EGYPTAIR TRAINING CENTER
TRAINING CATALOG

Inside this catalog

EGYPTAIR Highlights .................................................. 10
Flight Crew Training ..................................................... 14
Cabin Crew Training ..................................................... 24
Technical Training ......................................................... 34
Ground Services Training .............................................. 40
Commercial Training ................................................... 44
Course Development Unit ( CDU ) .................................. 50
Customer Services ....................................................... 55
In one of the most competitive markets in the airline industry, EGYPTAIR TRAINING CENTER is experiencing significant growth in the training sector as we are exceeding our customers’ expectations with the most advanced facilities adopted by the center.

Now, the spirit of cooperation and constructive efforts that we embrace gave us the confidence that we are on the right track towards being the best training center in the Middle East and Africa, besides being one of the leading training centers in the world.

Our objective is to be able to make substantial achievements. Primarily in adopting standards, promoting professionalism and raising awareness regarding aviation training.

Dear Valued Customers,
A clear overview of the activities and services of EGYPTAIR TRAINING CENTER can be found in this catalog and our website which has been compiled with great care.
Established in May 1932, EGYPTAIR is one of the pioneer airlines in the world, being the seventh air carrier worldwide.

The airline is built 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 new fleets in the industry.

Not only that EGYPTAIR invest heavily in purchasing new aircraft, but also in constructing 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, administrative 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 that will suit their needs.
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.

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

All our flight simulators are approved in accordance to the European standard JAR-STD-1A.

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

THE TRAINING CENTER is type rating training organisation TRTO according to European standards JAR-FCL.

Ground Training Courses

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

Airbus
A330-200/300  A340-200  A320/321
A300-B4  A300-600

Boeing
B737-500  B737-800  B777-200/300

Embraer
ERJ-170

In addition to the following courses
Emergency (Safety General Training)
CRM
Dangerous Goods
**Flight Training Devices**

- FMS Trainer (FMST)
  - A320
  - A330
  - A340
  - B777
  - B737-800 NG

- Full Flight Simulators
  - A320
  - A330
  - A340
  - B777
  - B737-800 NG

**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
  - ESCP 2000 EVANS & Sutherland

- **F.O.V**
  - ± 40°, 180°

- **Engine**
  - CFM-56-5B4
  - IAE2527-A5

- **Motion System**
  - Hydraulic-Digitized 6 Degrees of Freedom

- **Qualification**
  - European JAA, Egyptian CAA

- **Qualification Level**
  - Level D

- **Visual database**
  - Worldwide data file (140 Specific airports)
  - + Generic Reconfigurable Airport Models
<table>
<thead>
<tr>
<th>Aircraft Type / Model</th>
<th>A330-200</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manufacturer</td>
<td>Thales Training &amp; Simulation</td>
</tr>
<tr>
<td>Computer</td>
<td>ICS (Industrial Computer System)</td>
</tr>
<tr>
<td>Visual</td>
<td>ESIG 3800 EVANS &amp; Sutherland</td>
</tr>
<tr>
<td>F.O.V</td>
<td>± 40V, 200H</td>
</tr>
<tr>
<td>Engine</td>
<td>RR Trent 772B-602, PW 4168A, GE CF6-80 E1A4</td>
</tr>
<tr>
<td>Motion System</td>
<td>Hydraulic-Digitized 6 Degrees of Freedom</td>
</tr>
<tr>
<td>Qualification</td>
<td>European JAA, Egyptian CAA</td>
</tr>
<tr>
<td>Qualification Level</td>
<td>Level D</td>
</tr>
<tr>
<td>Visual database</td>
<td>World data file (140 Specific airports) + Generic Reconfigurable Airport Models</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Aircraft Type / Model</th>
<th>A330-313E</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manufacturer</td>
<td>Thales Training &amp; Simulation</td>
</tr>
<tr>
<td>Computer</td>
<td>ICS (Industrial Computer System)</td>
</tr>
<tr>
<td>Visual</td>
<td>ESIG 3800 EVANS &amp; Sutherland, ESCP2000EVANS&amp;Sutherland</td>
</tr>
<tr>
<td>F.O.V</td>
<td>± 40V, 200H</td>
</tr>
<tr>
<td>Engine</td>
<td>CFM 56-5C4</td>
</tr>
<tr>
<td>Motion System</td>
<td>Digitized 6 Degrees of Freedom</td>
</tr>
<tr>
<td>Qualification</td>
<td>European JAA, Egyptian CAA</td>
</tr>
<tr>
<td>Qualification Level</td>
<td>Level D</td>
</tr>
<tr>
<td>Visual database</td>
<td>World data file (140 Specific airports) + Generic Reconfigurable Airport Models</td>
</tr>
</tbody>
</table>
### B737 NG Flight Simulator

<table>
<thead>
<tr>
<th>Aircraft Type / Model</th>
<th>B737 NG</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manufacturer</td>
<td>Flight Safety International</td>
</tr>
<tr>
<td>Computer</td>
<td>ICS (Industrial Computer System)</td>
</tr>
<tr>
<td>Visual</td>
<td>Flight Safety VITAL – 10</td>
</tr>
<tr>
<td></td>
<td>COTS HD DISPLAYS</td>
</tr>
<tr>
<td>F.O.V</td>
<td>± 40V, 200H</td>
</tr>
<tr>
<td>Engine</td>
<td>CFM</td>
</tr>
<tr>
<td></td>
<td>THRUST Ratings 24K, 26K &amp; 27K</td>
</tr>
<tr>
<td>Motion System</td>
<td>Electrical - Digitized 6 Degrees of Freedom</td>
</tr>
<tr>
<td>Qualification</td>
<td>European JAA, Egyptian CAA</td>
</tr>
<tr>
<td>Qualification Level</td>
<td>Level D</td>
</tr>
<tr>
<td>Visual database</td>
<td>30 Airport Models + Generic Reconfigurable Airport Models</td>
</tr>
</tbody>
</table>

### B777 Flight Simulator

<table>
<thead>
<tr>
<th>Aircraft Type / Model</th>
<th>B777 – 200 ER</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manufacturer</td>
<td>Thales Training &amp; Simulation</td>
</tr>
<tr>
<td>Computer</td>
<td>ICS (Industrial Computer System)</td>
</tr>
<tr>
<td>Visual</td>
<td>ESIG 3800 EVANS &amp; Sutherland</td>
</tr>
<tr>
<td>F.O.V</td>
<td>± 40V, 180H</td>
</tr>
<tr>
<td>AIMS</td>
<td>Honeywell BPOIFBPO6</td>
</tr>
<tr>
<td>Engine</td>
<td>PW4060</td>
</tr>
<tr>
<td></td>
<td>GE90</td>
</tr>
<tr>
<td></td>
<td>RR Trent 892</td>
</tr>
<tr>
<td>Motion System</td>
<td>Digitized 6 Degrees of Freedom</td>
</tr>
<tr>
<td>Qualification</td>
<td>European JAA, Egyptian CAA</td>
</tr>
<tr>
<td>Qualification Level</td>
<td>Level D</td>
</tr>
<tr>
<td>Visual database</td>
<td>World data file (140 Specific airports)</td>
</tr>
<tr>
<td></td>
<td>+ Generic Reconfigurable Airport Models</td>
</tr>
</tbody>
</table>
Cabin Crew Training
Cabin Crew Training

EGYPTAIR TRAINING CENTER provides the highest quality cabin crew training in the Middle East and Africa regions. All categories of training starting from initial newly hired training to up-grading, recurrent and requalification training for all cabin crew members including instructors & pursers.

Air Carrier Access Act (theoretical /practical) Training for Handling of Disabled PAX

Aircraft Type Training Courses

Specific emergency training on the following aircraft Types:-

- B737-800 NG
- B737 Classic
- B777 - 200
- B777-300 ER
- A340
- A300-600
- A300-B4
- A330
- A320 Family
- A310
- EMBRAER

Emergency Training Courses

- General Emergency
- Cabin Evacuation Emergency Trainer (CEET)
- Basic Indoctrination
- General Safety Joint Flight Crew & Cabin Crew

First Aid

- Initial and Recurrent
- Automated External Defibrillator Initial/Recurrent (AED)
- Air Carrier Access Act (theoretical /practical)
- Training for Handling of Disabled PAX

Miscellaneous Courses

- Purser and Inflight Manger Upgrade
- Crew Resources Management (CRM)
  - Joint Training for Crew Members
  - Frontline (Station Personal)
  - Security Officers
- Crew Resources Management for Instructor (CRMI)
- Instructor Professional Skills
- Instructor Evaluation and Performance Appraisal
- Handling of Dangerous Goods
Cabin Crew Training Devices

Cabin Emergency Evacuation Trainer (CEET)
- Combined narrow-wide body configuration of identical cabin section (A320, A340, B737, B777)
- Doors Operation (normal & abnormal)
- 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
- Evacuation on land scenario
- Ditching procedure simulation (heated pool)
- Video recording inside and outside used during debriefing
- Customized, tailored lesson plans

Cabin Service Trainer (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

EGYPTAIR TRAINING CENTER understands hereby that cabin crew requires unique and qualified courses for basic and tailored training service to meet quality service needs in a way that would be reflected positively on their performance to reach effective results in workplace.

We are people and product focused so more attention is given to people and their behavior meanwhile more attention is given to products.

Basic Service for Cabin Crew
- Initial Course
- Recurrent Course
- Transition Course
- Requalification Course
- Standardization Course
- Tailored Course

Specialty Courses

Grooming
- Course for make-up age defense initial & advanced courses
- Uniform Regulation for cabin crew & in-front line
- Personal hygiene
- Hair style
- Make up
- Jewellery

Etiquette
- Business etiquette as a passenger for customer loyalty
- Professional attire

Crew member’s coordination and communication
- Flight phases
- Various roles of cabin crew & Job description
- Work system & Schedule

Well being modules (Nutrition)
- Healthy crew life style
- Adapting to life style changes
- Body allayement & deportment
Speech Enhancement
- Public address announcement
- How to Address Passengers

Weight Management – New
- Methods and means to control catering weight and avoid needless excursion amount.
- Reducing aircraft weight to improve its payload and save on fuel consumption through In-flight catering in addition to cabin furnishing with the respect of safety.

Crew Security and Safety
- Night flights
- Crew in transit and hotels

Passenger Handling
- Managing passenger Interaction
- Communication Skills
- Customer Service Excellence and Loyalty
- Frequent Flyer

Training for Inflight Service Instructor
- Creating inflight services Manual for any airline (Charter-Low cost-Service)

Soft skills & interpersonal skills courses for cabin Crew
- Excellence in customer service
- Business Etiquette passage to customer loyalty
- Time Management
- Stress Management
- Leadership Skills
- Well-being Modules

Product Knowledge
- Introduction to airline Catering and Food Service:
  - Catering / Galley inventory / Flight report
  - Schedule / Cabin + lav. orientation
  - Special meals / Flight sales technique

Food & beverage services:
- Y / C service practical
- B / C service practical
- F / C service practical
Maintenance Training
Maintenance 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 Indocentrication for electrics, Avionics, Airframe & powerplant
- Aviation Legislation
- Basic Non-Destructive Testing for Engineers
- Basic Structure Repair Course for Engineers
- Basic Aircraft Performance for Engineers
- Basic Complementary Course for Electric&Avionics Maintenance Engineers
- Human Factors For Maintenance Engineers

Type Training

Maintenance Courses

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

- A300 B4 (CF6 - 50C2) B777 - 300 ER (GE 90)
- A319/320/321 (IAE V2500) * B737 - 500 (CFM56 - 3C)
- A319/320/321 (CFM56) B767 - 200 ER (JT9D - 7R4E)
- A340 (CFM56) * B767 - 300 ER (PW 4060)
- A300-600R (PW4158) B777 - 200 (PW4090)
- A330 (RR Trent 700) * B737 - 800 (CFM56 - 7B)
- EMB 170 (CF 34 -8E) A330 (CF6)

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
- N.D.T Training
- Engine run up Training
- IAE V2500 (A319/320/321) GE 90
- CFM56 (A320, A340, B737 NG) CFM-AII
- RR Trent 700 (A330) CF6-50
- PW4090 (B777) CF 34
- PW4000
- Electrical Wiring Interconnection System (EWIS)
- InFlight Entertainment System
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
- A300-600
- A320
- B737-500
- B767-200/300
- B777
- PW4060
- PW4090
- V2500-A1
- V2500-A5

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

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

8. Structure repair Courses
- Basic course
- Type courses

Note: Special Training courses can be tailored upon request.
As part of the continuous 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 equipments, aircraft loading courses, ramp safety and aircraft marshalling. 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 Services Training

- 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 Marshalling
- Human Factors
- Area Limitation
- Auto ULD Control System
Commercial Training
Quality Training courses
- Quality Basics and Principle
- Quality Management for Managers
- HACCP
- Quality Tools
- Quality Planning & Improvement
- Statistical Process Control
- Quality Internal Auditing
- Quality Control
- Quality Auditor
- Quality Specialist

Language courses
- General English Language (ALL levels)
- ICAO English Language Proficiency Placement Tests For Pilots and ATCs

Computer courses:
- Windows (Initial, Advanced)
- Word (Initial, Advanced)
- Excel (Initial, Advanced)
- Power Point (Initial)
- Access (Initial)
- Internet (Initial)
- I.T (Initial)

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.

Travel & Tourism courses
- IATA Courses
- IATA / UFTAA
- International Travel Agents Training Program (Foundation-Consultant)

BASIC Training Department:
Administration courses
- Human Resources
- Environment Professional Hygiene & Safety Drills
- Purchasing Contracting & Customer Clearance
- Public Relation & Customer Care

Safety management system Courses (SMS)
- SMS Basic Indoctrination
- SMS Operational Personnel
- SMS Manager Training
- SMS Senior Management Training
- SMS ALL Staff
Specialized Training Department:

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

Marketing & Sales courses
- Passenger Fares & Ticketing
  - (Basic – Intermediate – Advanced)
- Amadeus System For Booking
  - Fares & Ticketing
- Frequent Flyer Program
- Yield Management

Cargo courses
- Cargo skills & procedures
  - (basic, advanced)
- Dangerous goods regulations
  - (12 categories) (initial, recurrent)
- Live animals regulations
  - (initial, recurrent)
- Dangerous Goods Regulations
  - (Non-Carry for Cat. 9, 10, 11)
- Shipping Perishable Cargo & Build Up ULD’s

Security courses
- Aircrew Security Course
- Aircrew Security Course Practical
- Aircrew Security Course Recurrent
- In-Flight Security Officer
- Foundation Security Course
- Basic Security Training
- Recurrent Security Training (24 month)
- Basic Security Course
- Recurrent Security Course
- Security Refresh Courses
- Outstations Course
- Fitness and Self Defense Basic
- Fitness and Self Defense Advanced
- Public Opinion
- X-Ray
  - Basic Ammunition Course
  - General Fire Fighting
  - Management Security Course
  - Dangerous Goods For Security Officer

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

Professional Diploma in Fares and Ticketing
- Basic Fares And Ticketing
- Amadeus System Reservation
- Customer Service
- Business English
  - Email Etiquette
- Microsoft Outlook
  - Interview Skills
Course Development Unit (CDU)
EGYPTAIR training center has been a full TRAINAIR Programme member since the 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 EGYPTAIR CDU is to produce and deliver high quality training courses tailored to the needs of EgyptAir and other 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

**Course Development Flow Chart**

- **Phase 1**: Preliminary Study
- **Phase 2**: Job Analysis
- **Phase 3**: Population Analysis
- **Phase 4**: Design of curriculum
- **Phase 5**: Design of Modules
- **Phase 6**: Production
- **Phase 7**: Validation & Revision
- **Phase 8**: Draft STP
- **Phase 9**: Post-Training Evaluation

**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

**Course Development Flow Chart**

- **Symptoms of Performance Problems**
- **Feedback to Analysis**
- **Non-Training Solution**
- **Feedback to Design**
- **Validated STP**
- **Draft STP**
- **Design of curriculum**
- **Design of Modules**
- **Production**
- **Validation & Revision**
- **Implementation**
- **Post-Training Evaluation**
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.

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 24/7 days.

4. Tours and Entertainment

Tours and entertainment programs can be arranged upon request through EGYPTAIR travel agent at very attractive rates. Also special rate 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, hot drinks and internet access are available. TRAINING CENTER cafeteria serves hot meals at meal time and snacks over 24/7 days.

Airport meet & Assist service, Entry Visa granting and airline ticket booking services are provided. Additional services can be provided upon request.

* subject to contractual conditions