

JetBlue Dangerous Goods – Continuous Education

HEADINGS	OBJECTIVES
• Module 1: Introduction	
○ Welcome	Work through course modules and assessments.
▪ Scenario: At the Airport	Continue with the course.
▪ What to Expect	Explain how the course is structured and how the learner will be evaluated.
○ HazMat Overview	Identify terms and policies applicable to JetBlue’s handling of HazMat.
▪ Terminology	Define the terms “Dangerous Goods,” “Restricted Articles,” and “Hazardous Materials.”
▪ JetBlue HazMat Policy	Identify and locate the JetBlue policy regarding Hazardous Materials.
▪ The Four Points	List the four points in the JetBlue Dangerous Goods “Four Point Program.”
▪ The Firewall Concept	Explain the importance of each Crewmember role in preventing HazMat incidents.
○ Module Summary	
• Module 2: Recognizing HazMat	
○ The UN Classification System	Use United Nations HazMat classification system as a reference for identifying and classifying HazMat.
▪ UN Classification Chart	Describe the structure of the UN classification system.
▪ The Nine Classes	Describe what is included in each of the 9 HazMat classes.
▪ Exercise: Classification	Use the United Nations HazMat Classification Chart to determine the classification and division of HazMat.
○ HazMat Exceptions	Use available resources to make decisions about HazMat and communicate these decisions to Customers.
▪ 49CFR	Locate the CFR49 exceptions chart within JetBlue documentation and explain its purpose.

<ul style="list-style-type: none"> ▪ List of Exceptions 	Describe the CFR49 exceptions.
<ul style="list-style-type: none"> ▪ Scenario: No Playing with Matches 	Use the JetBlue CFR49 exceptions chart and other resources to determine the acceptability of a particular item.
<ul style="list-style-type: none"> ▪ 3E 	Explain the procedure for calling 3E to determine acceptability.
<ul style="list-style-type: none"> ▪ Scenario: Legal Limit I 	Use the 3E hotline to make decisions regarding acceptability.
<ul style="list-style-type: none"> ▪ Scenario: Legal Limit II 	Identify options that can be offered to a Customer for shipping or disposing of an unacceptable item.
<ul style="list-style-type: none"> ○ Module Summary 	
• Module 3: Finding HazMat	
<ul style="list-style-type: none"> ○ HazMat Labels 	Use the presence of HazMat Labels to help identify baggage that may not be carried on the aircraft.
<ul style="list-style-type: none"> ▪ Label Identification 	Recognize HazMat Hazard and Handling labels.
<ul style="list-style-type: none"> ▪ Label Policy 	Explain JetBlue acceptance policy regarding items with HazMat labels.
<ul style="list-style-type: none"> ○ Non-Standard Baggage 	Identify and respond appropriately to non-standard baggage.
<ul style="list-style-type: none"> ▪ Hidden Hazards 	List examples of “non standard baggage” that may contain hidden hazards.
<ul style="list-style-type: none"> ▪ Exercise: On the Belt 	Identify “non standard baggage” that may contain hidden hazards.
<ul style="list-style-type: none"> ▪ Asking Questions 	Give examples of appropriate questions to ask Customers about non-standard baggage.
<ul style="list-style-type: none"> ▪ Scenario: Chest Examination I 	Apply the Safety and Caring values in questioning Customers about their non-standard baggage.
<ul style="list-style-type: none"> ▪ Blue Checkmark Labels 	Explain the Blue Checkmark Label policy.
<ul style="list-style-type: none"> ▪ Scenario: Chest Examination II 	Given a scenario in which non-standard baggage has been checked without a Blue Checkmark label, indicate the appropriate response(s).
<ul style="list-style-type: none"> ○ Module Summary 	
• Module 4: Following Up	

○ Response & Reporting	Explain how to follow up appropriately when HazMat is found.
▪ Before or During Check-in	List the steps that should be taken when HazMat is found before or during check-in.
▪ After Check-in	List the steps that should be taken when HazMat is found by TSA or after check in.
▪ Inflight	List the steps that should be taken when HazMat is found inflight.
▪ Filing a Report	Use the intranet to file a Dangerous Goods report.
▪ Notifying the Pilot-in-Command	Name circumstances in which the Pilot in Command (PIC) must be notified.
▪ Scenario: Something Smells Funny	Given a scenario in which HazMat is found inflight, indicate the appropriate response(s).
○ Carrying Acceptable HazMat	Describe requirements regarding HazMat that is allowed on the aircraft.
▪ COMAT	Demonstrate general awareness of the nature and location of COMAT that may be on the aircraft and how it is handled.
▪ Wheelchair Batteries	List steps that must be taken for both spillable and non-spillable wheelchair batteries onboard the aircraft.
○ Module Summary	