

# Welcome to Recurrent Ground School 2024!

The following information will help prepare you to be successful in Recurrent Ground School (RGS).

## Recurrent Ground School (RGS)

- RGS is a one (1) day class from 0800-1730 and will take place in either DEN or MCO, depending on base assignment (domicile).
  - Flight Attendants based in DEN, CHI, DFW, LAS, or PHX will train in DEN at the Airbus Denver Training Center.
  - Flight Attendants based in CLE, CVG, SJU, MCO, PHL/TTN, MIA/FLL, TPA, or ATL will train in MCO at the Orlando International Business Center.
  - Instructors will be in the building starting at 0730 in both locations.
  - Please allow plenty of time to navigate to the training center location.
  - Additional information regarding each Training Center is provided below.
- RGS Training class dates for the year are posted on the Inflight Home Page on MyFrontier.org and FACT.
- **Unsure of when you are scheduled to attend Recurrent Training? Believe you should be scheduled for Recurrent Training and are not on the bid list in FLiCA? Returning from a leave of absence and have questions about training? Please contact Inflight Training at 720-374-3443 or email [InflightTraining@flyfrontier.com](mailto:InflightTraining@flyfrontier.com).**

## RGS 2024 Requirements

- All Flight Attendants who graduated from Initial Flight Attendant Ground School prior to 01.01.2024 are required to attend RGS 2024.
- Complete the *RGS 2024 CBT*, including the *RGS 2024 Exam* with a score of 90% or higher, before attending RGS.
- Business casual attire. *See below for details.*
- Flight Attendants are required to bring the following items:
  - Frontier ID badge
  - FlyTab (charged to at least 90%)
    - Current and updated EFAM
    - Backup FAM (vFileBrowser)
  - Writing utensil
- Flight Attendants are highly encouraged to bring snacks and lunch as food options in and around the training centers are limited.
- Flight Attendants must successfully complete all classroom curriculum which includes hands-on skill proficiencies and participation, equipment worksheets, CPR and AED usage, security including hands-on self-defense techniques, CRM, and BackSafe©.

**NOTE:** Evacuation (“Door Drill”) proficiency check will be on the A320/A321 MCD (1L), and the CPR/AED usage proficiency check will be for child CPR with FR2 AED.

## **Computer-Based Training (CBT) Modules & RGS 2024 Exam**

- Flight Attendants will be assigned the *Inflight - RGS 2024 CBT & Exam* in Schoox at least one (1) month prior to their scheduled RGS class date. Flight Attendants must complete all seven (7) CBT modules and the exam with a score of 90% or higher prior to attending RGS. It is highly encouraged to begin the CBT as soon as it has been assigned. Please note, Flight Attendants not completing the CBT and exam prior to attending RGS will not be allowed to attend RGS and may be subject to disciplinary action.
- The *Inflight – RGS 2024 CBT & Exam* course include the following sections:
  - Hot Topics
  - Security
  - First Aid
  - SMS/ASAP
  - Emergency Procedures
  - CRM
  - Emergency Equipment
  - RGS 2024 Exam
- **If you do not see the *Inflight - RGS 2024 CBT & Exam* when logging into Schoox, please contact Inflight Training immediately at 720-374-3443 or [InflightTraining@flyfrontier.com](mailto:InflightTraining@flyfrontier.com).**
- For help with troubleshooting the *RGS 2024 CBT*, visit the [Schoox CBT Troubleshooting](#) article found on FACT.

## **RGS 2024 Exam**

- The *RGS 2024 Exam* will be posted on the Company’s computer-based training website by the 5th of the month prior to attending Recurrent Training.
- The *RGS 2024 Exam* is an open-book exercise. Flight Attendants are highly encouraged to use the Flight Attendant Manual (FAM) when completing it. Please take your time.
- The *RGS 2024 Exam* must be successfully completed prior to attending RGS with a score of 90% or higher.
- If a Flight Attendant fails the online exam, a retake attempt will be automatically assigned and administered online. The Flight Attendant will also have the option of completing the retake exam on paper. She/he must communicate their desire to utilize the paper retake option to Inflight Training within 48 hours of the first failed online attempt, and prior to beginning any second online attempt. It is the responsibility of the Flight Attendant to arrive at the training center one (1) hour prior to their scheduled Recurrent Training class date start time to complete the paper retake exam. The paper retake exam must be completed prior to the start of the scheduled Recurrent Training Class. Transportation to the training center is the responsibility of the Flight Attendant. A Flight Attendant can request an appointment prior to their scheduled Recurrent Training class;

however, she/he will be responsible for travel and accommodations. Flight Attendant may request to complete the paper exam earlier than his/her scheduled RGS class date (M-F, 0700-1600, DEN or MCO Training Center), however all associated travel/transportation/housing will be the responsibility of the Flight Attendant and is subject to Inflight Training schedule availability. It is the responsibility of the Flight Attendant to contact Inflight Training to schedule a paper retake. Paper retakes will not be allowed if a second attempt has been made online.

- If the second attempt is unsuccessful, the Flight Attendant will be subject to disciplinary action up to and including employment termination.
- It is not necessary to complete the *RGS 2024 Exam* in one sitting; you may enter and exit the exam as many times as you like.

### **RGS Exam 2024 Pointers**

- Carefully read the *Instructions* section prior to taking the exam.
- The exam does not have a time limit. Please take your time and use your FAM. This is an open-book exam.
- **Use a compatible browser such as Chrome, Microsoft Edge, Firefox, or Safari. Other devices (e.g., FlyTab, laptop, desktop, etc.) are also compatible for taking the exam.**
- **RGS 2024 Exam may also be completed on the FlyTab device using the Schoox app.**
- Before selecting “FINISH,” please take a picture or screenshot of your exam score.

### **Classroom Attire**

- Please keep in mind the physical requirements of training, and wear clothing that allows you to bend, lift, push, reach, and twist. Clothing should fit appropriately, and the body sufficiently covered to avoid distracting or otherwise disrupting others.
- Business casual attire (including jeans) and closed-toed/closed-back shoes are required for all Recurrent Ground School Training. Shorts, tank tops, flip flops, sandals, open-toed shoes, open-back shoes, ripped, torn or “see-through” garments, low-cut blouses, extremely tight garments, yoga pants, sweat pants, hem lengths shorter than 2” above the knee, items in need of repair, baseball-type hats and items not meeting appearance standards are considered inappropriate attire and grounds for dismissal from class. Socks are needed.
- Flight Attendants wearing the Frontier uniform must be in full compliance with uniform and appearance standards. Uniform pieces may not be mixed with non-uniform attire, e.g., Frontier sweater may not be worn with jeans.
- Tattoos MUST be covered and should not be visible during training.

### **Sick/Late/Unprepared/Cell Phones**

- If a Flight Attendant is unable to attend RGS, it is their responsibility to contact both Crew Scheduling and Inflight Training.
- Class begins at 0800. Flight Attendants arriving nine (9) minutes or fewer after class begins will be allowed to attend training and a tardy will be assessed. Flight Attendants who arrive to class ten (10) or more minutes late will not be allowed to attend training. Inflight Leadership will be notified to follow up with the Flight Attendant. Please arrive on time.
- A current Flight Attendant Manual (FAM) and FlyTab (with current EFAM and Backup FAM) is required for class. Failure to bring these items to class may result in removal from class.
- To provide a productive learning environment, please turn off and/or silence all personal electronic devices.
- Out of training base Flight Attendants who are dismissed from RGS 2024 will be provided with transportation back to the hotel.

### **RGS Miscellaneous**

- Both training centers have refrigerators and microwaves. It is highly recommended to bring lunch and snacks.
- Recurrent Ground School is meant to refresh your understanding of Flight Attendant duties. Instructors are unable to answer questions regarding Inflight Leadership, Payroll, etc. Please direct those inquiries to the Inflight Leadership team or appropriate department.
- To aid in your training, resource videos are offered in Schoox. These are tools to help refresh your knowledge of Evacuation and CPR Drills. The course is by self-enrollment and not a requirement for RGS. You will have to search [Inflight - RGS Resources](#) and enroll yourself. You may visit the course as many times as you like, completion is not required and/or verified.

### **CLE/CVG/SJU/MCO/PHL/TTN/MIA/FLL/TPA/ATL-Based Flight Attendants**

**CLE/CVG/SJU/MCO/PHL/TTN/MIA/FLL/TPA/ATL-based Flight Attendants will train at the MCO Training Center.**

- CLE/CVG/SJU/PHL/TTN/MIA/FLL/TPA/ATL-based Flight Attendants will attend a one (1) day class; however, your schedule will be blocked for multiple days during the pre-award.
  - Travel days will be provided to attend Recurrent Ground School. Once Recurrent Ground School is awarded, an RGS pairing will be built and reflected in FLiCA.
  - You may be pre-awarded with other codes such as *RGS*, *CO1*, and *CO2* to account for travel time.

- Please be aware of your rest requirements and follow any deadhead (*DHD*) deviation rules, per the Collective Bargaining Agreement (*CBA*).
- MCO-based Flight Attendants will train in MCO with a one (1) day block of *RGS* reflected in the FLiCA schedule.

### **Hotel & Travel from CLE/CVG/SJU/PHL/TTN/MIA/FLL/TPA/ATL to MCO Training Center**

- Hotel arrangements will be made by Inflight Training and a pairing will be reflected on your FLiCA schedule.
- Hotel for Flight Attendants based in CLE/CVG/SJU/PHL/TTN/MIA/FLL/TPA/ATL:
  - DoubleTree Orlando Airport  
5555 Hazeltine National Dr.  
Orlando, FL 32812



If you have questions or concerns about hotel accommodations for Recurrent Ground School 2024, contact Crew Scheduling. Please plan accordingly based on weather, driving conditions, and parking.

- **Transportation:** The day of scheduled Recurrent Ground School 2024 class, the DoubleTree Orlando Airport will have one (1) designated shuttle to and from the training facility. The van will leave the hotel promptly at 0720. Please make sure you are on the correct shuttle and allow plenty of time to be on the van prior to departure.
- The Double Tree Orlando Airport shuttle will provide transportation back to the hotel at the end of the day. The shuttle will leave the Training Center by 1730. Please make sure you are on this shuttle.
- Flight Attendants who miss the shuttle will be responsible for their own transportation to or from Recurrent Ground School 2024.



- Should the operation assign you a hotel other than the DoubleTree Orlando Airport, please contact Crew Scheduling to book transportation.

**NOTE:** Orlando-based commuters may directly book a room at the crew hotel (DoubleTree Orlando Airport). This will secure transportation to and from the MCO Training Center. Please contact 407-802-1125 for rate information and room reservations.

## **MCO Training Center**

Airport Business Center (Building B)

5884 S. Semoran Blvd Building B, Orlando, FL, 32822



## **DEN/CHI/DFW/LAS/PHX-Based Flight Attendants**

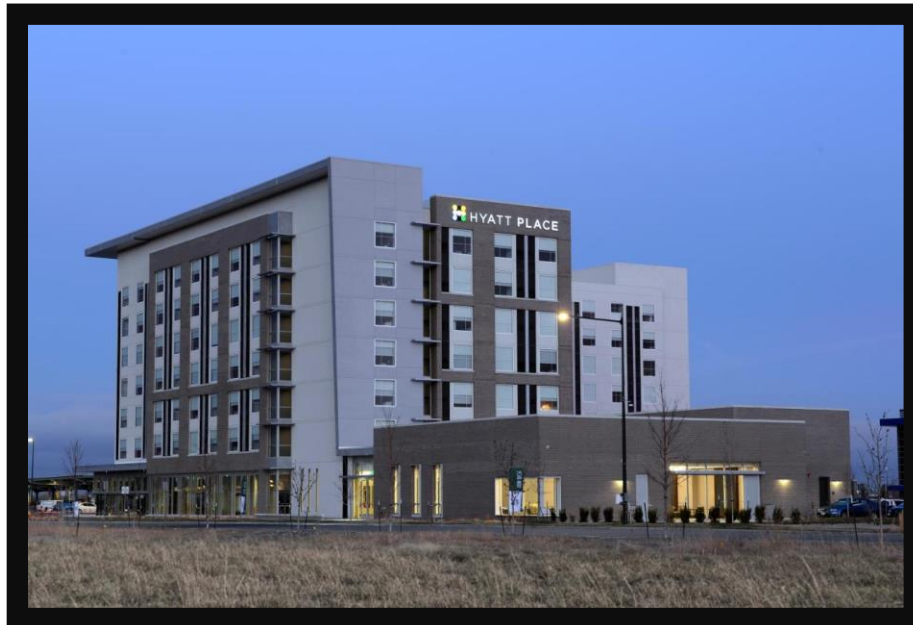
**DEN/CHI/DFW/LAS/PHX-based Flight Attendants will train at the Airbus DEN Training Center.**

- CHI/DFW/LAS/PHX-based Flight Attendants will attend a one (1) day class; however, schedule will be blocked for multiple days during the pre-award.
- Travel days will be provided to attend Recurrent Ground School. Once Recurrent Ground School 2024 is awarded, an RGS pairing will be built and reflected in FLiCA.
- You may be pre-awarded with other codes such as *RGS*, *CO1*, and *CO2* to account for travel time.
- Please be aware of your rest requirements and follow any deadhead (*DHD*) deviation rules, per the Collective Bargaining Agreement (*CBA*).
- DEN-based flight Attendants will train with a one (1) day block of *RGS* reflected in the FLiCA schedule.

## **Hotel & Travel from CHI/DFW/LAS/PHX to Airbus DEN Training Center**

- Hotel arrangements will be made by Inflight Training and pairing will be reflected on FLiCA schedule.

- Hotel for Flight Attendants based in CHI/DFW/LAS/PHX:
  - Hyatt Place Pena Station  
6100 N Panasonic Way  
Denver, CO 80249



- If you have questions about your hotel for RGS 2024 training, contact Crew Scheduling. Please plan accordingly based on weather, driving conditions and parking.
- **Transportation:** The day of scheduled Recurrent Ground School class, the Hyatt Place Shuttle will have one (1) designated shuttle to and from the training facility. The van will leave the hotel promptly at 0730. Please make sure you are on the correct shuttle and allow plenty of time to be on the van prior to departure.
- The Hyatt Place shuttle will provide transportation back to the hotel at the end of the day. The shuttle will leave the Airbus Training Center by 1740. Please make sure you are on this shuttle.
- Flight Attendants who miss the shuttle will be responsible for their own transportation to or from Recurrent Ground School 2024.
- Should the operation assign you a hotel other than the Hyatt Place, please ensure you are at the Hyatt Place no later than 0725 to depart on the 0730 shuttle or contact Crew Scheduling to book transportation.

***NOTE:** DEN-based commuters may directly book a room at the crew hotel (Hyatt Place Pena Station). This will secure transportation to and from the DEN Training Center. Please contact the Hyatt Place Pena Station at, (720) 405-4321 rate information and room reservations.*

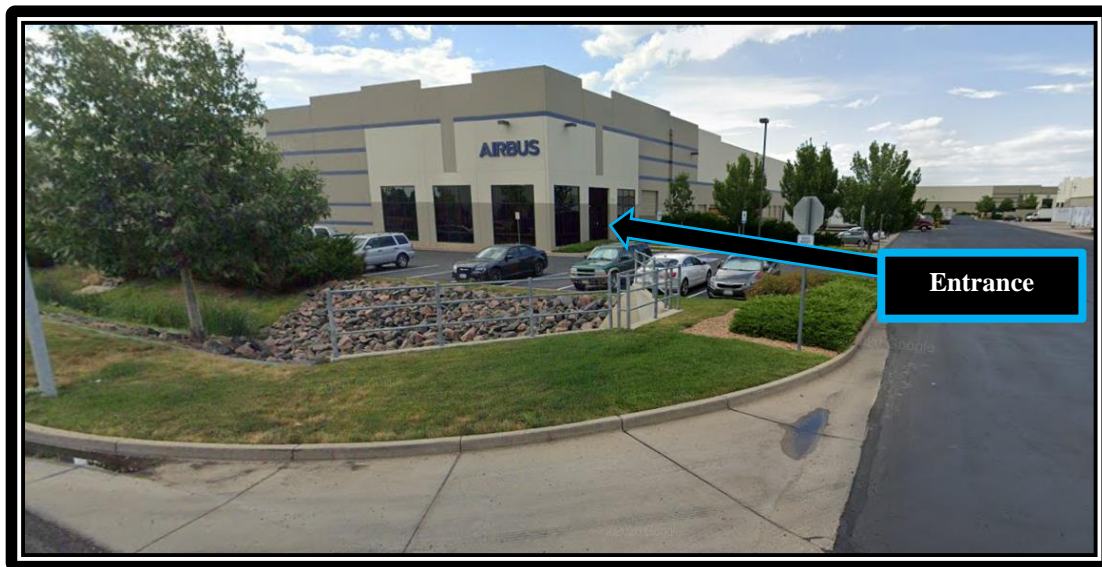
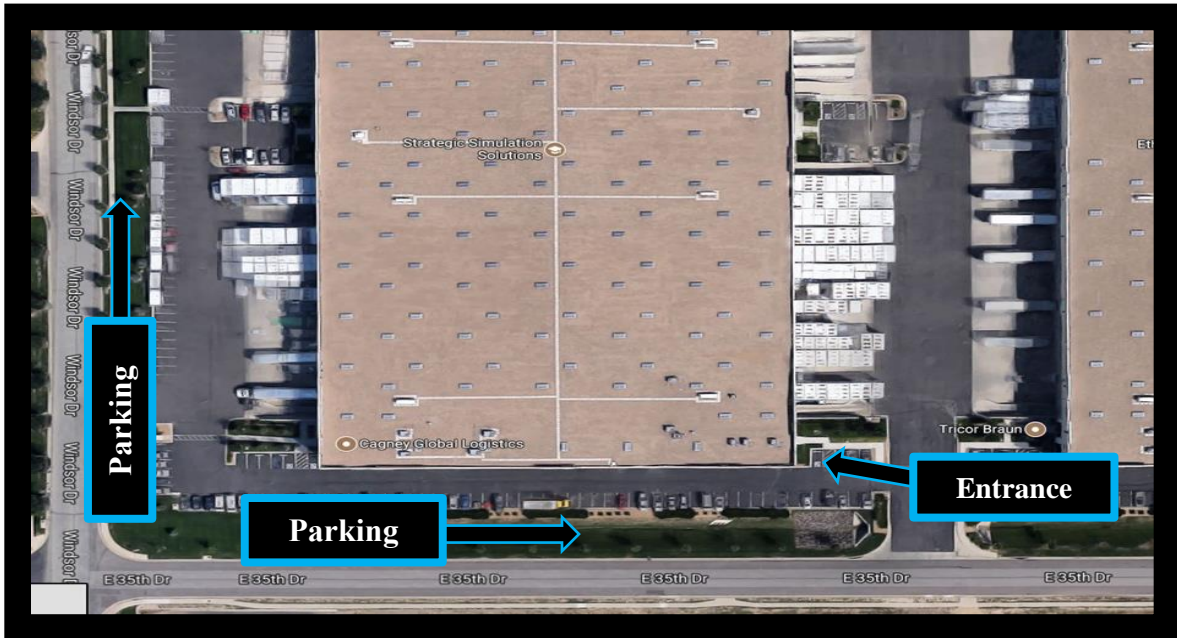
## Airbus DEN Training Center:

Airbus DEN Training Center (ATC)

Address: 3500 N Windsor Dr. Unit 500, Aurora, CO 80011

- Please allow plenty of time to drive to the Airbus Training facility (SSS). There is parking at the training facility. See picture below to help familiarize yourself with the training facility.

### DEN Airbus Training Center





For further information, please refer to the Flight Attendant Contract, Article 7 Training and Article 5F Pre-award Period.

We look forward to seeing you at Recurrent Ground School 2024! Please do not hesitate to contact us if you have any questions or concerns.

Inflight Training Department, Frontier Airlines [InflightTraining@flyfrontier.com](mailto:InflightTraining@flyfrontier.com)

- Kirby Beerbower, Inflight Training Coordinator (MCO)  
[Kirby.Beerbower@flyfrontier.com](mailto:Kirby.Beerbower@flyfrontier.com) 321-395-3372
- Brandon Ceretto, Inflight Training Coordinator (DEN)  
[Brandon.Ceretto@flyfrontier.com](mailto:Brandon.Ceretto@flyfrontier.com) 720-374-3443
- Pierre Laurent, Inflight Training Coordinator (MCO)  
[Pierre.Laurent@flyfrontier.com](mailto:Pierre.Laurent@flyfrontier.com) 720-374-3443
- Irish Isaac, Supervisor, Inflight Training (DEN)  
[Irish.Isaac@flyfrontier.com](mailto:Irish.Isaac@flyfrontier.com)
- Chris Basore, Inflight Instructor (DEN)  
[CBasore@flyfrontier.com](mailto:CBasore@flyfrontier.com) 720-374-4518
- Meredith Broome, Inflight Instructor (DEN)  
[Meredith.Broome@flyfrontier.com](mailto:Meredith.Broome@flyfrontier.com)
- Sherri Christoff, Supervisor, Inflight Training (MCO)  
[Sherri.Christoff@flyfrontier.com](mailto:Sherri.Christoff@flyfrontier.com)
- Marvin Reynolds, Inflight Instructor (MCO)  
[Marvin.Reynolds@flyfrontier.com](mailto:Marvin.Reynolds@flyfrontier.com)
- Marisa Jones, Inflight Instructor (MCO)  
[Marisa.Jones@flyfrontier.com](mailto:Marisa.Jones@flyfrontier.com)
- Haresh Pohani, Manager of Inflight Training & Professional Development (DEN)  
[Haresh.Pohani@flyfrontier.com](mailto:Haresh.Pohani@flyfrontier.com)
- Maureen Mack, Director of Inflight Standards & Training (MCO)  
[Maureen.Mack@flyfrontier.com](mailto:Maureen.Mack@flyfrontier.com)

- Andrew Richardson, Instructional Designer  
[Andrew.Richardson@flyfrontier.com](mailto:Andrew.Richardson@flyfrontier.com)