

<b>IND Introduction</b>			<b>06 Customer Relations</b>		
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Ind-2	Info	Aviation Australia Facilities	07A Roles and Responsibilities		
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1.1.1	1	Introduction to Aviation	<b>07B Aircraft Systems and Components</b>		
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1.1.3	1	Aircraft Systems - Structures	7.2.2	1	Exterior Description
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1.1.5	1	Aircraft Systems - Avionics	7.2.4	1	Galleys
1.1.6	1	Aviation Safety	7.2.5	1	Lavatories
1.1.7	1	Weather	7.2.6	1	Communication Systems
1.1.8	1	Air Traffic Control	7.2.7	1	Lighting Systems
1.1.9	1	Rules and Regulations	7.2.8	1	Water and Waste Systems
1.1.10	1	Airline Operations	7.2.9	1	Oxygen Systems
<b>01B Workplace Health and Safety</b>			7.2.10	1	Heating and Ventilation Systems
1.2.1	2	OH&S Legal Requirements	7.2.11	1	Aircraft Exits
1.2.2	2	Hazard Identification, Reporting and Documentation	7.2.12	1	Unique Features
1.2.3	2	Hazardous Substances and Personal Protection Equipment	<b>07C Safety Procedures</b>		
1.2.4	2	Cabin Crew Safety	7.3.1	1	Briefings
<b>02 Human Factors Crew Resource Management</b>			7.3.2	1	Safety Checks
2.1	2	The Meaning of Human Factors	7.3.3	1	Surface Contamination
2.2	2	The Industry Need for Human Factors	7.3.4	1	Passenger Handling General
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2.4	1	Error Management	7.3.6	1	Seating and Restraints
2.5	1	Managing Upwards	7.3.7	1	Carry-On Baggage
2.6	1	Decision Making	7.3.8	1	Electronic Devices
2.7	1	Education and Expertise	7.3.9	1	Refuelling
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3.1	1	Human Factors	7.3.11	1	Abnormal Situations
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3.3	1	Defensive Tactics	7.3.13	1	Turbulence
3.4	1	Life Threatening Attacks on Aircraft	7.3.14	1	Crew Member Incapacitation
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<b>04A Apply First Aid</b>			7.3.16	1	Post Flight Duties
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4.1.2	3	Allergic Reactions	<b>07D Cabin and Galley Services</b>		
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4.1.5	3	Cardiac Conditions	7.4.3	1	In-flight Retailing
4.1.6	3	Exposure Conditions	<b>07E Dangerous Goods</b>		
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4.1.8	3	Bone / Joint and Muscle Injuries	7.5.2	1	Civil Aviation Act (1998)
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<b>04B Aviation First Aid</b>			7.5.7	1	Provisions and Emergency Procedures
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Note: * This subject list should be viewed as an approximate guide only. It is current at June 2006 and is subject to change without notice.			8.4	1	Rapid Disembarkation
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