|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Chapter 0** | | **Administration And Control Of Operations Manual** | | | | | |
|  | | | | **Operator use only** | **DGCA use only** | | |
| **No.** | EASA IR Requirements | | EASA IR Reference | Manual Reference | U | UD | Remarks |
| **0.1** | Introduction: | | AMC3 ORO.MLR.100 |  |  |  |  |
| **0.1.1** | A list and brief description of the various parts, their contents, applicability and use. | | AMC3 ORO.MLR.100 |  |  |  |  |
| **0.1.2** | Explanations and definitions of terms and words needed for the use of the manual. | | AMC3 ORO.MLR.100 |  |  |  |  |
| **0.2** | System of amendment and revision: | | AMC3 ORO.MLR.100 |  |  |  |  |
| **0.2.1** | Details of the person(s) responsible for the issuance and insertion of amendments and revisions. | | AMC3 ORO.MLR.100 |  |  |  |  |
| **0.2.2** | A record of amendments and revisions with insertion dates and effective dates. | | AMC3 ORO.MLR.100 |  |  |  |  |
| **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. | | AMC3 ORO.MLR.100 |  |  |  |  |
| **0.2.4** | A description of the system for the annotation of pages or paragraphs and their effective dates. | | AMC3 ORO.MLR.100 |  |  |  |  |
| **0.2.5** | A list of effective pages or paragraphs. | | AMC3 ORO.MLR.100 |  |  |  |  |
| **0.2.6** | Annotation of changes (in the text and, as far as practicable, on charts and diagrams). | | AMC3 ORO.MLR.100 |  |  |  |  |
| **0.2.7** | Temporary revisions. | | AMC3 ORO.MLR.100 |  |  |  |  |
| **0.2.8** | A description of the distribution system for the manuals, amendments and revisions. | | AMC3 ORO.MLR.100 |  |  |  |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Chapter 1** | | **Description of scope** | | | | | |
|  | | | | **Operator use only** | **DGCA use only** | | |
| **No.** | **EASA IR Requirements** | | **EASA IR Reference** | **Manual Reference** | **U** | **UD** | **Remarks** |
| **1.1** | The cabin crew attestation shall be issued with unlimited duration and shall remain valid unless: | | CC.CCA.105 |  |  |  |  |
| **1.1.1** | it is suspended or revoked by the competent authority; or | | CC.CCA.105 (a) |  |  |  |  |
| **1.1.2** | its holder has not exercised the associated privileges during the preceding 60 months on at least one aircraft type. | | CC.CCA.105 (b) |  |  |  |  |
| **1.2** | Cabin crew attestations shall be issued, using the format and specifications established in Appendix II to Part ARA, by an organisation approved to do so by the competent authority. (EASA Form 142 Issue 1) | | ARA.CC.100 (b)(2) |  |  |  |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Chapter 2** | | **Content** | | | | | |
|  | | | | **Operator use only** | **DGCA use only** | | |
| **No.** | **EASA IR Requirements** | | **EASA IR Reference** | **Manual Reference** | **U** | **UD** | **Remarks** |
| **2.1** | **Initial training course** | | Annex V Part CC  Appendix 1 to Part-CC  CC.TRA.220 |  | | | |
| **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 |  |  |  |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Chapter 3** | | **Procedures** | | | | | |
|  | | | | **Operator use only** | **DGCA use only** | | |
| **No.** | **EASA IR Requirements** | | **EASA IR Reference** | **Manual Reference** | **U** | **UD** | **Remarks** |
| **3.1** | Procedures for training and checking. | | 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 |  |  |  |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **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** | To show compliance with the applicable requirements as specified in CC.GEN.025(b), each holder shall keep, and provide upon request, the cabin crew attestation, the list and the training and checking records of his/her aircraft type or variant qualification(s), unless the operator employing his/her services keeps such records and can make them readily available upon request by a competent authority or by the holder. | | CC.GEN.030 |  |  |  |  |
| **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 |  |  |  |  |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **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** | Each training course shall be performed by personnel appropriately qualified for the subject to be covered. | | ORO.CC.115 (c)(2) |  |  |  |  |