

**ADVISORY CIRCULAR**

No. : AC-28-01-012  
Date : 1 March 2016

**A. SUBJECT.**

**Cabin Crew Training and Checking Program**

**B. PURPOSE.**

This advisory circular (AC) provides guidance for Air Operator Certificate (AOC) holder/applicant for cabin crew training and checking program.

**C. STATUS.**

This is the third edition of AC - 28 - 01 - 012, dated 1 March 2016, and it will remain current until withdrawn or superseded.

**D. CONTENTS.**

- 1.0 Background.
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**E. REFERENCES.**

The following documents were used as reference material:

- JCAR - OPS 1.
- ICAO Annex 6.
- ICAO Doc 7192, Part E - 1 requirements.

## **Cabin Crew Training and Checking Program**

### **1.0 Background.**

- 1.1 The assignment of cabin attendants for safety related duties on board an aircraft is a legal requirement of Annex 6. Paragraph 12.1 of Annex 6 part I obliges operators to establish, to the satisfaction of the state authorities, the minimum number of cabin attendants required for each type of airplane they operate in order to effect a safe and expeditious evacuation of the airplane, and the necessary function to be performed in an emergency or a situation requiring an emergency evacuation.
- 1.2 Regardless of the operators' emphasis on duties and responsibilities of cabin crew, from the regulatory point of view, the major function of cabin crew on board an aircraft is to ensure passenger safety by preventing and managing adverse situations, which may develop in the aircraft cabin, and to provide guidance to all persons on board during an emergency.
- 1.3 JCAR OPS 1 requirements for each cabin crew member to complete an initial safety training course and to undergo an examination to demonstrate knowledge and proficiency, and cabin crew attestation to be issued to those applicants who have passed the examination following completion of the initial training course, such attestation shall clearly state a reference to the approval of CARC.
- 1.4 Cabin crew initial safety training course shall be completed by trainee if not previously qualified as a cabin crew and is not a holder of cabin crew initial safety attestation. This course can be followed or combined with conversion course for specific type of airplane.

### **2.0 Foreign Attestation Acceptance.**

- 2.1 **Approval Issuance Condition.** The holder of a foreign cabin crew attestation may be granted acceptance of that attestation - approval issuance for the purpose of damp lease out only provided that:
  - a. Airplane is damp leased out from Jordanian AOC holder to a foreign AOC holder.
  - b. The applicant holds attestation issued by an ICAO Contracting State.
  - c. The applicant holds a valid medical certificate issued by an ICAO Contracting State
  - d. The applicant hold a valid dangerous goods training issued by an ICAO Contracting State
  - e. The applicant holds a valid medical certificate.
  - f. The applicant holds crew member certificate (CMC) issued by the state of the lessee.

- g. The applicant can read, write, speak and understand English language.
- h. Complete lessor cabin crew training program to include:
  - (1) Induction training program.
  - (2) Quality system awareness training program.
  - (3) Safety management system training program.
  - (4) Aviation security training program.
  - (5) Conversion and difference training program.
  - (6) Operator's CRM training program.
  - (7) Airplane type specific CRM training program.

Training conducted outside Jordan shall be supervised by CARC inspector

- i. Complete cabin crew conversion training and differences training oral examination conducted by CARC cabin safety inspector.

**2.2 Approval Renewal Condition.** The holder of a foreign cabin crew attestation may be granted acceptance of that attestation - approval renewal for the purpose of damp lease out only provided that:

- a. Airplane is damp leased out from Jordanian AOC holder to a foreign AOC holder.
- b. The applicant holds a valid medical certificate issued by an ICAO Contracting State.
- c. The applicant holds a valid dangerous goods training issued by an ICAO Contracting State.
- d. The applicant holds crew member certificate (CMC) issued by the state of the lessee
- e. The applicant holds a valid JCAR approval to operate on JY registered airplane
- f. Complete lessor cabin crew recurrent training programs to include:
  - (1) 12 months emergency and safety training.
  - (2) 12 months cabin crew CRM training.
  - (3) 12 months aviation security training.

Training conducted outside Jordan shall be supervised by CARC inspector

### **3.0 Training and Checking Staff.**

- 3.1 Persons employed by the AOC holder/applicant with qualifications, experiences and authorization appropriate for delivering instructions to cabin crew trainees.
- 3.2 The required instructors and examiners are:

- a. Cabin safety instructors (CSI) - safety and emergency procedures instructor.
- b. Cabin crew resources management instructor (CRMI).
- c. Cabin safety examiner (CSE).

#### **4.0 Training Records.**

- 4.1 AOC holder/applicant shall retain detailed training records to show that all requirements of the training courses have been conducted in accordance with JCARs, and shall maintain a system for recording the qualifications and training of the instructional and examining staff.
- 4.2 The cabin crew training records must be retained by the AOC holder for:
  - a. Initial training, conversion and difference training including checking as long as the cabin crew member is employed by the operator.
  - b. Recurrent training and refresher including checking until 12 months after the cabin crew member has left the employ of the operator.
- 4.3 Cabin crew training record shall include:
  - a. The individual's name.
  - b. The training duration and completion date.
  - c. Reference of training materials used to meet the training requirements.
  - d. Evidence which shows that training has been completed.
  - e. Evidence which shows that a test has been completed satisfactorily.
  - f. The name and address of the AOC holder providing the training
- 4.4 The format of the training records shall be specified in the operations manual part D - training.

## **5.0 Training Facilities.**

### **5.1 Classrooms.**

- a. The classroom should be such that each trainee is allowed reasonable working area. The overall size of the classroom shall be determined by multiplying the expected number of trainees by 1.4 square meters.
- b. The maximum permissible number of trainees in a class room shall be a ration of 15 trainee for one instructor and 25 trainees for 2 instructors.
- c. At least one class room shall be available with the minimum furniture needed like white board, a desk or table and chair for each trainee. The classroom should have required training aids like projection media (Power point, slides, overheads, TV, etc.).
- d. At least another classroom shall be made available to serve as an emergency and survival procedures lecture room. It shall be furnished with a display of all pieces of emergency equipments used on by the aircraft operator, such as the types of portable fire extinguishers, portable oxygen equipment, protective breathing equipment (PBE), life raft, adult and infants life jackets, baby survival cots, child restraint system, contents of the survival kits, first aid kits and emergency radio.

### **5.2 Fire and Smoke Training Facilities.**

- a. Practical fire and smoke training must be conducted under the supervision of an instructor who has the knowledge, ability and experience to conduct such training. Such training shall be conducted in a confined area to simulate cabin fire and preferably smoke filled conditions, with the cabin crew donning the protective breathing equipment (PBE).
- b. The facility shall be equipped with sufficient fire prevention aids, fire fighting equipments and emergency exit door. Necessary approval shall be obtained from CARC and appropriate local authority wherever required.

**5.3 Water Survival Training Facilities.** The training shall be conducted at a water body /pool with minimum depth of 12 feet.

**5.4 The Learning Environment.** The key to a good learning environment is the elimination of discomforts and other undesirable characteristics:

- a. The climate must be comfortable.
- b. Lighting must be of adequate level for work or viewing.

- c. Distracting sounds must be kept to a minimum.
- d. Work areas must be aesthetically pleasing.
- e. Training equipment must be adequate.

## **6.0 Training Devices.**

### **6.1 Aircraft Mock Up.**

- a. A representative training device may be used for the training of cabin crew as an alternative to the use of the actual airplane or required equipment.
- b. Only those items relevant to the training and testing intended to be given should accurately represent the airplane in the following particulars:
  - (1) Layout of the cabin in relation to exits, galley areas and safety equipment stowage.
  - (2) Type and location of passenger and cabin crew seats.
  - (3) Exits in all modes of operation (particularly in relation to method of operation, their mass and balance and operating forces) including failure of power assist systems where fitted.
  - (4) Safety equipment of the type provided in the airplane (such equipment may be 'training use only' items and, for oxygen and protective breathing equipment, units charged with or without oxygen may be used).
- c. When determining whether an exit can be considered to be a variant of another type, the following factors should be assessed:
  - (1) Exit arming/disarming
  - (2) Direction of movement of the operating handle.
  - (3) Direction of exit opening; d. Power assists mechanisms; e. Assist means, e.g. evacuation slides.
- d. At least one realistic life size mock up of the aircraft fuselage, including galley and the cabin with a layout of equipment, switch panels, exit and window arrangements, communication system, fire extinguishers, slide/slide raft etc., to enable realistic simulation of cabin attendants' duties without continuous need for the use of actual air craft. The mock up shall include parts of the cabin containing wash rooms, galleys, each type of door and emergency exit used in the aircraft, some seat rows and overhead bins.

## **6.2 Door Trainer**

- a. The use of modern training and simulator systems such as emergency evacuation and door trainers provides an acceptable level of practical experience expected in actual occurrences. All operators may provide training to its crew on the door trainer for the type of aircraft instead of on an actual aircraft.
- b. When determining whether an exit can be considered to be a variant of another type, the following factors should be assessed:
  - (1) Exit arming / disarming.
  - (2) Direction of movement of the operating handle.
  - (3) Direction of exit opening.
  - (4) Power assists mechanisms.
  - (5) Assist means, e.g. evacuation slides.

## **7.0 Cabin crew Training and Checking Programs.** For AOC holder/applicant cabin crew training and checking program refers to:

- 7.1 Appendix A - Conversion and differences training and checking program.
- 7.2 Appendix B - Recurrent training and checking program.
- 7.3 Appendix C - Refresher training and checking program.
- 7.4 Appendix D - Senior cabin crew member's training and checking program.
- 7.5 Appendix E - Single cabin crew member operations training and checking program.

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## **Appendix A**

### **Conversion and Difference Training and Checking Program**

#### **1.0 Requirements.**

##### **1.1 Conversion training.** Conversion course must be completed:

- a. Cabin crew member when first assigned by the operator to operate as a cabin crew member; or
- b. Cabin crew member when assigned to operate another airplane type; or
- c. Cabin crew member who has been absent from all flying duties for more than 6 months and the period of validity of the last recurrent training and checking has expired.

Note. Cabin crew absent from active flying duties for more than 5 years shall complete initial safety training program.

##### **1.2 Differences training.** Differences training must be completed before operating:

- a. On a variant of an airplane type currently operated; or
- b. With different safety equipment, safety equipment location, or normal and emergency safety procedures on currently operated airplane types or variants.

1.3 An operator shall ensure that, during conversion and differences training, training is given on the location, removal and use of all safety and survival equipment carried on the airplane, as well as all normal and emergency procedures related to the airplane type, variant and configuration to be operated.

**2.0 Training and Checking Program.** Conversion and difference training program shall be conducted in accordance with the AOC holder/applicant operations manual part - D, the course shall at least include:

**2.1 Induction Training.** The induction training is applicable for cabin crew for first conversion with operator to include:

- a. Civil aviation regulatory commission (CARC) civil aviation law, including applicable regulation JCAR OPS 1, FCL 1 etc.
- b. Operator policies, rules and regulations.



- c. Provisions and limitation of the air operator certificate issued to the operator including operations specification.
- d. Familiarization with operator operations manuals structure and contents to include operations manual part A - General/Basic, operations manual part D - training and checking program Cabin Safety Procedures Manual

**2.2 Fire and Smoke Practical Training.** An operator shall ensure that each cabin crew member is given realistic and practical training in the use of all firefighting equipment including protective clothing representative of that carried in the airplane. This training must include:

- a. Each cabin crew member extinguishing a fire characteristic of an airplane interior fire except that, in the case of Halon extinguishers, an alternative extinguishing agent may be used.
- b. The donning and use of protective breathing equipment by each cabin crew member in an enclosed, preferably simulated smoke-filled environment.

**2.3 Operation of Doors and Exits.** An operator shall ensure that:

- a. Each cabin crew member operates and actually opens each type or variant of normal and emergency exits in the normal and emergency modes, including failure of power assist systems where fitted. This is to include the action and forces required to operate and deploy evacuation slides. This training shall be conducted in an airplane or representative training device.
- b. The operation of all other exits, such as flight deck windows is demonstrated.

**2.4 Evacuation Slide Training.** An operator shall ensure that:

- a. Each cabin crew member descends an evacuation slide from a height representative of the airplane main deck sill height.
- b. The slide is fitted to an airplane or a representative training device.
- c. A further descent is made when the cabin crew member qualifies on an airplane type in which the main deck exit sill height differs significantly from any airplane type previously operated.

**2.5 Evacuation Procedures and Other Emergency Situations.** An operator shall ensure that:

- a. Emergency evacuation training includes the recognition of planned or unplanned evacuations on land or water. This training must include recognition of when exits are unusable or when evacuation equipment is unserviceable.
- b. Each cabin crew member is trained to deal with the following:
  - (1) An in-flight fire, with particular emphasis on identifying the actual source of the fire.
  - (2) Severe air turbulence.
  - (3) Sudden decompression, including the donning of portable oxygen equipment by each cabin crew member.
  - (4) Other in-flight emergencies including Bomb Threat and Hi-Jack.

**2.6 Crowd control.** An operator shall ensure that training is provided on the practical aspects of crowd control in various emergency situations, as applicable to the airplane type. This training should include:

- a. Communications between flight crew and cabin crew and use of all communications equipment, including the difficulties of co-ordination in a smoke-filled environment.
- b. Verbal commands.
- c. The physical contact that may be needed to encourage people out of an exit and onto a slide.
- d. The re-direction of passengers away from unusable exits.
- e. The marshalling of passengers away from the airplane.
- f. The evacuation of disabled passengers.
- g. Authority and leadership.

**2.7 Pilot incapacitation.** An operator shall ensure that, unless the minimum flight crew is more than two, each cabin crew member is trained in the procedure for flight crew member incapacitation and shall operate the seat and harness mechanisms. Training in the use of flight crew members' oxygen system and use of the flight crew members' check lists, where required by the operator's SOP's, shall be conducted by a practical demonstration.

**2.8 Safety equipment.** An operator shall ensure that each cabin crew member is given realistic training on, and demonstration of, the location and use of safety equipment including the following:

- a. Slides, and where non self-supporting slides are carried, the use of any associated ropes.
- b. Life-rafts and slide-rafts, including the equipment attached to, and/or carried in, the raft.
- c. Lifejackets, infant lifejackets and flotation cots.
- d. Dropdown oxygen system.
- e. First-aid oxygen.
- f. Fire extinguishers.
- g. Fire axe or crow-bar.
- h. Emergency lights including torches.
- i. Communications equipment, including megaphones.
- j. Survival packs, including their contents.
- k. Pyrotechnics (Actual or representative devices).
- l. First-aid kits, emergency medical kits, their contents and emergency medical equipment.
- m. Other cabin safety equipment or systems where applicable.

**2.9 Passenger briefing/safety demonstrations.** An operator shall ensure that training is given in the preparation of passengers for normal and emergency situations in accordance with OPS 1.285.

**a. General:**

- (1) Passengers are given a verbal briefing about safety matters. Parts or all of the briefing may be provided by an audio- visual presentation.
- (2) Passengers are provided with a safety briefing card on which picture type instructions indicate the operation of emergency equipment and exits likely to be used by passengers.

**b. Before take-off:**

- (1) Passengers are briefed on the following items if applicable:
  - (a) Smoking regulations.
  - (b) Back of the seat to be in the upright position and tray table stowed.
  - (c) Location of emergency exits.
  - (d) Location and use of floor proximity escape path markings.
  - (e) Stowage of hand baggage.
  - (f) Restrictions on the use of portable electronic devices.
  - (g) The location and the contents of the safety briefing card.
- (2) Passengers receive a demonstration of the following:
  - (a) The use of safety belts and/or safety harnesses, including how to fasten and unfasten the safety belts and/or safety harnesses.
  - (b) The location and use of oxygen equipment if required (OPS 1.770 and OPS 1.775). Passengers must also be briefed to extinguish all smoking materials when oxygen is being used.
  - (c) The location and use of life jackets if required (refer to OPS 1.825).

**c. After take-off.** Passengers are reminded of the following if applicable:

- (1) Smoking regulations.
- (2) Use of safety belts and/or safety harnesses including the safety benefits of having safety belts fastened when seated irrespective of seat belt sign illumination.

**d. Before landing.** Passengers are reminded of the following if applicable:

- (1) Smoking regulations.
- (2) Use of safety belts and/or safety harnesses.
- (3) Back of the seat to be in the upright position and tray table stowed.
- (4) Re-stowage of hand baggage.
- (5) Restrictions on the use of portable electronic devices.

**e. After landing.** Passengers are reminded of the following:

- (1) Smoking regulations.
- (2) Use of safety belts and/or safety harnesses.

**f.** In an emergency during flight, passengers are instructed in such emergency action as may be appropriate to the circumstances.

**2.10 Crew resource management.** An operator shall ensure that:

- a. Requirements.** Each cabin crew member before being first assigned to duties completes the Operator's CRM training and airplane type specific CRM.
- b. Operator's CRM training.**
  - (1) Operator's CRM training should be the application of the knowledge gained in the Introductory CRM Course to enhance communication and co-ordination skills of cabin crew members relevant to the operator's culture and type of operation.
  - (2) Operator's CRM training shall cover in depth the following subjects:
    - (a) Error prevention and detection.
    - (b) Shared situation awareness, information acquisition and processing.
    - (c) Workload management.
    - (d) Effective communication and coordination between all crew members including the flight crew as well as inexperienced cabin crew members, cultural differences.
    - (e) Leadership, cooperation, synergy, decision-making, delegation.
    - (f) Individual and team responsibilities, decision making, and actions.
    - (g) Identification and management of the passenger human factors: crowd control, passenger stress, conflict management, medical factors.
    - (h) Company safety culture, SOPs, organizational factors, factors linked to the type of operations.
    - (i) Effective communication and coordination with other operational personnel and ground services.
    - (j) Participation in cabin safety incident and accident reporting.
    - (k) Case based studies.
- c. Airplane type specific CRM.**
  - (1) Airplane Type Specific CRM should be integrated into all appropriate phases of the operator's conversion training on the specific airplane type. Airplane Type Specific CRM should be the application of the knowledge gained in previous CRM training on the specifics related to aircraft type, including, narrow/wide bodied airplanes, single/multi deck airplanes, and flight crew and cabin crew composition.

- (2) Airplane Type Specific CRM shall cover in depth the following subjects:
- (a) Error prevention and detection - Relevant to the type(s).
  - (b) Shared situation awareness, information acquisition and processing - Relevant to the type(s).
  - (c) Workload management - Relevant to the type(s).
  - (d) Effective communication and coordination between all crew members including the flight crew as well as inexperienced cabin crew members, cultural differences - Relevant to the type(s).
  - (e) Leadership, cooperation, synergy, decision-making, delegation - Relevant to the type(s).
  - (f) Individual and team responsibilities, decision making, and actions - Relevant to the type(s).
  - (g) Identification and management of the passenger human factors: crowd control, passenger stress, conflict management, medical factors - Relevant to the type(s).
  - (h) Specifics related to airplane types (narrow/wide bodies, single/multi deck), flight crew and cabin crew composition and number of passengers – in depth.
  - (i) Company safety culture, SOPs, organizational factors, factors linked to the type of operations - Relevant to the type(s).
  - (j) Effective communication and coordination with other operational.
  - (k) Personnel and ground services - Relevant to the type(s).
  - (l) Participation in cabin safety incident and accident reporting - Relevant to the type(s).
  - (m) Case based studies - Relevant to the type(s).

### **3.0 Familiarization.**

**3.1 Requirements.** An operator shall ensure that, after the completion of conversion training, each cabin crew member undertakes familiarization prior to operating as one of the minimum number of cabin crew.

**3.2 New entrant cabin crew.** Each new entrant cabin crew member having no previous comparable operating experience should:

- a. Participate in a visit to the airplane to be operated; and
- b. Participate in familiarization flights of at least 4 sectors (2 sectors for airplanes with less than 50 seats) conducted under the supervision of a senior cabin crew member on the airplane type to be operated and 2 sectors line release as cabin crew member under the supervision of cabin safety examiner as described in paragraph 3.5 below.

**3.3 Cabin crew operating on a subsequent airplane type.** A cabin crew member assigned to operate on a subsequent airplane type with the same operator should either:

- a. Participate in a familiarization flight of at least 2 sectors as described in paragraph 3.5 below, or
- b. Participate in an airplane visit to the airplane to be operated.

**3.4 Airplane visits.** The airplane visit should provide an overview of the airplane's exterior, interior and systems including the following:

- a. Interphone and public address systems.
- b. Evacuation alarm systems.
- c. Emergency lighting.
- d. Smoke detection systems.
- e. Safety/emergency equipment.
- f. Flight deck.
- g. Cabin crew stations.
- h. Toilet compartments.
- i. Galleys, galley security and water shut-off.
- j. Cargo areas if accessible from the passenger compartment during flight.
- k. Circuit breaker panels located in the passenger compartment.
- l. Crew rest areas.
- m. Exit location and its environment.

**3.5 Familiarization flights.**

- a. During familiarization flights, the cabin crew member should be additional to the minimum number of cabin crew.
- b. Familiarization flights should be conducted under the supervision of the senior cabin crew member.

- c. Familiarization flights should be structured and involve the cabin crew member in the participation of safety related pre-flight, in-flight and post-flight duties.
- d. Familiarizations flights should be operated with the cabin crew member in the operator's uniform.
- e. Familiarization flights should form part of the training record for each cabin crew member.

#### **4.0 Examinations.**

- 4.1 The operator shall ensure that, following the completion of conversion and difference training, cabin crew undergoes written, practical demonstration, oral examinations and the in flight check - line release in the items listed in Appendix 1 to OPS 1.1010.
- 4.2 The conversion and difference oral examination will be conducted by CARC cabin safety inspector.
- 4.3 AOC holder/applicant providing the training course shall ensure that the personnel performing these checks are suitably qualified and approved.
- 4.4 The minimum pass requirement is 80% for all types of examinations.

#### **5.0 Failure.**

- 5.1 Applicants failing conversion and difference training written, practical demonstration, oral examination or the in flight check - line release shall undergo at least 1 day corrective training and assessment by the instructor with a recommendation for each re-sit.
- 5.2 The operator shall prescribe the unsatisfactory performance procedure in the operations manual part - D, cabin crew training and checking program.



## **Appendix B**

### **Recurrent Training and Checking Program**

- 1.0 Requirements.** Recurrent training course is applicable for all cabin crew within a period of 12 consecutive months.
- 2.0 Training and Checking Program.** Recurrent training and checking program shall be conducted in accordance with the AOC holder/applicant operations manual part - D, the course shall at least include:
- 2.1 Emergency procedures including pilot incapacitation.
  - 2.2 Evacuation procedures including crowd control techniques.
  - 2.3 Touch-drills by each cabin crew member for opening normal and emergency exits for passenger evacuation.
  - 2.4 The location and handling of emergency equipment, including oxygen systems, and the donning by each cabin crew member of lifejackets, portable oxygen and protective breathing equipment (PBE).
  - 2.5 Medical aspects and first aid, first aid kits, emergency medical kits, their contents and emergency medical equipment.
  - 2.6 Stowage of articles in the cabin.
  - 2.7 Security procedures.
  - 2.8 Incident and accident review.
  - 2.9 Awareness of the effects of surface contamination.
- 2.10 Crew resource management - annual recurrent CRM training.** An operator shall ensure that an overview of CRM training shall be covered within a three year cycle.
- a. Personality awareness, human error and reliability, attitudes and behaviors, self assessment.
  - b. Stress and stress management.
  - c. Fatigue and vigilance.
  - d. Assertiveness.

- e. Situation awareness, information acquisition and processing.
- f. Error prevention and detection.
- g. Shared situation awareness, information acquisition and processing.
- h. Workload management.
- i. Effective communication and coordination between all crew members including the flight crew as well as inexperienced cabin crew members, cultural differences.
- j. Leadership, cooperation, synergy, decision-making, delegation.
- k. Individual and team responsibilities, decision making, and actions.
- l. Identification and management of the passenger human factors: crowd control, passenger stress, conflict management, medical factors.
- m. Specifics related to airplane types (narrow/wide bodies, single/multi deck), flight crew and cabin crew composition and number of passengers.
- n. Company safety culture, SOPs, organizational factors, factors linked to the type of operations.
- o. Effective communication and coordination with other operational personnel and ground services.
- p. Participation in cabin safety incident and accident reporting.

### **2.11 Practical training – 12 Months.**

- a. Emergency procedures including pilot incapacitation.
- b. Evacuation including crowd control techniques.
- c. Touch drills for opening normal and emergency exit for passenger evacuation.
- d. Location and handling of emergency equipment, including oxygen systems, and the donning by each cabin crew member of lifejackets, portable oxygen and protective breathing equipment (PBE).

## **2.12 Practical Training – 36 Months.**

- a. Operating and actually opening each type or variant of normal and emergency exit in the normal and emergency modes, including failure of power assist systems where fitted. This is to include the action and forces required to operate and deploy evacuation slides. This training shall be conducted in an airplane or representative training device;
- b. Demonstration of the operation of all other exits including flight deck windows;
- c. Realistic and practical training in the use of all fire-fighting equipment, including protective clothing, representative of that carried in the aircraft. This training must include:
  - (1) Extinguishing a fire characteristic of an airplane interior fire except that, in the case of Halon extinguishers, an alternative extinguishing agent may be used; and
  - (2) The donning and use of protective breathing equipment by each cabin crew member in an enclosed, simulated smoke-filled environment;
- d. Use of pyrotechnics (actual or representative devices); and
- e. Demonstration of the use of the life-raft, or slide raft, where fitted;
- f. Training in the procedure for flight crew member incapacitation and shall operate the seat and harness mechanisms. Training in the use of flight crew members' oxygen system and use of the flight crew members' check lists, and practical demonstration

## **3.0 Examinations.**

- 3.1 The operator shall ensure that, following the completion of recurrent training, cabin crew undergoes written, practical demonstration, oral examinations in the items listed in Appendix 1 to OPS 1.1015.
- 3.2 AOC holder/applicant providing the training course shall ensure that the personnel performing these checks are suitably qualified and approved.
- 3.3 The minimum pass requirement is 80% for all types of examinations.

**4.0 Failure.**

- 4.1 Applicants failing recurrent training written, practical demonstration or oral examination shall undergo at least 1 day corrective training and assessment by the instructor with a recommendation for each re-sit.
- 4.2 The operator shall prescribe the unsatisfactory performance procedure in the operations manual part - D, cabin crew training and checking program.

## **Appendix C**

### **Refresher Training and Checking Program**

#### **1.0 Requirements.** Refresher training course is applicable for:

- 1.1 Cabin crew member who has been absent from all flying duties for more than 6 months and still remains within the period of the previous check, or
- 1.2 Cabin crew member has not been absent from all flying duties, but has not, during the preceding 6 months, undertaken duties on a type of airplane as a cabin crew member, or in this situation cabin crew can operate two re familiarization sectors during commercial operations on the type as a second option for refresher training.

**Note.** An operator may substitute recurrent training for refresher training if the re-instatement of the cabin crew member's flying duties commences within the period of validity of the last recurrent training and checking. If the period of validity of the last recurrent training and checking has expired, conversion training is required

#### **2.0 Training and Checking Program.** Refresher training and checking program shall be conducted in accordance with the AOC holder/applicant operations manual part - D, the course shall at least include:

- 2.1 Emergency procedures including pilot incapacitation.
- 2.2 Evacuation procedures including crowd control techniques.
- 2.3 The operation and actual opening of each type or variant of normal and emergency exit in the normal and emergency modes, including failure of power assist systems where fitted. This is to include the action and forces required to operate and deploy evacuation slides. This training shall be conducted in an airplane or representative training device.
- 2.4 Demonstration of the operation of all other exits including flight deck windows.
- 2.5 The location and handling of emergency equipment, including oxygen systems, and the donning of lifejackets, portable oxygen and protective breathing equipment.

#### **3.0 Examinations.**

- 3.1 The operator shall ensure that, following the completion of refresher training, cabin crew undergoes written and oral examinations in the items listed in Appendix 1 to OPS 1.1012.

3.2 AOC holder/applicant providing the training course shall ensure that the personnel performing these checks are suitably qualified and approved.

3.3 The minimum pass requirement is 80% for all types of examinations.

**4.0 Failure.**

4.1 Applicants failing refresher training written or oral examination shall undergo at least 1 day corrective training and assessment by the instructor with a recommendation for each re-sit.

4.2 The operator shall prescribe the unsatisfactory performance procedure in the operations manual part - D, cabin crew training and checking program.

## **Appendix D**

### **Senior Cabin Crew Members Training and Checking Program**

- 1.0 Requirements.** An operator shall nominate a senior cabin crew member whenever more than one cabin crew member is assigned. For operations when more than one cabin crew member is assigned, but only one cabin crew member is required, the operator shall nominate one cabin crew member to be responsible to the commander.
- 2.0 Training and Checking Program.** Senior cabin crew members training and checking program shall be conducted in accordance with the AOC holder/applicant operations manual part - D, the course shall at least include:
- 2.1 Pre-flight Briefing:**
- a. Operating as a crew.
  - b. Allocation of cabin crew stations and responsibilities.
  - c. Consideration of the particular flight including:
    - (1) Airplane type.
    - (2) Equipment.
    - (3) Area and type of operations.
    - (4) Categories of passengers, including the disabled, infants and stretcher cases.
- 2.2 Co-operation within the crew:**
- a. Discipline, responsibilities and chain of command.
  - b. Importance of co-ordination and communication.
  - c. Pilot incapacitation.
- 2.3 Review of operators' requirements and legal requirements:**
- a. Passengers' safety briefing, safety cards.
  - b. Securing of galleys.
  - c. Stowage of cabin baggage.
  - d. Electronic equipment.

- e. Procedures when fuelling with passengers on board.
- f. Turbulence.
- g. Documentation.

#### **2.4 Accident and incident reporting.**

#### **2.5 Flight and duty time limitations and rest requirements.**

**2.6 Familiarization flight.** Familiarization flying of at least 4 sectors conducted under the supervision of a senior cabin crew member on the airplane type to be operated and 2 sectors line release as senior cabin crew member under the supervision of cabin safety examiner.

#### **2.7 Human factors and Crew Resource Management:**

- a. Human factors in aviation - General instructions on CRM principles and objectives – overview.
- b. Human performance and limitations – overview.
- c. Error prevention and detection – reinforcement.
- d. Shared situation awareness, information acquisition and processing – reinforcement.
- e. Workload management – reinforcement.
- f. Effective communication and coordination between all crew members including the flight crew as well as inexperienced cabin crew members, cultural differences – reinforcement.
- g. Leadership, cooperation, synergy, decision-making, delegation – reinforcement.
- h. Individual and team responsibilities, decision making, and actions – reinforcement.
- i. Identification and management of the passenger human factors: crowd control, passenger stress, conflict management, medical factors – reinforcement.



- j. Specifics related to airplane types (narrow/wide bodies, single/multi deck), flight crew and cabin crew composition and number of passengers – reinforcement.
- k. Company safety culture, SOPs, organizational factors, factors linked to the type of operations – reinforcement.
- l. Effective communication and coordination with other operational personnel and ground services – reinforcement.
- m. Participation in cabin safety incident and accident reporting – reinforcement.
- n. Case based studies – reinforcement.

### **3.0 Examinations.**

- 3.1 The operator shall ensure that, following the completion of senior cabin crew, cabin crew undergoes written, practical demonstration, oral examinations and the in flight check - line release in the items listed in Appendix 1 to OPS 1.1000.
- 3.2 The senior cabin crew oral examination will be conducted by CARC cabin safety inspector.
- 3.3 AOC holder/applicant providing the training course shall ensure that the personnel performing these checks are suitably qualified and approved.
- 3.4 The minimum pass requirement is 80% for all types of examinations.

### **4.0 Failure.**

- 4.1 Applicants failing senior cabin crew written, practical demonstration, oral examination or the in flight check - line release shall undergo at least 1 day corrective training and assessment by the instructor with a recommendation for each re-sit.
- 4.2 The operator shall prescribe the unsatisfactory performance procedure in the operations manual part - D, cabin crew training and checking program.

## **Appendix E**

### **Single Cabin Crew Member Operations Training and Checking Program**

- 1.0 Requirements.** Single cabin crew member operations course is applicable for single cabin crew member operation that does not have previous comparable experience. Cabin crew shall have completed initial safety training, conversion and as applicable differences training.
- 2.0 Training and Checking Program.** Single cabin crew member operations training and checking program shall be conducted in accordance with the AOC holder/applicant operations manual part - D, the course shall at least include:
- a. Responsibility to the commander for the conduct of cabin safety and emergency procedure(s) specified in the Operations Manual.
  - b. Importance of coordination and communication with the flight crew, management of unruly or disruptive passengers.
  - c. Review of operator's requirements and legal requirements.
  - d. Documentation.
  - e. Accident and incident reporting.
  - f. Flight and duty time limitations.
  - g. Familiarization flying of at least 20 hours and 15 sectors. Familiarization flights shall be conducted under the supervision of a suitably experienced cabin crew member on the airplane type to be operated. If the operator of airplane with 19 passengers or less decided to have cabin crew for such operations the required number of familiarization flying shall be at least 6 sectors.
- 3.0 Examinations.**
- 3.1 The operator shall ensure that, following the completion of single cabin crew member operations training, cabin crew undergoes written, practical demonstration, oral examinations and the in flight check - line release in the items listed in OPS 1.1002.
  - 3.2 The single cabin crew member operations oral examination will be conducted by CARC cabin safety inspector.

3.3 AOC holder/applicant providing the training course shall ensure that the personnel performing these checks are suitably qualified and approved.

3.4 The minimum pass requirement is 80% for all types of examinations.

#### **4.0 Failure.**

4.1 Applicants failing single cabin crew member operations written, practical demonstration, oral examination or the in flight check - line release shall undergo at least 1 day corrective training and assessment by the instructor with a recommendation for each re-sit.

4.2 The operator shall prescribe the unsatisfactory performance procedure in the operations manual part - D, cabin crew training and checking program.