



# FOCA GM/INFO

Guidance Material / Information

## Cabin Crew Initial Training Course Cabin Crew Attestation



Source: imago GmbH, 13127 Berlin

Scope	Covers all aspects in regard to cabin crew initial training and attestation
Applies to	AOC-Holders, Training organisations
Valid from	01 June 2020
Business object	033.1-1/38
Prepared by	D. Ruoss / SBOC
Released by	SB AFS / 26 March 2013
Distribution	Internal / External

## Log of Revision (LoR)

Date	Issue	Revision	Highlight of Revision
26.03.2013	1	0	First Issue
01.02.2014	2	0	Second Issue
01.07.2015	3	0	New format
01.05.2017	3	1	Amendments to legal requirements, new layout
01.06.2020	3	2	Amendments to new Basic Regulation (EU) No 2018/1139, new layout

## List of Effective Chapters

CP	ISS 3 / REV 2 / 01.06.2020
LoA	ISS 3 / REV 0 / 01.07.2015
ToC	ISS 3 / REV 2 / 01.06.2020
Ch. 0	ISS 3 / REV 0 / 01.07.2015
Ch. 0.1	ISS 3 / REV 2 / 01.06.2020
Ch. 0.2	ISS 3 / REV 2 / 01.06.2020
Ch. 0.3	ISS 3 / REV 0 / 01.07.2015
Ch. 0.4	ISS 3 / REV 0 / 01.07.2015
Ch. 0.5	ISS 3 / REV 0 / 01.07.2015
Ch. 0.6	ISS 3 / REV 0 / 01.07.2015
Ch. 1	ISS 3 / REV 2 / 01.06.2020
Ch. 1.1	ISS 3 / REV 2 / 01.06.2020
Ch. 1.2	ISS 3 / REV 2 / 01.06.2020
Ch. 2	ISS 3 / REV 2 / 01.06.2020
Ch. 2.1	ISS 3 / REV 2 / 01.06.2020
Ch. 2.2	ISS 3 / REV 2 / 01.06.2020
Ch. 3	ISS 3 / REV 2 / 01.06.2020
Ch. 4	ISS 3 / REV 2 / 01.06.2020
Ch. 4.1	ISS 3 / REV 2 / 01.06.2020

## List of Abbreviations

LoA ISS 3 / REV 0 / 01.07.2015

The following abbreviations are within this GM/INFO:

<b>Abbreviation</b>	<b>Definition</b>	<b>Abbreviation</b>	<b>Definition</b>
ADMIN	Administration	OM-D	Operations Manual Part D
AOC	Air Operator Certification	OMM	Organisation's Management Manual
ARA	Authority Requirements for Aircrew	ORA	Organisation Requirements for Aircrew
CAT	Commercial Air Transport	ORO	Organisation Requirements for Air Operations
CC	Cabin Crew	REV	Revision
CCA	Cabin Crew Attestation	TIs	Technical Instructions
CCIT/CCA	Cabin Crew Initial Training / Cabin Crew Attestation	ToC	Table of Contents
Ch.	Chapter	TRA	Training Requirements for Cabin Crew Attestation Applicants and Holders
CL	Certification Leaflet	UN	United Nations
CP	Cover Page		
CRM	Crew Resource Management		
e.g.	For example		
EASA	European Aviation Safety Agency		
EC	European Commission		
EEC	European Economic Community		
EU	European Union		
FOCA	Federal Office of Civil Aviation		
GEN	General		
GM	Guidance Material		
GM/INFO	Guidance Material / Information		
HF	Human Factors		
ICAO	International Civil Aviation Organisation		
ISS	Issue		
LoR	Log of Revision		
MED	Medical		
no.	Number		
OM	Operations Manual		
OM-A	Operations Manual Part A		

## Table of Contents (ToC)

ToC ISS 3 / REV 2 / 01.06.2020

<b>0</b>	<b>Introduction .....</b>	<b>1</b>
0.1	Terms and Conditions .....	1
0.2	Legal References .....	1
0.3	Purpose of this GM/INFO .....	2
0.4	Scope.....	2
0.5	Organisation / Operator Responsibilities .....	2
0.6	Format of the GM/INFO.....	3
<b>1</b>	<b>Cabin Crew Initial Training Course / Cabin Crew Attestations .....</b>	<b>4</b>
1.1	Cabin Crew Initial Training Course (CCIT) .....	4
1.2	Cabin Crew Attestations (CCA) .....	6
<b>2</b>	<b>Approvals .....</b>	<b>8</b>
2.1	Approval to provide Cabin Crew Initial Training Course.....	8
2.2	Approval to issue Cabin Crew Attestations .....	9
<b>3</b>	<b>Specific Requirements for the Issuance of CCA.....</b>	<b>10</b>
<b>4</b>	<b>Recording .....</b>	<b>11</b>
4.1	Documents and Record-keeping .....	11

## 0 Introduction

Ch. 0 ISS 3 / REV 0 / 01.07.2015

All Guidance Material/Information (GM/INFO) are intended to assist the organisation/operator in administrative matters. The administrative requirements and processes will facilitate liaising with the Federal Office of Civil Aviation (FOCA). It is to be considered a tool for the organisation/operator in order to ease processes of obtaining required and defined approvals and authorisations issued by the FOCA. Using the GM/INFO will be conducive to establishing compliance with FOCA requirements and will lead through the respective certification or variation process in regard to administrative tasks.

### 0.1 Terms and Conditions

Ch. 0.1 ISS 3 / REV 2 / 01.06.2020

The use of the male **gender** should be understood to include male and female persons.

The most frequent **abbreviations** used by the **EASA** are listed here: [easa.europa.eu/abbreviations](https://easa.europa.eu/abbreviations).

When used throughout the GM/INFO the following terms shall have the meaning as defined below:

Term	Meaning	Reference
<i>shall, must, will</i>	These terms express an obligation, a positive command.	<a href="#">EC English Style Guide</a>
<i>may</i>	This term expresses a positive permission.	<a href="#">EC English Style Guide</a>
<i>shall not, will not</i>	These terms express an obligation, a negative command.	<a href="#">EC English Style Guide</a>
<i>may not, must not</i>	These terms express a prohibition.	<a href="#">EC English Style Guide</a>
<i>need not</i>	This term expresses a negative permission.	<a href="#">EC English Style Guide</a>
<i>should</i>	This term expresses an obligation when an acceptable means of compliance should be applied.	EASA Acceptable Means of Compliance publications FOCA policies and requirements
<i>could</i>	This term expresses a possibility.	<a href="http://oxforddictionaries.com/definition/english/could">http://oxforddictionaries.com/definition/english/could</a>
<i>ideally</i>	This term expresses a best possible means of compliance and/or best experienced industry practice.	FOCA recommendation

### 0.2 Legal References

Ch. 0.2 ISS 3 / REV 2 / 01.06.2020

Basic Regulation (EU) No 2018/1139:

- Common rules in the field of civil aviation and establishing a European Aviation Safety Agency

Commission Regulation (EU) No 1178/2011 and (EU) No 290/2012:

- Technical requirements and administrative procedures related to civil aviation aircrew:
- Annex IV Part-MED; Annex V Part-CC; Annex VI Part-ARA; Annex VII Part-ORA

Commission Regulation (EU) No 965/2012:

- Technical requirements and administrative procedures related to air operations:
- Annex III Part-ORO; Annex IV Part-CAT

Regulation (EC) No. 300/2008:

- Common rules in the field of civil aviation security

ICAO Annex 18:

- Safe transport of Dangerous Goods by air; and
- ICAO Doc 9284: Technical Instructions for the Safe Transport of Dangerous Good
- ICAO Doc 9481: Emergency Response Guidance for Aircraft Incidents Involving Dangerous Goods

Regulation (EC) No 1107/2006:

- Regulation concerning the rights of disabled persons and persons with reduced mobility when travelling by air

ECAC Doc No 30:

- Facilitation of the transport of persons with disabilities and persons with reduced mobility (PRMs)

Commission Regulation (EU) No 83/2014:

- Flight Time Limitation amending (EU) No 965/2012

Commission Regulation (EU) No 376/2014:

- Reporting, analysis and follow-up of occurrences in civil aviation

ICAO Doc 10002:

- Cabin Crew Safety Training Manual

### **0.3 Purpose of this GM/INFO**

Ch. 0.3 ISS 3 / REV 0 / 01.07.2015

The purpose of this GM/INFO is to assist the organisation/the operator in establishing the cabin crew initial training course which is subject to approval by the Federal Office of Civil Aviation. After successful completion of the training course and examination, a cabin crew attestation must be issued and handed over to the participant. The issuance of cabin crew attestations also requires the approval by the Federal Office of Civil Aviation.

This GM/INFO demonstrates which requirements have to be fulfilled in order to obtain the necessary approvals. It assists organisation/operator's management personnel involved in the training concept

- in document relative procedures; and
- in establishing adequate training programs and syllabi

such as editors in the development, production and maintenance of the particular operations/training manuals.

### **0.4 Scope**

Ch. 0.4 ISS 3 / REV 0 / 01.07.2015

This GM/INFO is addressed to organisations/operators who have decided to perform cabin crew initial training courses and to issue thereafter, cabin crew attestations.

### **0.5 Organisation / Operator Responsibilities**

Ch. 0.5 ISS 3 / REV 0 / 01.07.2015

Responsibility for the content and performance of the cabin crew initial training course and the following issuance of cabin crew attestation(s) rests firmly with the organisation/operator. The regulatory compliance verification is focused on:

- completeness of the training program and syllabi;
- establishment of documented procedures to provide the relevant training;
- performance of the training according to the training program;
- establishment of documented procedures to issue cabin crew attestations;
- storing of training records and information / documentation related to the issued cabin crew attestations;
- assessment of capability and accountability to perform relevant training and to issue cabin crew attestations;
- completeness and compliance of the official application with all attachments.

## 0.6 Format of the GM/INFO

Ch. 0.6 ISS 3 / REV 0 / 01.07.2015

The GM/INFO consists of a standardised modular reference box system. The following presentation provides details of the defined format:

<b>1</b>	<b>3.2. Minimum Equipment List (MEL)</b> TOPIC	M/CC EVALUATION METHOD	<b>2</b>
<b>3</b>	RVSM CL TOPIC 3-B9-075 CL Ch.-OM Ch.-Seq.-No.	ORO.MLR.105    CAT.IDE.A.105 LEGAL REFERENCE	<b>4</b>
<b>5</b>	OM B, Chapter 9, Minimum Equipment List (MEL) MANUAL REFERENCE		<b>5</b>
<b>6</b>	<b>APP:</b> The MEL and any amendment thereto requires prior approval <small>IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL</small>		
<b>7</b>	<input checked="" type="checkbox"/> Is the MEL amended in order to cover all system components that are relevant for the RVSM capability of the aeroplane? <small>QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT</small>		
<b>8</b>	The <b>MEL</b> shall be amended in order to comply with the requirement for RVSM operations in respect to system capability and redundancy.		

<b>1</b>	Topic: subject description
<b>2</b>	FOCA evaluation method
<b>3</b>	FOCA / Topic Reference Number which may be used as identification in addition to interlink between this leaflet and the Document Evaluation Report (Finding Report). The Number consists of a combination of: - a subject code related to the specific topic/ theme; and - sequence number in the respective chapter of the GM/INFO. The above example 3-B9-075 indicates: RVSM = GM/INFO regarding RVSM Specific Approval, 3 = GM/INFO section; B9 = OM chapter under evaluation (here OM-B, Chapter 9.), followed by 075 = sequence number.
<b>4</b>	Associated legal reference and/ or reference to other relevant publications including information on formal Acceptance (ACC) or Approval (APP) where applicable.
<b>5</b>	Reference to the Part(s), Chapter(s) and/or Subchapters of the organisation/operator's document systems or manual system as required by the applicable Part.
<b>6</b>	If the legal provision requires a formal approval, a short description of the content of this approval is provided.
<b>7</b>	Questions for self-assessment and compliance verification.
<b>8</b>	Provides instructions, provisions, regulatory requirements, guidelines, acceptable means of compliance and examples of current best practice.

# 1 Cabin Crew Initial Training Course / Cabin Crew Attestations

Ch. 1 ISS 3 / REV 2 / 01.06.2020

<b>1.1 Cabin Crew Initial Training Course (CCIT)</b>		<b>M/CC</b>			
Ch. 1.1 ISS 3 / REV 2 / 01.06.2020		EVALUATION METHOD			
CCITCCA CL TOPIC	CC.TRA.215	ORO.CC.120	ORO.CC.115		ICAO DOC 10002
	CC.TRA.220	Appendix 1 to Part-CC	ORO.CC.215	ORO.AOC.120	
1-D2-005 CL Ch.-OM Ch.-Seq-No..	OM-D, Chapter 2.2, Training for Cabin Crew Training and operations manual for training organisation				
	MANUAL REFERENCE				

**APP:** the Cabin Crew Initial Training course is subject to prior approval by FOCA

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- Does the training and checking programme include all required training elements?
- Will the training be performed in representative training device(s)?
- Is the relevant training described in the operations / training manual?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

## Training Programme and Syllabus

The training / operations manual(s) shall state the standards, objectives and training goals for each phase of training for which the students have to comply with. Relevant information shall be disseminated to the training staff concerned and appropriate training course material shall be provided to the student (e.g. training book, e-manual, training guide etc.).

The training programme shall include a breakdown of theoretical and practical knowledge presented in a week-by-week layout, a list of practical exercises and a syllabus. The content and sequence of the training programme shall be specified in the operations / training manual.

- The aim of the initial training course is to familiarise designated cabin crew members with the aviation environment and to acquire sufficient general knowledge and basic proficiency required to perform the duties and discharge of the responsibilities related to the safety of passengers and flight during normal, abnormal and emergency operations.
- The programme of the initial training course shall cover at least the elements specified in the table below and it shall include theoretical and practical instructions together with individual or collective practice.
- The designated cabin crew members shall undergo an examination covering all elements of the training programme specified in (b), except CRM training, to demonstrate that they have attained the level of knowledge and proficiency required in (a).
- The training programme of the initial training course shall include at least the following:

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | <b>1. General theoretical knowledge of aviation and aviation regulations covering all elements relevant to the duties and responsibilities required from cabin crew</b> |
| 1.1                      | aviation terminology, theory of flight, passenger distribution, areas of operation, meteorology and effects of aircraft surface contamination;                          |
| 1.2                      | aviation regulations relevant to cabin crew and the role of the competent authority;  |
| 1.3                      | duties and responsibilities of cabin crew during operations and the need to respond promptly and effectively to emergency situations;                                   |
| 1.4                      | continuing competence and fitness to operate as a cabin crew member, including as regards flight and duty time limitations and rest requirements;                       |
| 1.5                      | the importance of ensuring that relevant documents and manuals are kept up-to-date, with amendments provided by the operator as applicable;                             |
| 1.6                      | the importance of cabin crew performing their duties in accordance with the operations manual of the operator;  |
| 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                     |
| 1.8                      | the importance of identifying when cabin crew members have the authority and responsibility to initiate an evacuation and other emergency procedures.                   |



<input type="checkbox"/>	<p><b>2. Communication</b></p> <p>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.</p>
<input type="checkbox"/>	<p><b>3. Introductory course on human factors (HF) in aviation and crew resource management (CRM)</b></p> <p>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:</p> <p>3.1 General: human factors in aviation, general instructions on CRM principles and objectives, human performance and limitations; threat and error management.</p> <p>3.2 Relevant to the individual cabin crew member: personality awareness, human error and reliability, attitudes and behaviours, self-assessment and self-critique; stress and stress management; fatigue and vigilance; assertiveness; situation awareness, information acquisition and processing.</p>
<input type="checkbox"/>	<p><b>4. Passenger handling and cabin surveillance</b></p> <p>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;</p> <p>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 obstructing or damaging emergency equipment or exits;</p> <p>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;</p> <p>4.4 precautions to be taken when live animals are carried in the passenger compartment;</p> <p>4.5 duties to be undertaken in the event of turbulence, including securing the passenger compartment; and</p> <p>4.6 methods used to motivate passengers and the crowd control necessary to expedite an emergency evacuation.</p>
<input type="checkbox"/>	<p><b>5. Aero-medical aspects and first-aid</b></p> <p>5.1 general instruction on aero-medical aspects and survival;</p> <p>5.2 the physiological effects of flying with particular emphasis on hypoxia, oxygen requirements, Eustachian tubal function and barotraumas;</p> <p>5.3 basic first-aid, including care of:</p> <ul style="list-style-type: none"> <li>(a) air sickness;</li> <li>(b) gastro-intestinal disturbances;</li> <li>(c) hyperventilation;</li> <li>(d) burns;</li> <li>(e) wounds;</li> <li>(f) the unconscious; and</li> <li>(g) fractures and soft tissue injuries;</li> </ul> <p>5.4 in-flight medical emergencies and associated first-aid covering at least:</p> <ul style="list-style-type: none"> <li>(a) asthma;</li> <li>(b) stress and allergic reactions;</li> <li>(c) shock;</li> <li>(d) diabetes;</li> <li>(e) choking;</li> <li>(f) epilepsy;</li> <li>(g) childbirth;</li> <li>(h) stroke; and</li> <li>(i) heart attack;</li> </ul> <p>5.5 the use of appropriate equipment including first-aid oxygen, first-aid kits and emergency medical kits and their contents;</p> <p>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</p> <p>5.7 travel health and hygiene, including:</p> <ul style="list-style-type: none"> <li>(a) hygiene on board;</li> <li>(b) risk of contact with infectious diseases and means to reduce such risks;</li> <li>(c) handling of clinical waste;</li> <li>(d) aircraft disinfection;</li> <li>(e) handling of death on board; and</li> <li>(f) alertness management, physiological effects of fatigue, sleep physiology, circadian rhythm and time zone changes.</li> </ul>
<input type="checkbox"/>	<p><b>6. Dangerous goods in accordance with the applicable ICAO Technical Instructions, see FOCA guidance material to Dangerous Goods Complex Aeroplanes.</b></p>
<input type="checkbox"/>	<p><b>7. General security aspects in aviation, including awareness of the provisions laid down in Regulation (EC) No 300/2008.</b></p>
<input type="checkbox"/>	<p><b>8. Fire and smoke training</b></p> <p>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;</p> <p>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;</p> <p>8.3 the necessity for frequent checking of potential fire-risk areas including toilets, and the associated smoke detectors;</p> <p>8.4 the classification of fires and the appropriate type of extinguishing agents and procedures for particular fire situations;</p> <p>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</p> <p>8.6 the general procedures of ground-based emergency services at aerodromes.</p>

**9. Survival training**

- 9.1 principles of survival in hostile environments (e.g. polar, desert, jungle, sea); and  
 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 practise in water.

- e) Training may be performed in training devices which realistically represent a passenger compartment environment and the technical characteristics of equipment to be operated by a cabin crew member. The training facilities and representative training devices shall be described including the name(s) and address(es) of the training site(s) at which the training will be conducted;
- f) Training and Checking Personnel must be appropriately qualified, see FOCA GM/INFO CCTRNG.
- i. Cabin Crew Instructors must:
- have appropriate knowledge in the field where instruction is to be given;
  - be capable of using appropriate instructional techniques; and
  - receive regular refresher training to ensure that the instructional standards are maintained up to date.
- ii. Cabin Crew Examiners are responsible for examination of cabin crew and must:
- meet the requirements for cabin crew instructors; and
  - be capable of assessing cabin crew performance and conducting examinations.

They are all free from any conflict to perform their related task. The operational / training manual(s) shall provide relevant information;

g) Any subcontracted activity must conform to the applicable requirements;

h) Commercial air transport operators only:

Elements of the initial training programme may be combined with the first aircraft type specific training and operator conversion training, provided that the requirements of the initial training course and examination (CC.TRA.220) are met. Any such element(s) must be recorded as elements of the initial training course in the training records of the cabin crew members concerned.

The so called «combined» training must be described appropriately in the Operator's Operations Manual D.

<b>1.2 Cabin Crew Attestations (CCA)</b>		<b>M / CC</b>		
Ch. 1.2 ISS 3 / REV 2 / 01.06.2020		EVALUATION METHOD		
CCITCCA CL TOPIC	CC.CCA.100	Appendix II to	ORO.CC.115	ORO.AOC.120
	CC.TRA.220	Annex VI Part-ARA	ORO.CC.215	ARA.CC.100
1-D4-010 CL Ch.-OM Ch.-Seq-No.	OM-D, Chapter 4, Description of documentation to be stored Training and operations manual for training organisation			
	MANUAL REFERENCE			

**ACC:** The issuance of cabin crew attestations is subject to acceptance by FOCA

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

Is the CCA format (sample) consistent with the EASA Form 142?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

### Format of the Cabin Crew Attestation

A sample draft of a CCA shall be sent to FOCA for acceptance and shall conform with Part-CC and to the following specifications:

- a) The cabin crew attestation shall include all items specified in EASA Form 142 in accordance with items 1–12 mentioned below (sequence to be followed).
- b) Size shall be either **105 mm x 74 mm** (one-eighth A4) or 85 mm x 54 mm, and the material used shall prevent or readily show any alterations or erasures.
- c) The document shall be printed in English.

- d) The document shall be issued by an organisation / operator approved to do so. In that case reference to the approval by the competent authority of the Member State shall be stated.
- e) The cabin crew attestation is recognised in all Member States and it is not necessary to exchange the document when working in another Member State.

**Note:** Note: UK-issued attestations will cease to be valid post Brexit (latest by December 31, 2020).

### 1. CABIN CREW ATTESTATION

Issued in accordance with Part-CC

2. **Reference number:**
3. **State of issue:**
4. **Full name of holder:**
5. **Date and place of birth:**
6. **Nationality:**
7. **Signature of holder:**
8. **Competent authority:**
9. **Issuing body:** *Official seal, Stamp or Logo*
10. **Signature of issuing officer:**
11. **Date of issue:**
12. The holder may only exercise the privileges to act as cabin crew on aircraft engaged in commercial air transport operations if he/she complies with the requirements in Part-CC for continuous fitness and valid aircraft type qualifications.

EASA Form 142 Issue 1

1. The title CABIN CREW ATTESTATION and the reference to Part-CC.
2. Attestation reference number shall commence with the UN country code of the Member State followed by at least the two last numbers of the year of issue and an individual reference/number according to a code established by the competent authority (e.g. CH-14-1004-04-xxxx).
3. The Member State where the attestation is issued (e.g. Switzerland).
4. The full name (surname and first name) stated in the official identity document of the holder.
5. Date and place of birth as stated in the official identity document of the holder.
6. Nationality as stated in the official identity document of the holder
7. The signature of the holder.
8. Identification details of the competent authority of the Member State where the attestation is issued shall be entered and shall provide the full name of the competent authority and postal address (Federal Office of Civil Aviation, CH- 3003 Bern)
9. Identification details shall be entered and shall at least provide the full name of the organisation/operator, postal address and if applicable, the logo and the air organisation/operator certificate (AOC) number and detailed reference to the approval by the Federal Office of Civil Aviation to provide cabin crew training and to issue cabin crew attestations (e.g. 1004-04: AOC no. and no. of approval letter).
10. The signature of the officer acting on behalf of the issuing body.
11. Standard date format shall be used: day/month/year in full (e.g. 22/11/2013).
12. This very same sentence.

## 2 Approvals

Ch. 2 ISS 3 / REV 2 / 01.06.2020

The Federal Office of Civil Aviation approves training organisations / commercial air transport operators to provide cabin crew initial training course and examination and also to issue cabin crew attestations.

Initial Training will be accomplished nowadays through classroom instruction and computer-based training (including digital learning) complemented by a series of hands-on and simulated exercises, e.g. first-aid, firefighting, water survival etc.

To provide cabin crew training the following requirements must be met:

- have all the means necessary for the scope of responsibilities associated with their activity. Those means comprise, but are not limited to, the following:
  - facilities,
  - personnel,
  - equipment,
  - tools and material,
  - documentation of tasks,
  - responsibilities and procedures,
  - access to relevant data and record-keeping;
- for the training provided and the size of the organisation, the organisation must implement and maintain a management system to ensure compliance with the essential requirements (2018/1139), manage safety risks, including risks related to deterioration in the standard of training, and aim for continuous improvement of this system; and
- establish arrangements with other relevant organisations, as necessary, to ensure continuing compliance with those requirements.

2.1 Approval to provide Cabin Crew Initial Training Course					M/CC
Ch. 2.1 ISS 3 / REV 2 / 01.06.2020					EVALUATION METHOD
CCITCCA CL TOPIC	CC.TRA.215 CC.CCA.100 LEGAL REFERENCE	ORO.AOC.120	ORO.CC.120	ORA.GEN.220	AnnexIV 2018/1139
2-A0-005 CL Ch.-OM Ch.-Seq-No.	OM-A, Chapter 0, Operations Specifications; OMM, Chapter 3.X, Duties, Responsibilities and Accountabilities MANUAL REFERENCE				

**APP:** Providing Cabin Crew Initial Training course is subject to prior approval by FOCA.

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- Is an application for approval available?
- Are all the necessary means available to provide Cabin Crew Initial Training?
- Is the approval to provide Initial Training course and any procedures in relation to the training described in the corresponding operations / training manual?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

In order to obtain the approval, following issues must be covered:

- compliance with the requirements in Chapter 1.1;
- compliance with capability and accountability to perform the related task;
- the management system contains the related procedures and responsibilities;
- the approval for the training and any procedures in relation to this training are described in the corresponding organisation's / operator's operations manual(s).

A written request (Form 44.20 for operators) together with the associated documents must be submitted to FOCA.

2.2 Approval to issue Cabin Crew Attestations		M/CC
Ch. 2.2 ISS 3 / REV 2 / 01.06.2020		EVALUATION METHOD
CCITCCA CL TOPIC	CC.CCA.100 CC.CCA.105 LEGAL REFERENCE	CC.CCA.110 ORO.AOC.120 ARA.CC.100
2-A0-010 CL Ch.-OM Ch.-Seq-No.	OM-A, Chapter 0, Operations Specifications; OMM, Chapter 3.X, Duties, Responsibilities and Accountabilities MANUAL REFERENCE	

**APP:** The issuance of Cabin Crew Attestations is subject to prior approval by FOCA

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- Is an application for approval available?
- Are all requirements for the issuance of Cabin Crew Attestations fulfilled?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

In order to obtain the approval, following issues must be covered:

- compliance with the requirements in Chapter 1 and 2.1;
- compliance with the capability and accountability to perform the related task;
- documented procedures describing the performance of the related tasks, including the personnel responsible and qualified for the issuance of cabin crew attestations;
- information and documentation established related to the cabin crew attestations including information about their holders;
- documented procedures are established on how to inform the Federal Office of Civil Aviation about the issued cabin crew attestations;
- the management system of the organisation/operator contains the corresponding procedures and responsibilities.

A written request (Form 44.20 for operators) together with the associated documents must be submitted to FOCA.Subsubtitle

### 3 Specific Requirements for the Issuance of CCA

Ch. 3 ISS 3 / REV 2 / 01.06.2020

Cabin crew Attestations shall only be issued to designated cabin crew members who have passed the examination following completion of the initial training course.

The cabin crew attestation shall be issued **with unlimited duration** and **shall remain valid** unless:

- it is suspended or revoked by the competent authority; *or*
- its holder has not exercised the associated privileges during the preceding 60 months on at least one aircraft type.

All these procedures have to be described and the holder of the cabin crew attestation must be informed accordingly.

#### **Suspension and Revocation of CCA**

If holders do not comply with Annex V Part-CC, their cabin crew attestation may be suspended or revoked by the Federal Office of Civil Aviation. In this case holders

- will be informed by FOCA in writing of this decision, and of their right of appeal in accordance with national law;
- shall not exercise the privileges granted by their cabin crew attestation;
- shall inform, without undue delay, the organisation/operator(s) employing their services; and shall return their attestation.

## 4 Recording

Ch. 4 ISS 3 / REV 2 / 01.06.2020

### 4.1 Documents and Record-keeping

Ch. 4.1 ISS 3 / REV 2 / 01.06.2020

M/CC

EVALUATION METHOD

CCITCCA CL TOPIC	CC.GEN.030 LEGAL REFERENCE	ORO.CC.215	ORO.MLR.115	ORA.GEN.220
4-A2-005 CL Ch.-OM Ch.-Seq-No.	OM-A, Chapter 2, Operational control and supervision; <i>or</i> OMM, Chapter 10.X, Record Keeping and Archiving MANUAL REFERENCE			

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- Is there a system of record-keeping for the training records including cabin crew attestations?
- Are procedures established and described to make the records available upon request?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

A system of record-keeping which allows adequate storage and reliable traceability must be established. The format of the records must be specified in the operations/training manual and the records shall be stored in a manner that ensures protection from damage, alteration and theft.

Such records must be kept and made readily available upon request by a competent authority or by the holder. The appointed procedures must be defined in the respective operations / training manual.

As an operating cabin crew member the following documents should be provided upon request:

- the cabin crew attestation according to EASA Form 142 (see 1.2.1);
  - the list showing updated validity periods as relevant to the aircraft type(s) or variant qualification(s);
- along with
- the cabin crew medical report.