

Southwest Airlines
Burbank, CA
March 5, 2000
DCA00MA030

**National Transportation Safety Board
Washington, DC**

Attachment 2

Excerpts from Southwest Airlines flight attendant initial and recurrent training programs.

9 pages

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B737 INITIAL NEW HIRE FLIGHT ATTENDANT TRAINING

EMERGENCY TRAINING

REFERENCE: FAR 121.417

16 HOURS

TRAINING OBJECTIVE

Emergency Training will ensure that all new hire Flight Attendants will be able to recognize and evaluate an emergency situation and to properly implement and use the appropriate emergency procedures and equipment.

A. EMERGENCY ASSIGNMENTS AND PROCEDURES

3 HOURS

Instruction in emergency assignments and procedures, including coordination among crewmembers.

1. Crew communication/coordination
2. "A" position assignments/procedures
3. "B" position assignments/procedures
4. "C" position assignments/procedures
5. B737 Planned Emergency Checklist

B. EMERGENCY EQUIPMENT

3 HOURS

Individual instruction in the location, function and operation of emergency equipment including:

1. Equipment used in ditching and evacuation
 - a. Seat bottom cushion
 - b. Slide
2. First aid equipment and its proper use
 - a. First Aid Kit/latex gloves/CPR masks
 - b. Emergency Medical Kit/latex gloves
 - c. Portable oxygen bottle
3. Portable fire extinguishers with emphasis on type of extinguisher used on different classes of fires
 - a. Halon
 - b. H₂O
 - c. Classes of fires

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4. Emergency exits in the emergency mode with evacuation slide attached, with training emphasis on the operation of the exits under adverse conditions
 - a. Cabin door exits
 - b. Overwing window exits
5. Location, operation and function of Protective Breathing equipment.

C. EMERGENCY SITUATIONS

5 HOURS

Instruction in the handling of emergency situations including:

1. Rapid decompression 30 MINUTES
 - a. Physical affects
 - b. Types and causes
 - c. Flight Attendant duties
2. Fire In flight or on the surface and smoke control procedures with emphasis on electrical equipment and related circuit breakers found in cabin areas including all galleys. 30 MINUTES
 - a. Galley circuit breakers
 - b. Protective Breathing Equipment
 - c. Fire fighting procedures
3. Ditching and other evacuations, including the evacuation of persons and their attendants, if any, who may need the assistance of another person to move expeditiously to an exit in the event of an emergency. 1 HOUR
 - a. Land evacuation/types/planned and unplanned
 - b. Water evacuation/types
 - c. Smoke filled cabin
 - d. Crew coordination
 - e. B737 Planned Emergency Checklist
 - f. How, when, where to evacuate
 - g. Able-bodied assistant briefings
 - h. Command to evacuate
 - i. Assessing conditions
 - j. Commands for evacuation of passengers
 - k. Evacuation of non-ambulatory passenger
 - l. Post evacuation

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4. Illness, injury or other abnormal situations involving passengers or crewmembers to include familiarization with the Emergency Medical Kit. 2 HOURS, 30 MINUTES
- Basic rules for administering first aid inflight/Emergency Medical Kit/First Aid Kit
 - Symptoms and treatment for illness and injuries including use of P.P.E.
 - Adult Rescue Breathing/CPR/Heimlich
 - Infant and child Rescue Breathing/CPR/Heimlich
 - Death inflight
 - Emergency ground assistance

D. ACCIDENTS & INCIDENTS

2 HOURS

Review and discussion of previous aircraft accidents and incidents pertaining to actual emergency situations.

E. EMERGENCY TRAINING DRILLS

1 HOUR

Each crewmember must accomplish the following emergency training during the specified training periods, using those items of installed emergency equipment for each type of airplane in which he or she is to serve.

For the purpose of this section; "perform" means accomplishing a prescribed emergency drill using established procedures that stress the skill of those persons involved in the drill and "observe" means to watch without actively participating in the drill.

ONE-TIME EMERGENCY DRILL REQUIREMENTS

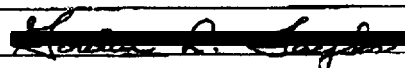
During initial training, each crewmember must perform:

- At least one approved fire fighting drill using at least one type of installed hand fire extinguisher, appropriate for the type of fire to be fought, while using the type of installed P.B.E. for combatting fires aboard airplanes required by FAR 121.337 of this part.
- Emergency evacuation drill (including flow control) with each person egressing the airplane or approved training device using at least one type of installed emergency evacuation slide. The crewmember may either observe the airplane exits being opened in the emergency mode and the associated exit slide/raft pack being deployed and inflated, or perform the tasks resulting in the accomplishment of these actions.

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ADDITIONAL EMERGENCY DRILL REQUIREMENTS TO BE ACCOMPLISHED DURING INITIAL TRAINING

2 HOURS

Each crewmember must perform the following drills and operate the following equipment: 1 HOUR

1. Each type of emergency exit in the normal and emergency modes, including the actions and forces required in the deployment of the emergency evacuation slides.
2. Each type of installed hand fire extinguisher.
3. Each type of emergency oxygen system to include the Protective Breathing Equipment.
4. Donning and use of individual flotation, if applicable.

Each crewmember must observe the following drills:

30 MINUTES

1. Deployment, inflation, and detachment from the airplane (or training device) of each type of slide/raft pack.
2. Emergency evacuation including the use of a slide.

ADDITIONAL INSTRUCTION REQUIRED

Crewmembers who must serve in operations above 25,000 feet must receive instruction in the following: 30 MINUTES

1. Respiration
2. Hypoxia
3. Duration of consciousness without supplemental oxygen at altitude
4. Gas expansion
5. Gas bubble formation
6. Physical phenomena and incidents of decompression

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Recurrent Training 2000

Day 1

0900 – 1000	Intro/Ice Breaker/History Game/Hot Topics
1000 – 1100	Decompression/Slide Deployment/Drills
1100 – 1200	Security: Common Strategy/Bomb Threats
1200 – 1245	Lunch
1245 – 1345	Security: Hijacking
1345 – 1400	Break
1400 – 1515	CRM/Customer Service Review
1515 – 1600	Emergency Equipment Workshop

Recurrent Training 2000 Day 2

0900 – 1000	Exam
1000 – 1200	Rescue Breathing/CPR/AED/Heimlich
1200 – 1245	Lunch
1245 – 1345	Rescue Breathing/CPR/AED/Heimlich Part 2
1345 – 1400	Break
1400 – 1415	Coffee Maker Troubleshooting
1415 – 1500	Diversity
1500 – 1545	Fire Fighting Drills
1545 – 1600	Closing/Evaluation

B737 FLIGHT ATTENDANT RECURRENT TRAINING

REFERENCE: FAR 121.427

CLASSROOM 8 HOURS
HOMESTUDY 2 HOURS

TRAINING OBJECTIVE

Recurrent Training must ensure that each Flight Attendant is adequately trained and currently proficient with respect to the type airplane and crewmember position involved.

REQUIREMENTS

No certificate holder may use any person nor may any person serve as a required crewmember on an airplane unless, within the preceding 12 calendar months, he/she has satisfactorily completed recurrent ground training and a competency check. Recurrent ground training for crewmembers must include at least the following:

1. A quiz or other review to determine the state of the crewmember's knowledge with respect to the airplane and position involved. This will include review and discussion of completed homestudy.
2. Instruction as necessary in the subjects required for Initial Ground Training by 121.415 (a), as appropriate, including emergency training.

a. Recurrent Ground/Emergency Training	5 HOURS
b. Recurrent Security/HazMat Training	2 HOURS
3. For Flight Attendants, a competency check as required by 121.421 (b) 1 HOUR
 - a. A Flight Attendant must have completed the homestudy prior to class start and pass a competency check. In addition, each Flight Attendant must demonstrate proficiency during the drills performance (applicable years).
 - b. Any Flight Attendant who does not pass a competency check and/or perform to proficiency on applicable drills will be suspended from line duty and must attend Recurrent Training again in its entirety on the next scheduled Recurrent Training date. Any Flight Attendant who then fails a second time will be subject to termination for failure to demonstrate competency.

CERTIFICATION

Each Flight Attendant file will contain a certification for successful completion of Recurrent Training for the current year and the preceding year.

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COMPETENCY CHECK

Competency checks will be in the form of an exam, which can be administered in written or oral format, and/or a proficiency which requires physical demonstration of a task. Competency check guidelines are established to determine ability to perform assigned duties and responsibilities. A written or oral exam requires a score of 90% or better to pass. An exam may be retaken only once. Proficiencies are deemed pass/fail. To pass a proficiency, established guidelines must be met. No more than one proficiency can be failed.

APPROVAL FOR REDUCED PROGRAMMED HOURS

In accordance with FAR 121.405 (d), approval is hereby granted to reduce the 12 programmed hour requirement of FAR 121.427 (c) to 10 hours by allowing a classroom credit of 2 hours for the use of a Recurrent Homestudy Guide, prepared on an annual basis for approval by the Administrator.

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