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| **General Information – Cabin Crew Training Manual *(Operator use only)*** | | |
| ***This Operations Manual has been established in compliance with Commission Regulation (EU) 965/2012 & 1178/2011, its amendments, applicable national and international regulations and with the terms and the conditions of the AOC*** | | |
| **Operator Name** |  | |
| **Issued Date** |  | |
| **Revision Number** |  | |
| **Prepared by / Signature** |  |  |
| **Controlled by / Signature** |  |  |
| **Approved by / Signature** |  |  |

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| **Evaluated / Controlled / Approved By *(DGCA use only)*;** | | |
| **Title** | **Name & Surname** | **Signature** |
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| **Chapter 0** | | **Administration And Control Of Operations Manual** | | | | | |
|  | | | | **Operator use only** | **DGCA use only** | | |
| **No.** | PART OPS Requirements | | EASA IR Reference | Manual Reference | S | US | Remarks |
| **0.1** | Introduction: | | AMC3 ORO.MLR.100 |  |  |  |  |
| **0.1.1** | A statement that the manual complies with all applicable regulations and with the terms and conditions of the applicable air operator certificate (AOC). | |  |  |  |  |
| **0.1.2** | A statement that the manual contains operational instructions that are to be complied with by the relevant personnel. | |  |  |  |  |
| **0.1.3** | A list and brief description of the various parts, their contents, applicability and use. | |  |  |  |  |
| **0.1.4** | Explanations and definitions of terms and words needed for the use of the manual. | |  |  |  |  |
| **0.2** | System of amendment and revision: | |  |  |  |  |
| **0.2.1** | Details of the person(s) responsible for the issuance and insertion of amendments and revisions. | |  |  |  |  |
| **0.2.2** | A record of amendments and revisions with insertion dates and effective dates. | |  |  |  |  |
| **0.2.3** | A statement that handwritten amendments and revisions are not permitted, except in situations requiring immediate amendment or revision in the interest of safety. | |  |  |  |  |
| **0.2.4** | A description of the system for the annotation of pages or paragraphs and their effective dates. | |  |  |  |  |
| **0.2.5** | A list of effective pages or paragraphs. | |  |  |  |  |
| **0.2.6** | Annotation of changes (in the text and, as far as practicable, on charts and diagrams). | |  |  |  |  |
| **0.2.7** | Temporary revisions. | |  |  |  |  |
| **0.2.8** | A description of the distribution system for the manuals, amendments and revisions. | |  |  |  |  |

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| **Chapter 1** | | **Description of scope** | | | | | |
|  | | | | **Operator use only** | **DGCA use only** | | |
| **No.** | PART OPS Requirements | | EASA IR Reference | Manual Reference | S | US | Remarks |
| **1.1** | Training syllabi and checking programmes for all operations personnel assigned to operational duties in connection with the preparation and/or conduct of a flight. | | AMC3 ORO.MLR.100 |  |  |  |  |
| **1.2** | The cabin crew attestation shall be issued with unlimited duration and shall remain valid unless: | | CC.CCA.105 |  |  |  |  |
| **1.2.1** | it is suspended or revoked by the competent authority; or | | CC.CCA.105 (a) |  |  |  |  |
| **1.2.2** | its holder has not exercised the associated privileges during the preceding 60 months on at least one aircraft type. | | CC.CCA.105 (b) |  |  |  |  |

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| **Chapter 2** | | **Content** | | | | | |
|  | | | | **Operator use only** | **DGCA use only** | | |
| **No.** | PART OPS Requirements | | EASA IR Reference | Manual Reference | S | US | Remarks |
|  | Training syllabi and checking programmes should include the following: | | ORO.CC.115  GM1 ORO. CC.115  AMC1 ORO.CC.115 (c)  AMC1 ORO.CC.115 (d)  AMC1 ORO.CC.115 (e)  GM1 ORO.CC.115(e) |  |  |  |  |
| **2.1** | **Initial training course** | | ORO.CC.120  Annex V Part CC CC.TRA.220  Appendix 1 to Part-CC |  | | | |
| **2.1.1** | The programme of the initial training course shall cover at least the elements specified in Appendix 1 to this Part. It shall include theoretical and practical training. | | CC.TRA.220 (b) |  |  |  |  |
| **2.1.2** | Applicants for a cabin crew attestation shall undergo an examination covering all elements of the training programme specified in CC.TRA.220(b), except CRM training, to demonstrate that they have attained the level of knowledge and proficiency required in CC.TRA.220 (a). | | CC.TRA.220 (c) |  |  |  |  |
| **2.1.3** | The training programme of the initial training course shall include at least the following: | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.1** | General theoretical knowledge of aviation and aviation regulations covering all elements relevant to the duties and responsibilities required from cabin crew: | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.1.1** | aviation terminology, theory of flight, passenger distribution, areas of operation, meteorology and effects of aircraft surface contamination; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.1.2** | aviation regulations relevant to cabin crew and the role of the competent authority; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.1.3** | duties and responsibilities of cabin crew during operations and the need to respond promptly and effectively to emergency situations; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.1.4** | continuing competence and fitness to operate as a cabin crew member, including as regards flight and duty time limitations and rest requirements; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.1.5** | the importance of ensuring that relevant documents and manuals are kept up-to-date, with amendments provided by the operator as applicable; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.1.6** | the importance of cabin crew performing their duties in accordance with the operations manual of the operator; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.1.7** | the importance of the cabin crew’s pre-flight briefing and the provision of necessary safety information with regards to their specific duties; and | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.1.8** | the importance of identifying when cabin crew members have the authority and responsibility to initiate an evacuation and other emergency procedures. | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.2** | Communication: | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.2.1** | During training, emphasis shall be placed on the importance of effective communication between cabin crew and flight crew, including communication techniques, common language and terminology | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.3** | Introductory course on human factors (HF) in aviation and crew resource management (CRM) | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.3.1** | This course shall be conducted by at least one cabin crew CRM instructor. The training elements shall be covered in depth and shall include at least the following: | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.3.2** | General: human factors in aviation, general instructions on CRM principles and objectives, human performance and limitations; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.3.3** | Relevant to the individual cabin crew member: personality awareness, human error and reliability, attitudes and behaviours, self-assessment; stress and stress management; fatigue and vigilance; assertiveness; situation awareness, information acquisition and processing. | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.4** | Passenger handling and cabin surveillance: | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.4.1** | the importance of correct seat allocation with reference to aeroplane mass and balance, special categories of passengers and the necessity of seating able-bodied passengers adjacent to unsupervised exits; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.4.2** | rules covering the safe stowage of cabin baggage and cabin service items and the risk of it becoming a hazard to occupants of the passenger compartment or otherwise obstruction or damaging emergency equipment or exits; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.4.3** | advice on the recognition and management of passengers who are, or become, intoxicated with alcohol or are under the influence of drugs or are aggressive; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.4.4** | precautions to be taken when live animals are carried in the passenger compartment; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.4.5** | duties to be undertaken in the event of turbulence, including securing the passenger compartment; and | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.4.6** | methods used to motivate passengers and the crowd control necessary to expedite an emergency evacuation. | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.5** | Aero-medical aspects and first-aid: | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.5.1** | general instruction on aero-medical aspects and survival; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.5.2** | the physiological effects of flying with particular emphasis on hypoxia, oxygen requirements, Eustachian tubal function and barotraumas; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.5.3** | basic first-aid, including care of: | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.5.3 (a)** | air sickness; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.5.3 (b)** | gastro-intestinal disturbances; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.5.3 (c)** | hyperventilation; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.5.3 (d)** | burns; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.5.3 (e)** | wounds; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.5.3 (f)** | the unconscious; and | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.5.3 (g)** | fractures and soft tissue injuries; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.5.4** | in-flight medical emergencies and associated first-aid covering at least: | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.5.4 (a)** | asthma; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.5.4 (b)** | stress and allergic reactions; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.5.4 (c)** | shock; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.5.4 (d)** | diabetes; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.5.4 (e)** | choking; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.5.4 (f)** | epilepsy; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.5.4 (g)** | childbirth; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.5.4 (h)** | stroke; and | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.5.4 (i)** | heart attack; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.5.5** | the use of appropriate equipment including first-aid oxygen, first-aid kits and emergency medical kits and their contents; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.5.6** | practical cardio-pulmonary resuscitation training by each cabin crew member using a specifically designed dummy and taking account of the characteristics of an aircraft environment; and | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.5.7** | travel health and hygiene, including: | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.5.7 (a)** | hygiene on board; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.5.7 (b)** | risk of contact with infectious diseases and means to reduce such risks; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.5.7 (c)** | handling of clinical waste; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.5.7 (d)** | aircraft disinsection; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.5.7 (e)** | handling of death on board; and | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.5.7 (f)** | alertness management, physiological effects of fatigue, sleep physiology, circadian rhythm and time zone changes. | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.6** | Dangerous goods in accordance with the applicable ICAO Technical Instructions | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.7** | General security aspects in aviation, including awareness of the provisions laid down in Regulation (EC) No 300/2008. | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.8** | Fire and smoke training: | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.8.1** | emphasis on the responsibility of cabin crew to deal promptly with emergencies involving fire and smoke and, in particular, emphasis on the importance of identifying the actual source of the fire; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.8.2** | the importance of informing the flight crew immediately, as well as the specific actions necessary for coordination and assistance, when fire or smoke is discovered; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.8.3** | the necessity for frequent checking of potential fire-risk areas including toilets, and the associated smoke detectors; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.8.4** | the classification of fires and the appropriate type of extinguishing agents and procedures for particular fire situations; | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.8.5** | the techniques of application of extinguishing agents, the consequences of misapplication, and of use in a confined space including practical training in fire-fighting and in the donning and use of smoke protection equipment used in aviation; and | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.8.6** | the general procedures of ground-based emergency services at aerodromes. | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.9** | Survival training: | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.9.1** | principles of survival in hostile environments (e.g. polar, desert, jungle, sea); and | | Appendix 1 to Part-CC |  |  |  |  |
| **2.1.3.9.2** | water survival training which shall include the actual donning and use of personal flotation equipment in water and the use of slide-rafts or similar equipment, as well as actual practice in water. | | Appendix 1 to Part-CC |  |  |  |  |
| **2.2** | **Aircraft type specific training and operator conversion training** | | ORO.CC.125 |  |  |  |  |
| **2.2.1** | Each cabin crew member shall have completed appropriate aircraft type specific training and operator conversion training, as well as the associated checks, before being: | | ORO.CC.125(a) |  |  |  |  |
| **2.2.1.1** | first assigned by the operator to operate as a cabin crew member; or | | ORO.CC.125(a)(1) |  |  |  |  |
| **2.2.1.2** | assigned by that operator to operate on another aircraft type. | | ORO.CC.125(a)(2) |  |  |  |  |
| **2.2.2** | When establishing the aircraft type specific and the operator conversion training programmes and syllabi, the operator shall include, where available, the mandatory elements for the relevant type as defined in the data established in accordance with Regulation (EC) No 1702/2003. | | ORO.CC.125(b) |  |  |  |  |
| **2.2.3** | The aircraft type specific training programme shall: | | ORO.CC.125(c) |  |  |  |  |
| **2.2.3.1** | involve training and practice on a representative training device or on the actual aircraft; and | | ORO.CC.125(c)(1) |  |  |  |  |
| **2.2.3.2** | Programme shall cover at least the following aircraft type specific training elements: | | ORO.CC.125 (c)(2) |  |  |  |  |
| **2.2.3.2.1** | aircraft description as relevant to cabin crew duties; | | ORO.CC.125 (c)(2)(i) |  |  |  |  |
| **2.2.3.2.1.1** | type of aircraft, principal dimensions, narrow or wide bodied, single or double deck; | | AMC1 ORO.CC.125(c) |  |  |  |  |
| **2.2.3.2.1.2** | speed, altitude, range; | | AMC1 ORO.CC.125(c) |  |  |  |  |
| **2.2.3.2.1.3** | passenger seating capacity; | | AMC1 ORO.CC.125(c) |  |  |  |  |
| **2.2.3.2.1.4** | flight crew number and minimum number of required cabin crew; | | AMC1 ORO.CC.125(c) |  |  |  |  |
| **2.2.3.2.1.5** | cabin doors/exits location and sill height; | | AMC1 ORO.CC.125(c) |  |  |  |  |
| **2.2.3.2.1.6** | cargo and unpressurised areas as relevant; | | AMC1 ORO.CC.125(c) |  |  |  |  |
| **2.2.3.2.1.7** | aircraft systems relevant to cabin crew duties; | | AMC1 ORO.CC.125(c) |  |  |  |  |
| **2.2.3.2.1.8** | flight crew compartment — general presentation, pilot seats and their mechanism, emergency exits, storage; | | AMC1 ORO.CC.125(c) |  |  |  |  |
| **2.2.3.2.1.9** | required cabin crew stations; | | AMC1 ORO.CC.125(c) |  |  |  |  |
| **2.2.3.2.1.10** | flight crew compartment security — general: door components and use; | | AMC1 ORO.CC.125(c) |  |  |  |  |
| **2.2.3.2.1.11** | access to avionics bay where relevant; | | AMC1 ORO.CC.125(c) |  |  |  |  |
| **2.2.3.2.1.12** | lavatories — general: doors, systems, calls and signs; and | | AMC1 ORO.CC.125(c) |  |  |  |  |
| **2.2.3.2.1.13** | least risk bomb location. | | AMC1 ORO.CC.125(c) |  |  |  |  |
| **2.2.3.2.2** | all safety equipment and systems installed relevant to cabin crew duties; | | ORO.CC.125 (c)(2)(ii) |  |  |  |  |
| **2.2.3.2.2.1** | Each cabin crew member should receive realistic training on, and demonstration of, the location and use of all aircraft type specific safety and emergency equipment and aircraft systems installed, with emphasis on the following: | | AMC1 ORO.CC.125(c) |  |  |  |  |
| **2.2.3.2.2.2** | slides, and where non-self-supporting slides are carried, the use of any associated assisting evacuation means; | | AMC1 ORO.CC.125(c) |  |  |  |  |
| **2.2.3.2.2.3** | life-rafts and slide-rafts, including the equipment attached to, and/or carried in, the raft; | | AMC1 ORO.CC.125(c) |  |  |  |  |
| **2.2.3.2.2.4** | drop-out oxygen system; and | | AMC1 ORO.CC.125(c) |  |  |  |  |
| **2.2.3.2.2.5** | communication equipment. | | AMC1 ORO.CC.125(c) |  |  |  |  |
| **2.2.3.2.3** | operation and actual opening, by each cabin crew member, of each type or variant of normal and emergency doors and exits in the normal and emergency modes; | | ORO.CC.125 (c)(2)(iii) |  |  |  |  |
| **2.2.3.2.3.1** | This training should be conducted in a representative training device or in the actual aircraft and should include failure of power assist systems where fitted and the action and forces required to operate and deploy evacuation slides. Training should also include operation and actual opening of the flight crew compartment security door when installed. | | AMC1 ORO.CC.125(c) |  |  |  |  |
| **2.2.3.2.4** | demonstration of the operation of the other exits including flight crew compartment windows; | | ORO.CC.125 (c)(2)(iv) |  |  |  |  |
| **2.2.3.2.5** | fire and smoke protection equipment where installed; | | ORO.CC.125 (c)(2)(v) |  |  |  |  |
| **2.2.3.2.5.1** | Each cabin crew member should be trained in using fire and/or smoke protection equipment where fitted. | | AMC1 ORO.CC.125(c) |  |  |  |  |
| **2.2.3.2.6** | evacuation slide training, where fitted; | | ORO.CC.125 (c)(2)(vi) |  |  |  |  |
| **2.2.3.2.6.1** | Each cabin crew member should descend an evacuation slide from a height representative of the aircraft main deck sill height. | | AMC1 ORO.CC.125(c) |  |  |  |  |
| **2.2.3.2.6.2** | The slide should be fitted to a representative training device or to the actual aircraft. | | AMC1 ORO.CC.125(c) |  |  |  |  |
| **2.2.3.2.6.3** | A further descent should be made when the cabin crew member qualifies on an aircraft type in which the main deck exit sill height differs significantly from any aircraft type previously operated. | | AMC1 ORO.CC.125(c) |  |  |  |  |
| **2.2.3.2.7** | operation of the seat, restraint system and oxygen system equipment relevant to pilot incapacitation. | | ORO.CC.125 (c)(2)(vii) |  |  |  |  |
| **2.2.3.2.7.1** | The training should cover any type specific elements or conditions relevant to cabin crew actions to be taken in case of pilot incapacitation. Each cabin crew member should be trained to operate all equipment that must be used in case of pilot incapacitation. | | AMC1 ORO.CC.125(c) |  |  |  |  |
| **2.2.4** | The operator conversion training programme for each aircraft type to be operated shall: | | ORO.CC.125 (d) |  |  |  |  |
| **2.2.4.1** | involve training and practice on a representative training device or on the actual aircraft; | | ORO.CC.125 (d)(1) |  |  |  |  |
| **2.2.4.2** | include training in the operator’s standard operating procedures for cabin crew members to be first assigned to duties by the operator; | | ORO.CC.125 (d)(2) |  |  |  |  |
| **2.2.4.3** | cover at least the following operator specific training elements as relevant to the aircraft type to be operated: | | ORO.CC.125 (d)(3) |  |  |  |  |
| **2.3.4.3.1** | description of the cabin configuration; | | ORO.CC.125 (d)(3)(i) |  |  |  |  |
| **2.3.4.3.1.1** | The description should cover all elements specific to the operator’s cabin configuration and any differences with those previously covered in accordance with AMC1 ORO.CC.125(c), including: | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.1.2** | required and additional cabin crew stations — location (including direct view), restraint systems, control panels; | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.1.3** | passenger seats — general presentation and associated operator’s specific features and equipment; | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.1.4** | designated stowage areas; | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.1.5** | lavatories — operator’s specific features, equipment and systems additional to the aircraft type specific elements; | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.1.6** | galley — location, appliances, water and waste system, including shut-off, sinks, drains, stowage, control panels, calls and signs; | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.1.7** | and where applicable | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.1.8** | crew rest areas — location, systems, controls, safety and emergency equipment; | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.1.9** | cabin dividers, curtains, partitions; | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.1.10** | lift location, use, controls; | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.1.11** | stowage for the containment of waste; and | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.1.12** | passenger hand rail system or alternative means. | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.2** | location, removal and use of all portable safety and emergency equipment carried on-board; | | ORO.CC.125 (d)(3)(ii) |  |  |  |  |
| **2.3.4.3.2.1** | Each cabin crew member should receive realistic training on and demonstration of the location and use of all safety and emergency equipment carried, including: | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.2.2** | life jackets, infant life jackets and flotation devices; | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.2.3** | first-aid and drop-out oxygen, including supplementary systems; | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.2.4** | fire extinguishers and protective breathing equipment (PBE); | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.2.5** | crash axe or crowbar; | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.2.6** | emergency lights including torches; | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.2.7** | communication equipment, including megaphones; | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.2.8** | slide rafts and life rafts’ survival packs and their contents; | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.2.9** | pyrotechnics (actual or representative devices); | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.2.10** | first-aid kits, emergency medical kits and their contents; and | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.2.11** | other portable safety and emergency equipment, where applicable. | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.3** | all normal and emergency procedures; | | ORO.CC.125 (d)(3)(iii) |  |  |  |  |
| **2.3.4.3.3.1** | Each cabin crew member should be trained on the operator’s normal and emergency procedures as applicable, with emphasis on the following: | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.3.2** | passenger briefing, safety demonstration and cabin surveillance; | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.3.3** | severe air turbulence; | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.3.4** | non–pressurisation, slow and sudden decompression, including the donning of portable oxygen equipment by each cabin crew member; and | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.3.5** | other in-flight emergencies. | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.4** | passenger handling and crowd control; | | ORO.CC.125 (d)(3)(iv) |  |  |  |  |
| **2.3.4.3.4.1** | Training should be provided on the practical aspects of passenger preparation and handling, as well as crowd control, in various emergency situations as applicable to the operator’s specific aircraft cabin configuration, and should cover the following: | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.4.2** | communications between flight crew and cabin crew and use of all communications equipment, including the difficulties of coordination in a smoke-filled environment; | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.4.3** | verbal commands; | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.4.4** | the physical contact that may be needed to encourage people out of a door/exit and onto a slide; | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.4.5** | redirection of passengers away from unusable doors/exits; | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.4.6** | marshalling of passengers away from the aircraft; | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.4.7** | evacuation of special categories of passengers with emphasis on passengers with disabilities or reduced mobility; and | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.4.8** | authority and leadership. | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.5** | fire and smoke training including the use of all related fire-fighting and protective equipment representative of that carried on-board; | | ORO.CC.125 (d)(3)(v) |  |  |  |  |
| **2.3.4.3.5.1** | Each cabin crew member should receive realistic and practical training in the use of all fire-fighting equipment, including protective clothing representative of that carried in the aircraft. | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.5.2** | Each cabin crew member should: | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.5.2.1** | extinguish an actual fire characteristic of an aircraft interior fire except that, in the case of halon extinguishers, an alternative extinguishing agent may be used; and | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.5.2.2** | exercise the donning and use of PBE in an enclosed simulated smoke-filled environment with particular emphasis on identifying the actual source of fire and smoke. | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.6** | evacuation procedures; | | ORO.CC.125 (d)(3)(vi) |  |  |  |  |
| **2.3.4.3.6.1** | Training should include all the operator’s procedures that are applicable to planned or unplanned evacuations on land and water. It should also include, where relevant, the additional actions required from cabin crew members responsible for a pair of doors/exits and the recognition of when doors/exits are unusable or when evacuation equipment is unserviceable. | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.7** | pilot incapacitation procedures; | | ORO.CC.125 (d)(3)(vii) |  |  |  |  |
| **2.3.4.3.7.1** | Unless the minimum flight crew is more than two, each cabin crew member should be trained in the procedure for pilot incapacitation. Training in the use of flight crew checklists, where required by the operator's standard operating procedures (SOPs), should be conducted by a practical demonstration. | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.8** | applicable security requirements and procedures; | | ORO.CC.125 (d)(3)(viii) |  |  |  |  |
| **2.3.4.3.9** | crew resource management. | | ORO.CC.125 (d)(3)(ix) |  |  |  |  |
| **2.3.4.3.9.1** | Each cabin crew member should complete the operator's CRM training covering the applicable training elements to the level specified in the relevant column of Table 1 of AMC1 ORO.CC.115(e). | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.9.2** | When a cabin crew member undertakes the operator’s conversion training on an aircraft type, the applicable training elements specified in Table 1 of AMC1 ORO.CC.115(e) should be covered to the level specified in column ‘Operator’s aircraft type conversion training’. | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.3.4.3.9.3** | The operator's CRM training and CRM training covered during operator aircraft type conversion training should be conducted by at least one cabin crew CRM instructor. | | AMC1 ORO.CC.125(d) |  |  |  |  |
| **2.4** | **Differences training** | | ORO.CC.130 |  |  |  |  |
| **2.4.1** | In addition to the training required in ORO.CC.125, the cabin crew member shall complete appropriate training and checking covering any differences before being assigned on: | | ORO.CC.130(a) |  |  |  |  |
| **2.4.1.1** | a variant of an aircraft type currently operated; or | | ORO.CC.130(a)(1) |  |  |  |  |
| **2.4.1.2** | a currently operated aircraft type or variant with different: | | ORO.CC.130(a)(2) |  |  |  |  |
| **2.4.1.2.1** | safety equipment; | |  |  |  |  |  |
| **2.4.1.2.2** | safety and emergency equipment location; or | |  |  |  |  |  |
| **2.4.1.2.3** | normal and emergency procedures. | |  |  |  |  |  |
| **2.4.2** | The differences training programme shall: | | ORO.CC.130(b) |  |  |  |  |
| **2.4.2.1** | be determined as necessary on the basis of a comparison with the training programme completed by the cabin crew member, in accordance with ORO.CC.125(c) and (d), for the relevant aircraft type; and | | ORO.CC.130(b)(1) |  |  |  |  |
| **2.4.2.2** | involve training and practice in a representative training device or the actual aircraft as relevant to the difference training element to be covered. | | ORO.CC.130(b)(2) |  |  |  |  |
| **2.4.3** | When establishing a differences training programme and syllabus for a variant of an aircraft type currently operated, the operator shall include, where available, the mandatory elements for the relevant aircraft type and its variants as defined in the data established in accordance with Regulation (EC) No 1702/2003. | | ORO.CC.130(c) |  |  |  |  |
| **2.5** | **Familiarisation** | | ORO.CC.135 |  |  |  |  |
|  | After completion of aircraft type specific training and operator conversion training on an aircraft type, each cabin crew member shall complete appropriate supervised familiarisation on the type before being assigned to operate as a member of the minimum number of cabin crew required in accordance with ORO.CC.100. | |  |  |  |  |  |
| **2.5.1** | For commercial air transport operations, familiarisation of cabin crew to a new aircraft type or variant should be completed in accordance with the following, as relevant: | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.1.1** | New entrant cabin crew | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.1.1.1** | Each new entrant cabin crew member having no previous comparable operating experience should participate in: | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.1.1.1 (i)** | a familiarisation visit, as described in (c), to the aircraft to be operated; and | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.1.1.1 (ii)** | familiarisation flights, as described in (b). | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.1.2** | Cabin crew operating on a subsequent aircraft type | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.1.2.1** | A cabin crew member assigned to operate on a subsequent aircraft type with the same operator should participate either in: | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.1.2.1 (i)** | a familiarisation flight, as described in (b); or | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.1.2.1 (ii)** | a familiarisation visit, as described in (c), to the aircraft type to be operated. | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.2** | Familiarisation flights | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.2.1** | During familiarisation flights, the cabin crew member should be assigned in addition to the minimum number of cabin crew required in accordance with ORO.CC.100 and if applicable ORO.CC.200. | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.2.2** | Familiarisation flights should be: | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.2.2 (i)** | conducted under the supervision of the senior cabin crew member; | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.2.2 (ii)** | structured and conducted with the cabin crew member participating in pre-flight, in-flight and post-flight safety duties; | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.2.2 (iii)** | operated with the cabin crew member wearing the operator’s cabin crew uniform; and | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.2.2 (iv)** | recorded in the training record of the cabin crew member. | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.3** | Aircraft familiarisation visits | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.3.1** | Aircraft visits should enable the cabin crew member to become familiar with the aircraft environment and its equipment. Accordingly, aircraft visits should be conducted by appropriately qualified persons. The aircraft visit should provide an overview of the aircraft’s exterior, interior and aircraft systems with emphasis on the following: | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.3.1 (i)** | interphone and public address systems; | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.3.1 (ii)** | evacuation alarm systems; | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.3.1 (iii)** | emergency lighting; | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.3.1 (iv)** | smoke detection systems; | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.3.1 (v)** | safety and emergency equipment; | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.3.1 (vi)** | flight crew compartment; | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.3.1 (vii)** | cabin crew stations; | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.3.1 (viii)** | lavatories; | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.3.1 (xi)** | galleys, galley security and water shut-off; | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.3.1 (x)** | cargo areas if accessible from the passenger compartment during flight; | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.3.1 (xi)** | circuit breaker panels located in the passenger compartment; | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.3.1 (xii)** | crew rest areas; and | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.3.1 (xiii)** | doors/exits location and environment. | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.3.2** | An aircraft familiarisation visit may be combined with the aircraft type specific training or operator conversion training required by ORO.CC.125. | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.5.4** | For cabin crew members assigned to operations other than commercial air transport, familiarisation should be completed by means of an aircraft familiarisation visit, or a familiarisation flight, as appropriate taking into account the aircraft type to be operated by the cabin crew member. | | AMC1 ORO.CC.135 |  |  |  |  |
| **2.6** | **Recurrent training** | | ORO.CC.140 |  |  |  |  |
| **2.6.1** | Each cabin crew member shall complete annually recurrent training and checking. | | ORO.CC.140 (a) |  |  |  |  |
| **2.6.2** | Recurrent training shall cover the actions assigned to each member of the cabin crew in normal and emergency procedures and drills relevant to each aircraft type and/or variant to be operated. | | ORO.CC.140 (b) |  |  |  |  |
| **2.6.3** | Aircraft type specific training elements: | | ORO.CC.140 (c) |  |  |  |  |
|  | Recurrent training shall include annually touch-drills by each cabin crew member for simulating the operation of each type or variant of normal and emergency doors and exits for passenger evacuation. | | ORO.CC.140 (c)(1) |  |  |  |  |
| **2.6.3.1** | Recurrent training shall also include at intervals not exceeding three years: | | ORO.CC.140 (c)(2) |  |  |  |  |
| **2.6.3.1.1** | operation and actual opening by each cabin crew member, in a representative training device or in the actual aircraft, of each type or variant of normal and emergency exits in the normal and emergency modes; | | ORO.CC.140 (c)(2)(i) |  |  |  |  |
| **2.6.3.1.1.1** | Training on the operation of normal and emergency doors/exits should cover failure of power assist systems where fitted. This should include the actions and forces required to operate and deploy evacuation slides, and additional training when relevant for cabin crew members responsible for a pair of doors/exits. | | AMC1 ORO.CC.140(b)(1) |  |  |  |  |
| **2.6.1.1.2** | actual operation by each cabin crew member, in a representative training device or in the actual aircraft, of the flight crew compartment security door, in both normal and emergency modes, and of the seat and restraint system, and a practical demonstration of the oxygen system equipment relevant to pilot incapacitation; | | ORO.CC.140 (c)(2)(ii) |  |  |  |  |
| **2.6.1.1.3** | demonstration of the operation of all other exits including the flight crew compartment windows; and | | ORO.CC.140 (c)(2)(iii) |  |  |  |  |
| **2.6.1.1.4** | demonstration of the use of the life-raft, or slide raft, where fitted. | | ORO.CC.140 (c)(2)(iv) |  |  |  |  |
| **2.6.4** | Operator specific training elements: | | ORO.CC.140 (d) |  |  |  |  |
| **2.6.4.1** | Recurrent training shall include annually: | | ORO.CC.140 (d)(1) |  |  |  |  |
| **2.6.4.1.1** | by each cabin crew member: | | ORO.CC.140 (d)(1)(i) |  |  |  |  |
| **2.6.4.1.1.1** | location and handling of all safety and emergency equipment installed or carried on board; and | | ORO.CC.140 (d)(1)(i)(A) |  |  |  |  |
| **2.6.4.1.1.2** | the donning of life-jackets, portable oxygen and protective breathing equipment (PBE); | | ORO.CC.140 (d)(1)(i)(B) |  |  |  |  |
| **2.6.4.1.1.2.1** | Training on the location and handling of safety and emergency equipment should include all relevant oxygen systems, and any equipment such as defibrillators if carried on board. | | AMC1 ORO.CC.140(a)(1) |  |  |  |  |
| **2.6.4.1.2** | stowage of articles in the passenger compartment; | | ORO.CC.140 (d)(1)(ii) |  |  |  |  |
| **2.6.4.1.3** | procedures related to aircraft surface contamination; | | ORO.CC.140 (d)(1)(iii) |  |  |  |  |
| **2.6.4.1.4** | emergency procedures; | | ORO.CC.140 (d)(1)(iv) |  |  |  |  |
| **2.6.4.1.4.1** | Training on emergency procedures should cover pilot incapacitation procedures and crowd control techniques. | | AMC1 ORO.CC.140(a)(2) |  |  |  |  |
| **2.6.4.1.5** | evacuation procedures; | | ORO.CC.140 (d)(1)(v) |  |  |  |  |
| **2.6.4.1.6** | incident and accident review; | | ORO.CC.140 (d)(1)(vi) |  |  |  |  |
| **2.6.4.1.7** | crew resource management; | | ORO.CC.140 (d)(1)(vii) |  |  |  |  |
|  | CRM training should satisfy the following: | | AMC1 ORO.CC.140(a)(3) |  |  |  |  |
| **2.6.4.1.7.1** | the applicable training elements specified in Table 1 of AMC1 ORO.CC.115(e) should be covered within a 3-year cycle to the level required by Column ‘Annual Recurrent Training’; | | AMC1 ORO.CC.140(a)(3)(i) |  |  |  |  |
| **2.6.4.1.7.2** | the definition and implementation of the programme should be managed by a cabin crew CRM instructor; and | | AMC1 ORO.CC.140(a)(3)(ii) |  |  |  |  |
| **2.6.4.1.7.3** | when CRM training is provided by stand-alone modules, it should be conducted by at least one cabin crew CRM instructor. | | AMC1 ORO.CC.140(a)(3)(iii) |  |  |  |  |
| **2.6.4.1.8** | aero-medical aspects and first aid including related equipment; | | ORO.CC.140 (d)(1)(viii) |  |  |  |  |
| **2.6.4.1.9** | security procedures. | | ORO.CC.140 (d)(1)(ix) |  |  |  |  |
| **2.6.5** | Recurrent training shall also include at intervals not exceeding **three years**: | | ORO.CC.140 (d)(2) |  |  |  |  |
| **2.6.5.1** | use of pyrotechnics (actual or representative devices); | | ORO.CC.140 (d)(2)(i) |  |  |  |  |
| **2.6.5.2** | practical demonstration of the use of flight crew checklists; | | ORO.CC.140 (d)(2)(ii) |  |  |  |  |
| **2.6.5.3** | realistic and practical training in the use of all fire-fighting equipment, including protective clothing, representative of that carried in the aircraft; | | ORO.CC.140 (d)(2)(iii) |  |  |  |  |
| **2.6.5.3.1** | Training in the use of all firefighting equipment, including protective clothing, representative of that carried in the aircraft should include individual practice by each cabin crew member to extinguish a fire characteristic of an aircraft interior fire except that, in the case of halon extinguishers, an alternative extinguishing agent may be used. Training should place particular emphasis on identifying the actual source of fire or smoke. | | AMC1 ORO.CC.140(b)(2) |  |  |  |  |
| **2.6.5.4** | by each cabin crew member: | | ORO.CC.140 (d)(2)(iv) |  |  |  |  |
| **2.6.5.4.1** | extinguishing a fire characteristic of an aircraft interior fire; | | ORO.CC.140 (d)(2)(iv)(A) |  |  |  |  |
| **2.6.5.4.2** | donning and use of PBE in an enclosed simulated smoke-filled environment. | | ORO.CC.140 (d)(2)(iv)(B) |  |  |  |  |
| **2.6.6** | Validity periods: | | ORO.CC.140 (e) |  |  |  |  |
| **2.6.6.1** | The annual recurrent training validity period shall be 12 calendar months counted from the end of the month when the check was taken. | | ORO.CC.140 (e)(1) |  |  |  |  |
| **2.6.6.2** | If the recurrent training and checking required in (a) are undertaken within the last three calendar months of the validity period, the new validity period shall be counted from the original expiry date. | | ORO.CC.140 (e)(2) |  |  |  |  |
| **2.6.6.3** | For the additional triennial training elements specified in (c)(2) and (d)(2), the validity period shall be 36 calendar months counted from the end of the month when the checks were taken. | | ORO.CC.140 (e)(3) |  |  |  |  |
| **2.7** | **Refresher training** | | ORO.CC.145 |  |  |  |  |
| **2.7.1** | When a cabin crew member, during the preceding six months within the validity period of the last relevant recurrent training and checking: | | ORO.CC.145 (a) |  |  |  |  |
| **2.7.1.1** | has not performed any flying duties, he/she shall, before being reassigned to such duties, complete refresher training and checking for each aircraft type to be operated; or | | ORO.CC.145 (a)(1) |  |  |  |  |
| **2.7.1.2** | has not performed flying duties on one particular aircraft type, he/she shall, before being reassigned to duties, complete on that aircraft type: | | ORO.CC.145 (a)(2) |  |  |  |  |
| **2.7.1.2.1** | refresher training and checking; or | | ORO.CC.145 (a)(2)(i) |  |  |  |  |
| **2.7.1.2.2** | two familiarisation flights in accordance with ORO.CC.135. | | ORO.CC.145 (a)(2)(ii) |  |  |  |  |
| **2.7.2** | The refresher training programme for each aircraft type shall at least cover: | | ORO.CC.145 (b) |  |  |  |  |
| **2.7.2.1** | emergency procedures; | | ORO.CC.145 (b)(1) |  |  |  |  |
| **2.7.2.1.1** | Training on emergency procedures should include pilot incapacitation procedures and crowd control techniques as applicable to the aircraft type; | | AMC1 ORO.CC.145(a) |  |  |  |  |
| **2.7.2.2** | evacuation procedures; | | ORO.CC.145 (b)(2) |  |  |  |  |
| **2.7.2.3** | operation and actual opening, by each cabin crew member, of each type or variant of normal and emergency exits and of the flight crew compartment security door in the normal and emergency modes; | | ORO.CC.145 (b)(3) |  |  |  |  |
| **2.7.2.3.1** | Operation of doors and exits by each cabin crew member should include failure of power assist systems where fitted as well as the action and forces required to operate and deploy evacuation slides. | | AMC1 ORO.CC.145(b) |  |  |  |  |
| **2.7.2.4** | demonstration of the operation of all other exits including the flight crew compartment windows; | | ORO.CC.145 (b)(4) |  |  |  |  |
| **2.7.2.5** | location and handling of all relevant safety and emergency equipment installed or carried on-board. | | ORO.CC.145 (b)(5) |  |  |  |  |
| **2.7.2.6** | The operator may elect to replace refresher training by recurrent training if the reinstatement of the cabin crew member’s flying duties commences within the validity period of the last recurrent training and checking. If that validity period has expired, refresher training may only be replaced by aircraft type specific and operator conversion training as specified in ORO.CC.125. | | ORO.CC.145 (c) |  |  |  |  |
| **2.8** | **Senior cabin crew member training** | | ORO.CC.200 |  |  |  |  |
| **2.8.1** | The senior cabin crew training course shall cover all duties and responsibilities of senior cabin crew members and shall include at least the following elements: | | ORO.CC.200 (c) |  |  |  |  |
| **2.8.1.1** | pre-flight briefing; | | ORO.CC.200 (c)(1)  AMC1 ORO.CC.200(c) |  |  |  |  |
| **2.8.1.1.1** | operating as a crew; | | AMC1 ORO.CC.200(c) |  |  |  |  |
| **2.8.1.1.2** | allocation of cabin crew stations and responsibilities; and | | AMC1 ORO.CC.200(c) |  |  |  |  |
| **2.8.1.1.3** | consideration of the particular flight, aircraft type, equipment, area and type of operation, including extended range operations with two-engine aeroplanes (ETOPS) and special categories of passengers with emphasis on passengers with disabilities or reduced mobility, infants and stretcher cases. | | AMC1 ORO.CC.200(c) |  |  |  |  |
| **2.8.1.2** | cooperation with the crew; | | ORO.CC.200 (c)(2)  AMC1 ORO.CC.200(c) |  |  |  |  |
| **2.8.1.2.1** | discipline, responsibilities and chain of command; | | AMC1 ORO.CC.200(c) |  |  |  |  |
| **2.8.1.2.2** | importance of coordination and communication; and | | AMC1 ORO.CC.200(c) |  |  |  |  |
| **2.8.1.2.3** | pilot incapacitation. | | AMC1 ORO.CC.200(c) |  |  |  |  |
| **2.8.1.3** | review of operator requirements and legal requirements; | | ORO.CC.200 (c)(3)  AMC1 ORO.CC.200(c) |  |  |  |  |
| **2.8.1.3.1** | passenger briefing, safety briefing cards; | | AMC1 ORO.CC.200(c) |  |  |  |  |
| **2.8.1.3.2** | securing of galleys; | | AMC1 ORO.CC.200(c) |  |  |  |  |
| **2.8.1.3.3** | stowage of cabin baggage; | | AMC1 ORO.CC.200(c) |  |  |  |  |
| **2.8.1.3.4** | electronic equipment; | | AMC1 ORO.CC.200(c) |  |  |  |  |
| **2.8.1.3.5** | procedures when fuelling with passengers on board; | | AMC1 ORO.CC.200(c) |  |  |  |  |
| **2.8.1.3.6** | turbulence; and | | AMC1 ORO.CC.200(c) |  |  |  |  |
| **2.8.1.3.7** | documentation. | | AMC1 ORO.CC.200(c) |  |  |  |  |
| **2.8.1.4** | accident and incident reporting; | | ORO.CC.200 (c)(4)  AMC1 ORO.CC.200(c) |  |  |  |  |
| **2.8.1.5** | human factors and crew resource management (CRM); and | | ORO.CC.200 (c)(5)  AMC1 ORO.CC.200(c) |  |  |  |  |
| **2.8.1.5.1** | The operator should ensure that all applicable elements specified in Table 1 of AMC1 ORO.CC.115(e) are integrated into the training and covered to the level required by Column ‘Senior Cabin Crew Course’. | | AMC1 ORO.CC.200(c)(e) |  |  |  |  |
| **2.8.1.6** | flight and duty time limitations and rest requirements. | | ORO.CC.200 (c)(6)  AMC1 ORO.CC.200(c) |  |  |  |  |
| **2.9** | **Single cabin crew member operations** | | **ORO.CC.255** |  |  |  |  |
| **2.9.1** | The operator shall select, recruit, train and check the proficiency of cabin crew members to be assigned to single cabin crew member operations according to criteria appropriate to this type of operation. | | ORO.CC.255(a) |  |  |  |  |
| **2.9.2** | Cabin crew members who have no previous operating experience as single cabin crew member shall only be assigned to such type of operation after they have: | | ORO.CC.255(b) |  |  |  |  |
| **2.9.2.1** | completed training as required in ORO.CC.255(c) in addition to other applicable training and checking required by Subpart ORO; | | ORO.CC.255(b)(1) |  |  |  |  |
| **2.9.2.2** | successfully passed the checks verifying their proficiency in discharging their duties and responsibilities in accordance with the procedures specified in the operations manual; and | | ORO.CC.255(b)(2) |  |  |  |  |
| **2.9.2.3** | undertaken familiarisation flying of at least 20 hours and 15 sectors on the relevant aircraft type under the supervision of an appropriately experienced cabin crew member. | | ORO.CC.255(b)(3) |  |  |  |  |
| **2.9.3** | The following additional training elements shall be covered with particular emphasis to reflect single cabin crew operations: | | ORO.CC.255(c) |  |  |  |  |
| **2.9.3.1** | responsibility to the commander for the conduct of normal and emergency procedures; | | ORO.CC.255(c)(1) |  |  |  |  |
| **2.9.3.2** | importance of coordination and communication with the flight crew, in particular when managing unruly or disruptive passengers; | | ORO.CC.255(c)(2) |  |  |  |  |
| **2.9.3.3** | review of operator requirements and legal requirements; | | ORO.CC.255(c)(3) |  |  |  |  |
| **2.9.3.4** | documentation; | | ORO.CC.255(c)(4) |  |  |  |  |
| **2.9.3.5** | accident and incident reporting; and | | ORO.CC.255(c)(5) |  |  |  |  |
| **2.9.3.6** | flight and duty time limitations and rest requirements. | | ORO.CC.255(c)(6) |  |  |  |  |
| **2.10** | for operations personnel concerned, including crew members: | | AMC3 ORO.MLR.100  ORO.GEN.110(j)  SPA.DG.105(a) and associated AMC |  |  |  |  |
| **2.10.1** | all relevant items prescribed in SPA.DG Subpart G of Annex IV (SPA.DG); and | | AMC3 ORO.MLR.100  ORO.GEN.110(j)  SPA.DG.105(a) and associated AMC |  |  |  |  |
| **2.10.2** | all relevant items prescribed in Annex IV (Part-CAT) and ORO.SEC; and | | AMC3 ORO.MLR.100  ORO.GEN.110(j)  SPA.DG.105(a) and associated AMC |  |  |  |  |

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| **Chapter 3** | | **Procedures** | | | | | |
|  | | | | **Operator use only** | **DGCA use only** | | |
| **No.** | PART OPS Requirements | | EASA IR Reference | Manual Reference | U | UD | Remarks |
| **3.1** | Procedures for training and checking. | | ORO.CC.215  AMC1 ORO.MLR.100  SHT OPS N-O Item 13 |  |  |  |  |
| **3.2** | Procedures to be applied in the event that personnel do not achieve or maintain the required standards. | | AMC1 ORO.MLR.100 |  |  |  |  |

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| **Chapter 4** | | **Storage Periods** | | | | | |
|  | | | | **Operator use only** | **DGCA use only** | | |
| **No.** | PART OPS Requirements | | EASA IR Reference | Manual Reference | U | UD | Remarks |
| **4.1** | Description of documentation to be stored and storage periods. | | ORO.MLR.115 |  |  |  |  |
| **4.1.1** | Personnel records shall be stored for the periods indicated in ORO.MLR.115 (c) | | ORO.MLR.115 (c) |  |  |  |  |
| **4.1.2** | The operator shall: | | ORO.MLR.115 (d) |  |  |  |  |
| **4.1.2.1** | maintain records of all training, checking and qualifications of each crew member, as prescribed in Part-ORO; and | | ORO.MLR.115 (d)(1) |  |  |  |  |
| **4.1.2.2** | make such records available, on request, to the crew member concerned. | | ORO.MLR.115 (d)(2) |  |  |  |  |
| **4.2** | A summary of training should be maintained by the operator to show every crew member’s completion of each stage of training and checking. | | AMC1 ORO.MLR.115 |  |  |  |  |

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| **Chapter 5** | | **Instructor Qualification Requirements** | | | | | |
|  | | | | **Operator use only** | **DGCA use only** | | |
| **No.** | PART OPS Requirements | | EASA IR Reference | Manual Reference | U | UD | Remarks |
| **5.1** | Ground Instructor shall have; | | SHT OPS N-O Item 7 |  |  |  |  |
| **5.1.1** | Minimum 1 year civil aviation experience | | SHT OPS N-O Item 7 (a) |  |  |  |  |
| **5.1.2** | One of the following training and/or certificate; | | SHT OPS N-O Item 7 (b) |  |  |  |  |
| **5.1.2 (a)** | Train the trainer training | | SHT OPS N-O Item 7 (b) |  |  |  |  |
| **5.1.2 (b)** | Pedagogical training | | SHT OPS N-O Item 7 (b) |  |  |  |  |
| **5.1.3** | Training on human factors/CRM subjects concerning the training he/she will deliver | | SHT OPS N-O Item 7 (c) |  |  |  |  |
| **5.1.4** | Vocational experience defined in the operations manuals in the areas that instruction and checking will be performed. | | SHT OPS N-O Item 7 (ç) |  |  |  |  |
| **5.2** | ESET Instructor shall have; | | SHT OPS N-O Item 8 |  |  |  |  |
| **5.2.1** | Minimum 1 year civil aviation experience | | SHT OPS N-O Item 8 (a) |  |  |  |  |
| **5.2.2** | One of the following training and/or certificate; | | SHT OPS N-O Item 8 (b) |  |  |  |  |
| **5.2.2 (a)** | Train the trainer training | | SHT OPS N-O Item 8 (b) |  |  |  |  |
| **5.2.2 (b)** | Pedagogical training | | SHT OPS N-O Item 8 (b) |  |  |  |  |
| **5.2.3** | Vocational experience defined in the operations manuals in the areas that instruction and checking will be performed. | | SHT OPS N-O Item 8 (c) |  |  |  |  |
| **5.3** | CRM Instructor; | | SHT OPS N-O Item 9 (2)  AMC1 ORO.CC.115 (e) |  |  |  |  |
| **5.3.1** | shall have suitable experience of commercial air transport as a cabin crew member; and | | SHT OPS N-O Item 9 (2)(a), AMC1 ORO.CC.115(e)(c)(3)(i) |  |  |  |  |
| **5.3.2** | shall have received instruction on HPL; and | | SHT OPS N-O Item 9 (2)(b), AMC1 ORO.CC.115(e)(c)(3)(ii) |  |  |  |  |
| **5.3.3** | shall have completed an Introductory CRM Course and the Operator’s CRM training; and | | SHT OPS N-O Item 9 (2)(c), AMC1 ORO.CC.115(e)(c)(3)(iii) |  |  |  |  |
| **5.3.4** | shall be supervised by suitably qualified CRM instructors when conducting their first CRM training course. | | SHT OPS N-O Item 9 (2)(ç), AMC1 ORO.CC.115(e)(c)( 3)(v) |  |  |  |  |
| **5.3.5** | shall have knowledge and experience defined in the operations manuals in the areas that instruction and checking will be performed.  An experienced non-cabin crew CRM instructor may continue to be a cabin crew CRM instructor,  provided that the provisions specified in AMC1 ORO.CC.115(e)(c)(3)(ii) to AMC1 ORO.CC.115(e)(c) (3)(v) are satisfied and that the instructor demonstrates a satisfactory knowledge of the nature of the operation, the relevant specific aircraft types  and the cabin crew working environment. | | SHT OPS N-O Item 9 (3), AMC1 ORO.CC.115(e) (c)(4) |  |  |  |  |
| **5.3.6** | shall have one of the following training and/or certificate; | | SHT OPS N-O Item 9 (4) |  |  |  |  |
| **5.3.6 (a)** | Train the trainer training / have received instruction in training skills in order to conduct CRM courses; | | SHT OPS N-O Item 9 (4), AMC1 ORO.CC.115(e) (c)(3)(iv) |  |  |  |  |
| **5.3.6 (b)** | Pedagogical training | | SHT OPS N-O Item 9 (4) |  |  |  |  |
| **5.3.7** | Shall completed human factors training | | SHT OPS N-O Item 9 (5), AMC1 ORO.CC.115(e)(c)(3)(ii) |  |  |  |  |
|  | Shall completed CRMI course / have received instruction in training skills in order to conduct CRM courses; / A training and standardisation programme for CRM instructors should be established. | | SHT OPS N-O Item 9 (6), AMC1 ORO.CC.115(e) (c)(3)(iv) / AMC1 ORO.CC.115(e)(c)(2) |  |  |  |  |
| **5.3.8** | Person who are not cabin crew member, but graduated from aviation, sociology and psychology of the universities may become CRM Instructors. This person needs to have satisfactory knowledge about operations, cabin crew working environment and HPL. / An experienced non-cabin crew CRM instructor may continue to be a cabin crew CRM instructor, provided that the provisions specified in (3)(ii) to (3)(v) are satisfied and that the instructor demonstrates a satisfactory knowledge of the nature of the operation, the relevant specific aircraft types and the cabin crew working environment. | | SHT OPS N-O Item 9 (2) (d), AMC1 ORO.CC.115(e)(c)(4) |  |  |  |  |
| **5.3.9** | Person previously worked as cabin crew member can become CRM Trainer on condition that having HPL knowledge, keeping operation and aircraft type knowledge at required level. | | SHT OPS N-O Item 9 (2) (e) |  |  |  |  |
| **5.4** | DGR Instructor shall; | | SHT OPS N-O Item 10 |  |  |  |  |
| **5.4.1** | have minimum 1 year civil aviation experience | | SHT OPS N-O Item 10 (a) |  |  |  |  |
| **5.4.2** | take initial DGR training course and DGR Instructor course. | | SHT OPS N-O Item 10 (b) |  |  |  |  |
| **5.4.3** | Instructors should have knowledge of training techniques as well as in the field of transport of dangerous goods by air so that the subject is covered fully and questions can be adequately answered. | | AMC1 SPA.DG.105(a)(b) |  |  |  |  |
| **5.5** | Cabin Crew Line Training and Checking Personnel | | SHT OPS N-O Item 12 (1) |  |  |  |  |
| **5.5.1** | has adequate knowledge and experience on operations conducted be operator | | SHT OPS N-O Item 12 (1)(a) |  |  |  |  |
| **5.5.2** | has minimum 1 year company experience as a SCCM | | SHT OPS N-O Item 12 (1)(b) |  |  |  |  |
| **5.5.3** | Being successful in all training and checking in the last 1 year | | SHT OPS N-O Item 12 (1)(c) |  |  |  |  |
| **5.5.4** | Has completed ground and flight training successfully in the areas that line training and checking will be performed | | SHT OPS N-O Item 12 (1)(d) |  |  |  |  |
| **5.6** | Each training course shall be performed by personnel appropriately qualified for the subject to be covered. | | ORO.CC.115 (c)(2) |  |  |  |  |