

CREW TRAINING

Staff training and development is the cornerstone of Singapore Airlines' corporate philosophy and part of an un-ending quest to attain the highest standards of performance.

Singapore Airlines' Training Centre in Singapore, opened in January 1993, is the hub of the Airline's training programmes. The Centre houses the Management Development Centre and four other training departments: Cabin Crew Training, Flight Crew Training, Commercial Training and IT Training.

Flight Crew Training

- The Singapore Flying College (SFC), a wholly owned Singapore Airlines subsidiary, conducts basic flying training or ab-initio training for Singapore Airlines, Singapore Airlines Cargo and SilkAir cadet pilots, leading to the issue of an Air Transport Pilot's Licence with Instrument Rating by the Civil Aviation Authority of Singapore (CAAS).
- Cadet pilots undergo training at the College in Singapore and at its branch at Jandakot, Western Australia and Maroochydore, Queensland.
- Initial ab-initio training is conducted in Singapore at Seletar airport, and the intermediate and final phases of the 15-month training programme carried out at the College's branch in Jandakot. Three-quarters of the flying training is conducted in Western Australia, while all the ground theory training and examinations are conducted in Singapore.
- Cessna 152 planes are used for training at Seletar, while Cessna 172s and Beechcraft Baron 58s are used at Jandakot.
- Following basic flying training, cadet pilots proceed to Advanced Flight Training (AFT) at Maroochydore in Eastern Australia where they are trained on the Learjet 45 for another three months. The Learjet 45 is a twin-engine high performance jet used to give cadet pilots a feel of what it is like to fly a "real" jet. Cadets must complete 70 flight hours in the Learjet 45 and a series of examinations before moving on to Singapore Airlines' Flight Crew Training Centre for specialised training.

Flight Crew Training Centre

- The Flight Crew Training Centre (FCTC) plans and administers aircraft type conversion courses for pilots. The Centre is also responsible for the mandatory biennial proficiency checks for all pilots.
- Safety training like fire-fighting and life raft boarding drills are also administered for pilots and cabin crew. Cabin crew also receive training in first aid here.
- FCTC houses seven simulators that replicate the cockpits of the various aircraft operated by Singapore Airlines, and can simulate the various motions of flight. An A380 flight simulator is expected to be commissioned in FCTC in 2007.
- It also houses a cabin evacuation trainer, used to train crew in emergency evacuation procedures; a safety pool that can simulate waves; and a water evacuation trainer, a mock-up for fire-fighting drills and six door trainers

Aircraft Type-rating – Ground Studies

- A team of well-qualified and experienced instructors provides technical instruction on aircraft systems and performance. Training methodology includes the use of computer-based training (CBT) and classroom instruction.
- Systems training sessions utilising flight simulators (without motion) reinforce theoretical knowledge required in the classroom. Classrooms are equipped with the latest computer-based learning aids, which enable pilots to learn at their own pace.

Career Progression for Pilots

- After completion of AFT training, a cadet pilot will be posted to join either the Boeing 747, Airbus 340-500 or Boeing 777 fleet. After three months of training, a cadet pilot's license will be endorsed with the aircraft type rating by CAAS.
- This is followed by a further six to nine months of "on-the-line training" as a Second Officer. Second Officers are attached to Supervisory Captains and Supervisory First Officers on scheduled commercial flights to gain experience in flying the airplane as well as co-pilot duties.
- When a Second Officer's "on-the-line training" comes to an end, he is promoted to First Officer. By this time, he would have undergone 30 months of comprehensive training. Pilots have to serve eight years as a First Officer before they can be selected and trained to be Captains. First Officers then go

through six to nine months of command training before they become Captains.

- As of 31 August 2005, Singapore Airlines has 1,784 qualified technical crew, including overseas-based crew. In addition, there are another 304 trainees (second officers and cadet pilots) in various stages of training.

Cabin Crew Training

- Singapore Airlines' cabin crew embody the Airline's philosophy on customer service. Recruits undergo a rigorous 15-week training programme of classroom and on-the-job training which includes:
 - Fundamentals of social etiquette, personal grooming and passenger handling skills.
 - Meal service procedures, including food and wine appreciation courses.
 - First aid and safety procedures for the different aircraft types.
- Although most cabin crew are recruited from Singapore, Singapore Airlines also recruits from Malaysia, China, Taiwan, Japan, Korea, India, and Indonesia. As of 31 August 2005, Singapore Airlines' cabin crew strength is 6,581.

Safety Training

- Safety training of pilots and cabin crew is the responsibility of the Safety Training section of the Flight Crew Training department. Classroom instruction is reinforced by the use of aircraft equipment and an evacuation trainer.
- Safety training modules include basic first aid, Cardio Pulmonary Resuscitation (CPR) and fire fighting. Practical training includes CPR practice on special instrumented dummies and the use of fire extinguishers in a purpose-built fire training room.
- Emergency Drills are simulated with the "pitch-and-roll" capability, and various scenarios are created leading to a mock ground evacuation.
- Water survival training is conducted at a training pool. A cabin mock-up is used for instruction on ditching procedures, slide-raft boarding and launching, and "open sea" conditions are simulated by a wave generator. Various sea scenarios and conditions, including day and night, can be created.
- Safety & Emergency procedures (SEP) training is a crucial part of every crew's training process and it is mandatory that each crew attends this training annually. The annual recurrent SEP training includes first aid and fire fighting, and land and sea evacuations are alternated every year.

- Singapore Airlines' cabin safety training requirements are dictated by the local aviation authority, CAAS. CAAS' requirements are in turn based on International Civil Aviation Organisation (ICAO) safety training standards.

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