

Delta Airlines
LaGuardia Airport- Queens, New York
March 5, 2015
DCA15FA085

**NATIONAL TRANSPORTATION SAFETY BOARD
WASHINGTON, D.C.**

ATTACHMENT 7

FLIGHT ATTENDANT TRAINING OVERVIEW

Pages 4

Flight Attendant Qualification

| Computer-Based Training | |
|--|---|
| Classroom | Aircraft-Specific |
| <ul style="list-style-type: none"> • Emergency Equipment • Medical • Decompression • Smoke & Fire • Cabin Preparation • Red Emergency – Ditching • Turbulence • Aviation Security • Suspicious Behavior | <ul style="list-style-type: none"> • MD88/90 & 717 • DC9 • 737 • A319/320 • 757 • 767 • 777 • 747 • A330 |
| Planned Hours: 5.0 | Planned Hours: 10.5 |
| Planned Hours: 15.5 | |

| Instructor-Led Training | | | | |
|--|--|---|---|---|
| Emergency Management | Medical Emergency | Security | Aircraft Qualification | Event Management Evaluation |
| <ul style="list-style-type: none"> • Preflight Checks • Emergency Equipment • Crew Communication and Coordination • Unanticipated Emergencies • Decompression • Smoke & Fire • Unwarranted Evacuation • Red Emergency / Yellow Emergency • Evacuation Drills • Land and Water Survival | <ul style="list-style-type: none"> • CPR / AED • First Aid Policies and Procedures | <ul style="list-style-type: none"> • Aviation Security | <ul style="list-style-type: none"> • MD88/ 90 & 717 • Operational Experience • 737 • DC9 • A319/ 320 • 757 • 767 • 777 • 747 • A330 | <ul style="list-style-type: none"> • Pre-Flight • Unwarranted Evacuation • Flight Deck Entry/Exit • Medical • Decompression • Cabin Prep: Water • Cabin Prep: Land • Smoke & Fire • Security: Level 4 • Arrival |
| Planned Hours: 62.0 | Planned Hours: 14.0 | Planned Hours: 11.5 | Planned Hours: 62.5 | Planned Hours: 6.0 |
| Planned Hours: 156.0 | | | | |

Flight Attendant Indoctrination

| Computer-Based Training | | Instructor-Led Training | |
|--|---|---|---|
| Pre-Work | Classroom | Non-Phase Specific | Phase Specific |
| <ul style="list-style-type: none"> • Airline Overview • Aircraft Exteriors • Aircraft Interiors • Aircraft Exits • Aircraft Communication Systems • Aircraft General Systems • Aircraft Emergency Oxygen Systems • Time & 24-Hour Clock • Dangerous Goods | <ul style="list-style-type: none"> • On-Board Manual & Announcement Handbook Compliance • Cabin Is Secure • Cabin Is Ready for Pushback • Equipment and Furnishings Manual • Customer Care • Passengers With Disabilities | <ul style="list-style-type: none"> • Pre-Work Review and Indoctrination • Standards & Guidelines • On-Board Manual (OBM) & Announcement Handbook (AH) • Federal Aviation Regulations (FARs) • Crew Resource Management (CRM) • Passengers With Disabilities | <ul style="list-style-type: none"> • Check-In • Preflight • Boarding • Pre-Departure • Departure • Inflight • Pre-Arrival • Arrival • Post Arrival |
| Planned Hours: 2.5 | Planned Hours: 1.5 | Planned Hours: 14 | Planned Hours: 30 |
| Planned Hours: 4 | | Planned Hours: 44 | |

Flight Attendant Continuing Qualification 2015

Effective: November 2014 – December 2017

| Computer-Based Training | | Instructor-Led Training | | |
|--|---|---|---|--|
| Pre-Work | Quarterly | Proficiency Evaluation | Event Management Evaluation | Classroom |
| <ul style="list-style-type: none"> • Introduction & Course Overview • Every Customer Matters • Red Emergency • Security • Smoke & Fire • Medical • Evacuation Procedures • Decompression • Aircraft <ul style="list-style-type: none"> - MD88/90/717 - 747 - 767 - 777 | <ul style="list-style-type: none"> • Flight Safety • OBM/SkyPro Compliance • Cabin Is Secure • Aircraft <ul style="list-style-type: none"> - A319/320 - A330 - 737 - 757 • Reporting Procedures • Human Trafficking • Emergency Equipment • Customers With Disabilities • Medical Procedures • Turbulence • Crew Resource Management • Emergency Management • Crew Resource Management • Slide Raft Transfer • Dangerous Goods • Unwarranted Evacuation • Security • Updates | <ul style="list-style-type: none"> • MD88/90/717 1L <ul style="list-style-type: none"> - Disarm - Arm - Evacuation • MD88/90/717 Tailcone <ul style="list-style-type: none"> - Disarm - Arm - Evacuation • MD88/90/717 OWE <ul style="list-style-type: none"> - Evacuation • 747 2L <ul style="list-style-type: none"> - Disarm - Arm - Evacuation • 747 UD <ul style="list-style-type: none"> - Disarm - Arm - Evacuation • 767 1L <ul style="list-style-type: none"> - Disarm - Open - Close - Arm - Evacuation • 777 1L <ul style="list-style-type: none"> - Disarm - Arm - Evacuation • A321 3L (07/15 – 12/15) <ul style="list-style-type: none"> - Disarm - Arm - Evacuation • Dual Exit Responsibility • Emergency Equipment | <ul style="list-style-type: none"> • Pre-Flight Normal • In-Flight: Smoke & Fire • In-Flight: Medical Diversion • In-Flight: Decompression • In-Flight: Red Emergency (Ditching) | <ul style="list-style-type: none"> • Aircraft Training <ul style="list-style-type: none"> - 737 - 757 - A319/320 - A330 • Safety Matters • Hot Topics (January – June) • Aircraft Training A321 (July – December) |
| Planned Hours: 4.0 | Planned Hours: 7.5 | Planned Hours: 3.0 | Planned Hours: 2.5 | Planned Hours: 2.5 |
| Planned Hours: 11.5 | | Planned Hours: 8.0 | | |