JUPITER PRIME

Consulting • Training • Advisory

جوبيتر برايم للاستشارات والتدريب

COURSE BROCHURE

Advanced Cabin Crew Leadership and Safety Training Course

19 – 30 July 2027
Barcelona

jupiterprime.uk

info@jupiterprime.uk

Registered in the United Kingdom and Saudi Arabia

Advanced Cabin Crew Leadership and Safety Training Course

Ref: 132_3465 **Date:** 19 – 30 July 2027 **Location:** Barcelona **Fees:** 11100 GBP

Cabin Crew Leadership and Safety is a 2-week training course for pursers, senior cabin crew, cabin services leads and crew instructors, who leave with a cabin crew leadership and service standards plan for their fleet or base. Airlines are recruiting and promoting crew faster than ever, and the person in charge of the cabin now decides how safely and calmly a disrupted flight unfolds. The course is delivered by Jupiter Prime Training.

Why Cabin Crew Leadership and Safety Matter Now

Three forces shape the work of the senior crew member today. Rapid fleet growth brings younger crews who look to the purser for judgement in the first minutes of an emergency. Passengers arrive with higher expectations, more medical conditions and less patience for delays, so disruptive behaviour and service failures spread quickly on social media. Safety departments expect cabin occurrences to feed the airline's safety management system SMS with clear, timely reports. A cabin led well protects passengers, crew and brand reputation; a cabin led poorly turns a minor fault into an evacuation risk or a public complaint. The course rests on crew resource management CRM and threat and error management TEM.

Who Gains Most from Cabin Crew Leadership and Safety

- Senior crew who command the cabin and brief colleagues before each sector
- Cabin services leads who set onboard service standards for a fleet or route network
- Crew instructors who run emergency procedures and recurrent drills
- Base and line leads who handle crew performance, rosters and conduct cases
- Cabin safety leads who analyse occurrence reports and cabin defects

An airline base gains most when its pursers, instructors and cabin services leads attend together and agree one standard for briefing, command and service recovery.

Cabin Crew Leadership and Safety Capabilities

Participants rehearse command decisions in the cabin, from the pre-flight briefing to an unplanned landing, and connect them with the service promise passengers were sold.

- Apply a structured pre-flight briefing that sets roles, threats and silent review cues — purser and flight deck
- Assess an onboard emergency and decide between contain, divert advice and evacuation preparation — captain and cabin team
- Communicate with a disruptive or distressed passenger using de-escalation steps — cabin safety and security
- Design a service recovery standard for delays, missing meals and seat faults — customer experience leads
- Build a cabin occurrence report that feeds safety trend analysis — cabin safety department

- Specify coaching and assessment criteria for junior crew — crew training and base leads

Key Cabin Crew Leadership and Safety Terms

- Crew resource management CRM — the use of communication, workload sharing and decision-making skills to prevent and manage errors in flight.
- Threat and error management TEM — a model for spotting threats, trapping errors and avoiding undesired aircraft or cabin states.
- Purser — the senior cabin crew member responsible for the cabin team, service and safety on a flight.
- Disruptive passenger — a traveller whose behaviour threatens good order, crew authority or the safety of others on board.
- Service recovery — the actions crew take to restore a passenger's confidence after a service failure.
- Cabin occurrence report — the written record of a safety, security or medical event in the cabin, sent for analysis.

Cabin Crew Leadership and Safety Day by Day

Day 1: The Senior Crew Role in a Changing Airline

- Purser Accountability Map — Authority Shared With the Captain
- Fleet Growth and Crew Experience Profiles — Supervision Needs on Mixed Crews
- Passenger Expectation Trends — Premium, Leisure and Family Cabins
- Safety Management System Interfaces — How Cabin Reports Reach Safety Teams
- Crew Leadership Styles — Directive Versus Participative Command on Board

Day 2: Crew Resource Management in the Cabin

- CRM Behavioural Markers — Observable Signs of Cabin Teamwork
- Structured Briefing Models — Roles, Threats and Expectations Before Boarding
- Assertive Communication With the Flight Deck — When to Escalate a Concern
- Workload Distribution on Long Sectors — Fatigue and Rest Rotation Choices
- Debriefing Techniques — Lessons Captured After Every Sector

Day 3: Threat and Error Management

- TEM Model for Cabin Crew — Threats, Errors and Undesired States
- Cabin Threat Mapping — Turbulence, Galley Fires and Medical Events
- Error Trapping Checklists — Door Arming and Cross-Check Discipline
- Human Factors Dirty Dozen — Complacency, Pressure and Distraction Signals
- Fatigue Risk Indicators — Fitness-for-Duty Conversations With Crew

Day 4: Emergency Command

- Planned and Unplanned Emergency Sequences — Command Priorities in the Cabin
- Evacuation Decision Cues — Commands, Exits and Passenger Flow
- Fire, Smoke and Fume Events — Containment and Reporting Choices
- Decompression and Turbulence Injuries — Securing Passengers and Crew
- Emergency Equipment Checks — Serviceability Before Dispatch

Day 5: Medical and Security Events On Board

- In-Flight Medical Event Protocols — Ground Medical Advice and Diversion Input
- Disruptive Passenger Levels — De-Escalation, Restraint and Reporting
- Suspicious Item and Bomb Threat Procedures — Least Risk Location Choices
- Unaccompanied Minors and Passengers With Reduced Mobility — Duty of Care Decisions
- Post-Event Crew Support — Peer Support and Stress Recovery

Day 6: Service Standards and Passenger Experience

- Service Blueprint for Each Cabin Class — Moments That Shape Loyalty
- Onboard Service Timing Plans — Sector Length and Meal Sequence
- Cultural and Religious Service Needs — Meals, Prayer and Modesty Requests
- Premium Cabin Personalisation — Loyalty Member Recognition Choices
- Inflight Retail and Connectivity — Ancillary Revenue Versus Service Calm

Day 7: Service Recovery and Complaint Handling

- Service Failure Categories — Delays, Catering Shortfalls and Seat Defects
- LAST Recovery Model — Listen, Apologise, Solve and Thank
- Compensation and Goodwill Gestures — Crew Discretion Limits
- Complaint Escalation Paths — Customer Relations Handover Records
- Social Media Incident Awareness — Reputation Risk in the Cabin

Day 8: Cabin Occurrence Reporting and Safety Culture

- Cabin Occurrence Report Writing — Facts, Timeline and Contributing Factors
- Just Culture Principles — Honest Error Versus Reckless Conduct
- Cabin Safety Trend Indicators — Injuries, Defects and Security Events
- Cabin Defect Logging — Engineering Follow-Up and Dispatch Impact
- Safety Promotion Messages — Lessons Shared Across Crew Bases

Day 9: Coaching and Crew Performance

- Line Check and Observation Forms — Evidence for Crew Assessment
- Coaching Conversations — Feedback After a Difficult Sector
- Competency-Based Training Criteria — Recurrent Drill Priorities
- Conduct and Grooming Standards — Fair Handling of Breaches
- Succession Pathways to Purser — Readiness Indicators for Promotion Boards

Day 10: Practising the Cabin Crew Leadership and Service Standards Plan

- Full-Flight Command Simulation — Applying Briefing, TEM and CRM
- Evacuation and Medical Drill Debrief — Applying Emergency Command Priorities
- Service Recovery Role Play — Applying the LAST Model
- Occurrence Report Peer Review — Applying Just Culture Criteria
- Cabin Crew Leadership and Service Standards Plan — Base Commitments and Coaching Measures

Applying Cabin Crew Leadership and Safety After the Course

- Introduce the structured briefing model on one route for a month and collect crew debrief notes on its effect.
- Review the last quarter's cabin occurrence reports with the safety team and agree two cabin safety trend indicators to monitor.

Cabin Crew Leadership and Safety Questions FAQ

What is cabin crew leadership and safety, and why does it matter now?

Cabin crew leadership and safety is the skill of commanding the cabin team through normal service, disruption and emergencies. It matters now because growing fleets bring less experienced crews and more demanding passengers, so the senior crew member's judgement decides how events end.

Which roles gain most from cabin crew leadership and safety training?

Pursers and senior cabin crew gain most, followed by crew instructors and cabin services leads. If you brief, assess or coach other crew members, you gain tools for command decisions, service recovery and fair performance conversations.

How does cabin crew leadership and safety training differ from initial cabin crew training?

It builds on licensed crew skills rather than teaching them. Initial training covers equipment, drills and service basics; this course focuses on command, coaching, threat and error management, occurrence reporting and setting service standards for others.

What do you bring back from cabin crew leadership and safety training?

You bring back a base plan that sets briefing routines, emergency command priorities, service recovery limits and coaching measures. It gives pursers, instructors and cabin services leads one shared standard for every flight.

Cabin Crew Leadership and Safety: The Way Forward

The cabin crew leadership and service standards plan first informs how pursers brief and command each sector. Pursers, crew instructors and cabin services leads use it to align drills, service recovery limits and coaching. After its first roster period, revisit occurrence reports and passenger feedback to see whether briefing habits and recovery limits need adjusting.