CABIN CREW TRAINING MANUAL

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CHAPTER 1: GENERAL

1.1 INTRODUCTION

In aviation, training has always been a key factor in enhancing human efficiencies both in operational performances and in improvement of the safety. The effectiveness of training is also determined on the basis of its achievement of a balanced growth between these main components- safety and performance. Cabin safety has been an integral part of overall flight safety and covers an extensive area in its training. On the contrary to its previous focuses on the evacuation of an aircraft in the event of an accident, cabin safety these days means to;

- contribute to the prevention of accidents and incidents,
- protect the aircraft’s occupants from possible safety hazards in the cabin
- minimize injuries and maximize survivability in the event of an emergency situation

Needless to state that safety is achieved only through proactive safety management including hazard identification and mitigation of safety risks and needs specific knowledge and skills. Hence, in view of the roles of the cabin crew in managing safety, it is necessary to introduce an effective training system capable of producing competent cabin crew members to conduct their safety related duties and responsibilities during normal day-to-day flights and act confidently on any abnormal or emergency situation.

This manual named as “Cabin Crew Training Manual, 2015” is prepared with an objective to establish consistency in the cabin crew training course and procedures among operators and also to provide necessary guidance while designing the training programs to suit their own requirements. This manual is based mainly upon the ICAO’s Cabin Safety Training Manual and in some cases; excerpts of the manual have been reproduced herein for clarity of concepts. In addition, EASA practices and others such as Transport Canada and DGCA India have also been used as references during its compilation.

1.2 LIST OF ACRONYMS

AOC  Air Operator Certificate
ATO  Approved Training Organization
CBT  Computer-based Training
CPR  Cardiopulmonary Resuscitation
CRM  Crew Resource Management
CTD  Cabin Training Devices
EASA  European Aviation Safety Agency
ELT  Emergency Locator Transmitter
ELT(AF)  Automatic-fixed ELT
ELT(AP)  Automatic-deployable ELT
ELT(S)  Survival ELT
EU  European Union
FAA  Federal Aviation Administration
FRMS  Fatigue Risk Management System
I/C  In-charge Cabin Crew Member
ISD  Instructional Systems Design
LMS  Learning Management System
MEL  Minimum Equipment List
MMEL  Master Minimum Equipment List
OSD  Operational Suitability Data
PBE  Protective Breathing Equipment
1.3 DEFINITIONS

**Able-bodied passengers**: Passengers who are clearly physically able and are willing to help cabin crew maintain good order and discipline on-board the aircraft.

**Accountable executive**: A single, identifiable person having responsibility for the effective and efficient performance of the State’s safety programme (SSP) or of the service provider’s safety management systems (SMS).

**Air operator certificate (AOC)**: A certificate authorizing an operator to carry out specified commercial air transport operations.

**Aircraft**: Any machine that can derive support in the atmosphere from the reactions of the air other than the reactions of the air against the earth’s surface.

**Airworthy**: The status of an aircraft, engine, propeller or part when it conforms to its approved design and is in a condition for safe operation.

**Approved training organization — Cabin crew**: An organization approved by a Contracting State in accordance with the national regulations to perform cabin crew training and which operates under the supervision of that State.

**Approved training — Cabin crew**: Training conducted under special curricula and supervision approved by a Contracting State that, where applicable, is conducted within an approved training organization.

**Approved/Authorized**: Approved or authorized by CAAN.

**Attendant panel**: Control panel(s) intended for use by cabin crew to operate and/or monitor aircraft systems relevant to cabin crew duties during normal operations and in the event of emergency situations.

**Baggage**: Personal property of passengers or crew carried on an aircraft by agreement with the operator.

**Barostatic**: An atmospheric pressure, used in forecasting the weather and determining altitude, derived using a barometer.

**Cabin crew member**: A crew member who performs, in the interest of safety of passengers, duties assigned by the operator or the pilot-in-command of the aircraft, but who shall not act as a flight crew member.

**Change management**: A formal process to manage changes within an organization in a systematic manner, so that changes which may impact identified hazards and risk mitigation strategies are accounted for, before the implementation of such changes.

**Classroom training**: In-person, instructor-led training which may include group exercises and interactive instructional sessions.

**Clean aircraft concept**: All critical surfaces of an aircraft must be clean of any surface contamination. The critical surfaces of an aircraft are the wings, control surfaces, rotors, propellers, horizontal stabilizers, vertical stabilizers or any other stabilizing surface. In the case of an aircraft with rear mounted engines, the upper surface of the fuselage is also a critical surface.

**Clear zone**: The area of the passenger cabin immediately in front of the flight crew compartment door, including galleys and lavatories.

**Cognitive**: Pertaining to cognition. Knowing, perceiving, or conceiving as an act or faculty distinct from emotion and volition.

**Competency element**: An action that constitutes a task that has a triggering event and a terminating event that clearly defines its limits, and an observable outcome.

**Competency unit**: A discrete function consisting of a number of competency elements.
**Competency:** A combination of skills, knowledge and attitudes required to perform a task to the prescribed standard.

**Co-pilot:** A licensed pilot serving in any piloting capacity other than as pilot-in-command but excluding a pilot who is on board the aircraft for the sole purpose of receiving flight instruction.

**Computer-based training:** Training involving instructional aids, such as computers and tablets. Computer-based training may encompass the use of CD-ROMs as well as web-based training (commonly referred to as eLearning).

**Crew member:** A person assigned by an operator to duty on an aircraft during a flight duty period.

**Critical phases of flight:** The period of high workload on the flight deck, normally being the periods between the beginnings of taxiing until the aircraft is on the route climb phase and between the final parts of descent to aircraft parking.

**Cruising level:** A level maintained during a significant portion of a flight.

**Dangerous goods:** Articles or substances which are capable of posing a risk to health, safety, property or the environment and which are shown in the list of dangerous goods in the Technical Instructions or which are classified according to those Instructions.

*Note— Dangerous goods are classified in Annex 18 — The Safe Transport of Dangerous Goods by Air, Chapter 3.*

**Defenses:** Specific mitigating actions, preventive controls or recovery measures put in place to prevent the realization of a hazard or its escalation into an undesirable consequence.

**Disinfection:** The procedure whereby health measures are taken to control or kill infectious agents on a human or animal body, in or on affected parts of aircraft, baggage, cargo, goods or containers, as required, by direct exposure to chemical or physical agents.

**Disinsection:** The procedure whereby health measures are taken to control or kill insects present in aircraft, baggage, cargo, containers, goods and mail.

**Duty period:** A period which starts when a flight or cabin crew member is required by an operator to report for or to commence a duty and ends when that person is free from all duties.

**Duty:** Any task that flight or cabin crew members are required by the operator to perform, including, for example, flight duty, administrative work, training, positioning and standby when it is likely to induce fatigue.

**Embarkation:** The boarding of an aircraft for the purpose of commencing a flight, except by such crew or passengers as have embarked on a previous stage of the same through-flight.

**Emergency exit:** Door, window exit, or any other type of exit (e.g. hatch in the flight deck, tail cone exit) used as an egress point to allow maximum opportunity for cabin evacuation within an appropriate time period.

**Emergency locator transmitter (ELT):** A generic term describing equipment which broadcast distinctive signals on designated frequencies and, depending on application, may be automatically activated by impact or be manually activated. An ELT may be any of the following:

- **Automatic-fixed ELT (ELT(AF)).** An automatically activated ELT which is permanently attached to an aircraft

- **Automatic-portable ELT (ELT(AP)).** An automatically activated ELT which is rigidly attached to an aircraft but readily removable from the aircraft

- **Automatic-deployable ELT (ELT(AD)).** An ELT which is rigidly attached to an aircraft and which is automatically deployed and activated by impact, and, in some cases, also by hydrostatic sensors

 Manual deployment is also provided;

- **Survival ELT (ELT(S)):** An ELT which is removable from an aircraft, stowed so as to facilitate its ready use in an emergency, and manually activated by survivors;

**Error:** An action or inaction by an operational person that leads to deviations from organizational or the operational person’s intentions or expectations.

*Note. — See Attachment E of Annex 13 — Aircraft Accident and Incident Investigation for a description of operational personnel.*

**Error management:** The process of detecting and responding to errors with countermeasures that reduce or eliminate the consequence of errors and mitigate the probability of further errors or undesired states;

**Exanthematous diseases:** Relating to an exanthema: a skin eruption occurring as a symptom of an acute viral or cockle disease, as in scarlet fever or measles;
**Fatigue**: A physiological state of reduced mental or physical performance capability resulting from sleep loss or extended wakefulness, circadian phase, or workload (mental and/or physical activity) that can impair a crew member’s alertness and ability to safely operate an aircraft or perform safety-related duties.

**Fatigue risk management system (FRMS)**: A data-driven means of continuously monitoring and managing fatigue-related safety risks, based upon scientific principles and knowledge as well as operational experience that aims to ensure relevant personnel are performing at adequate levels of alertness.

**Flight crew member**: A licensed crew member charged with duties essential to the operation of an aircraft during a flight duty period.

**Flight duty period**: A period which commences when a flight or cabin crew member is required to report for duty that includes a flight or a series of flights and which finishes when the aeroplane finally comes to rest and the engines are shut down at the end of the last flight on which he/she is a crew member.

**Flight simulation training device**: Any one of the following three types of apparatus in which flight conditions are simulated on the ground:

- **A flight simulator**, which provides an accurate representation of the flight deck of a particular aircraft type to the extent that the mechanical, electrical, electronic, etc. aircraft systems control functions, the normal environment of flight crew members, and the performance and flight characteristics of that type of aircraft are realistically simulated;
- **A flight procedures trainer**, which provides a realistic flight deck environment, and which simulates instrument responses, simple control functions of mechanical, electrical, electronic, etc. aircraft systems, and the performance and flight characteristics of aircraft of a particular class;
- **A basic instrument flight trainer**, which is equipped with appropriate instruments, and which simulates the flight deck environment of an aircraft in flight in instrument flight conditions.

**Flight time — Aeroplanes**: The total time from the moment an aeroplane first moves for the purpose of taking off until the moment it finally comes to rest at the end of the flight.

*Note.* — Flight time as here defined is synonymous with the term “block to block” time or “chock to chock” time in general usage which is measured from the time an aeroplane first moves for the purpose of taking off until it finally stops at the end of the flight.

**Ground handling**: Services necessary for an aircraft’s arrival at, and departure from, an airport, other than air traffic services.

**Hands-on exercise**: Exercise on the use of equipment/aircraft systems that are conducted without a specific context. Equipment that is removed from operation, or other representative training equipment considered acceptable by State, can be used for the purposes of this training.

**Human factors principles**: Principles which apply to aeronautical design, certification, training, operations and maintenance and which seek safe interface between the human and other system components by proper consideration to human performance.

**Human performance**: Human capabilities and limitations which have an impact on the safety and efficiency of aeronautical operations.

**Hypoglycaemic attack**: Pertaining to or characterized by hypoglycaemia: abnormal decrease in concentration of glucose in the circulating blood, e.g. less than the minimum of the normal range.

**Hypothermia**: A subnormal body temperature significantly below 37°C.

**Hypoxia**: A deficiency of oxygen in inspired gases, arterial blood or tissue, short of anoxia (almost complete absence of oxygen).

**Improvised explosive device**: A device, placed or delivered, and fabricated in an improvised manner incorporating explosives or destructive, lethal, noxious, pyrotechnic or incendiary chemicals designed to destroy, disfigure, distract or harass.

**In-flight**: The period from the moment all external aircraft doors are closed following boarding through the moment when one external door is opened to allow passengers to leave the aircraft or until, if a forced landing, competent authorities take over responsibility for the aircraft and individuals and property on the aircraft. For the purpose of the Tokyo Convention an aircraft is considered to be in flight from the moment when power is applied for the purpose of take-off until the moment when the landing run ends.
In-charge cabin crew member: Cabin crew leader who has overall responsibility for the conduct and coordination of cabin procedures applicable during normal operations and during abnormal and emergency situations for flights operated with more than one cabin crew member.

Lockdown: The condition of the flight crew compartment door being closed and locked securely, with no traffic permitted either in or out of the flight crew compartment.

Medical assessment: The evidence issued by a Contracting State that the license holder meets specific requirements of medical fitness

Minimum equipment list (MEL): A list which provides for the operation of aircraft, subject to specified conditions, with particular equipment inoperative, prepared by an operator in conformity with, or more restrictive than, the master minimum equipment list (MMEL) established for the aircraft type.

Mock-up: A training device that is a partial, functional replica of an actual aircraft, without motion.

Operations manual: A manual containing procedures, instructions and guidance for use by operational personnel in the execution of their duties.

Operator: A person, organization or enterprise engaged in or offering to engage in an aircraft operation.

Performance criteria: Simple, evaluative statements on the required outcome of the competency element and a description of the criteria used to judge whether the required level of performance has been achieved.

Person with disabilities: Any person whose mobility is reduced due to a physical incapacity (sensory or locomotor), an intellectual deficiency, age, illness or any other cause of disability when using transport and whose situation needs special attention and the adaptation to the person’s needs of the services made available to all passengers.

Pilot-in-command: The pilot designated by the operator, or in the case of general aviation, the owner, as being in command and charged with the safe conduct of a flight.

Pressure-altitude: An atmospheric pressure expressed in terms of altitude which corresponds to that pressure in the Standard Atmosphere.

Prophylaxis: Prevention of disease or injury or a process which can lead to disease or injury.

Protective breathing equipment (PBE): Breathing equipment providing full, sealed protection against smoke, fumes, etc., covering the head, the collar and upper shoulder area. Fifteen-minutes minimum oxygen supply per PBE is recommended.

Psychoactive substances: Alcohol, opioids, cannabinoids, sedatives and hypnotics, cocaine, other psychostimulants, hallucinogens, and volatile solvents, whereas coffee and tobacco are excluded.

Remote on-board areas: Areas that are not in the passenger compartment but that are accessible to occupants, such as crew rest area(s), cargo area, or electronics compartment.

Rest period: A continuous and defined period of time, subsequent to and/or prior to duty, during which flight or cabin crew members are free of all duties.

Risk mitigation: The process of incorporating defenses or preventive controls to lower the severity and/or likelihood of a hazard’s projected consequence.

Safety management system: A systematic approach to managing safety, including the necessary organizational structures, accountabilities, policies and procedures;

Safety risk: The predicted probability and severity of the consequences or outcomes of a hazard.

Simulated exercise: Exercise representing a full context scenario (e.g. aircraft evacuation) where cabin crew apply the operator’s procedures and associated crew responsibilities for dealing with the specific situation. This is typically conducted in a representative training device capable of reproducing the appropriate environment/equipment characteristics (e.g. cabin, flight deck, accessible cargo compartment, crew rest area, etc.), or on an actual aircraft.

Simulator: An apparatus which provides an accurate representation of the flight deck and/or cabin of a particular aircraft type to the extent that the mechanical, electrical, electronic, etc., aircraft systems control functions, the normal environment of flight crew members and/or cabin crew members and the performance and characteristics of that type of aircraft are realistically simulated.

Special categories of passengers: Persons who need special conditions, assistance, or equipment when travelling by air. These may include but are not limited to:

a) Infants;
b) Unaccompanied children;
c) Persons with disabilities;
d) Persons with mobility impairments;
e) Persons on stretchers; and
f) Inadmissible passengers, deportees or persons in custody.

State of the Operator: The State in which the operator’s principal place of business is located or, if there is no such place of business, the operator’s permanent residence

Sterile flight deck: During critical phases of flight and all flight operations (except cruise) conducted below 10000 feet, no crew member may engage in any activity or conversation that is not required for safe operation of the aircraft. Non-essential cockpit-cabin communication is prohibited during this period.

Technical Instructions: The Technical Instructions for the Safe Transport of Dangerous Goods by Air (Doc 9284), approved and issued periodically in accordance with the procedure established by the ICAO council.

Threat levels: A series of four defined threat levels of passenger disturbances, established so as to give common definition and thereby understanding to all concerned parties as to what is occurring on the aircraft:

Level 1 — Disruptive behaviour (suspicious or verbally threatening);
Level 2 — Physically abusive behaviour;
Level 3 — Life-threatening behaviour;
Level 4 — Attempted breach or actual breach of the flight crew compartment.

Threat: Events or errors that occur beyond the influence of an operational person, increase operational complexity and must be managed to maintain the margin of safety.

Note. — See Attachment E of Annex 13 — Aircraft Accident and Incident Investigation for a description of operational personnel.

Threat and error management (TEM): An overarching safety concept regarding aviation operations and human performance.

Threat management: The process of detecting and responding to threats with countermeasures that reduce or eliminate the consequences of threats and mitigate the probability of errors or undesired states.


Unstaffed exit: Emergency exit for which no cabin crew member has been positioned for the flight

1.4 CABIN CREW QUALIFICATION AND ELIGIBILITY

Operators shall establish basic qualifications for their cabin crew as required for the type of their operation and the duties to be assigned to the cabin crew. The selection criteria shall be based upon the age, knowledge, fitness to perform duties and responsibilities so that cabin crew members can fulfill their role in terms of safety management. However, the minimum eligibility must include;

a. A minimum age requirement of 18 years
b. Higher Secondary school (10+2) or an equivalent
c. Ability to read, speak, write and understand English as common language to ensure appropriate communication with both crew members and passengers
d. Ability to retrieve safety and emergency equipments and open and close overhead bins on the aircraft, from a standing position;
e. The ability and strength to operate equipment/systems, as applicable to the operator’s procedures during normal, abnormal and emergency situations and to the aircraft type(s) to which the cabin crew member will be assigned duties;
f. Assessed for Medical Fitness by an approved Aviation Medical Examiner

1.5 CABIN CREW TRAINING

1.5.1 The assignment of cabin crew members for safety duties on board commercial passenger aircraft is a
requirement of Annex 6 — *Operation of Aircraft* to the Convention on International Civil Aviation. The current Flight Operation Requirements of CAAN has established the minimum number of cabin crew required for each type of aeroplane, based on seating capacity in order to effect a safe and expeditious evacuation of the aeroplane, and the necessary functions to be performed in an emergency or a situation requiring emergency evacuation. Similarly it requires that the cabin crew members undergo specialized training and gain sound knowledge of their safety roles and the required competencies needed to perform their duties and responsibilities.

1.5.1 Operators shall introduce an approved training program as suitable to their operation which shall include the regulations relating cabin operations, operator’s procedures, aircraft description, on board equipments and furnishings, safety management, security issues, human performance and the operational environment.

1.5.2 Operators shall notify CAAN with details of the training program before commencing any training to their cabin crew. The details include the approved syllabus, trainee’s and the instructor’s credentials, dates, timing and the venue of the training etc. Necessary arrangements shall be made for the inspection of the training by CAAN officials/observers, if required.

1.5.3 Operators shall ensure that all persons have completed the prescribed trainings before being assigned as a cabin crew member. The training programme needs to verify that cabin crew members have obtained the required proficiencies and are able to execute the required tasks both in the normal and abnormal situations.

1.5.4 In order to ensure that the cabin crew members maintain the required level of competency, a surveillance program shall be established as a part of the cabin crew training program and each cabin crew is checked for their proficiency at least once in every 12 months period.
CHAPTER 2: TRAINING REQUIREMENTS

2.1 Cabin Crew Training consists of two major parts - General and Specific. General areas of the cabin crew training mostly cover the regulatory requirements and basic knowledge of the aviation field. The subjects in this part of the course are applicable to all cabin crew trainings and to some extent are transferrable with few exceptions. The Specific part of the courseware is to be developed according to operator’s training needs covering the aircraft type and the operator’s procedures.

2.2 Operators shall prepare a cabin crew training program covering both of the aviation related subject areas and safety related parts and obtain necessary approvals. The training should address the company’s specific training needs based upon their operation and at least include the following programs;

   a. Initial Training
   b. Recurrent Training
   c. Refresher/Requalification Training

2.3 Operators shall ensure that the Cabin Crew Training program has covered whole or part of the following trainings as required;

   a. Aviation Indoctrination Training
   b. Standard Operating Procedures (SOPs)
   c. Safety Emergency Procedures (SEPs) Training
   d. Aircraft Type Training
   e. Conversion/Difference Training
   f. Practical/Hands-on Training
   g. Familiarization Flight (Line Indoctrination) Training
   h. Security Training
   i. Human Factor (CRM) Training
   j. Dangerous Goods Handling Regulations (DGR) Training
   k. Aviation Medicine and First Aid
   l. Safety Management System
   m. Fatigue Management
   n. Upgrade (Cabin Crew In-charge) Training
   o. Others as applicable

2.4 Cabin Crew Training Programs

2.4.1 Initial Training: Operator shall conduct Initial Training for all persons who have not previously operated as a cabin crew member. Initial Training is required for those cabin crews who have not operated as a cabin crew member or have not received the recurrent training in the preceding two years. The goal of initial training is to ensure that each trainee acquires the competencies, knowledge and skills required to perform the duties and responsibilities related to the safety of passengers and flight during normal, abnormal and emergency situations. This is accomplished through classroom instruction and computer-based training (CBT) complemented by a series of hands-on and simulated exercises such as first aid and fire-fighting. Cabin crew trainees must complete initial training before they are assigned duties as cabin crew members.

2.4.1.1 Initial Training should cover the areas as stated in clause 2.3 including Familiarization Flights as specified in clause 2.4.1.4.
2.4.1.2 Initial Training shall cover at least 100 hours excluding aircraft visits and hands-on exercises. It also excludes the aircraft type course and familiarization flights. An addition of 20 classroom hours shall be required for each aircraft type operated by single cabin crew and 30 hours for multi cabin crew operation.

2.4.1.3 Initial Training ground course shall be programmed for at least 20 working days with periodic progress checks of the trainee cabin crew. A competency score of 80% or above is required for qualifying the trainee to undergo Familiarization Flights or Line Indoctrination Training which has to be conducted within 90 days of completion of the ground training portion. In case of not completing Familiarization Flight within 90 days, an appropriate Refresher Training will be required.

2.4.1.4 The Familiarization Flights or referred to as Line Indoctrination Training is a part of the Initial Training. Each cabin crew should complete at least two Familiarization Flights (two sectors) under supervision and be checked on pre-flight, in-flight and post-flight duties. Cabin Crew on board for Line Indoctrination shall not form a part of the minimum required cabin crew members of the flight. Procedures of Line Indoctrination are detailed in Chapter 3, clause 3.2.7.

2.4.1.5 Initial Training shall not be conducted on more than two types of aircraft at a time. Initial Operating Experience (IOE) of six months is required if a cabin crew is to be trained on another (third) aircraft type.

2.4.1.6 The initial training records including the assessment and test reports of each cabin crew shall be maintained and be made available for inspection whenever required.

2.4.2 **Recurrent Training:** Operators shall ensure that all of the operating cabin crews receive Recurrent Training annually. Recurrent training is conducted to ensure the maintenance of competencies, knowledge and skills through a series of hands-on exercises, simulated exercises, written exams, etc. for both of the general training elements as well as for training elements relevant to each aircraft type on which the cabin crew member will be assigned duties. It may also be provided to familiarize crew members with new requirements, procedures and/or equipment introduced since their last training.

2.4.2.1 The content of Recurrent Training may vary in regards to the competency elements covered, the conditions used for training as well as the knowledge and skills that may be assessed, which for example may be covered over a 12 to 24-months cycle. The main purpose of conducting a Recurrent Training is to ensure that cabin crew members, by practicing most competencies and skills, maintain the level of performance required for their duties and responsibilities.

2.4.2.2 Recurrent training should include the following, as a minimum and has to be conducted in a cyclic order within the periods as specified here below;

I. Training Elements to be covered in each 12 months period;
   a. Exits (type, number, location and operation);
   b. Assisting evacuation means (slide, slide-raft, life raft, rope, etc.);
   c. Safety and emergency equipment, including location and operation;
   d. Aircraft systems relevant to the cabin crew duties;
   e. Normal procedures and related hands-on and/or simulated exercises;
   f. Abnormal and emergency procedures and the related hands-on and/or simulated exercises.
including:

- Fire-fighting (including a live fire-fighting exercise, in a confined space resembling aircraft interiors such as seats and cabin furnishings, galley, lavatories, cloakroom etc.)
- Smoke removal
- Decompression
- Evacuation Procedures on land and on water
- Flight and cabin crew member incapacitation;

  g. Crew Resource Management;
  h. Passenger Handling and Crowd Control;
  i. Review of recent incidents and/or accidents pertinent to the operator.
  j. Regulatory Overview

II. Training Elements to be covered in each 24 months periods;

In addition to the above, the Recurrent Training program shall include the following training elements in each 24 months;

- a. Evacuation Procedures
- b. First Aid
- c. Security Procedures
- d. Dangerous Goods

2.4.2.3 This training and the associated checking should be accomplished through classroom instruction and/or CBT, and hands-on and simulated exercises with a representative training device capable of reproducing the appropriate environment/equipment characteristics, or on an actual aircraft.

2.4.2.4 The recurrent training remains valid for a period of 12 months from the month of its accomplishment this year to the same month next year. (i.e. January to January or so on). The recurrent training records including the assessment and test reports of the trainees shall be maintained for at least two years period or till the next accomplishment of the respective training.

2.4.2.5 The duration of the Recurrent Training to be conducted annually shall not be less than 15 hours (excluding the practical drills and simulated exercises) for single cabin crew operation and 20 hours for operation with more than one cabin crew. Similarly, the biennial recurrent program shall cover 20 and 25 hours respectively.

2.4.2.6 The training hours specified above may increase if the training is being conducted involving multi aircraft types. In such a case, it shall be ensured that the type specific part of each aircraft is adequately covered and the practical drills are carried out as applicable to each aircraft type on which the cabin crew is to serve.

2.4.2.7 The Recurrent Training shall be concluded with a written examination in order to assess the knowledge of the trainees. The required level of skills and competency is assessed during practical and simulated exercises. A minimum of 80% score is required to pass the prescribed tests.

2.4.3 Refresher/Requalification Training: Cabin Crew Training shall include Requalification Programmes for cabin crew members whose qualifications have expired for any reason (e.g. prolonged
absence from flying duties). Refresher or Requalification Training has to be conducted as part of the process to regain qualification enabling the cabin crew member to perform the required duties and responsibilities. It is generally required in case of absence from active flight duties for consecutive six months period. This training may also help to correct the possible loss of competency in an individual or a group of cabin crew if any kind of such deficiencies are noted or reported. The training elements to be covered by this training may vary depending on the applicable validity of the cabin crew member’s last required training. (Refer Annex 3)

2.4.3.1 Cabin Crew who has not operated as an active cabin crew member during the preceding six months period shall undergo annual Recurrent Training for requalification provided that the time elapsed since the cabin crew member’s recurrent training requirement has not exceeded by six months.

2.4.3.2 In case of the expiry of the training requirement for more than six months, the cabin crew shall complete the biennial Recurrent Training before being assigned as a cabin crew member. An applicable Initial Training will be required if the time elapsed since the expiry of the last training has exceeded one year period.

2.4.3.3 Cabin Crew who has not operated as an active cabin crew member in a particular aircraft type during the preceding six months, but has been operating on another aircraft type/s may regain his/her recency by undergoing re-familiarization flights on that aircraft if it is within the validity period of his/her last training.

2.4.3.4 Operator should establish a process, based on the applicable validity periods of the required training, to monitor when a cabin crew member’s qualification(s) expire. The cabin crew member should complete the training required for requalification prior to being assigned as part of the operating crew.

2.5 Apart from the regulatory part as stated above, Cabin Crew Training may include Passenger Service and Hospitality areas as per operators’ own requirements.
CHAPTER 3: TRAINING AREAS

3.1 Cabin Crew Training Program covers a wide area of subject matters which ranges from day-to-day normal duties to handling most unexpected abnormal or emergency situations. Generally, Cabin Crew tends to focus on their daily normal duties because accidents are statistically rare and because in most instances they are rated on this part of their performance. On the contrary, the training program must focus on cabin crew members’ duties and responsibilities to be performed in an abnormal or emergency situation and the training programme needs to ensure that cabin crew members remain proficient and are able to execute the required tasks in the event they occur.

3.2 Cabin Crew Training Program should be designed with a view to provide general ideas on aviation related fields with in depth coverage of both the normal and abnormal procedures. The success of the training program depends upon the level of expertise both in terms of knowledge that the trainees have been able to obtain as well as the skills to utilize them at any time when needed. Hence, it is recommended that the training areas as specified in Chapter 2, clause 2.3 may address, but not limited to the following training elements;

3.2.1 Aviation Indoctrination Training:

Aviation indoctrination training is defined as an introduction to the aviation environment. The goal of indoctrination training is to provide cabin crew trainees with sufficient general knowledge on basic aviation subjects so that they may have a more comprehensive understanding of aircraft operations. It allows cabin crew trainees to develop better situational awareness and improves inter-crew communication thus enhancing over-all safety and improving the integration of cabin crew with the flight crew members and other aviation personnel.

3.2.1.1 The purpose of this part of the training area is to provide a general overview of aviation related subject matters, policies and procedures that cabin crew should be knowledgeable on. The topics to be included in aviation indoctrination training are as follows;

a. Applicable Regulations;
   - Aviation: the past and the present
   - Role of the national and international aviation regulatory authorities
   - Regulations relating to all crew members in general and those relating to cabin operations and cabin crew members in particular; and
   - Policies and procedures specific to the operator, its organizational structure, and administrative requirements

b. Aviation Terminology;
   - Terminology common in operations;
   - The phonetic alphabet in aviation-related communication; examples of misunderstandings which may arise from improper use and its effect on flight safety;
   - The correct terminology used to communicate amongst cabin crew members and when reporting to the flight crew in normal operations as well as during abnormal and emergency situations;
   - Phases of flight and critical phases;
   - Standard measurement units used in aircraft operations;
   - The twenty-four-hour clock, changes of time with longitude, the meaning of coordinated universal time (UTC), time zones, etc., and their application to aviation; and
   - City codes for the operator’s destinations (e.g. IATA city codes).
c. Theory of flight and aircraft operations;

- General components of an aircraft and their basic function
- Flight control surfaces and flight controls and their function; the four forces (thrust, lift, drag and gravity) acting on an aircraft; the three axes (yaw, pitch and roll) and the movement around each axis;
- Hazards associated with volcanic ash/dust, ice formation on wings and control surfaces, the recognition and the importance of reporting of such phenomena;
- Aircraft critical surfaces and hazards to flight associated with the contamination of those surfaces; awareness of conditions most likely to produce surface contamination and steps to take if suspected or identified;
- Weight and balance; passenger distribution and centre of gravity and their effect on aircraft controllability and stability;
- The timely communication of observed or reported deficiencies in the safe operation of the aircraft; and
- Composition of the atmosphere: pressure, density and temperature; basic meteorology (types of cloud formations, air masses and fronts, seasonal weather variations, winds, jet-stream, wind shear, clear air turbulence, etc.) and their effects on aircraft operations and cabin environment.

d. Altitude Physiology.

- The atmosphere and atmospheric pressure;
- Pressurized/non-pressurized aircraft cabins;
- Physiology of respiration and circulation and the body’s requirement for oxygen;
- Physiological effects of pressure changes in the body (gases, cavities, sinuses and ears, etc.);
- Hypoxia – identification of persons most susceptible to the effects of hypoxia; physiological effects of normal cabin altitude on occupants with medical conditions; signs and symptoms and means to detect and minimize its effects;
- Physiological effects of cabin altitude on crew/passengers due to a significant reduction of available oxygen in the event of a cabin pressurization problem/decompression; the potential for crew member incapacitation; use of oxygen and oxygen masks;
- Time of useful consciousness at altitude; method of protection (supplemental oxygen) and the importance of applying procedures in the case of loss of cabin pressure;
- Recognition and response to passenger or crew member for handling cases of hyperventilation
- Circumstances under which carbon monoxide poisoning may occur, signs and symptoms of poisoning and means of detecting and minimizing its effects.

3.2.2 Standard Operating Procedures (SOP) Training:

The Standard Operating Procedures (SOP) Training covers the cabin crew safety related general duties and responsibilities as regards to normal day-to-day operations. The procedures related to cabin crew members’ safety-related roles and responsibilities during normal operations cover the operator’s standard procedures. (It is recommended that trainees are made aware of the standard operating procedures which may be in practice with other operators as well.) The goal of normal operations training is to enable cabin crew members to competently carry out relevant tasks assigned to them during normal operations and actively contribute to a safe operation. The training includes the management of the cabin environment, the operation of equipment and
aircraft systems relevant to cabin crew duties, management of, and assistance to passengers, and coordination with flight crew, ground crew, and other cabin crew members.

3.2.2.1 Content of Standard Operating Procedures (SOP) Training:

Normal operations training should address safety-related duties and responsibilities with special reference to Cabin Safety Checks and Briefings as applicable to the type of aircraft and its operation. Operator shall prepare a Standard Operating Procedures Handbook or include them in the Cabin Crew Manual which shall define the normal duties to be performed by a cabin crew during the following phases of the flight;

- Ground and pre-flight operations;
- Pushback and taxi;
- Take-off;
- Climb;
- Cruise;
- Descend and approach;
- Landing; and
- Post-landing and post-flight operation (including transit)

3.2.3 Safety Emergency Procedures Training

The Safety Emergency Procedures is the core area of Cabin Crew Training Program. It covers “Abnormal” or “Unusual” situation training as well as “Emergency” situation training which shall address the Operator’s unusual and emergency procedures and focuses on the cabin crew members’ roles and responsibilities during these types of situations. For this purpose, “Abnormal” or “Unusual” situation refers to a situation that is not typical or usual, deviates from normal operation and may result in an emergency. “Emergency Situation” in this context may be categorized to the situation which poses direct threat and needs to be handled immediately with appropriate corrective actions. The goal of this training is to enable cabin crew members to immediately recognize an abnormal or emergency situation, rapidly gain awareness of situational dynamics, if necessary initiate communication with the flight crew and/or take necessary measures to deal with the situation. The training should also enable cabin crew members to anticipate additional risks that may result from the actions they choose to take and mitigate them, if required.

3.2.3.1 Content of Safety Emergency Procedures Training

The Safety Emergency Procedures Training covers both of the unusual/abnormal situations and emergency situations. The part of the Unusual Situation Training should include, but not limited to;

- Turbulence Procedures
- Handling of Sick Passengers/Medical emergencies
- Refueling with Passenger on board or embarking/disembarking
- Handling of Dangerous Goods related incidents
- Unlawful interferences and Security issues
- Others as required

Similarly the Emergency Situations training may include the following topics:

- Fire fighting
- Smoke removal procedures;
- Cabin pressurization problems and decompression;
• Prepared and unprepared emergency landing/ditching;
• Evacuation; Rapid Disembarkation
• Flight and cabin crew member incapacitation;

It is recommended that the operator hold joint flight crew/cabin crew abnormal/emergency training exercises at least once during initial training and during recurrent training. These exercises can help to reflect the operational environment and instill a one-crew concept among all crew members. Joint simulations promote coordination of cabin and flight crew procedures, give flight crew and cabin crew members a greater insight into their respective duties and responsibilities and enable them to work as a synchronized team with a sound appreciation of each other’s contribution toward successful management of an abnormal and emergency situation.

3.2.4 Aircraft Type Training:

Aircraft Type Training refers to the part of the training that is related with the type specific elements of the cabin crew training program. This training is required to gain a qualification on the aircraft model that the cabin crew member will be assigned on. Cabin Crew shall undergo the type training course on each type of aircraft they serve as a cabin crew member.

3.2.4.1 Aircraft Type Training should include, but is not limited to, the following elements, as applicable to the particular aircraft:

a) Aircraft description;
b) Cabin configuration (number and distribution of cabin crew seats and number of passenger seats);
c) Cabin layout (interior design, stowage compartments such as overhead bins, and closets, etc.); emergency egress and other remote areas;
d) Exits (type, number, location and operation);
e) Assisting evacuation means (slide, slide-raft, life raft, rope, etc.);
f) Safety and emergency equipment, including location and operation;
g) Aircraft systems relevant to cabin crew duties:
h) Galley;
i) Lavatories;
j) Flight deck familiarization and egress;
k) Crew rest areas
l) Normal and Air conditioning, ventilation, and pressurization systems;
   • Communication systems and associated signaling panels;
   • Control panels;
   • Electrical system (galley, lavatory, in-flight entertainment system, in-seat electrical system, circuit breaker panels, etc.);
   • Evacuation alarm system;
   • Fire prevention system;
   • Lighting system; (interior, exterior and emergency lights);
   • Oxygen system (cabin and flight deck);
   • Smoke detection system and smoke removal;
   • Water and waste systems;
   l) Installed emergency locator transmitter;
m) Normal procedures and the related hands-on and/or simulated exercises;
n) Abnormal and emergency procedures and the related hands-on and/or simulated exercises;
o) Design-related elements that may impact on normal and/or emergency procedures (stairs,
smoke curtain, social areas, non-forward facing passenger seats, cargo areas if accessible from the passenger compartment during flight, etc.

p) Land and Water Evacuation Drill

3.2.4.2 This training and the associated checking should be accomplished through classroom instruction, CBT as well as hands-on and simulated exercises with a representative training device capable of reproducing the appropriate environment/equipment characteristics, or on an actual aircraft. A written test shall be conducted at the end of the training and the pass mark in this case is 80% or above. Successful cabin crew shall undergo Familiarization Flights of sufficient number and duration on which he/she has to be checked by an instructor/check cabin crew. Familiarization Flight is an integral part of the Type-training program on which each cabin crew should demonstrate satisfactory performance before being assigned as part of the minimum cabin crew member required. The Familiarization Flight check report shall form a part of the training record of individual cabin crew member.

3.2.5 Conversion/Difference Training:

Conversion and Difference Training shall be applicable to cabin crew who has to be assigned to duty on an aircraft which has differences from the type, model or series that the cabin crew member is previously qualified on. Conversion Training shall be required in order to gain competence on different type of aircraft which shall cover all of the training elements of the Aircraft Type Course as specified in Cl. 3.2.4.

Difference Training addresses the differences in the model and series of the same type of aircraft that may exist in the forms of cabin configuration and layout, installed emergency equipments, exits as procedures. It will also be applicable if significant changes have been made in the cabin features and safety procedures in an aircraft since the cabin crew member’s last training.

3.2.5.1 The training should include the following as a minimum, as applicable to the particular aircraft:

a. Exits (type, number, location and operation);
b. Assisting evacuation means (slide, slide-raft, life raft, rope, etc.);
c. Safety and emergency equipment, including location and operation;
d. Aircraft systems relevant to cabin crew duties
e. Normal procedures and the related hands-on and/or simulated exercises;
f. Abnormal and emergency procedures and the related hands-on and/or simulated exercises; and
g. Design-related elements that may impact on normal and/or emergency procedures (stairs, smoke curtain, social areas, non-forward facing passenger seats, cargo areas if accessible from the passenger compartment during flight, etc)

3.2.6 Hands-on Training and Aircraft Visit

Cabin Crew Training requires that classroom instructions be reinforced with hands-on exercises and/or simulated exercises. For this purpose, a set of emergency equipments kept on board can be made available during theory classes. Cabin Crew should be given an opportunity of aircraft visits from time to time. The purpose of an aircraft visit is to familiarize each cabin crew member with the aircraft environment and its equipment. The visit is typically conducted on board a stationary aircraft. Aircraft visits should be conducted by suitably qualified persons. They should provide an overview of the aircraft’s exterior, interior and systems including the following, if applicable to the particular aircraft:
a. cabin crew stations
b. cabin layout (interior design, stowage compartments such as overhead bins, and closets, etc.);
c. Galleys and lavatories;
d. flight deck familiarization and egress;
e. crew rest areas and any other remote areas;
f. safety and emergency equipment;
g. exits (location and their environment);
h. assisting evacuation means (location and stowage);
i. aircraft systems relevant to cabin crew duties:
   • communication systems and associated signaling panels;
   • control panels;
   • electrical system (galley, lavatory, in-flight entertainment system, in-seat electrical system, circuit breaker panels, etc.);
   • evacuation alarm system;
   • fire prevention system;
   • lighting system (interior, exterior and emergency lights):
   • oxygen system (cabin and flight deck);
   • smoke detection system;
   • water and waste systems; and
j) cargo areas if accessible from the passenger compartment during flight

Each cabin crew trainee having no previous operating experience should participate in a visit to an aircraft prior to participating on a familiarization flight.

3.2.7 Familiarization Flights

The Familiarization Flights or referred to as Line Indoctrination Training is a part of the Initial Training and are also to be included in a conversion course of a new aircraft type. Each cabin crew should complete at least two Familiarization Flights (two sectors) under supervision and be checked on pre-flight, in-flight and post-flight duties. During the familiarization flight, the cabin crew trainee should be additional to the minimum number of operating cabin crew members. It should be structured and involve the cabin crew trainee in the participation of safety-related pre-flight, in-flight, pre-landing and post-flight duties. The report of familiarization flights should form part of the training record for each cabin crew member.

In certain circumstances, air operators may need a large number of cabin crew trainees to undergo the line indoctrination training. In such a case, the operator may be allowed to conduct group line indoctrination flights (also referred to as a “group familiarization flight” by ICAO) with a group of cabin crew members on board the same aircraft. Operator shall prepare a plan and procedures of the group line indoctrination program and obtain prior approval before conducting the training.

3.2.8 Security Training

The goal of aviation security training is to provide crew members with the knowledge and skills to identify and respond appropriately to various security threats so as to prevent and/or minimize the consequences of acts of unlawful interference. Cabin Crew Training has to cover an aviation security training programme that addresses the operator’s procedures related to cabin crew members’ security-related duties and responsibilities, as per the operations manual, and/or company security manual. Operators shall arrange Security Training to their cabin crew during the initial training and in recurrent basis whenever required.
3.2.8.1 Content of Aviation Security Training

Aviation security training encompasses two primary concepts:

a) preventives measures during normal operations; and
b) response to security threat events.

An Aviation Security Training Programme shall include the following elements, as a minimum:

a) disruptive/Unruly passenger
b) determination of the seriousness of any occurrence;
c) crew communication and coordination;
d) appropriate self-defense responses;
e) use of non-lethal protective devices assigned to crew members whose use is authorized by the State of the Operator;
f) understanding of behaviour of terrorists so as to facilitate the ability of crew members to cope with hijacker behaviour and passenger responses;
g) live situational training exercises regarding various threat conditions;
g) flight crew compartment procedures to protect the aeroplane; and
h) aeroplane search procedures and guidance on least-risk bomb locations where practicable.

In addition to the above, the training should cover cabin crew duties on the followings:

- Preventive Procedures such as pre flight security checks of the cabin or galley equipment, and monitoring of passengers, baggage, cargo, mail, equipment, stores and supplies intended for carriage on an aircraft so that cabin crew can contribute to the prevention of acts of sabotage or other forms of unlawful interference.
- Security of the flight deck, sterile flight deck rules and flight deck access procedures
- Disorderly/unruly passengers, the threat levels and procedures according to the level of threat
- Cabin-cockpit communication and coordination during the act of unlawful interference
- Handling of Bomb threat or bomb on-board, on ground/in-flight
- Hijacking/unlawful seizure of the aircraft
- Chemical/biological/radiological/nuclear weapons

3.2.9 Human Factor Training

Human Factor Training in this context is referred to the capabilities and limitations of human performance which have an impact on the safety and efficiency of aeronautical operations. This part of the training focuses on relationships between people and equipment, systems, procedures and the environment as well as personal relationships between individuals and groups. It encompasses the overall performance of cabin crew members while they carry out their duties.

The goal of this training is to optimize human performance and manage human error and should be oriented towards recognizing and solving practical problems.

3.2.9.1 Content of human performance training

Human performance training should include the following topics:

a) human factors in aviation;
   - goals. human factors model(s) applicable to aviation; and
   - human’s contribution to safety and the human operational performance necessary to
achieve the established

b) human error;
   - human performance and limitation;
   - the error chain (accident causation) and the concept of an organizational accident;
   - error prevention, detection and recovery/management techniques.

c) Cabin crew skills;

All cabin crew:
   - Communication
   - Teamwork and leadership
   - Error recognition and management
   - Workload and time management
   - Decision making
   - Situational awareness

In-charge cabin crew member

All of the above, plus the following:
   - Flexibility
   - Delegation
   - Empathy
   - Planning and coordinating resources

d) Crew Resource Management (may be covered separately);
   - CRM concepts and general principles; and
   - Applying CRM skills.

e) Threat and Error management (tailored to cabin operations);
   - TEM framework and its components, relevant to cabin operations;
   - Examples of threats, errors and undesired states, relevant to cabin operations; and
   - Threat, error and undesired state management techniques (e.g. detecting threats,
     trapping errors, etc.), relevant to cabin operations

f) Case Studies (e.g. accidents/incidents);
   - Accident and incident investigation reports; and
   - Cabin crew roles in the chain of events leading to an incident or accident;

g) Fatigue Risk Management (may be covered separately)
   - Consequences of fatigue on cabin crew performance
   - Scientific principles on which fatigue management is based;
   - Operator and individual cabin crew member responsibilities for fatigue management

The Human Performance training shall be conducted in depth during the initial training. For annual recurrent training, the content may vary in regards to the performance criteria covered. Simulated
exercises that require the application of CRM concepts should be integrated into human performance training and recommended for joint flight and cabin crew CRM as part of simulated exercises on situations during normal operations and abnormal and emergency situations, where practicable.

3.2.10 Dangerous Goods Handling Regulations (DGR) Training

The requirements for the training of cabin crew members in the transport of dangerous goods are included in the Dangerous Goods Training Programme contained in Annex 18 — *The Safe Transport of Dangerous Goods by Air* and the *Technical Instructions for the Safe Transport of Dangerous Goods by Air* (Doc 9284). Hence, the operators shall establish dangerous goods training requirement for their cabin crew which shall include the following as a minimum;

3.2.10.1 Content of DGR Training

a) General philosophy;
b) Limitations;
c) Labeling and marking;
d) Recognition of undeclared dangerous goods;
e) Provisions for passengers and crew; and
f) Emergency procedures.

Dangerous Goods Training shall be conducted initially and on recurrent basis in each two years period. The training shall cover cabin crew duties and responsibilities and handling procedures of Dangerous Goods related incidents such as;

a) Procedures for the permitted dangerous goods carried by crew/passenger in the cabin
b) Procedures for forbidden dangerous goods found on board while on ground or during flight
c) Procedures in case of fire, spillage or leakage involving dangerous goods

3.2.11 Cabin Health and First Aid Training

Apart from the safety-related duties, cabin crew members may be required to manage medical events and administer first aid to passengers, or in some situations to other crew members. Hence, operators shall include Cabin Health and First Aid First Aid Training in their cabin crew training program. The objective of this part of the training is to provide conceptual understanding of aviation medicine and related health risks. In the mean time, cabin crew has to acquire some practical skills in managing common medical complications and be familiar with the use of First Aid Procedures as applicable. The contents of this part of the course may vary according to the operator’s requirements and may also depend upon the equipments kept on board a specific aircraft for medical purpose.

3.2.11.1 The content of Cabin health and first aid training is divided in the following areas;

a) management of on-board medical events;
b) food safety;
c) cabin disinfection;
d) altitude physiology (maybe covered separately)

Cabin Crew should be able to understand human physiology and recognize medical emergencies. They have to be familiar with the content and the use of First Aid Kit (FAK), Emergency Medical Kit (EMK) and Universal Precaution Kit (UPK) as applicable. It may include handling of medical incidents varying
from common occurrences such as minor cut, burn or fracture to more serious situations like hysteria, epilepsy or performing a CPR. Cabin crew should be aware of the possibility of being exposed to a communicable disease and protection against it. Cabin disinfection may be a requirement in some of the destination and the cabin crew may have to carry out it.

Food Safety is another concern because food and beverages are often served during a flight. Understanding of the principles of on-board hygiene is therefore essential. Operators shall program enough hours for hands on and simulated exercises on scenario-based events.

3.2.12 Safety Management System (SMS)/Training

A safety management system (SMS) is defined as a systematic approach to managing safety, including the necessary organizational structures, accountabilities, policies and procedures. Operators shall conduct SMS training to their cabin crew separately or may integrate it in cabin crew training programs initially and on recurrent basis. SMS training for cabin crew is to point out the role that the individual cabin crew members can play within the operator’s SMS and how their contributions fit in the bigger picture of safety management at the overarching organizational level.

3.2.12.1 Contents of SMS Training

Cabin Crew SMS Training should cover the basic concept of a SMS with much focus on the operators specific SMS and its components. This includes, but is not limited to the following;

a) Fundamentals of SMS
b) Operator’s specific SMS, its objectives, procedures and roles of cabin crew within it
c) Operator’s safety policy;
d) Hazard identification and reporting; and
e) Safety communication.

3.2.13 Fatigue Management Training

Fatigue is a physiological state of reduced mental or physical performance capability resulting from sleep loss or extended wakefulness, circadian phase, or workload (mental and/or physical activity) that can impair a crew member’s alertness and ability to safely operate an aircraft or perform safety-related duties. Fatigue risk management system (FRMS) is defined as a data-driven means of continuously monitoring and managing fatigue-related safety risks, based upon scientific principles and knowledge as well as operational experience that aims to ensure relevant personnel are performing at adequate levels of alertness.

The content of the training programme will depend on whether the operator applies the prescriptive fatigue management regulations or has implemented an FRMS, applicable to cabin crew members. However, the following aspects (but not limited to) should be included in the training.

a) Scientific principles on which fatigue management is based;
b) Consequences of fatigue on cabin crew performance;
c) Fatigue management strategies.

Fatigue Management Training shall form a part of the Cabin Crew Training program or be conducted separately.
3.2.14 Upgrade (Cabin Crew In-charge) Training

The In-charge cabin crew member (also referred to as purser, supervisor, lead cabin crew member, senior cabin crew member, etc.) is a cabin crew leader who has overall responsibility for the conduct and coordination of cabin procedures applicable during normal operations and during abnormal and emergency situations for flights operated with more than one cabin crew member. In multi-cabin crew operations, operators should designate an In-charge cabin crew member who has to obtain In-charge Cabin crew Training. In-charge cabin crew training is usually additional or enhanced training which is specific to the duties and responsibilities of a cabin crew member leader and provides him/her with the competencies and skills required for performing the specific role. Operators shall establish minimum experience (not less than one year of uninterrupted active flying as a cabin crew) before designating an In-charge cabin crew.

3.2.14.1 Content of in-charge cabin crew member training

Operators should develop a specific training programme for in-charge cabin crew members to address the required competencies as suitable to their operation. The basic contents shall cover the following:

a) Briefings (in normal, abnormal and emergency situations) taking due account of special circumstances of flights (e.g. weather forecast conditions, political turmoil at destination, special categories of passengers, etc.);
b) Communication, cooperation and coordination with the crew and with other personnel;
c) Operator’s procedures and legal requirements;
d) Administrative tasks required by the operator;
e) Human performance;
f) Reporting systems and requirements;
g) Fatigue management; and
h) Leadership skills.

3.2.15 Instructor Training and Qualification

Operators shall develop Cabin Crew Instructors as per their training needs and thus, have to establish an Instructor Training Program. The training program shall include both “Train the Trainer” course and an in-depth coverage of the subject matter on which the instruction is to be conducted.

3.2.15.1 Areas of Instruction

In view of the complexity of the Cabin Crew Course, the areas of instruction shall be divided as follows;

I. General Legislation and Aviation
II. Standard Operating Procedures (SOP) and Safety Emergency Procedures (SEP)
III. Human Factors/CRM and others such as DGR, Security, SMS etc.
IV. First Aid

3.2.15.2 Cabin Crew Instructor Qualification

Cabin Crew Training should be conducted by suitably qualified instructors, who have the knowledge, ability and experience to perform such training. Hence, Cabin Crew Instructors should undergo a selection process designed to assess that the individual’s knowledge, capability, and competency are suitable to meet the training needs. Similarly they have to be reassessed periodically in order to ensure that they have maintained the required level of proficiency. The Cabin Crew Instructors shall meet the following criteria and have to be authorized by CAAN before assigning them with any kind of instructional privileges;
I. Operational Experience
   a. Work Experience
      - Shall have 6 years of uninterrupted and active in-flight experience as a cabin crew member. Out of which 2 years of experience as an In-charge Cabin Crew will be required for conducting training on aircraft operating with more than one cabin crew.
   b. Fleet Experience
      - Fleet Experience (type rating) of each aircraft or successfully complete an approved type course of each aircraft type for which the instructional privilege is sought

(Note: The operational experience can be waived for subject matter expert for conducting cabin crew training on generic subject areas)

II. Training/Competencies
   a. Instructor Training
      Shall complete an approved “Instructor Training” or “Train the Trainer” course
   b. Subject Area-Training
      Shall complete intensive coverage of the respective courseware for which the training is to be conducted
   c. Competency
      - Shall demonstrate satisfactory instructional capabilities (refer clause 3.2.15.5) while conducting two supervision classes in the presence of CAAN Inspector.

3.2.15.3 Additional requirements for specific subject areas

In addition to the above requirements, the complexity of cabin crew training courseware demands additional qualifications in order to exercise the privilege of instruction on certain subject areas as follows;

   a. Standard Operating Procedures (SOP) and Safety Emergency Procedures (SEP) Instructors
      - Cabin Crew Certificate holders with aircraft type rating for which the instruction is to be conducted or,
      - Previous Operational Experience as a cabin crew with approved specific aircraft type course (for Ground Instruction only) or,
      - Instructor pilots with valid license and type rating of the respective aircraft and have completed an appropriate SOP/SEP Instructor Course.
b. Human Factors/CRM Instructors

- Shall complete an instructional course on CRM and Human Factor principles and
- Be appropriately qualified to integrate elements of CRM into all the relevant components of a Cabin Crew Training program.

(An experienced non-cabin crew CRM instructor may be authorized to be a cabin crew CRM instructor, provided that the instructor demonstrates a satisfactory knowledge of the nature of the operation, the relevant specific aircraft types and company SOPs as applicable to cabin crew duties and responsibilities)

c. First Aid Instructor

- Shall be qualified as an Aviation Medical Trainer or
- Approved Medical Practitioners or Cabin Crew with paramedic background if suitably qualified through an Aviation First Aid Training

d. DGR and Security Trainer

- Authorized DGR and Security Instructors with adequate knowledge of the operator’s training needs as related to the nature of operation as well as associated duties and responsibilities of cabin crew

3.2.15 Selection Process

Operators shall establish a selection procedure for Cabin Crew Instructors based upon the above eligibilities. Appropriate trainings shall be arranged for each subject on which the instruction is to be conducted. Candidates are to be assessed for their knowledge and instructional capabilities during the training and at the end shall appear in a written examination. The minimum pass marks shall not be less than 90% on each subject appeared.

3.2.15.5 Qualification/Authorization

Operator may apply for an instructor authorization to their nominated instructors who meet the above criteria. The application must be supported with all the relevant documents along with company’s recommendation letter. Cabin Crew seeking an instructor authorization shall remain on probation period of at least six months and shall undergo two observation classes before an authorization is issued. The class shall be supervised by qualified CAAN inspector and will evaluate the proficiency on the following:

- Practical and theoretical knowledge of the subject
- Preparation of lesson plan and coverage of the prescribed syllabus
- Developing training material and courseware
- Use of associated training devices including audio-visual aids
- Presentation skills

Upon demonstration of a satisfactory level of performance, the applicant shall appear on an oral test to be conducted by CAAN examiners. Cabin Crew Instructors can be authorized to carry out the instructional task in one or more training areas as per their qualification.
3.2.15.6 Surveillance Program

Cabin Crew Instructors are to be updated regularly and have to be assigned with instructional tasks as frequently as possible. They are to be reassessed by CAAN Inspectors within each 12 months period to monitor that the required level of knowledge and skills are adequately maintained. Such assessments can be made while conducting the theoretical classes or practical exercises.

Cabin Crew Instructors who have not been engaged in instructional tasks in the preceding 12 months period shall go through an update/refresher course on the related areas of the instructions.

The operator should maintain the following records of their instructors;

- Training records
- Records of performance review
- Training classes conducted
- Examination conducted
- Observation flights and relevant cabin crew documentation, if applicable
- Checks as carried out by CAAN authorized inspectors and
- Licenses and certificates in accordance with training courses

3.2.16 Cabin Crew Examiner/Check Cabin Crew

Cabin Crew has to undergo different tests and examinations before being qualified to act as a cabin crew member. These tests are to be designed to check both the theoretical interpretations and practical skills and include written examinations and performance checks as well. The cabin crew training program must contain test and check procedures which are to be carried out periodically in order to ensure that the cabin crew retains required level of knowledge and competencies all the time. Hence, the operators shall designate cabin crew examiners/check cabin crew to perform the qualifying checks and examinations as appropriate to the type of assignments. The cabin crew examiners/check cabin crew should successfully complete a formal competency assessment in their role of carrying out the prescribed tests to determine all required performance standards have been satisfactorily achieved.

3.2.16.1 Qualification of Cabin Crew Examiner/Check cabin crew and Limitation

Authorized Cabin Crew Instructors can be designated as Cabin Crew Examiner and will carry out all the required tests and examinations. Instructors who have imparted the training will be restricted from conducting the qualifying checks and evaluation. Similarly, cabin crew with the following qualifications can be eligible to be designated as Check Cabin Crew who will carry out the performance checks on preflight, in-flight and post flight duties of a cabin crew but will not engage in training or instructional tasks.

- 6 years of uninterrupted and active in-flight experience as a cabin crew member (out of which 2 years of experience as an In-charge Cabin Crew if the check is to be conducted for aircraft operating with more than one cabin crew)
- Fleet Experience (type rating) of each aircraft for which the check is to be carried out.
- Sound knowledge of cabin crew duties and responsibilities, company SOPs
- Appropriately trained in evaluation procedures
CHAPTER 4: TRAINING DEVICES AND FACILITIES

4.1 Training devices, Facilities and Environment

Training devices, facilities and environment play a great role in fulfilling training objective. Since, cabin crew training covers both the classroom activities and the practical exercises, attention should be given to make all the required equipments and facilities adequately available. Operators should ensure that the following arrangements are made before conducting Cabin Crew Training.

4.2 Classroom Space and Environment

The size of classrooms is dependent on various factors such as the number of trainees, training aids and equipments to be used. However, the recommended space for each adult in a classroom is from 1.4 m$^2$ to 6.7 m$^2$. In planning for space requirements, consideration should be given to the following:

a) The trainee work stations;
b) The area required for hands-on exercises;
c) The instructor work stations; and
d) The storage area.

Similarly, the following shall be considered to maintain a good learning environment in the classroom:

a) temperature should be comfortable;
b) ventilation should be adequate;
c) lighting should be of adequate level for work or viewing;
d) distracting sound should be kept to a minimum;
e) work areas should be aesthetically pleasing;
f) work stations, including chairs, should be comfortable;
g) work space should be adequate;
h) work area should be clean;
i) training equipment should be adequate;
j) visual media should be visible from all angles and seats; and
k) audio media should be audible to all present.

4.3 Instructional Aids and Equipments

The most commonly used equipments in a classroom are chalk/marker boards, projectors, video monitors and easels etc. Instructional aids may include the reference materials, such as manuals, notes and handouts as well as computers and CDs in case of a computer based training (CBT). Also, the classroom shall be equipped with at least one set of Safety and Emergency equipment used on the operator’s aircraft according to the applicable training session.

4.4 Representative training devices

As an alternative to the use of actual aircraft and safety and emergency equipment, the operator may use representative training devices for the purpose of cabin crew training. The use of such devices should be approved by CAAN. The following sections provide guidance on representative training devices and what they should include in order to be considered for approval.

Representative training devices include:
Cabin Crew Training Manual 2015

4.4.1 Safety and emergency equipment

Safety equipment means equipment installed/carried to be used during day-to-day normal operations for the safe conduct of the flight and protection of occupants (e.g. seat belts).

Emergency equipment means equipment installed/carried to be used in case of abnormal or emergency situations that demand immediate action for the safe conduct of the flight and protection of occupants, including life preservation (e.g. fire extinguisher).

4.4.2 Cabin Training Devices

Cabin Training Devices (CTDs) that are capable of recreating realistic situations can be used to provide effective training on safety and abnormal/emergency procedures. When applicable, a mock-up or simulator should be used to enable realistic simulation of cabin crew’s duties without continuous need for use of actual aircraft.

CTDs should include parts of the cabin containing lavatories, galleys, a type of emergency exit used in an aircraft, some seat rows, cabin crew seats, attendant panels and overhead bins. For the purposes of emergency procedures training, CTDs should be able to create an environment which may not be created in a classroom (e.g. filling the cabin with smoke).

The following components/items should be representative of those found on an aircraft:

   a) dials, handles, switches, restraint brackets, and mounting devices to be operated and the force required for their operation;
   b) the weight of emergency exit hatches;
   c) the direction of movement, associated forces and travel of all controls for all equipment, including the weight of emergency exits when operated without power assist, where applicable; and
   d) stowage, location of safety and emergency equipment, secured with representative brackets or mounting devices.

4.4.2.1 Requirement of a CTD

A CTD used for cabin crew training should include the following features, according to the applicable scenario:

   a) safety and emergency equipment currently required on an aircraft in locations and the restraint brackets representative of those installed on an aircraft;
   b) aircraft systems relevant to cabin crew duties representative of those installed on an aircraft, including but not limited to:

       i) operational cabin call chimes (aural and visual indicators);
       ii) cabin crew communications equipment and associated control panels, including an operational public address/intercom system and appropriate attendant panel(s) at the
cabin crew station;
iii) normal and emergency cabin lighting, including fail features; and
iv) deployable oxygen masks for passenger and cabin crew;

c) internal cabin markings, such as placards and exit markings;
d) emergency exit(s);
e) a flight deck door and related-security features;
f) operational ordinance signs visible from each passenger seat and cabin crew station/seat;
g) seat dimensions and seat pitch;
h) simulated cabin windows and features necessary to darken the cabin;
i) facilities and sufficient speakers to simulate sound effect/crash noises audible throughout the cabin; and
j) smoke simulation capabilities.

4.4.2.2 Emergency Evacuation Training Device

A CTD used for emergency evacuation training should include the following features, according to the applicable scenario:

a) dimensions and layout of the cabin that are representative of an aircraft in relation to emergency exits, galley areas and safety and emergency equipment stowage;
b) cabin crew and passenger seat positioning that is representative to that on an aircraft, with particular accuracy for seats immediately adjacent to exits;
c) capability to operate exits in normal and emergency modes – particularly in relation to method of operation and forces required to operate them;
d) width, height and angle of inflated evacuation slides;
e) a minimum of two operational emergency exits (one door and one alternate exit or two doors, as applicable) – plus one operational window exit (where applicable).
f) at least one cabin crew station located at an operational exit, and additional cabin crew stations depending on the grouping of exits contained in the trainer;
g) cabin crew stations and the associated attendant panel(s) that are representative of an aircraft;
h) simulation of an unserviceable exit(s); and
i) simulation of hazards at emergency exits (e.g. obstacle, fire, water).

1.4.1 Emergency exit trainer

The operator may provide training to cabin crew members on an emergency exit trainer instead of on an actual aircraft.

The emergency exit trainer should:

a) replicate the size, weight and operating characteristics of the exit of the aircraft type on which the cabin crew member will operate; (e.g. direction of movement of handles); and
b) be designed so that the representative exit can be operated in normal and emergency modes, particularly in relation to method of operation and forces required to operate them.

4.5 Fire-fighting

A simulated fire-fighting exercise should be conducted in a confined area, to simulate cabin fire, and under the supervision of an instructor. The device used for a simulated fire-fighting exercise should
include aircraft furnishings as found on board an aircraft, such as seats, galley units, lavatories, panels, overhead bins and waste bins. Fire-fighting equipment and the restraints used should be representative to those installed on an aircraft with respect to weight, dimensions, controls, types and operations.

4.6 Water survival

When the operator is required to conduct wet drills, these should be carried out in a body of water or pool of sufficient depth to realistically perform the simulated exercise. A life raft exercise should be conducted using life-saving equipment that is representative to that installed on the aircraft with respect to weight, dimensions, appearance, features and operation. The rafts may be substituted if the equipment used is similar with respect to weight, dimensions, appearance, and features. In such cases, training must address any differences in the operation of the raft.

4.7 Trainee to instructor ratio

In order to assess and evaluate a trainee’s competency, and in order to maintain sufficient supervision and control, a maximum of twenty trainees per instructor is recommended in a classroom environment. An evaluation should be conducted and consideration should be given to subject matter, type of training (such as initial/recurrent), instructor’s workload management, feedback/evaluations and size of facilities, which may prompt an adjustment of the proposed trainee to instructor ratio for classroom-based training.

When facilitating computer-based training, maximum of thirty trainees per instructor is recommended, assuming that the presence of the instructor is limited to providing support.

When conducting practical instruction such as hands-on exercises, the trainee to instructor ratio should be more restricted to allow for better supervision. A maximum of ten trainees per instructor is recommended.

When conducting a familiarization flight, the ratio of trainees to the person who conducts the familiarization flight must be limited to a maximum of 4:1 depending upon the duration of flight.

4.8 Use of other operator or ATO training devices

Where an operator arranges to use training devices owned by another operator or by an approved training organization (ATO), the training must comply with the approved training programme and operating procedures of the operator whose crew are being trained.

If significant differences exist in terms of cabin layout and equipment, such training should be restricted accordingly.
## ANNEX 1: Initial/Basic Training

<table>
<thead>
<tr>
<th>Training Areas</th>
<th>Minimum Duration excluding Hands-on &amp; Familiarization Flights</th>
<th>Additional Hours for each aircraft type</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Work Days</td>
<td>Hours</td>
<td>Single Cabin Crew</td>
</tr>
<tr>
<td>a. Aviation Indoctrination</td>
<td></td>
<td>20</td>
<td>100</td>
</tr>
<tr>
<td>b. Standard Operating Procedures (SOP)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Safety Emergency Procedures (SEP)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Aircraft Type</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. Practical Hands-on</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>f. Familiarization Flights</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>g. Security</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>h. Human Factor (CRM)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>i. Dangerous Goods Regulation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>j. Aviation Medicine and First Aid</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>k. Safety Management System</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>l. Fatigue Management</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>m. Others as applicable</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
ANNEX 2: Recurrent Training

<table>
<thead>
<tr>
<th>Training Areas</th>
<th>Course Coverage</th>
<th>Minimum duration excluding practical</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Annual</td>
<td>Biennial</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Single Cabin Crew</td>
<td>Multi Cabin Crew</td>
</tr>
<tr>
<td>a. Aviation Indoctrination</td>
<td>Overview</td>
<td></td>
<td></td>
</tr>
<tr>
<td>b. Standard Operating Procedures (SOP)</td>
<td>In-depth</td>
<td></td>
<td></td>
</tr>
<tr>
<td>c. Safety Emergency Procedures (SEP)</td>
<td>In-depth</td>
<td></td>
<td></td>
</tr>
<tr>
<td>d. Aircraft Type</td>
<td>In-depth</td>
<td></td>
<td></td>
</tr>
<tr>
<td>e. Practical Hands-on including Fire Drill</td>
<td>In-depth</td>
<td></td>
<td></td>
</tr>
<tr>
<td>f. Human Factor (CRM)</td>
<td>Overview</td>
<td></td>
<td></td>
</tr>
<tr>
<td>g. Dangerous Goods*</td>
<td>In-depth</td>
<td></td>
<td></td>
</tr>
<tr>
<td>h. Evacuation Drill* (Land and Water)</td>
<td>In-depth</td>
<td></td>
<td></td>
</tr>
<tr>
<td>i. First Aid including Practical*</td>
<td>In-depth</td>
<td></td>
<td></td>
</tr>
<tr>
<td>j. Security</td>
<td>Overview</td>
<td></td>
<td></td>
</tr>
<tr>
<td>k. Safety Management System</td>
<td>Overview</td>
<td></td>
<td></td>
</tr>
<tr>
<td>l. Others</td>
<td>As required</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**ANNEX 3: Refresher/Requalification Program**

3. Refresher/Requalification Requirements

<table>
<thead>
<tr>
<th>Circumstances</th>
<th>Training Requirements</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cabin Crew not performing any flight duties for preceding six months</td>
<td>Refresher/Recency Training</td>
<td>If it is within the validity period of last Recurrent Training (Refresher/Recency Training shall not substitute the required Recurrent Training)</td>
</tr>
<tr>
<td>Cabin Crew not performing in particular aircraft type for preceding six months</td>
<td>Refresher/Recency Training or Re-familiarization Flights on that aircraft</td>
<td></td>
</tr>
<tr>
<td>Expiry of Training</td>
<td>Annual Recurrent Training</td>
<td>If it is within six months from the expiry of last Recurrent Training</td>
</tr>
<tr>
<td></td>
<td>Biennial Recurrent Training</td>
<td>If the time elapsed from the expiry of the last training is more than six months but within one year</td>
</tr>
<tr>
<td></td>
<td>Initial Training</td>
<td>If the time elapsed from the expiry of the last training is more than one year</td>
</tr>
</tbody>
</table>

Note: Refresher/Recency Training can be replaced by Annual Recurrent Training or a separate training program which shall include (but not limited to) the following:

a. Aviation Indoctrination  
b. Standard Operating Procedures  
c. Safety Emergency Procedures  
d. Aircraft Visit or Re-familiarization flight