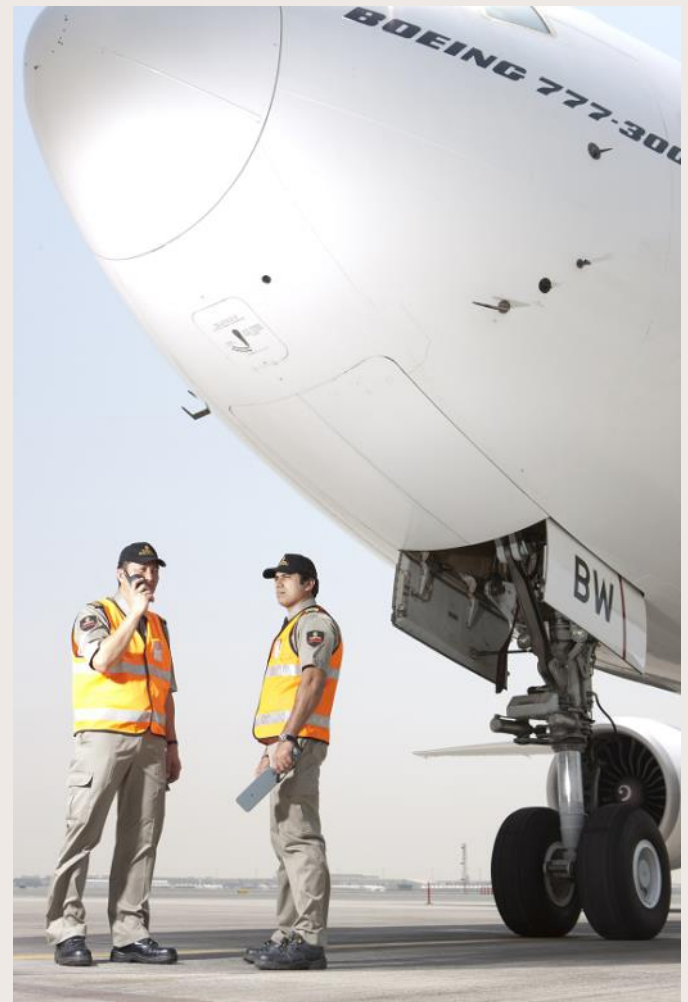
Pre-requisite

No prerequisites

Mode of delivery

A combination of classroom lectures, video presentation, discussions and practical exercise.

Course dates

Upon request

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.

Participants
Course is designed for in-flight security officers/sky marshals.

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
No prerequisites

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

Course dates
Upon request

Self-defence
Security Guards Training

Duration: 1 day

Overview

This training is designed to equip security guards with basic self-defence technique as per the UAE law, and understanding of self-defence importance.

Participants

Course is designed for security guards within Emirates Group Security.

Objectives

This programme is designed for awareness and implementation of self-defence to security guards assigned in Emirates Group Security.

Course Units

- Introduction to Self-defence
- Unit Responsibilities
- Documents and Equipment
- Risk Assessment and Conflict Management
- Success of Tragedy
- Self-defence Training (Theoretical session, Anti-Grappling/Restraining, Punch/kick defence)

Pre-requisite

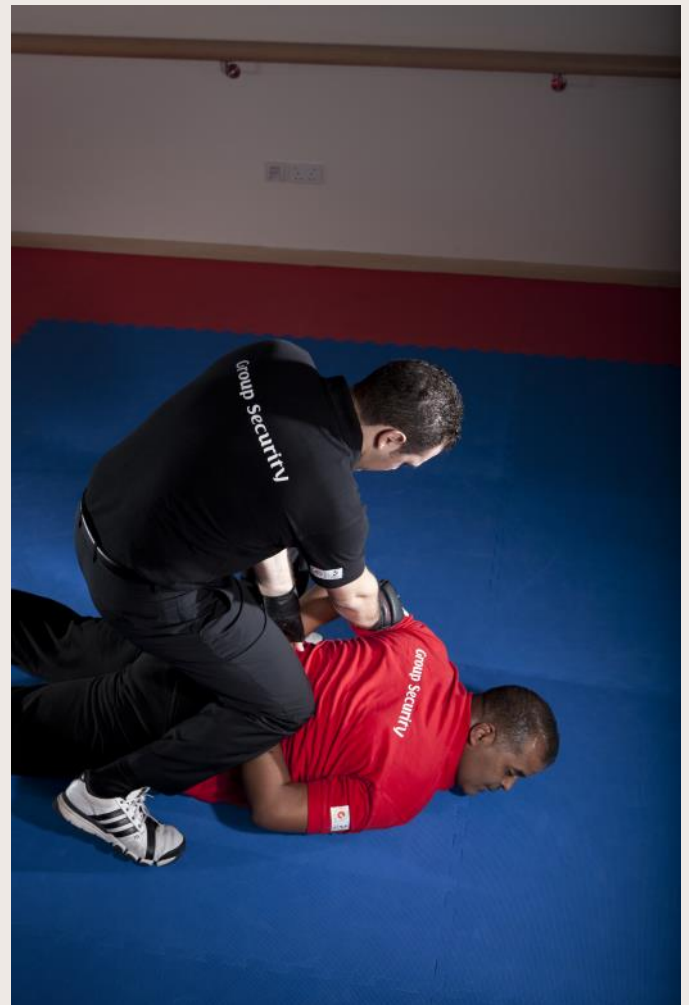No prerequisites

Mode of delivery

A combination of classroom lectures, practical sessions on self-defence and restraining techniques

Assessment

Written/Practical examination

Course dates

Upon request

US Flight SOP
Contact Training Initial*

Duration: 5 days

***Course offered as Recurrent training – duration: 1 day**

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

Participants

Airport security personnel (Profilers) handling the US flight operations.

Objectives

This course will enable the trainees to:

- define important terminologies in aviation security

- discuss the latest trends in terrorist attacks

- familiarize with weapons &explosives

- Define security functions in cargo and catering security

Course Units

Important Terminologies & Definitions

Introduction to Terrorist Organizations

Risk Assessment & Intelligence

Employee Identification

Restricted Articles and Dangerous Goods

Weapons & Explosives

Emergency Response

Security Functions in Check-in Area

Security Functions in Baggage Room

Security Functions in Ramp Area

Security Functions in On-board

Security Functions in Jet Way

Security Functions in Catering

Security Functions in Cargo
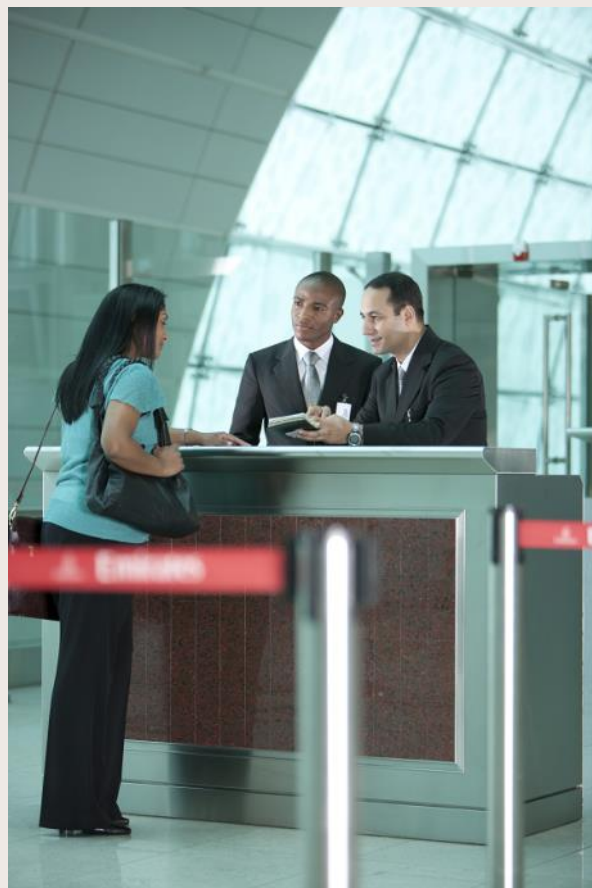
Pre-requisite

Airport security personnel deployed for US flight operations.

Mode of delivery

A combination of classroom lectures, video presentation, discussions and practical exercise.

Assessment

Written exam

Course dates

Upon request

US Flight SOP
Non Contact Training
Initial *

Duration: 3 days

*Course offered as Recurrent training – duration: 1 day

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.

Participants

Airport security personnel (Non Contact) handling the US flight operations.

Objectives

This course will enable the trainees to:

- define important terminologies in aviation security

- identify terrorist organizations and their effects on civil aviation

- list the reasons why civil aviation and US is a terrorist target

- discuss the latest trends in terrorist attacks

- explain the importance of LAGs

- state the features to be checked on an airport ID

Course Units

Important terminologies and Definitions

Introduction to terrorist organisations

Terrorist Strategies against Civil Aviation

Risk Assessment and Intelligence

Employee Identification

Restricted Articles and classification

Weapons and Explosives Familiarization

Emergency response

Passenger Classification

Security Functions in Baggage room

Security Function in Ramp Area

Security Functions On Board

Security Functions at Boarding gate

Security Functions at Catering

Security Function in Cargo

Mode of delivery

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

Assessment

Written Test/Examination

Course dates

Upon request

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.

Participants

Airline and airport staff involved in checking travel documents, personnel with relatively less experience or new to the concept of document examination.

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 classroom lectures, multimedia presentations, discussions, practical exercise, simulated case studies and a qualifying test

Assessment
Written Test/Examination

Course dates
Upon request

Travel Document Check Course (Advanced)

Duration: 7 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.

Participants

Experienced airline and airport staff involved in checking travel documents.

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

- Introduction to terrorism
- Security concept
- Passenger characterization (Appearance, behavior, luggage, companions)
- Passenger security profile (Stages of inspection, regular and selected passengers)
- Passport and Ticket
- Suspicious signs
- Weapons and explosives
- Questioning
- Methodology

Pre-requisite

Examination of Fraudulent documents

Mode of delivery

A combination of classroom lectures, multimedia presentations, discussions, practical exercise, simulated case studies and a qualifying test.

Assessment

Written test/Examination

Course dates

Upon request

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.

Participants

Security personnel working at the airport.

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.

Course Units

- Aviation Security (Introduction to aviation security, threats & risks to civil aviation, passenger and Baggage Security

- Aviation Security (Bombs and explosives, X-ray examination of baggage & security equipment, protection of parked aircraft, crime prevention, bomb threat management)

- Intermediate AVSEC Profiler Course
  (Non-Contact Security: Introduction to security profiling, civil aviation as an attractive target, Al Qaeda – the global reach, risk analysis)

- Security Concept (Baggage room observer, ramp security positions, inspection of persons)

- Aircraft Cabin Search, Emergency Response, Cargo & Catering Security, Employee Identification, Emergency Response.
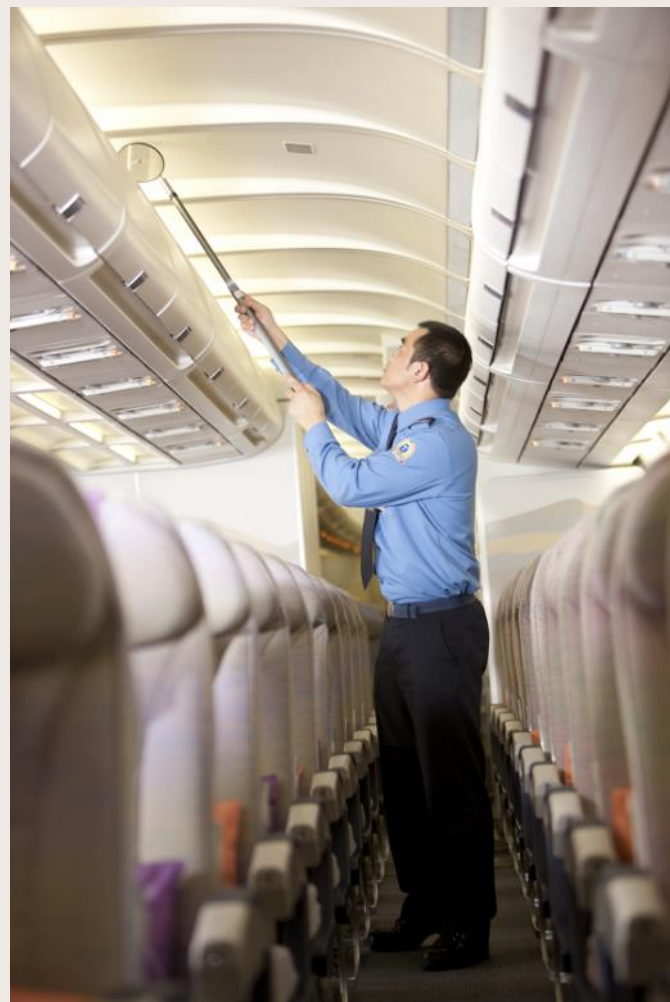
Pre-requisite

Trainees should satisfy the following criteria:

a) have satisfactorily completed secondary school or equivalent education; and

b) have written and oral command of the language of instruction.

Mode of delivery

A combination of classroom lectures, practical exercise and simulated case studies.

Assessment

Written test/Examination

Course dates

Upon request

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.

Participants

Personnel involved in handling of cargo, courier and express parcels, mail, company stores and supplies.

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.

Course Units

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
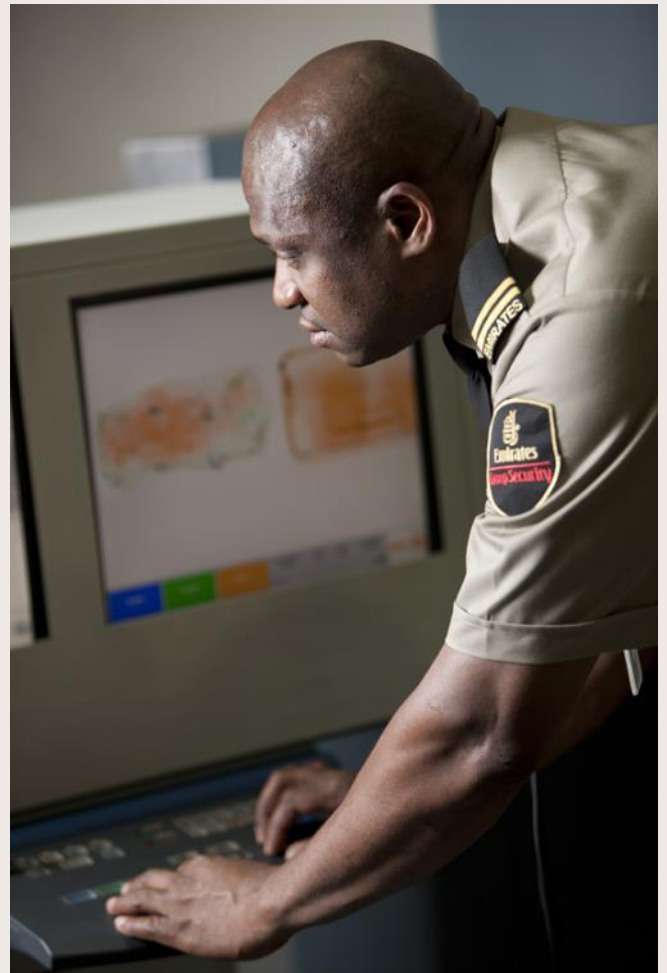
Pre-requisite

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

A combination of classroom lectures, multimedia presentations, discussions and a qualifying test.

Assessment

Written Test/Examination

Course dates

Upon request

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.
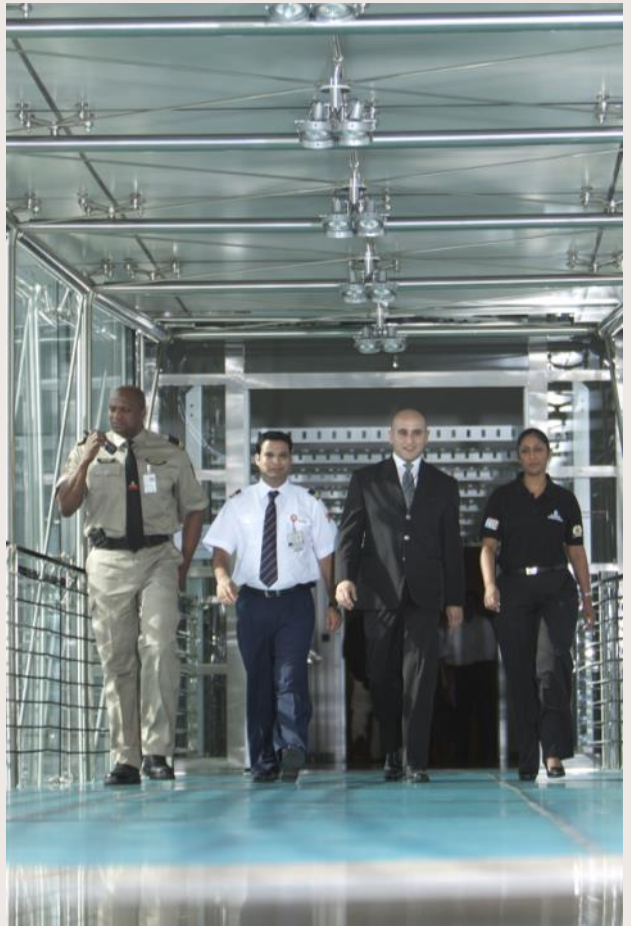
Participants

Aviation professionals with verified experience in aviation security.

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.

Course Units

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

Pre-requisite

Verified experience in aviation security;

Good knowledge of international and national security regulations;

Involvement in the national aviation security system

Mode of delivery

A combination of classroom lectures, multimedia presentations, discussions and a qualifying test.

Assessment
Written Test/Examination

Course dates
Upon request

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

Participants

Managing or supervisory personnel within the organization.

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.

Course Units

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

Pre-requisite

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.
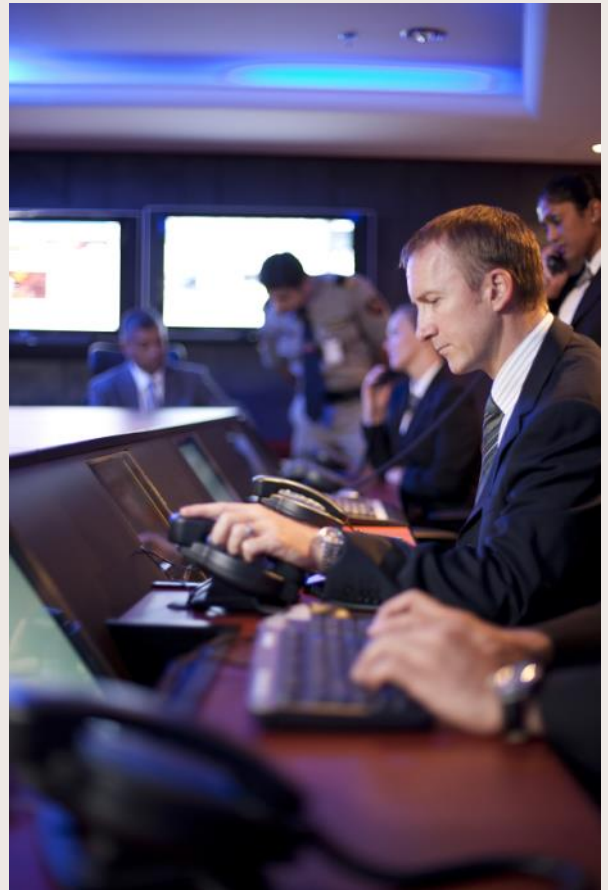
Mode of delivery

A combination of classroom lectures, multimedia presentations, discussions, practical experience, simulated case studies and a qualifying test.

Assessment
Written test/examination

Course dates
Upon request

AVSEC Awareness for Managers Course
(Based on ICAO material)

Duration: 2 days

Overview

The course is designed to educate non security managers who have indirect security functions, roles and responsibilities in the airline industry.

The course is being created to comply with the requirements outlined by ICAO & GCAA-NCASTP and the Emirates Security Plan for all Airport Services Managers, Cargo Managers and other appropriate personnel in the management position across the network.

Participants

Managing or supervisory personnel within the organization.

Objectives

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

- Identify the threats facing Civil Aviation and Airline Industry

- Understand the security requirements vis-à-vis the requirements of the State and the prevailing security landscape

- Understand the concepts of risk assessment, management and mitigation

- Understand the importance of Security Review as part of the overall Security Management System which includes security check, inspection, survey and audit

- Practical exercise on the conduct of an onsite security survey

Course Units

- Introduction to AVSEC
- Threats to Civil Aviation
- Bomb Threat Awareness
- AVSEC Regulatory Requirement
- Cargo and Mail Security
- Security Management System

Pre-requisite

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

A combination of classroom lectures, multimedia presentations, discussions, practical experience, simulated case studies and a qualifying test.

Assessment
Written test/examination

Course dates
Upon request

IATA Security Management Systems (SEMS) Course

Duration: 5 days

Overview

The course is designed for Emirates Group Security or for Experienced screening staff, Civil aviation authority representatives, Airline Managers, Airport Managers, Law Enforcement and other government personnel who will be working at airports and who have to understand, implement or enforce aviation security operations.

Participants

Managing or supervisory personnel within the organization, experienced screening staff, civil aviation authority representatives, airline managers, airport managers, law enforcement and other government personnel.

Objectives

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

- Understand the structure and components of the SeMS

- Plan an organizational structure in terms of security responsibilities

- Integrate SeMS procedures into your operations

- Build awareness and security-oriented culture throughout your organization.

Course Units

- IATA's SeMS initiative, Management Systems, Building the security organization

- Human factors, Security threat assessment, Risk management

- Quality control, Quality assurance of SeMS, IOSA, Contingency planning, Designing SeMS, Project management

- Implementing SeMS, Change management, Performance-based regulations

Pre-requisite

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

A combination of classroom lectures, multimedia presentations, discussions, team projects and project management.

Assessment
Written test/examination

Course dates
Upon request

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).

Participants

Aviation professionals with verified experience in aviation security.

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.

Course Units

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

Verified experience in aviation security;

Good knowledge of international and national security regulations;

Involvement in the national aviation security system

Mode of delivery

A combination of classroom lectures, multimedia presentations, discussions, practical experience, simulated case studies and a qualifying test.

Assessment
Written test/examination

Course dates
Upon request

AVSEC Management and Risk Assessment Course

(Based on ICAO material)

Duration: 5 days

Overview

This course is designed to provide delegates with background and specific knowledge to enable them to implement th National Aviation Security Programme (NASP) and Airport Security Programme (ASP) effectively. Graduates will use this knowledge to fulfil their roles as security managers and to appreciate the roles of others.

Participants

For UAE airport and airline staff with direct managerial responsibilities for security policy and/or security staff.

Objectives

This training aims to help participants develop an understanding of the organization to be assessed, learning how to appreciate complexities and nuances. The course assists in identification of assets in an organization that are at risk from a variety of hazards, and teaches how to manage these risks.

Course Units

- **AVSEC Management**
AVSEC Threats
Legislation
Measures for Airline/Aircraft Security
Measures for Cargo & Mail Security
Airport Security Technology
Audits
HR & Training

- **Risk Assessment**
Risk Overview
Concept of Threat Assessment
ICAO Security Risk Matrix
Course Debrief & Presentation of Certificates

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.

Pre-requisite
None

Assessment
Written test/examination

Course dates
Upon request

Fire Safety Training

Duration: 4 hours

Overview

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.

Participants

Emirates Group employees and external clients.

Objectives

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.

To enable participant to use extinguishers.

To familiarize participants with the latest techniques related to fire safety and building protection strategies.

To familiarize participants with how to deal with incidents at early stages.

Mode of delivery

A combination of classroom lectures and practical experience

Assessment

Written and practical examination.

Course dates

Upon request

Course Units

- 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

Pre-requisite

No prerequisites

First Aid at Work

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.

The course is designed to equip candidates with the minimum knowledge and skills required to save lives in a medical emergency.

Participants

Nominated first aid responders of private companies.

Objectives

- To assess accidents and apply the necessary first aid action where required
- To prepare the participant to respond to an emergency situation
- To know the aim of applying first aid to a casualty
- To enable participant to know how to recognize a medical emergency and act accordingly
- To be able to recognize and perform CPR to a casualty who is not breathing
- To deal with major and minor injuries/illnesses

Course Units

- Roles and responsibilities of the first aider
- Assessing an incident
- Preventing cross-infection
- Managing an unresponsive casualty
- Examine and treat wounds and bleeding
- Recognize and manage chocking casualty
- Dealing with minor injuries
- Fractures and dislocations
- Sprains and strains
- Dealing with major illnesses (heart attack, angina, stroke, diabetes, poisons, asthma)

Pre-requisite
None

Mode of delivery
Lectures and demonstration
(Practical and theoretical examples)
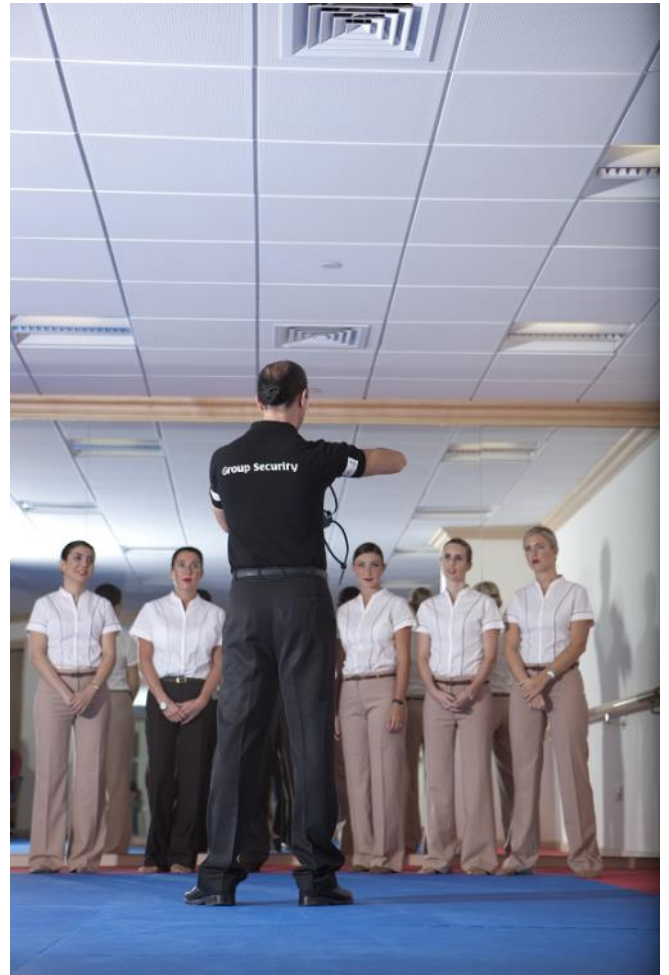
Assessment
Oral, written and practical exams

Course dates
Upon request

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.

Participants

Cabin Crew

Objectives

This course is designed to include new ideas and developments to cabin crew training and procedures on aviation security.

Course Units

- Sabotage/LRBL (how do airlines receive bomb threats, what to do should you find a suspect device, actions taken by cabin crew, description of the device, least risk bomb location)

- Security Measures (when and where to search, pre-departure/transit security search, checking of ID's/boarding passes, galley/toilet searches, inadmissible and deportee passengers)

- Hijack (phases of a hijacking, motives, actions taken by cabin crew , syndromes, flight deck access/door)

- Weapons (overview of various weapons and how they could be concealed and brought on board, what crew need to look out for)

- Conflict management/Disruptive Passengers (reasons for disruptive behavior, types of disruptive behavior, techniques to diffuse, actions to be taken, communication with the flight deck)

- Restraint Training (techniques to facilitate restraint)

- Customs and Personal Security (awareness at home and abroad)

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

Course dates

Upon request

Pre-requisite

Appointed Cabin Crew

AVSEC Recurrent - (Cabin Crew only)

Duration: 3 hours

Overview

A brief refresher course for the cabin crew on the various aspects of each topic influenced by procedure changes and world incidents.

Participants

Cabin Crew

Objectives

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

Course Units

- Sabotage
- Hijacking
- Personal Security
- Conflict Management
- Security Measures
- Restraint Refresher

Pre-requisite
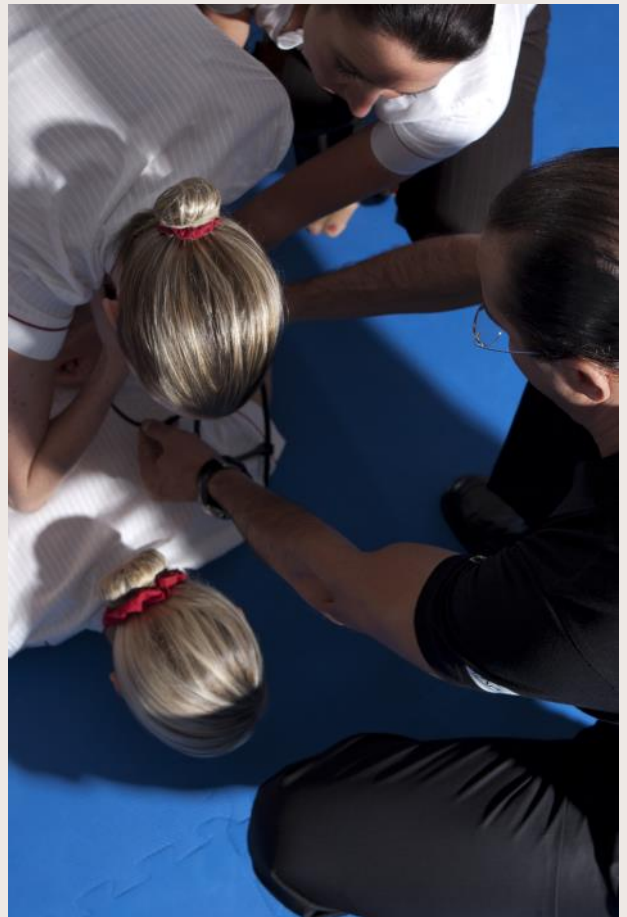
Appointed Cabin Crew

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

Course dates

Upon request

AVSEC Pilots Initial – (Flight Crew only)

Duration: 4.5 hours

Overview

Initial AVSEC course for the flight crew on the various aviation security measures on board the aircraft, hijacking, sabotage, conflict management, customs and personal security.

Participants
Flight crew—Pilots

Objectives

This course is designed to equip flight crew (pilots) on threats posed to aviation industry and various security measures applied on board the aircraft.

Course Units

- Threat and Risk (threats posed to aviation industry, perpetrators and targets)
- Hijack (phases of a hijacking, motives, actions taken by cabin crew, syndromes, flight deck entry and exit)
- Weapons & Explosives (overview of weapons and explosive and their component parts)
- Security Measures (access control, pre-flight security search, transit, post arrival, documentation, inadmissible and deportee passengers)
- Sabotage (how do airlines receive bomb threats, what to do should you find a suspect device, actions take by cabin crew, description of the device, least risk bomb location)
- Conflict management (reasons, types and management for disruptive/unruly behavior, actions to be taken, communication with the flight deck)
- Customs and Personal Security

Pre-requisite
Appointed Flight 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
None

Course dates
Upon request

AVSEC Pilots Recurrent- (Flight Crew only)

Duration: 2 hours

Overview

A brief refresher course on various aspects of each topic influenced by procedure changes and world incidents.

Participants

Flight crew—Pilots

Objectives

This course is designed to refresh the flight crew (pilots) on threats posed to aviation industry and various security measures applied on board the aircraft.

Course Units

- Sabotage
- Hijacking
- Personal Security
- Conflict Management
- Security Measures

Pre-requisite

Appointed Flight 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

None

Course dates

Upon request

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.

Participants

Security guards, escorts, cabin crew and ground staff.

Objectives

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.

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

Course Units

- 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.

- Sitting technique

  Practice & demonstration
  Teaching the techniques
  Correcting Trainees in pairs. (Preparation of 'Teach-

  Back' Sessions)

- Standing technique

  Practice & demonstration including 'Positional

  Immobilization'
  Teaching the Techniques
  Correcting Trainees in pairs (Preparation of 'Teach-

  Back' Sessions)

- Combination of techniques
  Mock-Up sessions
  Pair & Team drill combination techniques
  Course design & Time Management

- Examination & Feedback
  Restrain asphyxia awareness
  Instructors tips

Pre-requisite

No prerequisites

Mode of delivery

A combination of classroom lectures and practical experience

Assessment

Written and practical examination

Course dates

Upon request

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.

Participants

Security guards, escorts, cabin crew and ground staff.

Objectives

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.

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

Course Units

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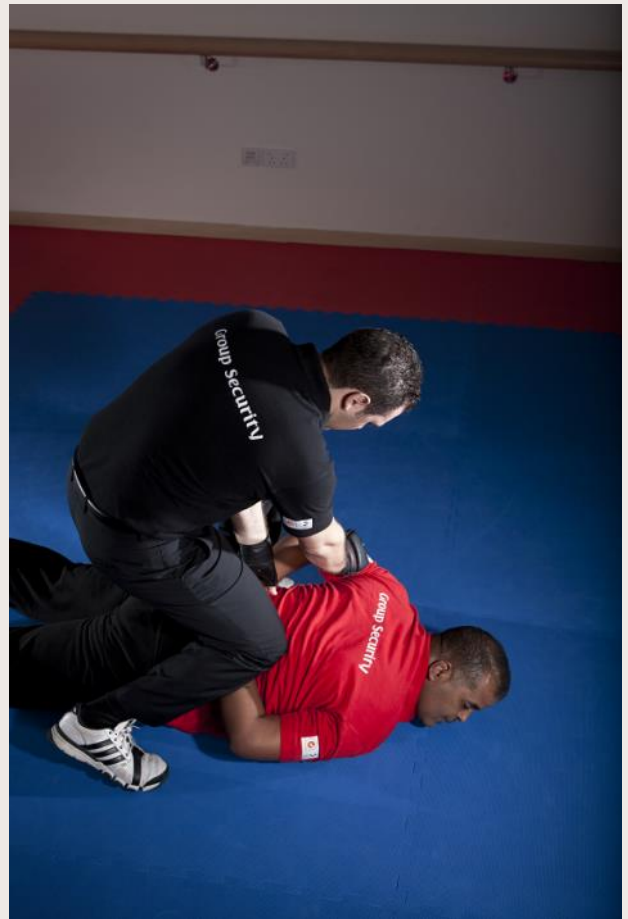
- Practicing/demonstrating techniques and mock up
  Introduction to Control Techniques
  Course Duration and Time Management
  Correcting trainees in pairs
  (Preparation of Teach Back Sessions)

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

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

Pre-requisite
No prerequisites

Mode of delivery
A combination of classroom lectures and practical experience

Assessment
Written and practical examination

Course dates
Upon request

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.

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.
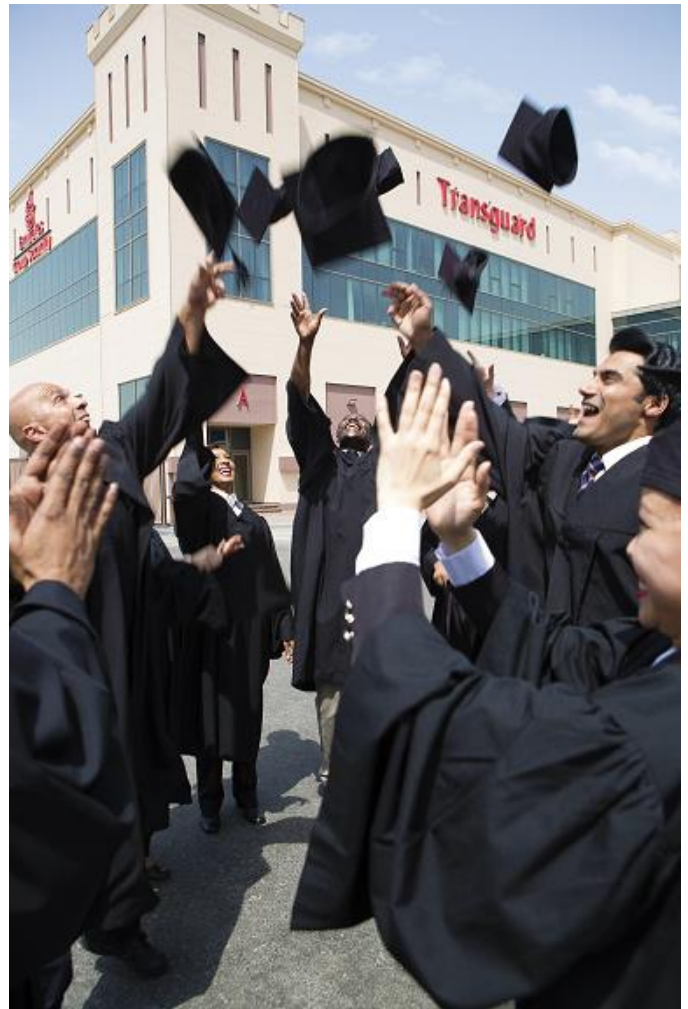
Introduction to CASS Programs

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

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

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

Course Units
SCY1104 Introduction to aviation security
SCY1205 Safeguarding the aviation industry
SCY1206 Aviation security operations
SCY1307 Managing aviation incidents and threats
SCY 1109 AVSEC work-based project placement
SCY 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.

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).

Participants

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
SCY 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

National Security Institute (NSI)
Basic Security Guard

Duration: 5 days – 8 hours per day

Overview

This course will introduce the participants to the basic concepts of private security guarding in the UAE.

The learning objectives are also part of the preparation to pass the UAE Police Regulatory Authority (PSBD) licensing exam.

Participants

Course is designed for entry-level security guards to equip them with basic security guard skills.

Objective

Acquire basic security guard skills to work as a professional private security guard in the UAE.

Prepare students for their PSBD exam which will lead to PSBD license to allow them to work as a private security guard.

Course Units

Introduction to NSI

Roles and responsibilities of a security guard

UAE law concerning private security

Protecting people, property & information

Emergency situations

Fire

Electronic security

Pre-requisite

There are no pre-requisites for this training other than compliance with the UAE Private Security Federal Law No. 37 of 2006 e.g. minimum education, legal age, experience (it is the responsibility of each security company and security guard to ensure that they are legally compliant). Age limit: 21-55 years old.

Mode of delivery

A combination of classroom lectures, multimedia presentations, discussions and practical experience.

Assessment

Evaluation is based upon:

a)   100% attendance;

b)   participation in the class;

c)   demonstrating knowledge acquired, through practical exercises;

d)   literacy and comprehension;

e)   deportment; and

f)   notebook use and maintenance (Note: d, e & f carry evaluation marks of 20% each).

Written Evaluation (40%): Students must show an overall mark of no less than 70%. Results posted show Pass or Fail only.

Course dates

Upon Request

National Security Institute (NSI) Special Events

Duration: 2 days- 8 hours per day

Overview

This training is designed specifically for security guards working at special events in the UAE.

Participants

Security guards working at special events in the UAE.

Objectives

To equip security guards with procedures applicable for special events across the UAE. After completing this course security guards will be familiar with their responsibilities and duties before, during and post event operations.

Course Units

Unit 1 – Security at Special Events
Unit 2 – Security Operations at Special Events

Pre-requisite

NSI Basic Security Guard course to be successfully completed before attending. Age limit: 18-60 years old.

Mode of delivery

A combination of classroom lectures and multimedia presentations, discussions and practical experience.

Assessment

Evaluation is based upon:

a)   100% attendance;

b)   participation in the class;

c)   demonstrating knowledge acquired, through practical exercises;

d)   literacy and comprehension;

e)   deportment; and

f)   notebook use and maintenance (Note: d, e & f carry evaluation marks of 20% each).

Written Evaluation (40%): Students must show an overall mark of no less than 70%. Results posted show Pass or Fail only.

Course Dates
Upon request

National Security Institute (NSI) Cash and Valuables in Transit Course

Duration: 5 days – 8 hours per day

Overview:

This course will introduce the participants to the concepts of guarding and handling Cash and Valuables in transit in the UAE.

Participants

Course is designed for security guards.

Objective

Course is designed for security guards to equip them with procedures and responsibilities during the transit of Cash and Valuables.

Course Units

- Roles of CVIT operator
- Communication skills
- Confidentiality and Security of information
- Equipment for CVIT operation
- Documentation in CVIT operation
- Vehicle and equipment checks during CVIT operations
- Handling cash and valuables during CVIT operations
- Transferring cash and valuables
- Maintaining security during transport of cash and valuables
- Planning for CVIT operations
- Dealing with attacks and suspicious incidents
- Dealing with aggressive and abusive behaviour

Pre-requisite

NSI Basic Security Guard course to be successfully completed before attending

Mode of delivery

A combination of classroom lectures, multimedia presentations, discussions and practical experience.

Assessment

Evaluation is based upon:

a)   100% attendance;

b)   participation in the class;

c)   demonstrating knowledge acquired, through practical exercises;

d)   literacy and comprehension;

e)   deportment; and

f)   notebook use and maintenance (Note: d, e & f carry evaluation marks of 20% each).

Written Evaluation (40%): Students must show an overall mark of no less than 70%. Results posted show Pass or Fail only.

Course dates

Upon Request

Dubai Protective Systems (DPS) Basic Security Guard

Duration: 5 days – 8 hours per day

Overview

This course will introduce the participants to the basic concepts of private security guarding in the Dubai, UAE.

Participants

Course is designed for entry-level security guards to equip them with basic security guard procedures and responsibilities.

Objective

Acquire basic security guard skills to work as a professional private security guard in the Dubai, UAE.

Course Units

Introduction to Security Industry

Emergency Systems and Procedures

Evidence and crime scene

Patrolling

Access Control

Searching

Requirement of health and safety at work

Dealing with Emergencies

Fire and safety

Communication and customer care

Effective communication

Conflict Resolution

First Aid

Pre-requisite

No prerequisites

Mode of delivery

A combination of classroom lectures and multimedia presentations, discussions and practical experience.

Assessment

Oral test 60%

Written test 40%

Course dates

Upon Request