



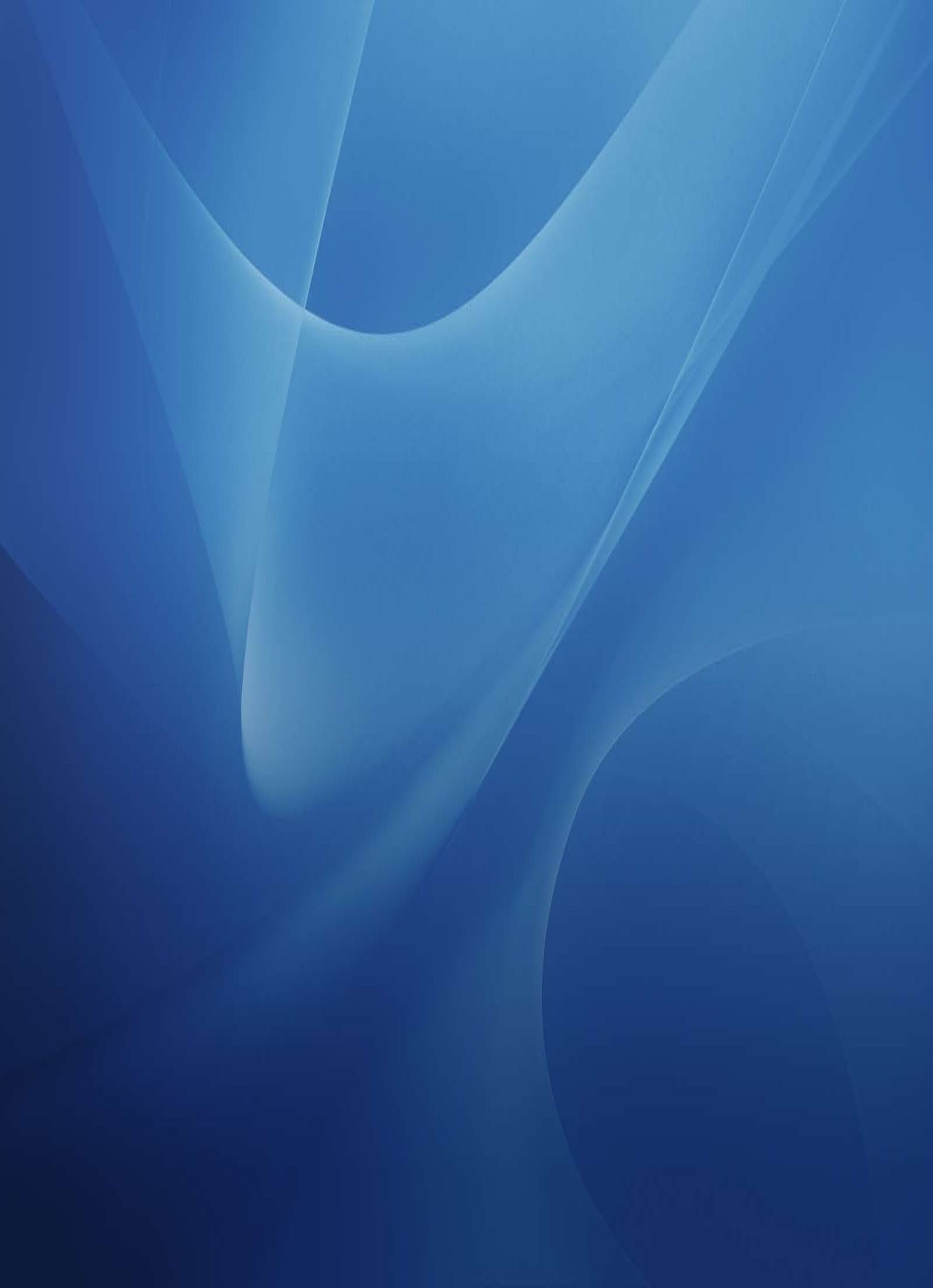
**Training is our profession
Customer satisfaction is our aim**



EGYPTAIR TRAINING CENTER

Training Catalog

2009 / 2010

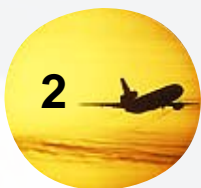




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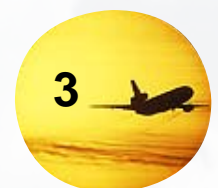




Dedication

*EGYPTAIR Holding Company
and EGYPTAIR Training Center
are Honored to Dedicate This Catalog
to His Excellency*

*The Minister of Civil Aviation
Air Marshal / Ahmed Shafik*



EGYPTAIR Highlights

Established in May 1932, EGYPTAIR is one of the pioneer airlines in the world, being the seventh air carrier worldwide.

The airline builds on its rich and impressive history that matches that of its homeland. Its fleet started with the spartan cruiser aircraft which commenced its first commercial flight in 1933.

Afterwards, American and French aircrafts were bought to enhance the fleet. EGYPTAIR was the first carrier in the Middle East to use jets, as it enhanced its fleet with comet 4-C jets in 1960. It was also the first airline in the Middle East to fly Boeing 707 aircrafts to cope with the growing international traffic and to operate longer routes.

Today, as a result of years of continuous investment, EGYPTAIR is operating one of the most modern and young fleets in the industry.



Not only does EGYPTAIR invest heavily in purchasing new aircraft, but also in conducting additional training facilities, which is obviously apparent from the amount of development and enhancement that are taking place in EGYPTAIR Training Center.

The Training Center is conveniently located at Cairo International Airport in a newly - built center which complies with all the architectural and infrastructure requirements of a modern training facility.

It includes not only flight crew, cabin crew, technical training, but also ground services, cargo, financial, commercial, administration training and HR development programs, practically all activities needed within any airline.

Through this catalog, you will take a tour throughout each of these activities to explore every service that EGYPTAIR Training Center can provide. We trust that all employees in the airline industry aspiring to improve their skills will find in these pages a training program to suit their needs.



FOREWORD

The human factor is the basic foundation upon which airline companies build their strategic success and continual growth, especially because the airline industry is characterized by its intense dependency on the inputs of its personnel.

Therefore, we consider training as one of the fundamental pillars of the implementation of any airline company's strategy.

EGYPTAIR is becoming more than ever interested and committed to investing in developing its human resources, which is reflected by its ever increasing investment in EGYPTAIR Training Center, both in facilities and programs.

We are developing to become the major airline training center in the Middle East and Africa regions by continually diversifying our training programs and investing in training facilities to become ever more capable of satisfying the needs of every customer in the airline industry.



Hussein Massoud
Chairman
EGYPTAIR HOLDING COMPANY



FOREWORD

Since its establishment in the early 70's EGYPTAIR Training Center has undertaken the task of Training all categories of EGYPTAIR employees to the levels of competency for the safe operation and the efficient accomplishment of supporting commercial activities.

Now we are offering the experience we accumulated over the years to customers from all over the world in the form of various training programs that suit their needs.

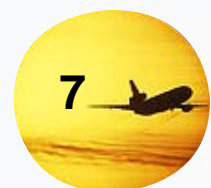
Our Vision is to become the regional leader of aviation training and one of the best worldwide.

Our Mission is to provide the highest quality of training services delivered with the aim of promoting safety standards and exceeding customer expectation.

Therefore, I am confident that any Airline seeking programs to match its own particular needs will find something suitable inside this catalog.



El Motasem Bellah
VP Training







Flight Crew Training



Flight Crew Training

For more than 30 years, EGYPTAIR Training Center has been offering flight crew training which relied on equipment ranging from simple training devices to state of the art full flight simulators.

Currently an Airbus A320, A330/A340, Boeing B777 & B737 NG Level D full flight simulators are in operation. In addition, An Embraer 170 / 190 full flight simulator is planned to be launched in 2010.

Initial, transition and recurrent type training courses are available, in addition to special and tailored courses from basic ground school to full flight simulator.

All our flight simulators are either approved in accordance to the European standard JAR-STD 1A (B777, A320, A330/A340) or FSTD A (B737 NG).

The facility is very well designed, properly engineered and fully equipped with the latest technology available worldwide.



Ground Training Courses

Flight Crew Basic Indoctrination which Includes the Airline Basic Course (ABC), Initial, Transition and Recurrent Ground Training for the following Aircraft Types:

- Airbus :** A330-200 A340-200 A320/321
 A300-B4 A300-600
- Boeing :** B737-500 B737-800 B777-200/300
- Embraer :** ERJ-170

Emergency (Safety General Training)
CRM
Dangerous Goods



Flight Training Courses

Initial, Transition, Recurrent, Upgrade, CATII & CCQ for the following types:

- Airbus:** A320 A330 A340
- Boeing:** B777 B737-800



Flight Training Devices

FMS Trainer (FMST)

- A320
- A330
- A340
- B777
- B737-800 (NG)



Full Flight Simulators

- A320
- A330 / A340
- B777
- B737 NG
- ERJ 170 / 190 (in 2010)



A330/A340 Flight Simulator

Aircraft Type / Model	A330 / A340 Convertible
Manufacturer	Thales Training & Simulation
Computer	ICS (Industrial Computer Sytem)
Visual	ESIG 3800 EVANS & Sutherland
F.O.V	± 40V, 200H
Engine	A330 RR Trent 772B-602 , PW 4168A and GE CF6-80 A340 CFM 56-5C4
Motion System	Digitized 6 Degrees of Freedom
Qualification	European JAA , Egyptian CAA
Qualification Level	Level D
Visual database	World data file (140 airports) + Generic Reconfigurable Airport Models
Date In Service	1/2005



B777 Flight Simulator

Aircraft Type / Model	B777 – 200 ER
Manufacturer	Thales Training & Simulation
Computer	ICS (Industrial Computer System)
Visual	ESIG 3800 EVANS & Sutherland
F.O.V	± 40V, 180H
AIMS	Honeywell
Engine	PW4060, GE90 & RR Trent 892
Motion System	Digitized 6 Degrees of Freedom
Qualification	European JAA, Egyptian CAA
Qualification Level	Level D
Visual database	World data file (140 airports) + Generic Reconfigurable Airport Models
Date In Service	12/2002



A320 Flight Simulator

Aircraft Type / Model	A320 Family Airbus Standard 1.2 (certified for A318/319/320/321)
Manufacturer	Thales Training & Simulation
Computer	ICS (Industrial Computer System)
Visual	ESIG 3800 EVANS & Sutherland
F.O.V	± 40V, 180H
Engine	CFM-56-5B4 & IAE2527-A5
Motion System	Digitized 6 Degrees of Freedom
Qualification	European JAA, Egyptian CAA
Qualification Level	Level D
Visual database	World data file (140 airports) + Generic Reconfigurable Airport Models
Date In Service	10/2001




B737 NG Flight Simulator

Aircraft Type / Model	B737 NG
Manufacturer	Flight Safety International
Computer	ICS (Industrial Computer System)
Visual	Flight Safety VITAL – 10 Cots HD DISPLAYS
F.O.V	± 40V, 200H
Engine	CFM, THRUST Ratings 24K, 26K and 27K
Motion System	Electrical - Digitized 6 Degrees of Freedom
Qualification	European JAA, Egyptian CAA
Qualification Level	Level D
Visual database	30 Airport Models + Generic Reconfigurable Airport Models
Date In Service	1/2009








 جمهورية مصر العربية
 وزارة الطيران المدني
 سلطة الطيران المدني المصري

Arab Republic of Egypt
 Ministry of Civil Aviation
 Egyptian Civil Aviation Authority

CABIN EMERGENCY EVACUATION TRAINER (CEET) QUALIFICATIONS CERTIFICATE

Qualification Reference: MSR-CEET-01	Final	Temporary								
Simulator Operator: EgyptAir	Location: Cairo Airport- Egypt									
Trainer Identification: CEET-008	Manufacturer: TFC GMRH									
Trainer Type & Variant: A320, A340, B737 & B777	Motion System: 3Degrees of Freedom									
Date of Evaluation: November 2007	Date of Previous Evaluation: November 2006									
Qualification Level:	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td>2</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>2</td> <td>3</td> <td>4</td> <td>3</td> </tr> </table>		2	3	4	5	2	3	4	3
2	3	4	5							
2	3	4	3							

EVALUATION TEAM


Flight Inspector: Mr. Abdel Aziz Mohamed Ibrahim	Designated Pilot Examiner: N/A	Airworthiness Inspectors: Eng. Sayed Gad
--	--	--

Qualification is Valid Until: **31, October 2008 Unless Varied, Suspended Or Revoked**

COMMENTS AND RESTRICTIONS

NONE

No. And Date of Issue: **MSR-CEET-01, November, 2007**

Signature: 
Pilot (Hish-Said)
Head of Egyptian Civil Aviation Authority

A copy of this document must be displayed in the Trainer. The Approval is dependent upon the continued efficiency of the Trainer including the visual system and motion system.

Cabin Crew Training



Cabin Crew Training

EGYPTAIR offers the highest quality cabin crew training in the Middle East and Africa regions. All categories of training from initial new hire training to up-grading, recurrent and requalification training for all cabin crew members including instructors & pursers.

Emergency Training Courses

- Basic Indoctrination
- General Emergency (safety and practical)
- General Emergency Joint
- Purser Upgrade
- C.R.M. Joint training (initial, recurrent and C.R.M.I. Instructor)
- Instructor Professional Skills
- Handling of Dangerous Goods
- First Aid initial and recurrent including:
 - 1- Basic Life Support and AED training
 - 2- Theoretical and Practical training



Aircraft Type Training Courses

Specific emergency training on the following aircraft Types:

B737 (CL) 200-500

A300-600

TU20

B737-800

A300-B4

ERJ-170/190

B767-200

A340

B767-300

A330

B747-300

A321

B777

A320

A310



Cabin Crew Training Devices

Cabin Emergency Evacuation Trainer (CEET)

- Combined narrow-wide body configuration of identical cabin section (A320, A340, B737, B777)
- Visual system displaying all flight phases through passengers and cabin crew stations windows
- Three axis motion system simulating aircraft abnormal attitude scenarios
- Lavatory, Under-seat, Overhead bin and Galley Fire simulation
- Decompression Simulation
- Evacuation on land scenario
- Ditching procedure simulation
- Video recording inside and outside used during debriefing
- Customized, tailored lesson plans



Cabin Crew Training Devices

Cabin Services Trainers (CST)

Narrow Body Trainer

- combined configuration B737 & A320
- Identical cabin sections with actual aircraft doors
- Full food services and beverages



Wide Body Trainer

- combined configuration B777 & A340
- Identical cabin sections with actual aircraft doors
- Full food services and beverages
- Real announcement simulation
- Call, Signs and Demo simulation
- Video recording and playback of training session



Cabin Crew Service Training

- Introduction of cabin crew profession
- The meaning of cabin crew and the personal qualifications
- The difference between this profession and any other one

Grooming

- Personal hygiene
- Hair style
- Make up
- Jewellery

Etiquette

Crew members coordination and communication

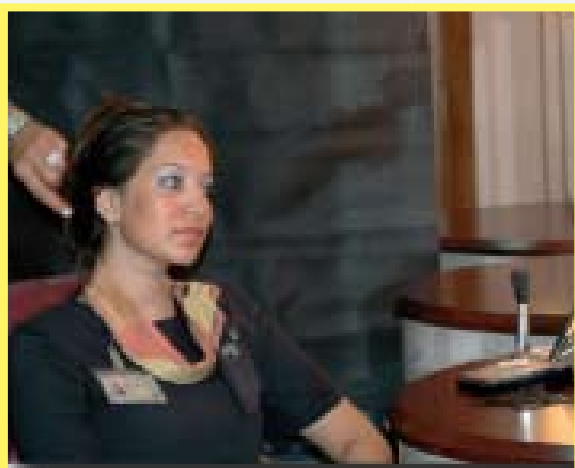
- Flight phases
- Various roles of cabin crew
- Briefing

Nutrition

- Healthy crew life style
- Adapting to life style changes

Crew security and safety

- Night flights
- Crew in transit and hotels



Managing passenger interaction

- Passenger with special needs

Customer service

- Disruptive passenger
- Communications
- Customer loyalty

Introduction to airline catering + food service

- Catering
- Galley inventory
- Flight report
- Schedule
- HACCP, catering visit
- Cabin + lav. orientation
- Special meals
- Flight sales
- Y / C service practical
- B / C service practical
- F / C service practical

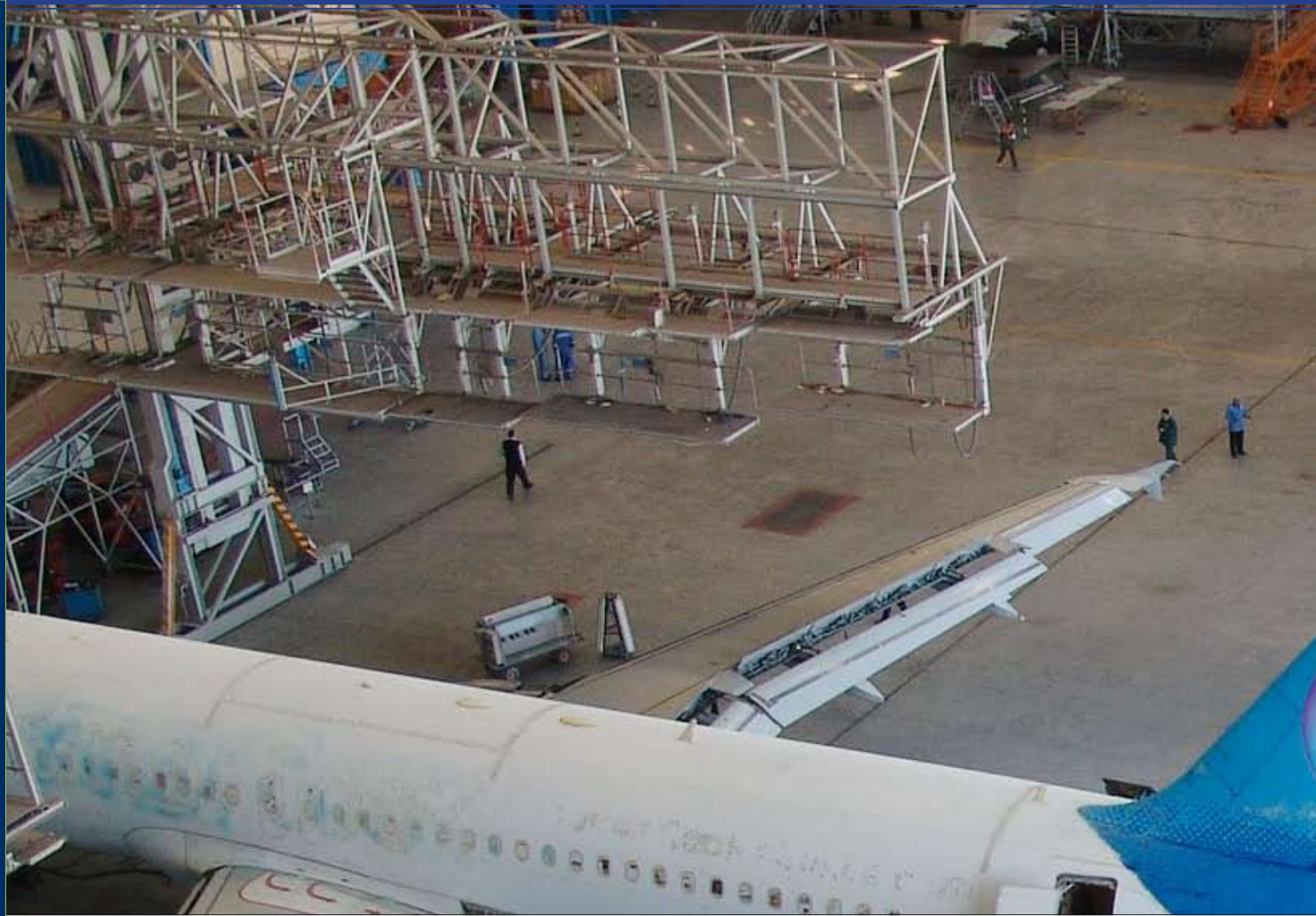
Miscellaneous

- P.A + demo
- Amadeus
- Frequent flyer
- Work system
- Administration

Spirits

Courses for specific applications







Technical Training



Technical Training

For over 35 years, EGYPTAIR Technical Training center has been providing training for technical staff (engineers and technicians) working in the aviation maintenance environment covering line and base maintenance up to heavy maintenance. This long and wide experience qualifies us to be the regional leader of aviation training, aiming to be one of the best worldwide.

We are approved as a maintenance training organization from Egyptian Civil Aviation Authority (ECAA) and European Aviation Safety Agency (EASA) Part-147. Also our training organization is certified as meeting the requirements of ISO 9001, ISO 14001 & OHSAS 18001.

Basic Training

- Basic Indoctrination for electrical, Avonics and Airframe & powerplant
- Aviation Legislation



Type Training

Maintenance Courses

Type training courses for maintenance staff (Airframe & Powerplant, Avionics and electrics) For the following aircraft types :

- A300 B4 (CF6 - 50C2)
- A319/320/321 (IAE V2500) *
- A319/320/321 (CFM 56)
- A340 (CFM56) *
- A300-600R (PW4158)
- A330 (RR TRENT 700) *
- B737 - 200 (JT8D - 17)
- B737 - 500 (CFM56 - 3C)
- B767 - 200 ER (JT9D - 7R4E)
- B767 - 300 ER (PW 4060)
- B777 - 200 (PW4090)
- B737 - 800 (CFM56 - 7B)

Types labeled with (*) are both approved ECAA and EASA for B1, B2 & C

Other specialized Training :

- ETOPS Training
- R.V.S.M Training
- Human Factors Training
- Engine run up Training

IAE V2500	A319/320/321
CFM-56	A320, A340, B737 NG
TRENT 700	A330
PW4090	B777



Type Training

Overhaul courses

1. AVIONICS (ELECTRONICS) WORKSHOP

- G1 : Autopilot (A/T computer, MCP, MSP ...etc
- G2 : Flight Director (Area Navigation Unit, IRU, ADIRU etc)
- G3 : GYROSCOPE (Standby horizon, RMI, HSI, ADI etc)
- G4 : General electronics (FDAU, Fuel Level Sensor, FQIC, Smoke Detector etc)

2. ELECTRICAL WORKSHOP

- G1 : Power generation (TRU, GPCU, EGIU, static inverter, EPSU, GCU etc)
- G2 : Heating & Refrigerating (FDU, Cargo Heat Control, Cargo Vent Control)
- G3 : Motors and Actuators (Recirculation fan, Brake fan motor, extraction fan.... etc)
- G4 : Relays & Modules (lighting controller, contactor, rotary S/M etc)

3. INSTRUMENT WORKSHOP

- G1 : Pressurization & Oxygen (Oxygen Bottle, OFV, Tachometer, A/S, A/B etc)
- G2 : Air Data Group (Altimeter, Vertical Speed Indicator, Clock, Standby Air Speed Indicator, Cabin Indicators, QAR ...etc)
- G3 : Electrical Group (N1 Indicator, EGT Indicator , RPM Indicator, Quantity Indicator, Flaps/Slats Indicator etc)



4. RADIO & RADAR

- G1 : GPWS, ADF, Interphone, SELCAL, Voice Recorder, PA & Entertainment System
- G2 : HF, VHF, VOR, ILS, Marker & Emergency Transmitter
- G3 : DME & ATC Transponder
- G4 : Weather Radar & Radio Altimeter



5. ATEC

Using ATEC 5000 & 6000 some modules installed on the following A/C types are tested:

- | | | |
|------------|----------------|------------|
| - A300-B4 | - A321 | - PW4060 |
| - A300-600 | - A320 | - PW4090 |
| - B737-500 | - B767-200/300 | - V2500-A1 |
| - B777 | | - V2500-A5 |

6. UNIT WORKSHOP

- G1 : Landing gear, brakes, wheels, hydraulic
- G2 : Flight controls, safety equipment, fuel miscellaneous, pneumatic, airconditioning, pressurization .
- G3 : NDT (Dye pentetrant, magnetic particle, eddy current, ultra sonic, radiography)

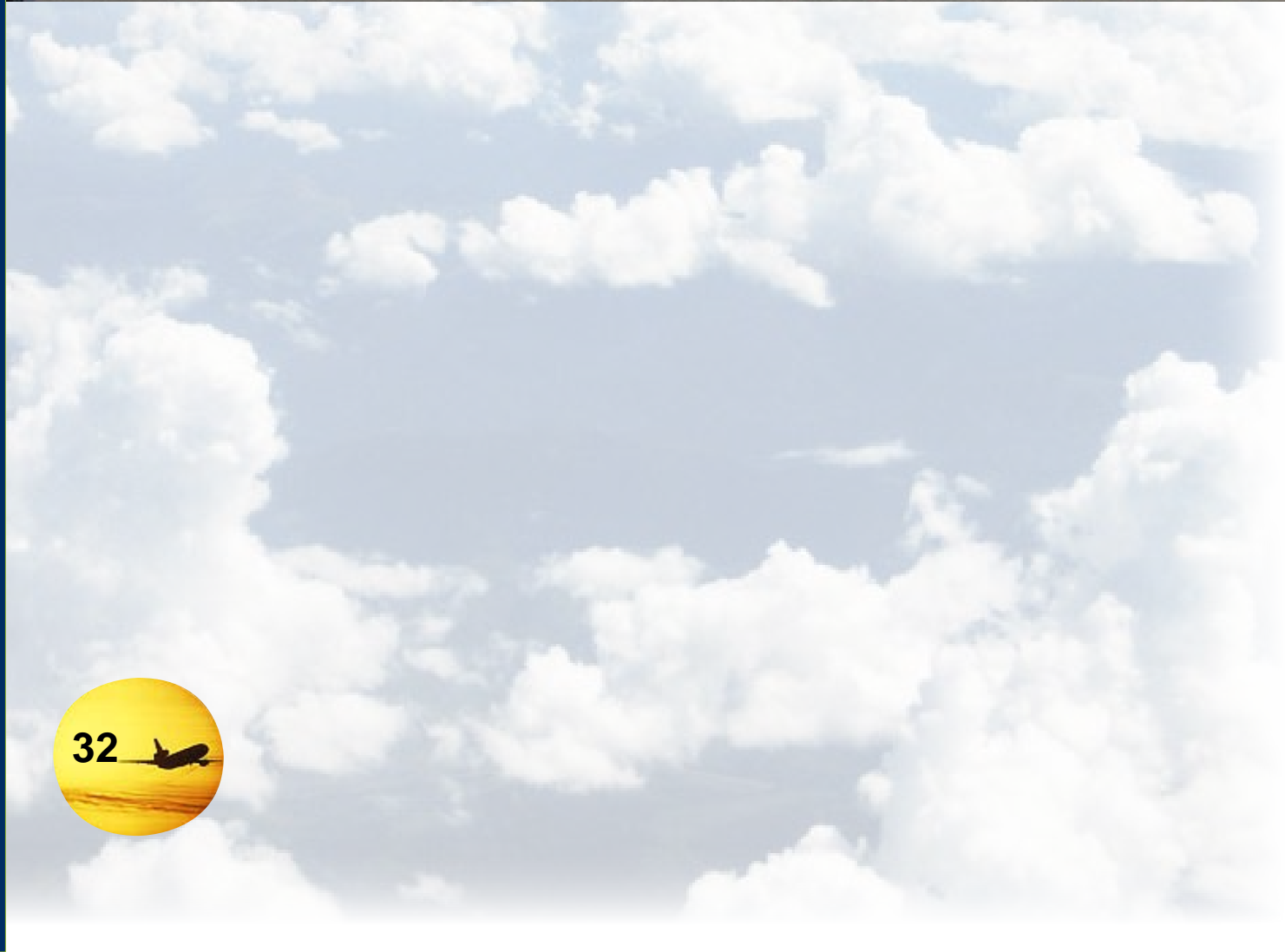
7. ENGINE WORKSHOP

- CFM56-3C
- JT9D-7R4E
- APU (GTC331- 250H)
- CFM56-5C
- JT9D-7R4G2

Structure repair Courses

- Basic course
- Type courses

Note : Special Training courses can be tailored upon request.





Ground Services Training

Ground Services Training

AS part of the continuing development of its activities, EGYPTAIR Training Center continues to develop ground services training courses to cover more and more ground equipment and offer these courses to a wider range of airline companies and staff.

Available courses cover a wide spectrum of training needs from basic indoctrination to type courses on many ground equipment, aircraft loading courses, ramp safety and aircraft marshaling.

Basic courses for engineers, ramp technicians, Technical Aircraft Coordinators,...etc, which includes the necessary technical basics required to qualify a person in this career.

Type Courses on Ground Equipment Including the Following:

- Passenger Stairs
- Air Conditioning Units
- Tractors
- Passenger Buses
- Loaders Platform
- Water service units
- Fueling Trucks
- Air Starter
- VIP Trucks
- Ground Power Units
- Catering Trucks
- Transporters
- Fork Lifts
- Conveyer belts
- Medical lifts
- Crew Trucks
- Toilet Trucks



Aircraft Loading Courses for the Following Aircraft Types:

- B737, B747, B777

- A320, A321, A300-B4, A340, A330

Aircraft Loading for Load Master

Ramp Safety

Risk Management

Loading – BRS System

Aircraft Marshaling

Human Factors

Area Limitation

Auto ULD Control System







Commercial Training

Commercial Training

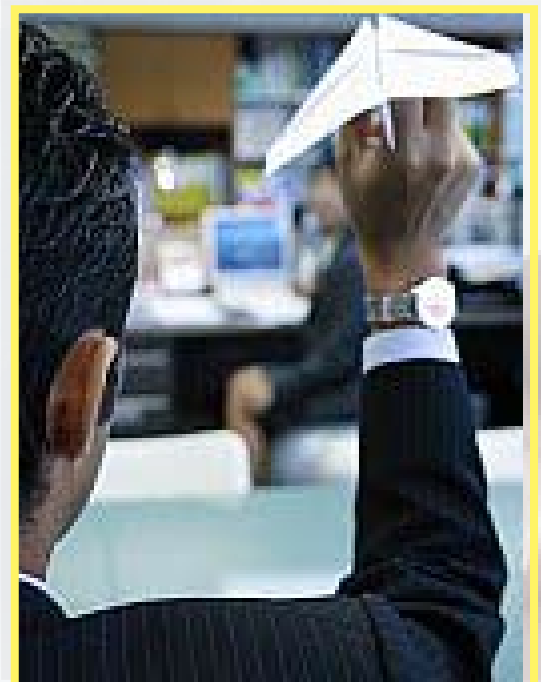
EGYPTAIR conducts high quality training to satisfy training needs of EGYPTAIR staff and customers from other organizations in the fields of Marketing & Sales, Airport Handling, Travel & Tourism, Cargo (including the handling of dangerous goods), Finance, Administration, Safety Management Systems, Quality, Security, Computer Applications and English language.

Marketing & Sales courses

- Passenger fares & Ticketing (Basic – Intermediate – Advanced)
- Amadeus system for booking fares and ticketing
- Customer Service
- Frequent Flyer program
- Yield management

Finance courses

- Offices / travel agents accounting system
- Cargo accounting & rates
- Accounting system
- Balance sheet & budget accounting
- Sirax
- Costing accounting system
- General accounting system
- EGYPTAIR auditing system
- EGYPTAIR cashier officer
- EGYPTAIR assistant chief accounting



Administration courses

- Human resources
- Store keeping
- Environment professional hygiene & safety drills
- Material planning
- SITA & Fax
- Purchasing contracting & custom clearance
- Public relation

Safety management system courses (SMS)

- Introduction to sms
- Safety management system for team management
- Implementing sms
- Building basics of sms
- Fatigue risk management system



Quality courses

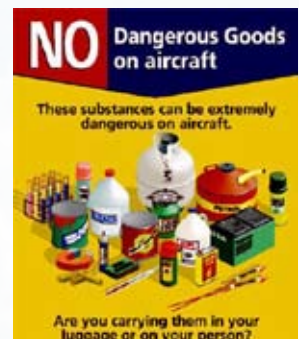
- Quality basics and fundamentals
- Quality management for executives
- Hazards analysis & critical control points (HACCP)
- Quality assurance methods and techniques
- Quality planning and improvement
- Statistical process control
- Internal quality audit (for auditors)

Cargo courses

- Cargo skills & procedures (basic, advanced)
- Dangerous goods regulations (initial, recurrent 12 categories)
- Live animals regulations (initial, recurrent)

Security courses

- Aviation security
- Security foundation courses
- Flight deck & cabin crew security courses
- Security management courses
- Ground services security courses
- Fire fighting



Airport handling courses

- Airport passenger services
- Check-In (CODECO)
- Weight & balance for load controllers
- Load control (mechanized)
- World tracer management
- Ground handling agreements
- Station dispatching
- Charge note



Travel & Tourism courses

IATA Courses

IATA / UFTAA International travel agents Training program (foundation- consultant)

English language Courses

ICAO English language proficiency

Placement tests







Course Development Unit (CDU)



Course Development Unit (CDU)

EGYPTAIR training center has been a full TRAINAIR Programme member since 27th of January 2006 by establishing a “Course Development Unit, (CDU) to produce standardized courses in the form of Standard Training Package (STP) which have been made available on the TRAINAIR international sharing system.

The Goal of the ICAO-TRAINAIR Programme is “To improve the safety and efficiency of air transport through the establishment and maintenance of high standards of training and competency for aviation personnel on a global basis”.

The primary responsibility of the EGYPTAIR CDU is to produce and to deliver high quality training courses tailored to the needs of EgyptAir and customers.

These courses are based on an extensive training needs analysis and an assessment of manpower requirements. Training courses are task-oriented with practical applications and are focused on solutions of priority problems in the field of aviation safety.

- Performance Problem Analysis
- Job Analysis
- Training Course Development

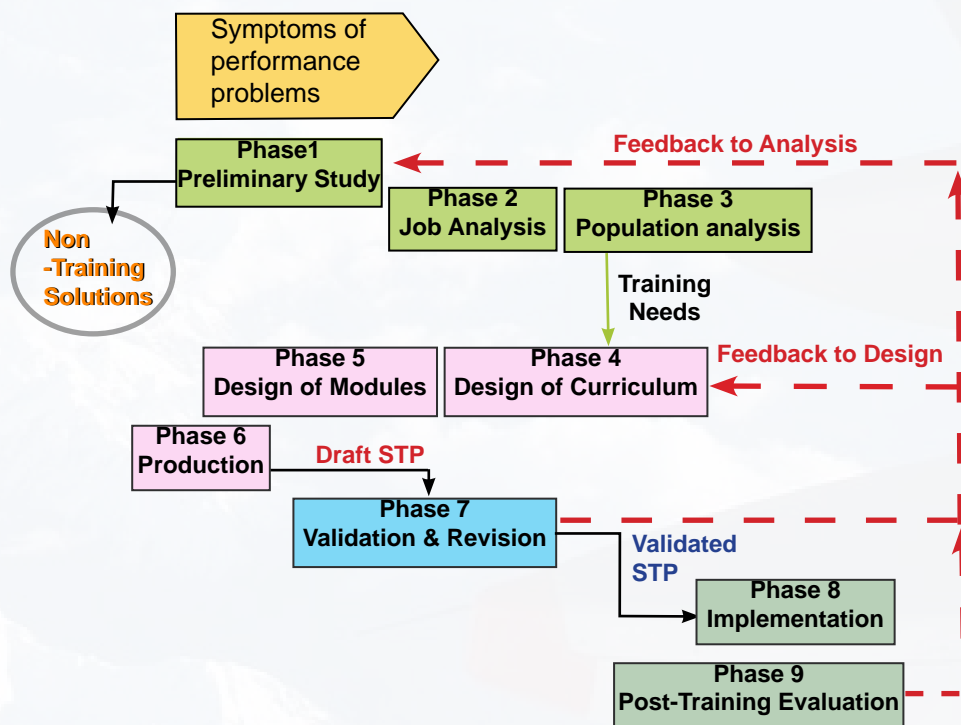


Features

- Training undertaken only when needed
- Job-oriented courses
- Designed to achieve specific objectives
- Courses are material-dependent

The Developed Standard training Packages

- Weight and Balance For Load Controllers
- Aircraft Loading For Load Masters
- Passenger Fares And Ticketing For Sales Officers







Customer Services

Customer Services

In addition to providing our customers with highest quality training, EGYPTAIR also offers a whole enjoyable and unforgettable training experience through a package of services with the aim of exceeding customer expectations.

1. Accommodation

EGYPTAIR Training Center customer service team assists in hotel reservation in luxurious and comfortable 5 stars hotels only few minutes away from the training premises. Spouses and children share trainees' room at no extra charges.

2. Transportation

EGYPTAIR Training Center provides transportation between hotel and training premises*

Also, Car rental can be arranged through EGYPTAIR customer service team.

3. Medical care

EGYPTAIR training facility is equipped with first-aid to deal with emergency cases. In more serious cases, access to EGYPTAIR Hospital is provided 24 hours, 7 days a week.

4. Tours and Entertainment

Tours and entertainment programs can be arranged upon request through EGYPTAIR travel agent at very attractive rates.

Also discounted tickets may be provided to our customers upon request

5. Other services

EGYPTAIR Training Center provides additional services for its customers such as crew rest areas where soft and hot drinks and internet access are available. Training center cafeteria serves hot meals at meal time and snacks over 24 hours, 7 days a week.

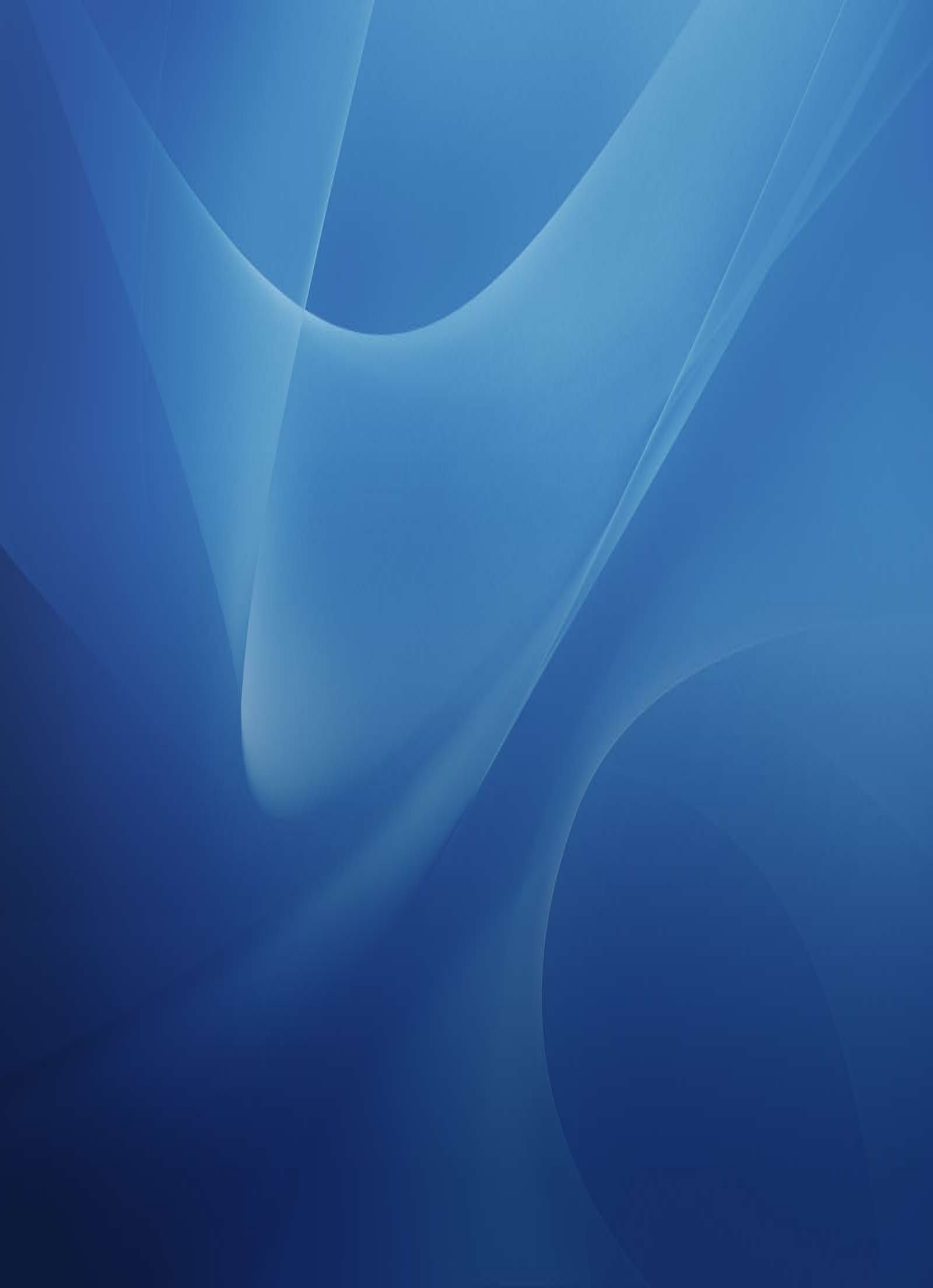
Airport meet & Assist service, Entry Visa granting and airline ticket booking services are provided.

An ATM machine is also available to provide immediate cash for all customers. Additional services can be provided upon request.

* subject to contractual conditions









Contact us

EGYPTAIR TRAINING CENTER
Marketing & Sales

Tel: +202 2265 6262

Fax: +202 2265 6240

E-mail: trainingcenter@egyptair.com

Customer Service

Tel: +202 2696 3811

+202 2696 3837

Fax: +202 2265 6258

Cairo International Airport
CAIRO-EGYPT
P.O. Box: 11776