



# FOCA GM/INFO

Guidance **M**aterial / **I**nformation

## Operator's Cabin Crew Training

Guidance Material in the format of Certification Leaflet



Scope	Cabin crew training concept and corresponding manuals
Applies to	AOC-Holders
Valid from	06 December 2017
Purpose	Guidance

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## Log of Revision (LoR)

Date	Issue	Revision	Highlight of Revision
01.07.2015	1	0	First Issue
15.04.2016	1	1	Small editorial adjustments, title
06.12.2017	2	0	<p>Amendments to legal requirements, new layout:</p> <ul style="list-style-type: none"> <li>- Ch. 0.1 List of References: amended</li> <li>- Ch. 1.1 Cabin Crew Training and Checking Organisation: <del>nominated postholder</del> <b>nominated person</b></li> <li>- Ch. 1.3 <del>Contracted Training Facilities</del> <b>Activities</b>: Applicable requirements amended</li> <li>- Ch. 1.4 Cabin Crew Training and Checking Personnel: <del>CRM instructor</del> <b>Cabin Crew CRM Trainer</b></li> <li>- Ch. 1.4.1 Cabin Crew Safety Training Manager: several terms replaced</li> <li>- Ch. 1.4.2 Cabin Crew Instructor: Paragraph 'Classroom Instructor' → sentence changed <del>Fails a candidate during...</del> <b>check failed if the required standard...</b>; Paragraph 'Cabin Crew Inflight Instructor' → 'the operator has to nominate...', '(OM-D)' added, 3<sup>rd</sup> bullet point amended, Note box deleted; Paragraph '<del>CRM Instructor</del> <b>Cabin crew CRM Trainer</b>' amended</li> <li>- Ch. 1.4.4 Training Programme Developer: Bullet point added</li> <li>- Ch. 2.1 CC TRNG General: Table 'Cabin Crew Course' → Initial Training Course and Examination: <i>FOCA approval required if applicable</i></li> <li>- Ch. 2.2 Methods and Devices of Training: ORO.MLR.100 added</li> <li>- Ch. 2.3 Checking: ORO.MLR.100 added</li> <li>- Ch. 2.4 CC Initial TRNG Course / CC Attestation: Bullet points amended</li> <li>- Ch. 2.5 Aircraft Type Specific TRNG and Operator Conv. TRNG: 4<sup>th</sup> bullet point amended; Table 'Operator conversion training' → <i>Safety Management System</i> added</li> <li>- Ch. 2.6 Differences Training: 4<sup>th</sup> bullet point amended</li> <li>- Ch. 2.7 Familiarisation: Paragraph 'Familiarisation flights' → Bullet point added</li> <li>- Ch. 2.8 Recurrent Training: Tables 'Aircraft type specific elements' and 'Operator specific training elements' amended (see markers)</li> <li>- Ch. 2.9 Refresher Training: Table amended (additional row <i>Pilot incapacitation</i>)</li> <li>- Ch. 2.10 Senior Cabin Crew Training: Table amended (additional row <i>Stowage of cabin baggage</i>)</li> <li>- Ch. 3.2 Aero-Medical and First Aid: Element 'f' should be trained in <i>Aircraft type specific training and Differences training</i></li> <li>- Ch. 3.4 Crew Resource Management: Table amended</li> <li>- Ch. 3.5 Duties and Responsibilities: Table amended</li> <li>- Ch. 3.8 Fire and Smoke: Table amended</li> <li>- Ch. 3.11 Passenger Briefing: Briefing items before take off and after landing added → 'use and stowage of portable electronic devices'; <del>safety harnesses</del> <b>restraint systems</b></li> <li>- Ch. 3.12 Passenger Handling: Table amended (additional row <i>SCPs</i>)</li> <li>- Ch. 4.1 Record-Keeping/Storage Periods: Paragraph 'Storage periods' → bullet points added</li> </ul>

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## List of Abbreviations

LoA ISS 2 / REV 0 / 01.09.2017

The following abbreviations are within this GM/INFO:

Abbreviation	Definition	Abbreviation	Definition
ACC	Acceptance	HPL	Human Factors Performance Limitation
AeMC	Aeromedical Centre	ICAO	International Civil Aviation Organization
AMC	Acceptable Means of Compliance	MAPSC	Maximum Approved Passenger Seating Configuration
AME	Aeromedical Examiner	MED	Medical
AOC	Air Operator Certificate	MEL	Minimum Equipment List
APP	Approval	MLR	Manuals, Logs and Records
ARA	Authority Requirements for Aircrew	MPA	Multi Pilot Aeroplane
ARO	Authority Requirements for Air Operations	MS	Management System
CAT	Commercial Air Transport	NASP	National Civil Aviation Security Programme
CC	Cabin Crew	OEB	Operational Evaluation Board
CCA	Cabin Crew Attestation	OGM	Operational Guidance Material
CCI	Cabin Crew Instructor	OM	Operations Manual
CCIT	Cabin Crew Initial Training	OM-A, OM-B, OM-D	Operations Manual Part A, Part B, Part D
CCTRNG	Cabin Crew Training	OP	Operational Procedures
CPR	Cardio-Pulmonary Resuscitation	ORA	Organisation Requirements for Aircrew
CRM	Crew Resource Management	ORO	Organisation Requirements for Air Operations
CSPM	Cabin Safety Procedures Manual	PBE	Protective Breathing Equipment
DEF	Definition	PED	Portable Electronic Devices
DG	Dangerous Goods	RVSM	Reduced Vertical Separation Minima
DOC	Document	SCP	Special Category of Passenger
EC	European Commission	SMS	Safety Management System
Ed.	Edition	SOP	Standard Operating Procedures
ETOPS	Extended Range Operations with two Engine Aeroplanes	SPA	Operations requiring Special Approval
EU	European Union		
FOCA	Federal Office of Civil Aviation		
GEN	General		
GM/INFO	Guidance Material / Information		

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## 0 Introduction

Ch. 0 ISS 1 / REV 0 / 01.07.2015

All Guidance Material / Information (GM/INFO) are intended to assist the operator in the implementation of relevant matters into the activities and document system of the operator, as well as to ensure compliance with legal requirements. It is to be considered a tool for the operator in order to ease processes of obtaining required and defined acceptances, approvals and authorisations issued by the Federal Office of Civil Aviation (FOCA). Using the GM/INFO will facilitate establishing compliance with defined requirements and will lead through the respective certification or variation process. This is achieved by the presentation of key questions to be used by the operator to question completeness and compliance of the information contained in the respective document system by performing a self-assessment prior to submitting the documentation to FOCA.

It is important to understand, that FOCA will use the identical GM/INFO when evaluating regulatory compliance to a specific requirement. The GM/INFO is also used as a checklist when performing the authorities' technical finding during the certification or variation process. The questions used by the operator during the self-assessment are identical to those used by the responsible inspector during the evaluation process.

### 0.1 List of References

Ch. 0.1 ISS 2 / REV 0 / 01.09.2017

This GM/INFO is based on the legal references listed below:

Legal Reference	Issue	Subject
Basic Regulation (EC) No 216/2008	20.02.2008	Common rules in the field of civil aviation and establishing a European Aviation Safety Agency
Commission Regulation (EU) No 1178/2011	03.11.2011	Technical requirements and administrative procedures related to civil aviation aircrew: Annex IV: Part-MED
Commission Regulation (EU) No 290/2012 (amending regulation 1178/2011)	30.03.2012	Technical requirements and administrative procedures related to civil aviation aircrew: Annex V : Part-CC ; Annex VI : Part-ARA ; Annex VII : Part-ORA
Commission Regulation (EU) No 965/2012	05.10.2012	Technical requirements and administrative procedures related to air operations: Annex I: DEF; Annex II: Part-ARO; Annex III: Part-ORO; Annex IV: Part-CAT
Commission Regulation (EU) No 376/2014	03.04.2014	Reporting, analysis and follow-up of occurrences in civil aviation
Commission Regulation (EC) No 300/2008	09.04.2008	Common rules in the field of civil aviation security
Commission Regulation (EU) No 83/2014	29.01.2014	Flight Time Limitation amending (EU) No 965/2012
Commission Regulation (EC) No 1107/2006	05.07.2006	Regulation concerning the rights of disabled persons and persons with reduced mobility when travelling by air
ECAC Doc No 30, 11 <sup>th</sup> edition 2009 / Amendment 5	Dec 2009	Facilitation of the transport of persons with disabilities and persons with reduced mobility (PRMs)
ICAO Doc 10002 AN/502	1 <sup>st</sup> Ed. 2014	Cabin Crew Safety Training Manual

### 0.2 Purpose of this GM/INFO

Ch. 0.2 ISS 2 / REV 0 / 01.09.2017

This Guidance Material / Information «CC TRNG» is intended for air operator's management personnel involved in the definition of concepts for training and checking of cabin crew members. It assists editors in the development, production and maintenance of the particular Operations Manual Part D «Training». The GM/INFO addresses key issues in the development and organisation of acceptable means of



compliance regarding training and checking programmes for cabin crew members. Furthermore, it incorporates guidelines, examples of current best practice in addition to instructions and regulatory requirements.

**In order to assist with the self-assessment and the giving of evidence to FOCA, the operator's editor should complete the last column in all mentioned tables.**

### 0.3 Scope

Ch. 0.3 ISS 2 / REV 0 / 01.09.2017

This GM/INFO covers all aspects in regard to an operator's cabin crew training & checking.

### 0.4 Terms and Conditions

Ch. 0.4 ISS 1 / REV 0 / 01.07.2015

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.	EC English Style Guide: Ch. 7.19
<i>may</i>	This term expresses a positive permission.	EC English Style Guide: Ch. 7.21
<i>shall not, will not</i>	These terms express an obligation, a negative command.	EC English Style Guide: Ch. 7.20
<i>may not, must not</i>	These terms express a prohibition.	EC English Style Guide: Ch. 7.20
<i>need not</i>	This term expresses a negative permission.	EC English Style Guide: Ch. 7.22
<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

**Note:** To highlight information or an editorial note a specific note box is used.

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

### 0.5 Organisation / Operator Responsibilities

Ch. 0.5 ISS 1 / REV 0 / 01.07.2015

The operator is responsible for defining the concept for cabin crew training and checking which fits its operation. This comprises:

- preparing of training manual
- preparing of training programmes and syllabi
- organisation of adequate training facilities
- conducting of training and checking
- analysing of conducted training and checking
- producing of training records of the trainees
- maintaining/recording/storing of training records

## 0.6 Format of the GM/INFO

Ch. 0.6 ISS 1 / REV 0 / 01.07.2015

This GM/INFO has the format of a Certification Leaflet (CL). The CL consists of a standardised modular reference box system. The following presentation provides details of the defined format:

①	<b>3.2. Minimum Equipment List (MEL)</b> <small>TOPIC</small>	②		
	<div style="float: right;"><b>M/CC</b> <small>EVALUATION METHOD</small></div>			
③	<table border="1"> <tr> <td data-bbox="231 414 438 481">RVSM <small>CL TOPIC</small></td> <td data-bbox="438 414 1428 481"> <div style="display: flex; justify-content: space-between;"> <div>ORO.MLR.105 <small>LEGAL REFERENCE</small></div> <div>CAT.IDE.A.105</div> </div> </td> </tr> </table>	RVSM <small>CL TOPIC</small>	<div style="display: flex; justify-content: space-between;"> <div>ORO.MLR.105 <small>LEGAL REFERENCE</small></div> <div>CAT.IDE.A.105</div> </div>	④
RVSM <small>CL TOPIC</small>	<div style="display: flex; justify-content: space-between;"> <div>ORO.MLR.105 <small>LEGAL REFERENCE</small></div> <div>CAT.IDE.A.105</div> </div>			
	<table border="1"> <tr> <td data-bbox="231 481 438 560">3-B9-075 <small>CL Ch.-OM Ch.-Seq.-No.</small></td> <td data-bbox="438 481 1428 560"> <div style="display: flex; justify-content: space-between;"> <div>OMB, Chapter 9, Minimum Equipment List (MEL) <small>MANUAL REFERENCE</small></div> </div> </td> </tr> </table>	3-B9-075 <small>CL Ch.-OM Ch.-Seq.-No.</small>	<div style="display: flex; justify-content: space-between;"> <div>OMB, Chapter 9, Minimum Equipment List (MEL) <small>MANUAL REFERENCE</small></div> </div>	⑤
3-B9-075 <small>CL Ch.-OM Ch.-Seq.-No.</small>	<div style="display: flex; justify-content: space-between;"> <div>OMB, Chapter 9, Minimum Equipment List (MEL) <small>MANUAL REFERENCE</small></div> </div>			

⑥ **APP:** The MEL and any amendment thereto requires prior approval  
IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

⑦ ☒ Is the MEL amended in order to cover all system components that are relevant for the RVSM capability of the aeroplane?  
QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

⑧ The MEL shall be amended in order to comply with the requirement for RVSM operations in respect to system capability and redundancy.

①	Topic: subject description
②	FOCA evaluation method
③	<p>FOCA / Topic Reference Number which may be used as identification in addition to interlink between this leaflet and the Document Evaluation Report (Finding Report).</p> <p>The Number consists of a combination of:</p> <ul style="list-style-type: none"> <li>- a subject code related to the specific topic/ theme; and</li> <li>- sequence number in the respective chapter of the GM.</li> </ul> <p>The above example 3-B9-075 indicates:</p> <p>RVSM = GM regarding RVSM Specific Approval, 3 = GM section; B9 = OM chapter under evaluation (here OM-B, Chapter 9.), followed by 075 = sequence number.</p>
④	Associated legal reference and/ or reference to other relevant publications including information on formal Acceptance (ACC) or Approval (APP) where applicable. <u>Note that indicating a legal reference does include the relevant AMC and/or GM.</u>
⑤	Reference to the Part(s), Chapter(s) and/or Subchapters of the operator's document systems or manual system as required by the applicable Part.
⑥	If the legal provision requires a formal approval, a short description of the content of this approval is provided.
⑦	Questions for self-assessment and compliance verification.
⑧	Provides instructions, provisions, regulatory requirements, guidelines, acceptable means of compliance and examples of current best practice.

# 1 Organisation, Cabin Crew Training and Checking Personnel

Ch. 1 ISS 2 / REV 0 / 06.12.2017

1.1 Cabin Crew Training and Checking Organisation				M/CC
Ch. 1.1 ISS 2 / REV 0 / 01.09.2017				EVALUATION METHOD
CCTRNG CL TOPIC	ORO.GEN.200 LEGAL REFERENCE	ORO.GEN.210	ORO.AOC.135	
1-D1-005 CL Ch.-OM Ch.-Seq.-No.	OM-D, Chapter 1.x «Cabin Crew Training and Checking Organisation» MANUAL REFERENCE			

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is a description of cabin crew training and checking organisation including graphical structure available?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- The organisation of cabin crew training and checking environment within the operator's organisation must be described and a list of all cabin crew training and checking personnel as well as contracted training facilities shall be added where applicable;
- A detailed description of the department of training and checking, subordinated to the nominated person crew training respectively must be available;  
The organigram must show the relationship, in particular the subordination and reporting lines for the functions of instructors;  
Refer to CL MS 4.1.

1.2 Cabin Crew Training Philosophy and Standard of Performance			CA
Ch. 1.2 ISS 1 / REV 0 / 01.07.2015			EVALUATION METHOD
CCTRNG CL TOPIC	ORO.GEN.110 LEGAL REFERENCE	ORO.GEN.200	
1-D1-010 CL Ch.-OM Ch.-Seq.-No.	OM D, Chapter 1.x «Cabin Crew Training Philosophy and Standard of Performance» MANUAL REFERENCE		

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is the philosophy for cabin crew training and checking determined and defined?
- ☐ Are the standards of performance for cabin crew training and checking defined?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- The philosophy for cabin crew training should be defined and in accordance with the operation's philosophy.

For example, a philosophy for cabin crew training may include that:

- the objective of cabin crew training and checking programme is the production of competence;
- cabin crew members have the skills and knowledge needed to perform their duties and responsibilities;
- cabin crew members are capable of conducting safe flight operations.
- cabin crew training and checking is to achieve and maintain safety.

### Overall standard of performance

- Congruent with the philosophy, an overall standard of performance should be defined which may be an integral part of the philosophy of cabin crew training, since the motives and intentions to perform training and checking are identical with the philosophy of training;
- A typical overall standard of performance might be:  
*All cabin crew members are capable of performing flight operations safely, according to company philosophy, standards, procedures and practices, as defined in the operations manual system.*

1.3 Contracted Activities		CA
Ch. 1.3 ISS 2 / REV 0 / 06.12.2017		EVALUATION METHOD
CCTRNG CL TOPIC	ORO.GEN.205 LEGAL REFERENCE	
1-D1-015 CL Ch.-OM Ch.-Seq.-No.	OM-D, Chapter 1.x «Contracted Training Facilities» MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are contracted training facilities listed indicating organisation name, contacts, training and checking modules provided?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

### Contracted activities:

The operator shall ensure that when contracting or purchasing any part of its activity, the contracted or purchased service or product conforms to the applicable requirements.

- A written agreement should exist between the operator and the contracted organisation clearly defining the contracted activities and the applicable requirements.
- The operator should ensure that the contracted organisation has the necessary authorisation or approval when required, and commands the resources and competence to undertake the task.
- The contracted activities relevant to the agreement should be included in the operator's safety management and compliance monitoring programmes.
- Contractors used within defined training and checking programmes must be named. It must be comprehensible which subcontractor is used for which training and checking module.
- There should be a list of all training activities and/or utilised facilities containing:
  - company name;
  - contact telephone numbers;
  - address;
  - in case of dangerous goods, first name and last name of instructors/trainers.
- The qualifications and authorisations are to be verified.

**Note:** Refer also to FOCA guidance material on Management System (MS) and Dangerous Goods (DG).

1.4 Cabin Crew Training and Checking Personnel			CC
Ch. 1.4 ISS 2 / REV 0 / 06.12.2017			EVALUATION METHOD
CCTRNG CL TOPIC  1-D1-020 CL Ch.-OM Ch.-Seq.-No.	ICAO Doc 10002 14 LEGAL REFERENCE	ORO.GEN.110	ORO.GEN.200
	OM-D, Chapter 1.3.x «Training and Checking Personnel» MANUAL REFERENCE		

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are the duties and responsibilities of cabin crew training and checking personnel defined?
- ☐ Are all training and checking personnel listed?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

Cabin crew training and checking personnel are integral to successful programmes and the development of competent cabin crew members. These professionals should possess a good understanding of the learning process and how to positively influence human behaviour. Training development and continued evaluation of training and checking personnel programmes are also needed to obtain quality training. Therefore, qualifications for key personnel must be established and implementation of a process for the continuous improvement of programmes should be made.

The following key personnel should be defined:

- Cabin Crew Safety Training Manager - 1.4.1
- Cabin Crew Instructor (e.g. Classroom Instructor, Cabin Crew Inflight Instructor, Cabin Crew CRM Trainer, DG Instructor) - 1.4.2
- Cabin Crew Examiner - 1.4.3
- Training Programme Developer – 1.4.4
- Operations personnel with an assignment to conduct cabin crew training and checking, shall be notified and listed;
- The listing of nominated training and checking personnel (for in-house training only) shall be divided in assigned training functions and aeroplane fleets;
- For contracted cabin crew training and checking, the operator shall list the name of those instructors holding specific certificates (applicable for DG and security);
- The list for training and checking personnel conducting in-house training shall contain:
  - first name and last name
  - functions relevant to training and checking programmes (e.g. classroom instructor)

**Example for classroom instructors:**

<b>Name</b>	<b>Domain / Field of Competence</b>
<i>Gertrud Pfläscherli</i>	<i>First Aid</i>
<i>Hans Rutschbahn</i>	<i>Emergency Procedures</i>
<i>Astrid Stürmi</i>	<i>CSPM</i>
<i>Hugo Feedback</i>	<i>Quality System</i>
<i>John Rakete</i>	<i>DG</i>
<i>Heidi Gschpürschmi</i>	<i>CRM</i>



1.4.1 Cabin Crew Safety Training Manager Ch. 1.4.1 ISS 2 / REV 0 / 06.12.2017		CA EVALUATION METHOD
CCTRNG CL TOPIC	ICAO Doc 10002, 14.2 ORO.GEN.200 LEGAL REFERENCE	
1-D1-025 CL Ch.-OM Ch.-Seq.-No.	OM D, Chapter 1.3.x «Cabin Crew Safety Training Manager» MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are the qualifications of the Cabin Crew Safety Training Manager specified?
- ☐ Are the duties and responsibilities of the Cabin Crew Safety Training Manager specified?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

Depending on the size of the organisation, a cabin crew safety training manager may be appointed. The cabin crew safety training manager should demonstrate a thorough understanding and knowledge of the administrative and practical responsibilities and procedures associated with the position.

- Qualifications should include at least the following:
  - experience as a cabin crew member;
  - management skills;
  - experience in instructional and training skills;
  - knowledgeable about applicable regulations and operator's procedures.
- The duties and responsibilities should include at least the following:
  - assuring current and approved programmes on cabin crew safety training and associated syllabi and lesson plans;
  - assuring that training equipment and facilities meet the required standards;
  - providing advice into the development of normal and emergency procedures;
  - providing advice into the development of directives and notices to cabin crew members;
  - supervising cabin crew training and checking personnel and ensuring that the appropriate guidance is provided;
  - assuming responsibilities delegated by the nominated person crew training;
  - training of cabin crew members in accordance with the approved programme;
  - maintaining cabin crew training records;
  - liaising with other company departments to ensure that cabin safety objectives are met;
  - liaising with regulatory authorities;
  - delegating all responsibilities to another qualified person when absent.



<b>1.4.2 Cabin Crew Instructor</b> <small>Ch. 1.4.2 ISS 2 / REV 0 / 06.12.2017</small>		CA EVALUATION METHOD
CCTRNG CL TOPIC	ICAO Doc 10002 14.3 ORO.CC.115 OGM CCI FOCA ORO.MLR.100 LEGAL REFERENCE	
1-D1-030 CL Ch.-OM Ch.-Seq.-No.	OM D, Chapter 1.3.x «Cabin Crew Instructor» MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are the qualifications of the Cabin Crew Instructors described?
- ☐ Are the duties and responsibilities of the Cabin Crew Instructors described?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

The selection process for a cabin crew instructor should be designed to assert that the individual's knowledge, capability and accomplishment are suitable for the instructor's role and also to determine the person's motivation. In addition, selection of an instructor should be based on criteria intended to define a proven capability in the subject for which instruction is expected to be given in accordance with the competences described below. Furthermore, a cabin crew instructor applicant should:

- be familiar with the operator's philosophy, procedures, organisation as well as area and type of operation;
- have a good knowledge of the administrative procedures, contents of operations manuals, operational documents, forms and related records;
- have good experience on aeroplane type(s);

Applicants should undergo training in the area of «teaching and learning» and «operator internal training for operator specific elements» according to the table below.

- An adequate syllabus for theoretical knowledge concerning teaching activity and learning behaviour of a cabin crew instructor should include at least the following:

Element	Content
Learning Process	<ul style="list-style-type: none"> <li>• Motivation</li> <li>• Perception and understanding</li> <li>• Learning methods</li> </ul>
Teaching Process	<ul style="list-style-type: none"> <li>• Elements of effective teaching</li> <li>• Teaching methods</li> <li>• Planning of instructional activity</li> </ul>
Training philosophy	<ul style="list-style-type: none"> <li>• Importance of a planned syllabus</li> <li>• Integration of theoretical knowledge</li> </ul>
Techniques for Supervision	<ul style="list-style-type: none"> <li>• The cabin environment</li> <li>• In-flight situational awareness</li> <li>• Briefing structure (topics and targets)</li> <li>• Candidate's self-assessment</li> </ul>
Human Performance and Limitation	<ul style="list-style-type: none"> <li>• Physiological factors</li> <li>• Psychological factors</li> <li>• Human information processing</li> <li>• Behavioural attitudes</li> </ul>

Feedback system	<ul style="list-style-type: none"> <li>The drawing up of comments, recommendations and improvements</li> </ul>
Candidate's Evaluation	<ul style="list-style-type: none"> <li>The role of a Cabin Crew Instructor during supervision and its analysis</li> <li>Assessment of student performance</li> <li>Analysis of student's errors</li> </ul>

- An adequate syllabus for an «operator internal training regarding operator specific elements» should include at least:

Element	Content
Requirements	<ul style="list-style-type: none"> <li>Legal basis (Part-CC etc.)</li> <li>Operator specific requirements (directives)</li> </ul>
Training and checking administration	<ul style="list-style-type: none"> <li>Records and Forms</li> <li>Control, analysis and storage of records</li> <li>Feedback system (element of quality system)</li> </ul>
Handling of underperforming crew	<ul style="list-style-type: none"> <li>Procedures to be applied in the event that candidates do not achieve or maintain the required standard</li> </ul>

- Prior to the issue of an instructor qualification, the candidate should successfully complete a formal competence assessment in the role of instructor, during the conduct of practical training. The final assessment of instructor competence should be made against the competency framework contained in the ICAO Doc 10002, Appendix 1 to Chapter 14.
- Programmes for the role of instructor should focus on development of the following competences:
  - manage safety of training environment;
  - prepare training environment;
  - manage and support the trainee;
  - conduct training;
  - perform trainee assessment;
  - perform course evaluation;
  - continuously improve performance.
- All instructors should receive refresher training and be re-assessed according to the formal competency assessment during the conduct of practical training using a documented training and assessment process which is described in the operations manual (OM-D).
- If no cabin crew examiners are assigned (see 1.4.3) within the organisation and both the roles of an instructor and examiner are performed by the same individual, a clear distinction between the competences to perform the two duties (instructor/examiner) should be made. Furthermore, the individual must remain impartial during the assessments.

### Classroom Instructor

- In the context of conducting theoretical knowledge and practical instruction on ground, it is advisable to nominate classroom instructors.
- The nominated classroom instructor should hold a cabin crew attestation or is a subject matter expert and authorised to instruct on matters that deal with the respective area of expertise. e.g. a classroom instructor for the module «Aero-Medical and First Aid» should ideally be a medical practitioner, paramedic, etc.
- Duties and responsibilities:

- gives theoretical and practical instruction and develops knowledge in the field of competence;
- analyses and monitors the individual and collective (class) performance progress and adapts techniques of instruction according to the trainees' needs and standards of performance and ensures a consistent knowledge transfer;
- applies feedback, reporting and administrative processes in compliance with the operations manual;
- evaluates own effectiveness and sustains personal development
- evaluates and assesses candidate's performances individually or collectively;
- formulates factual statements in case of insufficient progress: check failed if the required standard of performance is not achieved or maintained;

proposes corrective actions and supports the feedback system to ensure the achievement of standard of performance of the training and checking programme.

### **Cabin Crew Inflight Instructor**

In the context of conducting supervision on familiarisation flights and in-flight checks, the operator has to nominate Cabin Crew Inflight Instructors.

- Duties and responsibilities:
  - educates, guides, supervises and checks:
    - the adherence to operational philosophy and the execution of policies, standards, procedures and practices as specified in the operations manual system;
    - skills, knowledge and competence needed by the candidate to perform the assigned function, duties and responsibilities;
    - risk awareness and correct behaviour;
  - applies feedback, reporting and administrative processes in compliance with the operations manual.
  - formulates factual statements in case of insufficient progress: line-check failed if the required standard of performance is not achieved or maintained;
- Depending on the organisational structure, aeroplane fleet and subject to FOCA acceptance, other training and checking personnel in specific function (e.g. Ground Instructors, CRM Trainer, Training Captain etc.) may be nominated for the supervising tasks which must be described in the operations manual (OM-D).
- Where a new aeroplane is being added to the AOC or where a new operator is starting its operation it might be necessary to make use of special resources for its introduction, such as
  - manufacturer's cabin crew inflight instructors rated on the aeroplane type;
  - cabin crew inflight instructors from another operator using the same type of aeroplane;
  - other instructing personnel (e.g. Training Captain, Ground Instructor).

Before being admitted as cabin crew inflight instructor, fulfilment of the requirements stipulated in the table above of operator internal training regarding operator specific elements tailored to the operator's needs must be granted.

- Proof of the corresponding qualification and training shall be recorded and reported to FOCA.

### **Cabin Crew CRM Trainer**

- A training and standardisation programme for CRM instructors should be established.
- Cabin crew CRM trainer must be suitably qualified to integrate elements of CRM into all appropriate training programmes. 'Suitably qualified' means:
  - have adequate knowledge of the relevant flight operations;

- have received instructions on human performance limitations (HPL);
  - having completed an introductory CRM course as required in Part-CC and all cabin crew CRM training required by Part-ORO;
  - have received training in group facilitation skills;
  - have received additional training in the fields of group management, group dynamics and personal awareness; and
  - have demonstrated the knowledge, skills and credibility required to train the CRM training elements in the non-operational environment,
  - being supervised by an appropriately qualified CRM instructor when conducting their first CRM course.
- An experienced CRM trainer may become a cabin crew CRM trainer if he/she demonstrates a satisfactory knowledge of the relevant flight operations and the cabin crew working environment, and fulfils the provisions.
  - **Training of cabin crew CRM trainer**  
 Training of cabin crew CRM trainers should be both theoretical and practical. Practical elements should include the development of specific trainer skills, particularly the integration of CRM into day-to-day operations.  
 The basic training of cabin crew CRM trainers should include the training elements for cabin crew, as specified in Table 1 of AMC1 ORO.CC.115(e). In addition, the basic training should include the following:
    - introduction to CRM training;
    - operator's management system; and
    - characteristics, as applicable:
      - of the different types of CRM trainings (initial, recurrent, etc.);
      - of combined training; and
      - related to the type of aircraft or operation.
 The refresher training of cabin crew CRM trainers should include new methodologies, procedures and lessons learned.  
 The training of cabin crew CRM trainers should be conducted by cabin crew CRM trainers with a minimum of 3 years' experience. Assistance may be provided by experts in order to address specific areas.
  - **Assessment of cabin crew CRM trainer**  
 A cabin crew CRM trainer should be assessed (the process of observing, recording, interpreting and debriefing) by the operator when conducting the first CRM training course. This first assessment should be valid for a period of 3 years.  
 The assessment process should be described in the operations manual (OM-D). All personnel involved in the assessment must be credible and competent in their role.
  - **Recency and renewal of qualification as cabin crew CRM trainer**  
 For recency of the 3-year validity period, the cabin crew CRM trainer should:
    - - conduct at least 2 CRM training events in any 12-month period;
    - - be assessed within the last 12 months of the 3-year validity period by the operator; and
    - - complete CRM trainer refresher training within the 3-year validity period.
 The next 3-year validity period should start at the end of the previous period.  
 For renewal, i.e. when a cabin crew CRM trainer does not fulfil the provisions, he/she should, before resuming as cabin crew CRM trainer:
    - comply with the qualification provisions and assessment; and
    - complete CRM trainer refresher training

- **Contracted CRM training**

If the operator chooses not to establish its own CRM training, another operator, a third party or a training organisation may be contracted to provide the training (see CL1.3).

In case of contracted CRM training, the operator should ensure that the content of the course covers the specific culture, the type of operations and the associated procedures of the operator. When crew members from different operators attend the same course, the CRM training should be specific to the relevant flight operations and to the trainees concerned.

**DG instructor**

- See FOCA's [Guidance Material](#) on «Dangerous Goods Complex Aeroplanes»

**Security instructor**

- In connection with conducting security training, a security instructor is to be nominated (refer to chapter 11.5 "Qualification of instructors and independent validators" in the Swiss National Civil Aviation Security Programme (NASP)).
- The nominated security instructor must be familiar with the work environment in the relevant aviation security field and qualification and be qualified and competent in instructional techniques and must be certified by FOCA.
- Application must be made by sending a completed instructor application form (NASP, annex 11-E) accompanied by the relevant documentation to FOCA, in order to start the certification process. The applicant will receive thereafter a security instructor assessment guide for further information.
- Duties and responsibilities: see «Classroom Instructor» above.

1.4.3 Cabin Crew Examiner		CA
Ch. 1.4.3 ISS 1 / REV 0 / 01.07.2015		EVALUATION METHOD
CCTRNG CL TOPIC	ICAO Doc 10002 14.4 LEGAL REFERENCE	
1-D1-035 CL Ch.-OM Ch.-Seq.-No.	OM-D Chapter 1.3 «Cabin Crew Examiner» MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is the role of a Cabin Crew Examiner determined?
- ☐ Are the qualifications of the Cabin Crew Examiner described?
- ☐ Are the duties and responsibilities of the Cabin Crew Examiner described?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

The size of an organisation or other factors result in nominating individuals as cabin crew examiners in addition to cabin crew instructors. However, these two roles may be assigned to the same individual. If done so, a clear distinction in the competences to perform the two duties (instructor/examiner) must be made. Furthermore, the individual must remain impartial during the assessments.

- The nominated cabin crew examiner should hold a cabin crew attestation or is a subject matter expert and is authorised to instruct on matters that deal with respective area of expertise.
- Prior to the issue of an examiner qualification, the candidate should successfully complete a formal competency assessment in the role of instructor, during the conduct of practical training. The final assessment of instructor competence should be made against the competency framework contained in the ICAO Doc 10002, Appendix 1 to Chapter 14.
- Duties and responsibilities:
  - applies feedback, reporting and administrative processes in compliance with the operations manual;
  - evaluates and assesses candidate's performances individually or collectively;
  - formulates factual statements in case of insufficient progress. Fails a candidate during a check if the required standard of performance is not achieved or maintained;
  - proposes corrective actions and supports the feedback system to ensure the achievement of standard of performance of the training and checking programme.
- Reliability is needed to ensure consistency in assessments conducted by examiners. When examiners use an assessment instrument, a process should be in place to ensure the consistency or stability of results given by a single examiner to the same performances at different moments in time and the consistency or stability of results between different examiners.
- If the assessment instrument is a multiple choice questionnaire, limited training of examiners for reliability may be required. Examiners need to apply an answer key.
- All examiners should receive refresher training and be re-assessed according to the formal competency assessment during the conduct of practical training using a documented training and assessment process which is described in the operations manual.

1.4.4 Training Programme Developer		CA
Ch. 1.4.4 ISS 2 / REV 0 / 06.12.2017		EVALUATION METHOD
CCTRNG CL TOPIC	ICAO Doc 10002 14.5 LEGAL REFERENCE	
1-D1-040 CL Ch.-OM Ch.-Seq.-No.	OM-D Chapter 1.3 «Training Programme Developer» MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is the role of training programme developer determined?
- ☐ Are the duties and responsibilities of training programme developer described?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

Depending on the size and type of the organisation, a training programme developer may be nominated.

- The training programme developer is responsible for the development of cabin crew training programmes that meet the applicable regulatory requirements.
- Duties and responsibilities:
  - designing of training programme;
  - defining of training objectives;
  - designing of course examinations and practical evaluations;
  - designing of training modules;
  - determining of training strategy;
  - selecting of training media;
  - producing of competency-based training and assessment materials;
  - carrying out of developmental testing of competency-based training and assessment materials;
  - improving of training programme, based on analysis of different sources of information (e.g. safety audits, trainee feedback).
- The training programme developer must liaise with the training department and is in close cooperation with the nominated person crew training.

## 2 Cabin Crew Training

Ch. 2 ISS 1 / REV 0 / 01.07.2015

2.1 General		M/CC/IN	
Ch. 2.1 ISS 2 / REV 0 / 06.12.2017		EVALUATION METHOD	
CCTRNG CL TOPIC	ORO.CC.115 ORO.GEN.110 ORO.CC.215	Part-CC Part ORO.CC	ICAO Doc 10002 1.2 ORO.MLR.100
2-D2-005 CL Ch.-OM Ch.-Seq.-No.	OM-D Chapter 2 «General»		
	LEGAL REFERENCE		
	MANUAL REFERENCE		

**APP:** Training and checking programmes including syllabi of all cabin crew training are subject to prior approval by FOCA.

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is a general explanation of cabin crew training available?
- ☐ Are all shall/must items considered in the training concept?
- ☐ Are all required courses defined for the scope of operation?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

The role that cabin crew members play, both in normal operations and in the event of an abnormal or emergency situation, requires that they undergo specialised and thorough training to gain sound knowledge of their safety role and the required competencies needed to perform their duties and responsibilities.

Training must focus on cabin crew member's duties and responsibilities in the event of an abnormal or emergency situation. Since accidents are statistically rare, training programmes need to ensure that cabin crew members remain proficient and are able to execute the required tasks in the event that they may occur.

Cabin crew training should also address safety duties and responsibilities relating to normal operations, and the role that cabin crew members play in maintaining safety.

Joint safety and emergency training for both flight crew and cabin crew is highly recommended, particularly for some key topics such as crew resource management. Joint training enhances communication and coordination and promotes a better understanding of the crew member's roles and responsibilities. The successful resolution of aeroplane emergencies requires interaction between flight crew and cabin crew and emphasis should be placed on the importance of effective co-ordination and two-way communication between all crew members in various emergency situations.

The role of cabin crew members is constantly expanding. Beyond safety and abnormal/emergency procedures, cabin crew members must manage security-related events, medical situations, and participate in the overarching management programmes, such as safety management systems. Training must encompass all these aspects.

- A detailed programme and syllabus **shall** be established for each of the following courses where applicable;
- Each programme & syllabus for training specified in the OM-D **must** be approved by FOCA;
- The prerequisites for all courses **must** be specified in the OM-A, Chapter 5 "Qualification Requirements";
- Standards of Performance should be defined for all training (see also training modules in Chapter 3).



## Example for definitions of standards

For the candidate to:

- know and be able to perform the operator's procedures in normal and emergency situations
- know location, handling and use of the emergency equipment on the specific aeroplane types

The following courses have to be defined:

Cabin Crew courses	Applicability
Initial Training Course and Examination	FOCA approval required if applicable
Aircraft type specific training and operator conversion training	Specified to aircraft type(s) to be operated
Differences Training	Specified to aircraft type(s) to be operated
Familiarisation	Specified to aircraft type(s) to be operated
Recurrent Training	Specified to aircraft type(s) to be operated
Refresher Training	Specified to aircraft type(s) to be operated
Senior Cabin Crew Member Course	Mandatory when operating aircraft <ul style="list-style-type: none"> <li>• with a maximum operational passenger seating configuration (MOPSC) of more than 50</li> </ul>
Single Cabin Crew Training	Mandatory <ul style="list-style-type: none"> <li>• when operating aircraft with a MOPSC of more than 19 and 50 or more seats installed</li> <li>• for other operations where only one (1) cabin crew member is assigned on board</li> </ul>

**Note:** For the initial AOC application or import of a new type, a cabin crew training concept has to be submitted to FOCA.

## 2.2 Methods and Devices of Training

Ch. 2.2 ISS 2 / REV 0 / 06.12.2017

CA

EVALUATION METHOD

CCTRNG  
CL TOPIC

ORO.CC.115

ICAO Doc 10002, 14.6

ORO.MLR.100

LEGAL REFERENCE

2-D2-010

CL Ch.-OM Ch.-Seq.-No.

OM-D Chapter 2.2 «Conduct of Training and Associated Checking»

MANUAL REFERENCE

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are all shall/must-items considered in the concept of training?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

### Training methods

- Each course **shall** be conducted in a structured and realistic manner.
- Each course **shall** include theoretical and practical instruction together with individual or collective practice, as relevant to each training subject, in order that the cabin crew member achieves and maintains an adequate level of proficiency.
- Training methods should be established which take the following into account:
  - training should include the use of cabin training devices, audio-visual presentations, computer based training and other types of training, as most appropriate to the training element;
  - a reasonable balance between the different training methods should be ensured so that the cabin crew member achieves the level of proficiency necessary for a safe performance of all related cabin crew duties and responsibilities.
- Training should take into consideration the various ages, cultures and language proficiency of trainees.
- Various training mediums should be utilised:
  - Any distance training should include technology support.
  - Some learners may require more interactive learning techniques; and
  - different learning styles should be considered.

### Training devices

- When assessing the representative training devices to be used:
  - take into account that a representative training device may be used to train cabin crew as an alternative to the use of the actual aeroplane or required equipment;
  - ensure that those items relevant to the intended training and checking given accurately represent the aeroplane or equipment, in particular the following:
    - layout of the cabin in relation to doors/exits, galley areas and safety and emergency equipment stowage as relevant;
    - type and location of passenger seats and cabin crew stations;
    - doors/exits in all modes of operation, particularly in relation to the method of operation, mass and balance and operating forces, including failure of power assist systems where fitted;
    - safety and emergency equipment of the same type as provided in the aeroplane (such equipment may be 'training use only' items and, for oxygen and protective breathing equipment, units charged with or without oxygen may be used).

- assess the following factors when determining whether a door/exit can be considered to be a variant of another type:
  - door/exit arming/disarming;
  - direction of movement of the operating handle;
  - direction of door/exit opening;
  - power-assist mechanisms; and
  - assisting evacuation means such as slides and ropes.

2.3 Checking			M / CC
Ch. 2.3 ISS 2 / REV 0 / 06.12.2017			EVALUATION METHOD
CCTRNG CL TOPIC	ORO.CC.115 LEGAL REFERENCE	ORO.GEN.110	ORO.MLR.100
2-D2-015 CL Ch.-OM Ch.-Seq.-No.	OM-D chapter 2.2 «Conduct of Training and Associated Checking» OM-D chapter 3.x «Procedures» MANUAL REFERENCE		

**APP:** Training and checking programmes including syllabi of all cabin crew training are subject to prior approval by FOCA.

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are all shall/must-items considered in the concept of training?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- During or following the completion of all training required, each cabin crew member **shall** undergo a check covering all training elements of the relevant training programme, except for crew resource management (CRM) training.
- Checks **shall** be performed by personnel appropriately qualified for the subject to be covered (see chapters 1.4.2 and 1.4.3) to verify that the cabin crew member has achieved and/or maintains the required level of proficiency.
- Checking required for each course should be accomplished by the appropriate method for the training element to be checked. These methods include:
  - practical demonstration;
  - computer-based assessment;
  - in-flight checks;
  - oral or written tests,
 and must be defined in the operations manual (OM-D).
- Training elements that require individual practical participation may be combined with practical checks.
- Procedures should be defined to ensure that abnormal or emergency situations requiring the application of part or all of the abnormal or emergency procedures, are not simulated during commercial air transport operations.
- Pass marks for the several checks should be defined.
- Procedures should be applied, including retraining, in the event that cabin crew members do not achieve or maintain the required standards.

2.4 Cabin Crew Initial Training Course / Cabin Crew Attestation		M / CC
Ch. 2.4 ISS 2 / REV 0 / 06.12.2017		EVALUATION METHOD
CCTRNG CL TOPIC	Part-CC LEGAL REFERENCE	ORO.GEN.110
2-D2-020 CL Ch.-OM Ch.-Seq.-No.	OM-D, Chapter 2.2, «Initial Training» MANUAL REFERENCE	

**APP:** The programme & syllabus of the initial training is subject to prior approval by FOCA

**APP:** The issuance of cabin crew attestation is subject to prior approval by FOCA

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is cabin crew initial training performed and cabin crew attestation issued?
- ☐ Is there a statement if no initial training or issuance of cabin crew attestation is foreseen?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- If initial training course is not applicable (no FOCA approval), a written statement must be given that only cabin crew members who hold a cabin crew attestation will be employed.
- To apply for cabin crew initial training course and to issue the relevant cabin crew attestations refer to the GM/INFO «CCIT/CCA».

2.5 Aircraft Type Specific Training and Operator Conversion Training				M / CC
Ch. 2.5 ISS 2 / REV 0 / 06.12.2017				EVALUATION METHOD
CCTRNG CL TOPIC	ORO.CC.125 LEGAL REFERENCE	ORO.CC.215	Annex IV Part-MED	ORO.GEN.110
2-D2-025 CL Ch.-OM Ch.-Seq.-No.	OM-D Chapter 2.2.x «Aircraft Type Specific Training and Operator Conversion Training» MANUAL REFERENCE			

**APP:** The programme & syllabus of the aircraft type specific training and operator conversion training is subject to prior approval by FOCA

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is the aeroplane type specific training and operator conversion training described?
- ☐ Are the programme and syllabus included?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Training including associated checking has to be performed:
  - before being first assigned to operate as a cabin crew member or
  - before being assigned by the same operator to operate on another aircraft type.
- Prerequisites for training are:
  - having completed the initial training course;
  - holding the cabin crew attestation;
  - having passed a medical examination conducted by an AME (Aero-Medical Examiner) or AeMC (Aeromedical-Centre) and holding a valid cabin crew medical report.
- This training does also have to be performed if validity of the last recurrent training has expired.
- When establishing the aircraft type specific and the operator conversion training programmes and syllabi, the operator shall include, where available, the relevant elements defined in the mandatory part of the operational suitability data established in accordance with Regulation (EU) No 748/2012 (<http://easa.europa.eu/document-library/operations-evaluation-board-reports>).
- Training and checking must cover all aircraft types or variants on which the cabin crew member is operating.
- The operator conversion training programme shall include training on the operator's normal procedures for cabin crew members which first need to be assigned to duties by the operator. Normal procedures mean all procedures stated in the operations manual for day-to-day normal operations (e.g. pre-flight briefing, pre-flight checks, passenger briefing, securing of galleys and cabin, cabin surveillance during flight).
- The programmes and syllabi should take into account previous training as documented in the cabin crew member's training records. Specification in the manual shall reflect how the operator determines the amount of training required for each cabin crew member.
- Elements of training should be differentiated and allocated either to "aeroplane type specific training" or to "operator conversion training".
- The elements in the tables below shall at least be covered:

## Aircraft type specific training

Content	To be found in CL Module	CL Chapter	OM-D Chapter (to be completed by operator)
Aircraft description	<i>Aircraft description</i>	3.3	.....
Fire and smoke	<i>Fire and smoke</i>	3.8	.....
Operations of doors and exits	<i>Doors and exits</i>	3.6	.....
Evacuations slide training	<i>Emergency procedures</i>	3.7	.....
Emergency procedures			.....
Pilot incapacitation	<i>Pilot incapacitation</i>	3.13	.....
Safety and emergency equipment	<i>Safety and emergency equipment</i>	3.14	.....
Aeroplane type specific CRM	<i>CRM</i>	3.4	.....

## Operator conversion training

Content	To be found in CL Module	CL Chapter	OM-D Chapter (to be completed by operator)
Cabin configuration	<i>Aircraft description</i>	3.3	.....
Fire and smoke	<i>Fire and smoke</i>	3.8	.....
Evacuation procedures	<i>Emergency procedures</i>	3.7	.....
Emergency procedures			.....
Crowd control			.....
Normal procedures	<i>Normal procedures</i>	3.10	.....
Passenger handling	<i>Passenger handling</i>	3.12	.....
Passenger briefing	<i>Passenger briefing</i>	3.11	.....
Pilot incapacitation	<i>Pilot Incapacitation</i>	3.13	.....
Safety and emergency equipment	<i>Safety and emergency equipment</i>	3.14	.....
Operator's CRM training	<i>CRM</i>	3.4	.....
Security	<i>See NASP</i>		.....
Safety Management System	<i>See GM/INFO «CL MS»</i>		.....
Company introduction	<i>See GM/INFO «CL MS»</i>		.....
Dangerous goods	<i>See GM/INFO «DG»</i>		.....

2.6 Differences Training		M / CC
Ch. 2.6 ISS 2 / REV 0 / 06.12.2017		EVALUATION METHOD
CCTRNG CL TOPIC	ORO.CC.130 LEGAL REFERENCE	ORO.GEN.110
2-D2-030 CL Ch.-OM Ch.-Seq.-No.	OM-D Chapter 2.2.x «Differences Training» MANUAL REFERENCE	

**APP:** The programme & syllabus of the differences training is subject to prior approval by FOCA

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is a differences training defined?
- ☐ Are the programme and syllabus included?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- In addition to the aircraft type specific training and operator conversion training, the cabin crew member shall complete appropriate training and checking covering any differences before being assigned on:
  1. a variant of an aircraft type currently operated;
  - or
  2. a currently operated aircraft type or variant with different
    - safety and emergency equipment; or
    - safety and emergency equipment location; or
    - normal and emergency procedures.
- The programme shall be determined as necessary on the basis of a comparison with the programme completed of the aircraft type specific training and operator conversion training.
- Training shall involve practice in a representative device or on the actual aircraft as relevant to the different elements of training to be covered.
- When establishing a differences training programme and syllabus for a variant of an aircraft type currently operated, the operator shall include, where available, the relevant elements defined in the mandatory part of the operational suitability data established in accordance with Regulation (EU) No 748/2012 (<http://easa.europa.eu/document-library/operations-evaluation-board-reports>).



2.7 Familiarisation		M / CC
Ch. 2.7 ISS 2 / REV 0 / 06.12.2017		EVALUATION METHOD
CCTRNG CL TOPIC	ORO.CC.135 LEGAL REFERENCE	ORO.GEN.110
2-D2-035 CL Ch.-OM Ch.-Seq.-No.	OM-D Chapter 2.2.x «Familiarisation» MANUAL REFERENCE	

**APP:** The programme & syllabus of the familiarisation is subject to prior approval by FOCA

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is the familiarisation defined?
- ☐ Are the programme and syllabus included?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- After completion of aeroplane 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.
- Familiarisation consists of familiarisation flights and/or aircraft familiarisation visits.
- The prerequisites for familiarisation are:
  - cabin crew members with no previous comparable operating experience:
    - should participate in a familiarisation visit and in familiarisation flights; and
    - as a single cabin crew member should participate in 20 hours and 15 sectors of familiarisation flights.
  - cabin crew operating on a subsequent aircraft type with the same operator:
    - should participate either in a familiarisation flight; or
    - a familiarisation visit on the aircraft type to be operated.
  - cabin crew members having not performed flying duties on one particular aircraft type during the preceding six months but within the validity period of the last relevant recurrent training and checking, and before being reassigned to duties, shall complete on that aircraft:
    - two familiarisation flights; or
    - a refresher training and checking (see Chapter 2.9).

#### Familiarisation flights:

- must be conducted with the trainee as additional cabin crew member to the minimum number of cabin crew;
- should be conducted under the supervision of the senior cabin crew member or a cabin crew inflight instructor;
- should involve the cabin crew member in the participation of safety related pre-flight, in-flight and post-flight safety duties;
- should be operated in the operator's uniform; and
- should be shown in the training record of the cabin crew member.

Depending on the organisational structure (e.g. operation on aeroplane with less than 20 seats and a cabin crew member assigned) supervision by a senior cabin crew member or a cabin crew inflight instructor may not always be feasible. In such cases, other training and checking personnel in the function of a cabin crew instructor/senior cabin crew member may be nominated (e.g. Training Captain, the nominated Postholder Crew Training or his deputy).

These supervising personnel should undergo additional training to become familiar with cabin safety and emergency equipment, procedures and cabin safety issues in general. Training should include as a minimum:

- a harmonisation of flight crew training to cabin crew aircraft type specific
- training, operator conversion training and recurrent training (e.g. safety and emergency equipment, CRM)
- an overview of training requirements for single cabin crew members
- an overview of duties and responsibilities of a cabin crew member
- Dates and content of training and checking should be maintained and kept.

### **Aircraft familiarisation visits**

- 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 (see Chapter 1.4 ff). The aircraft visit should provide an overview of the aeroplane's exterior, interior and aircraft systems with emphasis on the following:
  - interphone and public address systems;
  - evacuation alarm systems;
  - emergency lighting;
  - smoke detection systems;
  - safety and emergency equipment;
  - flight crew compartment;
  - cabin crew stations;
  - lavatories;
  - galleys, galley security and water shut-off;
  - cargo areas if accessible from the passenger compartment during flight;
  - circuit breaker panels located in the passenger compartment;
  - crew rest areas; and
  - doors/exits location and environment.
- An aircraft familiarisation visit may be combined with the aircraft type specific training or operator conversion training.

2.8 Recurrent Training		M / CC
Ch. 2.8 ISS 2 / REV 0 / 06.12.2017		EVALUATION METHOD
CCTRNG CL TOPIC	ORO.CC.140 LEGAL REFERENCE	ORO.GEN.110
2-D2-040 CL Ch.-OM Ch.-Seq.-No.	OM-D Chapter 2.2.x «Recurrent Training» MANUAL REFERENCE	

**APP:** The programme & syllabus of recurrent training is subject to prior approval by FOCA

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is the recurrent training defined?
- ☐ Are the programme and syllabus included?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Each cabin crew member shall annually complete recurrent training and checking.
- 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.

The following modules shall be contained:

#### Aircraft type specific elements

Training Element	To be found in GM Module	GM Chapter	OM-D Chapter (to be completed by operator)
<b>Annually</b>			
Touch-drills by each cabin crew member for simulating the operation of normal and emergency doors and exits for passenger evacuation	<i>Doors and exits</i>	3.6	.....
<b>Every 3 years</b>			
Operation and actual opening by each cabin crew member of normal and emergency doors/exits in the normal and emergency modes including failure of power assist systems	<i>Doors and exits</i>	3.6	.....
Actual operation by each cabin crew member of the flight crew compartment security door in normal and emergency mode			.....
Demonstration of the operation of all other exits including the flight crew compartment windows			.....
Actual operation by each cabin crew member of the seat and restraint system and a practical demonstration of the oxygen system relevant to pilot incapacitation	<i>Pilot incapacitation</i>	3.13	.....
Demonstration of the use of the life-raft or slide raft (where fitted)	<i>Safety &amp; emergency equipment</i>	3.14	.....

## Operator specific training elements

Content	To be found in GM Module	GM Chapter	OM-D Chapter (to be completed by operator)
<b>Annually</b>			
Location and handling of all safety and emergency equipment installed or carried on board by each cabin crew member	<i>Safety &amp; emergency equipment</i>	3.14	.....
Donning by each crew member of lifejackets			.....
Donning by each crew member of portable oxygen			.....
Donning by each crew member of PBE			.....
Stowage of articles in the passenger compartment	<i>Normal procedures</i>	3.10	.....
Normal procedures	<i>Normal procedures</i>	3.10	.....
Procedures related to aircraft surface contamination	<i>Duties and responsibilities</i>	3.5	.....
Emergency procedures	<i>Emergency procedures</i>	3.7	.....
Evacuation procedures			.....
Incident/Accident Review			.....
CRM	<i>CRM</i>	3.4	.....
Aero-medical aspects and first aid including related equipment (e.g. defibrillator)	<i>Aero-Medical and First Aid</i>	3.2	.....
Security procedures	<i>See NASP</i>		.....
<b>Every 3 years</b>			
Use of pyrotechnics	<i>Safety &amp; emergency equipment</i>	3.14	.....
Practical demonstration of the use of flight crew checklists	<i>Emergency procedures</i>	3.7	.....
Practical training in the use of all fire-fighting equipment, incl. protective clothing representative of that carried in the aircraft	<i>Fire &amp; smoke</i>	3.8	.....
Extinguishing a fire characteristic of an aircraft interior fire by each cabin crew member			.....
Donning and use of PBE in an enclosed simulated smoke-filled environment by each cabin crew member			.....
Normal and emergency procedures for special categories of passengers (SCPs) taking into account the route structure, passenger profiles, aircraft types operated, seasonal demands and operations	<i>Passenger handling</i>	3.12	.....

**Note:** For additional recurrent training modules as DG and SMS, see FOCA GM/INFO «DG» resp. «CL MS».

**Validity periods**

- The annual recurrent training validity period shall be 12 calendar months counted from the end of the month when the check was taken.
- If the recurrent training and checking are undertaken within the last 3 calendar months of the validity period, the new validity period shall be counted from the original expiry date.
- For the additional triennial training elements specified in the table above, the validity period shall be 36 calendar months counted from the end of the month when the checks were taken.

<b>2.9 Refresher Training</b> <small>Ch. 2.9 ISS 2 / REV 0 / 06.12.2017</small>		M / CC EVALUATION METHOD
CCTRNG CL TOPIC	ORO.CC.145 LEGAL REFERENCE	ORO.GEN.110
2-D2-045 CL Ch.-OM Ch.-Seq.-No.	OM-D Chapter 2.2.x «Refresher Training» MANUAL REFERENCE	

**APP:** The programme & syllabus of the recurrent training is subject to prior approval by FOCA

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is the refresher training defined?
- ☐ Are the programme and syllabus included?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- When cabin crew members, during the preceding six months within the validity period of the last relevant recurrent training and checking:
  - have not performed any flying duties, they shall, before being reassigned to such duties, complete refresher training and checking for each aircraft type to be operated; or
  - have not performed flying duties on one particular aircraft type, they shall, before being reassigned to duties, complete on that aircraft type
    - refresher training and checking; or
    - two familiarisation flights (see chapter 2.7)
- Refresher training may be replaced by recurrent training if the re-instatement of the cabin crew members' flying duties commences within the validity period of the last recurrent training and checking. If the validity period has expired, refresher training may only be replaced by aircraft type specific and operator conversion training. Should the refresher training be replaced by recurrent training, it must be assured that all training topics are covered according to refresher training.
- As a minimum the following modules shall be contained:

Content	To be found in GM Module	GM Chapter	OM-D Chapter (to be completed by operator)
Emergency procedures	<i>Emergency procedures</i>	3.7	.....
Evacuation procedures			.....
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	<i>Doors &amp; exits</i>	3.6	.....
Demonstration of the operation of all other exits including the flight crew compartment windows			.....
Actual operation by each cabin crew member of the seat and restraint system and a practical demonstration of the oxygen system relevant to pilot incapacitation	<i>Pilot incapacitation</i>	3.13	.....
Location and handling of all relevant safety and emergency equipment installed or carried on-board	<i>Safety &amp; emergency equipment</i>	3.14	.....

- For aircraft with complex equipment or procedures, the need for refresher training to be completed by cabin crew members who have been absent from flying duties for less than six (6) months should be considered.

2.10 Senior Cabin Crew Training			M / CC
Ch. 2.10 ISS 2 / REV 0 / 06.12.2017			EVALUATION METHOD
Abbreviation of CL CL TOPIC	ORO.CC.200 LEGAL REFERENCE	ORO.GEN.110	
2-D2-050 CL Ch.-OM Ch.-Seq.-No.	OM-D chapter 2.2.x «Senior Cabin Crew Course» MANUAL REFERENCE		

**APP:** The programme & syllabus of senior cabin crew course is subject to prior approval by FOCA

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are senior cabin crew members assigned?
- ☐ Is there a programme defining senior cabin crew course?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- The prerequisites for senior cabin crew are:
  - must have at least one year of experience as operating cabin crew member
  - have successfully completed a senior cabin crew training course and the associated check.
- The training programme shall contain as a minimum the following modules:

Content	To be found in GM Module	GM Chapter	OM-D Chapter (to be completed by operator)
Pre-flight briefing	<i>Duties and responsibilities</i>	3.5	.....
Cooperation within the crew:			
- Discipline, responsibilities and chain of command	<i>Duties and responsibilities</i>	3.5	.....
- Importance of coordination and communication	<i>Duties and responsibilities / Normal procedures</i>	3.5 3.10	.....
- Pilot incapacitation	<i>Emergency procedures</i>	3.7	.....
Review of operator's requirements & legal requirements:			
- Passenger briefing, safety briefing cards	<i>Passenger briefing</i>	3.11	.....
- Securing of galleys	<i>Normal procedures</i>	3.10	.....
- Stowage of cabin baggage	<i>Passenger handling</i>	3.12	.....
- Electronic equipment	<i>Normal procedures</i>	3.10	.....
- Procedure when fuelling with passengers on board	<i>Passenger handling</i>	3.12	.....
- Turbulence	<i>Normal procedures</i>	3.10	.....
- Documentation	<i>Duties and responsibilities</i>	3.5	.....
Accident and incident reporting	<i>Duties and responsibilities</i>	3.5	.....
Human Factors and Crew Resource Management	<i>CRM</i>	3.4	.....
Flight and duty time limitations and rest requirements	<i>Duties and responsibilities</i>	3.5	.....

2.11 Single Cabin Crew Training		M / CC
Ch. 2.11 ISS 2 / REV 0 / 01.07.2015		EVALUATION METHOD
CCTRNG CL TOPIC	ORO.CC.255 LEGAL REFERENCE	ORO.GEN.110
2-D2-055 CL Ch.-OM Ch.-Seq.-No.	OM-D chapter 2.2.x «Single Cabin Crew Training»	
	MANUAL REFERENCE	

**APP:** The programme & syllabus of single cabin crew training is subject to prior approval by FOCA

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is single cabin crew planned for the operation?
- ☐ Is there a programme defining training for single cabin crew operations?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- The prerequisites for 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:
  - completed initial training course and holding a cabin crew attestation; and
  - completed aircraft type specific training and operator conversion training.
- The following additional training elements shall be covered with particular emphasis to reflect single cabin crew operations:

Content	To be found in GM Module	GM Chapter	OM-D Chapter (to be completed by operator)
Responsibility to the commander for the conduct of normal and emergency procedures	Duties & responsibilities	3.5	.....
Importance of coordination and communication with the flight crew, in particular when managing unruly or disruptive passenger.			.....
Review of operator's requirements & legal requirements			.....
Documentation			.....
Accident and incident reporting			.....
Flight and duty time limitations and rest requirements			.....



### 3 Cabin Crew Training Modules

Ch. 3 ISS 1 / REV 0 / 01.07.2015

3.1 General		CA
Ch. 3.1 ISS 2 / REV 0 / 06.12.2017		EVALUATION METHOD
CCTRNG CL TOPIC	ORO.GEN.110 LEGAL REFERENCE	
3-D2-005 CL Ch.-OM Ch.-Seq.-No.	OM-D chapter 2.2.x «Cabin Crew Training Modules» MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are all modules integrated in the relevant cabin crew training?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

All described cabin crew courses in the previous chapters do contain several modules. In chapter 3, all modules have been structured in order to give a clear overview.

- The following modules are integrated in the cabin crew courses:

Aero-Medical and First Aid	3.2	Incident and Accident Review	3.9
Aircraft description	3.3	Normal Procedures	3.10
Crew Resource Management (CRM)	3.4	Passenger Briefing	3.11
Duties & Responsibilities	3.5	Passenger Handling	3.12
Doors and Exits	3.6	Pilot Incapacitation	3.13
Emergency Procedures (incl. crowd control)	3.7	Safety and Emergency Equipment	3.14
Fire and Smoke	3.8	Survival Training	3.15

Example of a table used in the following chapters:

	Aircraft type specific training	Operator conv. training	Differences training	Recurrent training	Refresher training	Single cabin crew course	Senior cabin crew course
<i>Training on the procedure for flight crew member incapacitation</i>		●	●	●	●	○	●
<i>Operation of the seat and all equipment (restraint system, oxygen system) relevant to pilot incapacitation by each cabin crew member</i>	●		●	●3			
<i>Practical demonstration of use of flight crew checklists where required by the operator's normal procedures.</i>		●					

- Element **must** be trained
- Element should be trained (recommended) and take into account the cabin crew members previous training with another operator
- 3 Element **must** be trained every 3 years

**Note:** Realistic/practical training means hands-on and practice with the equipment, «demonstration» means classroom instruction by means of pictures, videos, etc.

3.2 Aero-Medical and First Aid					CC/IN
Ch. 3.2 ISS 2 / REV 0 / 06.12.2017					EVALUATION METHOD
CCTRNG CL TOPIC	ORO.CC.125 LEGAL REFERENCE	ORO.CC.130	ORO.CC.140	ORO.CC.145	
3-D2-010 CL Ch.-OM Ch.-Seq.-No.	OM-D Chapter 2.2.x or Appendix «Medical and First Aid»				MANUAL REFERENCE

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is the module integrated in all applicable cabin crew training?
- ☐ Does the module contain all listed elements?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

Examples of standards of performance - for the candidate to:

- *know and understand anatomy and physiology basics with the emphasis on physiology of flight*
- *know first aid methods, practices and techniques*
- *be able to be at immediate assistance or give treatment to someone injured or suddenly taken ill before professional care can be provided with emphasis on resuscitation techniques*
- *be proficient to use first aid equipment and first aid oxygen system*

The module content is defined in the table below:

	Aircraft type specific training	Operator conversion training	Differences training	Recurrent training	Refresher training	OM-D Chapter (to be completed by operator)
a) General instruction on aero-medical aspects and survival;				●		
b) The physiological effects of flying with particular emphasis on <b>hypoxia</b> , oxygen requirements, Eustachian tubal function and barotraumas;				●		
c) Basic first-aid, including care of: <ul style="list-style-type: none"> <li>• air sickness;</li> <li>• gastro-intestinal disturbances;</li> <li>• hyperventilation;</li> <li>• burns;</li> <li>• wounds;</li> <li>• the unconscious; and</li> <li>• fractures and soft tissue injuries</li> </ul>				●		
d) In-flight medical emergencies and associated first-aid covering at least: <ul style="list-style-type: none"> <li>• asthma;</li> <li>• stress and allergic reactions;</li> <li>• shock;</li> <li>• diabetes;</li> <li>• choking;</li> <li>• epilepsy;</li> <li>• childbirth;</li> <li>• stroke; and</li> <li>• heart attack;</li> </ul>				●		

e) The use of appropriate equipment including first-aid oxygen, first-aid kits and emergency medical kits and their contents.		●	●	●	●	
f) 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	○		○	●		
g) Travel health and <b>hygiene</b> , including: <ul style="list-style-type: none"> <li>• hygiene on board;</li> <li>• risk of contact with infectious diseases and means to reduce such risks;</li> <li>• handling of clinical waste;</li> <li>• aircraft disinfection;</li> <li>• handling of death on board;</li> <li>• alertness management, physiological effects of fatigue, sleep physiology, circadian rhythm and time zone and changes.</li> <li>• contamination of the skin/eyes by aviation fuel or hydraulic or other fluids</li> <li>• food poisoning</li> <li>• malaria</li> </ul>				●		

- Element **must** be trained
- Element should be trained (recommended) and take into account the cabin crew members previous training with another operator

**Note:** All topics may be performed within a 3 year cycle for the recurrent training with the exception of equipment training e) and practical CPR f) which must be performed on a yearly basis. An overview of the training cycle should be reflected in the operations manual (OM-D) accordingly.

3.3 Aircraft Description		CC/IN
Ch. 3.3 ISS 1 / REV 0 / 01.07.2015		EVALUATION METHOD
CCTRNG CL TOPIC	ORO.CC.125 LEGAL REFERENCE	
3-D2-015 CL Ch.-OM Ch.-Seq.-No.	OM-D Chapter 2.2.x or Appendix «Aircraft Description» MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is the module integrated in all applicable cabin crew training?
- ☐ Does the module contain all listed elements?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Examples of standards of performance - for the candidate to:
  - be familiar with the new aircraft type and its systems
- The module content is defined in the table below:

	Aircraft type specific training	Operator conversion training	Differences training	Recurrent training	Refresher training	OM-D Chapter (to be completed by operator)
Aircraft description as relevant to cabin crew duties: <ul style="list-style-type: none"> <li>Type of aircraft, principal dimensions, narrow or wide bodied, single or double deck;</li> <li>Speed, altitude, range;</li> <li>Passenger seating capacity;</li> <li>Flight crew number and minimum number of required cabin crew</li> <li>Cabin doors/exits location and sill height;</li> <li>Cargo and unpressurised areas as relevant;</li> <li>Aircraft systems relevant to cabin crew duties;</li> <li>Flight crew compartment – general presentation, pilot seats and their mechanism, emergency exits, storage;</li> <li>Required cabin crew stations;</li> <li>Flight crew compartment security – general: door components and use;</li> <li>Access to avionics bay where relevant;</li> <li>Lavatories – general: doors, systems, calls and signs</li> <li>Least risk bomb location</li> </ul>	●		○		○	

- Element **must** be trained
- Element should be trained (recommended) and take into account the cabin crew members previous training with another operator

3.4 Crew Resource Management (CRM)					CC/IN
Ch. 3.4 ISS 2 / REV 0 / 06.12.2017					EVALUATION METHOD
CCTRNG CL TOPIC	ORO.CC.115 LEGAL REFERENCE	ORO.CC.125	ORO.CC.140	ORO.CC.200	
3-D2-020 CL Ch.-OM Ch.-Seq.-No.	OM-D Chapter 2.2.x or Appendix «Crew Resource Management»				
	MANUAL REFERENCE				

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is it ensured that CRM training reflects the operator's organisation and needs?
- ☐ Is the module correctly integrated in the relevant cabin crew training?
- ☐ Is a system installed to monitor that all CRM core elements are being covered within three years during annual recurrent training CRM?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- CRM should be the effective utilisation of all available resources (e.g. crew members, aircraft systems, and supporting facilities) to achieve safe and efficient operation.
- The objective of CRM should be to enhance the communication and management skills of the crew member, as well as the importance of effective coordination and two-way communication between all crew members.
- Whenever it is practicable to do so, relevant parts of CRM training should form part of training conducted in cabin training devices or in the aircraft.
- Where appropriate, CRM principles should be integrated into all relevant parts of cabin crew training.

### Classroom training

Whenever possible, classroom training should be conducted in a group session away from the pressures of the usual working environment, so that the opportunity is provided for cabin crew members to interact and communicate in an environment conducive to learning.

### Computer-based training

Computer-based training should not be conducted as a stand-alone training method, but may be conducted as a complementary training method.

### Cabin training devices and aircraft

Whenever practicable, relevant parts of CRM training should be conducted in representative cabin training devices that reproduce a realistic operational environment, or in the aircraft. During practical training, interaction should be encouraged.

### Integration into cabin crew training

CRM principles should be integrated into relevant parts of cabin crew training and operations, including checklists, briefings and emergency procedures.

### Combined CRM training for flight crew and cabin crew

Operators should provide combined training for flight crew and cabin crew during recurrent CRM training. The combined training should address at least:

- effective communication, coordination of tasks and functions of flight crew and cabin crew; and
- mixed multinational and cross-cultural flight crew and cabin crew, and their interaction, if applicable.

Combined CRM training should be conducted by flight crew CRM trainer or cabin crew CRM trainer. There should be an effective liaison between flight crew and cabin crew training departments. Provision should be made for transfer of relevant knowledge and skills between flight crew and cabin crew CRM trainers.

### Management system

CRM training should address hazards and risks identified by the operator's management system.

Examples of standard of performance – for the candidate to:

- *be aware of the importance of coordination and communication with flight crew in normal and emergency situations*
- *be aware of stress factors within a flight*

There should be no assessment of CRM skills. Feedback from instructors or members of the group on individual performance should be given during training to the individuals concerned.

The module content per training course is defined in the following table:

Content	Operator's CRM Training	Operator Aircraft Type Conversion Training	Annual Recurrent Training	Senior Cabin Crew Course	OM-D Chapter (to be completed by operator)
<b>General principles</b>					
Human factors in aviation; General instructions on CRM principles and objectives; Human performance and limitations; Threat and error management	Not required (covered under initial training required by Part-CC)	Required	Required	Required	
<b>Company safety culture, normal operations</b>					
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.	Not required (covered under initial training required by Part-CC)	Required	Required (3-year cycle)	Required	
<b>Relevant to the entire aircraft crew</b>					
Shared situation awareness, information, acquisition and processing; Workload management; Effective communication and coordination between all crew members including the flight crew as well as inexperienced cabin crew members; Leadership, cooperation, synergy, delegation, decision-making, actions; Resilience development, surprise and startle effect; cultural differences; Identification and management of passenger human factors: crowd control, passenger stress, conflict management, medical factors	In-depth	Required (when relevant to the type(s))	Required (3-year cycle)	In-depth	
Specifics related to aircraft types (narrow/wide bodied, single/multi deck), flight crew and cabin crew composition and number of passengers.	Required	In-depth			
<b>Relevant to the operator and the organisation</b>					
Operator's safety culture, standard operating procedures (SOPs), organisational factors, factors linked to the type of operations; Effective communication and coordination with other operational personnel and ground services; Participation in cabin safety incident and accident reporting.	In-depth	Required (when relevant to the type(s))	Required (3-year cycle)		In-depth

Content	Operator's CRM Training	Operator Aircraft Type Conversion Training	Annual Recurrent Training	Senior Cabin Crew Course	OM-D Chapter (to be completed by operator)
<b>General principles</b>					
Human factors in aviation; General instructions on CRM principles and objectives; Human performance and limitations; Threat and error management	Not required (covered under initial training required by Part-CC)	Required	Required	Required	
<b>Company safety culture, normal operations</b>					
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.	Not required (covered under initial training required by Part-CC)	Required	Required (3-year cycle)	Required	
Case studies	In-depth		In-depth		

3.5 Duties and Responsibilities				CC/IN
Ch. 3.5 ISS 2 / REV 0 / 06.12.2017				EVALUATION METHOD
CCTRNG CL TOPIC	ORO.CC.140 LEGAL REFERENCE	ORO.CC.200	ORO.CC.255	
3-D2-025 CL Ch.-OM Ch.-Seq.-No.	OM-D Chapter 2.2.x or Appendix «Duties and Responsibilities»			
	MANUAL REFERENCE			

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is the module integrated in all applicable cabin crew training?
- ☐ Does the module contain all listed elements?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

Examples of standard of performance – for the candidate to:

- recognise non-standard situations with passengers and know how to manage them
- know the importance of a cabin crew pre-flight briefing
- be able to communicate in an effective way with flight crew members in normal and abnormal operation

The module content is defined in the table below:

	Aircraft type specific training	Operator conversion training	Differences training	Recurrent training	Refresher training	Single cabin crew course	Senior cabin crew course	OM-D Chapter (to be completed by operator)
aviation terminology, theory of flight, passenger distribution, areas of operation, meteorology and effects of aircraft surface contamination		○		○	○	○	○	
procedures related to aircraft surface contamination				●				
aviation regulations relevant to cabin crew and the role of the competent authority				○	○	○	○	
duties and responsibilities of cabin crew during operations and the need to respond promptly and effectively to emergency situations		○	○	●	○	○	●	
continuing competence and fitness to operate as a cabin crew member, including in regard of <u>flight and duty time limitations and rest requirements</u>		○		○	○	○	●	
the importance of ensuring that relevant <u>documents and manuals are kept up-to-date</u> , with amendments provided by the operator as applicable		○						
Review of operator's requirements, documentation and legal requirements		○		○	○	●	●	
Importance of coordination and communication between flight crew and cabin crew members (incl. technique, terminology), in particular when managing unruly or disruptive passengers		○		○	○	●	●	



the importance of cabin crew performing their duties in accordance with the operations manual of the operator		○	○	○	○	○	○	
the importance of the cabin crew's <u>pre-flight briefing</u> and the provision of necessary safety information in regard of their specific duties. - operating as a crew - allocation of cabin crew stations and responsibilities - consideration of the particular flight, aircraft type, equipment, area and type of operation incl. 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.		○	○			○	●	
the importance of identifying when cabin crew members have the authority and responsibility to initiate an evacuation and other emergency procedures		○		○	○	○	○	
chain of command		○				○	●	
accident and incident reporting (see FOCA GM/INFO «CL MS»)		○		○	○	●	●	
responsibility to the commander for the conduct of normal and emergency procedures		○	○	○	○	●	○	

● Element **must** be trained

○ Element should be trained (recommended) and take into account the cabin crew members previous training with another operator

<b>3.6 Doors and Exits</b> Ch. 3.6 ISS 1 / REV 0 / 01.07.2015					CC/IN EVALUATION METHOD
CCTRNG CL TOPIC	ORO.CC.125 LEGAL REFERENCE	ORO.CC.130	ORO.CC.140	ORO.CC.145	
3-D2-030 CL Ch.-OM Ch.-Seq.-No.	OM-D Chapter 2.2.x or Appendix «Doors and Exits» MANUAL REFERENCE				

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is the module integrated in all applicable cabin crew training?
- ☐ Does the module contain all listed elements?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

Example of standard of performance – for the candidate to:

- *be able to open all exits in normal and emergency mode of the specific aeroplane types*

The module content is defined in the table below:

	Aircraft type specific training	Operator conversion training	Differences training	Recurrent training	Refresher training	Single cabin crew course	Senior cabin crew course	OM-D Chapter (to be completed by operator)
Operation and actual opening <u>by each cabin crew member</u> of each type or variant or normal and emergency doors and exits in the normal and emergency modes. This includes the failure of power assist systems where fitted as well as the action and forces required to operate and deploy evacuation slides. Training shall be conducted in an aeroplane or representative training device. Additional training for cabin crew members responsible for a pair of doors/exits.	●		●	● <sup>3</sup>	●			
Demonstration of the operation of the other exits including flight crew compartment windows	●		●	● <sup>3</sup>	●			
Touch drills <u>by each cabin crew member</u> for simulating the operation of each type or variant of normal and emergency doors and exits for passenger evacuation				●				
Door components and use of flight crew compartment door.	●		●		●			

- Element **must** be trained
- <sup>3</sup> Element **must** be trained every 3 years

<b>3.7 Emergency Procedures (incl. crowd control)</b> <small>Ch. 3.7 ISS 2 / REV 0 / 06.12.2017</small>					CC/IN EVALUATION METHOD
<b>CCTRNG</b> <small>CL TOPIC</small>  <b>3-D2-035</b> <small>CL Ch.-OM Ch.-Seq.-No.</small>	ORO.CC.125	ORO.CC.130	ORO.CC.140	ORO.CC.145	
	<small>LEGAL REFERENCE</small>  <b>OM – D Chapter 2.2.x or Appendix «Emergency Procedures»</b> <small>MANUAL REFERENCE</small>				

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is the module integrated in all applicable cabin crew training?
- ☐ Does the module contain all listed elements?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

Examples of standard of performance – for the candidate to:

- *recognise planned or unplanned evacuations on land or water*
- *know how to deal with unusable equipment and exits*
- *be able to deal with turbulences, decompression and other emergencies*

The module content is defined in the table below:

	Aircraft type specific training	Operator conversion training	Differences training	Recurrent training	Refresher training	Single cabin crew course	Senior cabin crew course	OM-D Chapter (to be completed by operator)
Procedures for planned or unplanned evacuations on land or water		●	●	●	●	○	○	
Procedures when exits are unusable or when evacuation equipment is unserviceable		●	●	●	●	○	○	
Dealing with severe air turbulence		●	●	●	●	○	○	
Dealing with non-pressurisation, slow and sudden decompression, including the donning of portable oxygen equipment by each cabin crew member		●	●	●	●	○	○	
Dealing with other emergencies (e.g. DG, rapid disembarkation, medical cases, etc.)		●	●	●	●	○	○	
Descending an evacuation slide from a height representative of the aircraft main deck sill height by each cabin crew member. The slide should be fitted to a representative training device or the actual aircraft.	●							
A further evacuation slide 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.	●							
Operate and deploy evacuation slides.	●			● <sup>3</sup>	●			
Crowd control: <ul style="list-style-type: none"> <li>Communications between flight crew and cabin crew and use of all communications equipment, including the difficulties of coordination in a smoke-filled environment</li> <li>Verbal commands</li> <li>Physical contact that may be needed to encourage people out of an exit and onto a slide</li> <li>Re-direction of passengers away from unusable exits</li> <li>Marshalling of passengers away from the aeroplane</li> <li>Evacuation of SCP's</li> <li>Authority and leadership</li> </ul>		●		●	●	○	○	

- Element **must** be trained
- Element should be trained (recommended) and take into account the cabin crew members previous training with another operator
- <sup>3</sup> Element **must** be trained every 3 years

3.8 Fire and Smoke					CC/IN
Ch. 3.8 ISS 2 / REV 0 / 06.12.2017					EVALUATION METHOD
CCTRNG CL TOPIC	ORO.CC.125 LEGAL REFERENCE	ORO.CC.130	ORO.CC.140	ORO.CC.145	
3-D2-040 CL Ch.-OM Ch.-Seq.-No.	OM-D Chapter 2.2.x or Appendix «Fire and smoke» MANUAL REFERENCE				

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is the module integrated in all applicable cabin crew training?
- ☐ Does the module contain all listed elements?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

Examples of standards of performance:

- *be aware of the responsibility to deal promptly with emergencies involving fire and smoke*
- *be able to identify the different types of fires*
- *know fire prevention techniques*

The module content is defined in the table below:

	Aircraft type specific training	Operator conversion training	Differences training	Recurrent training	Refresher training	Single cabin crew course	Senior cabin crew course	OM-D Chapter (to be completed by operator)
Responsibility to deal promptly with emergencies involving fire & smoke		●		○	○			
Dealing with in-flight fire, particular emphasis on identifying actual source of fire		●		●3	○			
Informing flight crew, coordination, assistance		●		○	○	○	○	
Frequent checking potential fire-risk areas		●		○	○	○	○	
Classification of fires and type of extinguishing agents and procedures for particular fire situations		●		○				
Use of fire fighting and protection equipment	●	●	●	●	●			
Location of fire fighting and protection equipment	●	●	●	●	●			
Techniques of application of extinguishers and of use in a confined space		●						
Extinguish an actual fire characteristic of an aircraft interior fire. In the case of halon extinguishers, an alternative extinguishing agent may be used.		●		●3				
Ground based emergency services at aerodrome		●						
Donning and use of protective breathing equipment in a simulated smoke filled environment		●		●3				

- Element **must** be trained
- Element should be trained (recommended) and take into account the cabin crew members previous training with another operator
- 3 Element **must** be trained every 3 years

3.9 Incident and Accident Review				CC/IN
Ch. 3.9 ISS 1 / REV 0 / 01.07.2015				EVALUATION METHOD
CCTRNG CL TOPIC	ORO.CC.125 LEGAL REFERENCE	ORO.CC.140	ORO.CC.200	
3-D2-045 CL Ch.-OM Ch.-Seq.-No.	OM-D Chapter 2.2.x or Appendix «Incident and Accident Review» MANUAL REFERENCE			

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is the module integrated in all applicable cabin crew training?
- ☐ Does the module contain all listed elements?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

The incident and accident review shall provide information on cabin safety occurrences during the preceding months of operations. The review of such events shall provide deepened awareness of the cabin crew and serve to prevent re-occurring of such cases or provide guidance on handling to ensure successful completion/resolution. Basically, it shall be aimed to present occurrences directly experienced and related to the own operation. Additionally, report publications by manufacturers or accident investigation boards (especially when related to similar types) may serve for the purpose of reviewing circumstances/reasons/procedures applied by crew

Examples of standard of performance – for the candidate to:

- *be able to recognise undesirable circumstances that could lead to unwanted occurrences at an early stage*
- *be motivated to report their case occurrences to allow learning from shared experiences*

The module content is defined in the table below:

	Aircraft type specific training	Operator conversion training	Differences training	Recurrent training	Refresher training	Single cabin crew course	Senior cabin crew course	OM-D Chapter (to be completed by operator)
Information on cabin safety occurrences experienced and related to the operator's preceding months of operation		●		●	○	○	●	
Report publications by manufacturers or accident investigation boards (see also CRM 3.4)		●		●	○	○	●	

- Element **must** be trained
- Element should be trained (recommended) and take into account the cabin crew members previous training with another operator

3.10 Normal Procedures			CC/IN
Ch. 3.10 ISS 1 / REV 0 / 01.07.2015			EVALUATION METHOD
CCTRNG CL TOPIC	ORO.CC.125 LEGAL REFERENCE	ORO.CC.140	
3-D2-050 CL Ch.-OM Ch.-Seq.-No.	OM-D Chapter 2.2.x or Appendix «Normal Procedures» MANUAL REFERENCE		

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is the module integrated in all applicable cabin crew training?
- ☐ Does the module contain all listed elements?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

Normal procedures training is defined as training which addresses the procedures related to cabin crew member's safety-related roles and responsibilities during normal, day-to-day operations.

This training should address safety-related duties and responsibilities as applicable to the following phases of flight:

- ground and pre-flight operations
- pushback and taxi
- take-off
- climb
- cruise
- descent and approach
- landing; and
- post-landing and post-flight operations (including transit)

Examples of standard of performance – for the candidate to:

- *be able to carry out relevant tasks assigned during normal operations.*

The module content is defined in the table below:

	Aircraft type specific training	Operator conversion training	Differences training	Recurrent training	Refresher training	Single cabin crew course	Senior cabin crew course	OM-D Chapter (to be completed by operator)
Securing of galleys		●		●		○	○	
Securing of cabin		●		●		○	○	
Stowage of articles in the passenger compartment		●		●		○	○	
Cabin surveillance		●		●		○	○	

- Element **must** be trained
- Element should be trained (recommended) and take into account the cabin crew members previous training with another operator

3.11 Passenger Briefing					CC/IN
Ch. 3.11 ISS 2 / REV 0 / 06.12.2017					EVALUATION METHOD
CCTRNG CL TOPIC	CAT.OP.MPA.170 LEGAL REFERENCE	ORO.CC.125	ORO.CC.200	CAT.OP.MPA.155	
3-D2-055 CL Ch.-OM Ch.-Seq.-No.	OM-D Chapter 2.2.x or Appendix «Passenger Briefing»				
	MANUAL REFERENCE				

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is the module integrated in all applicable cabin crew training?
- ☐ Does the module contain all listed elements?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

Training must cover the following briefing items (if applicable to the operation):

- Before take off
  - smoking regulations
  - back of the seat to be in the upright position and tray table stowed
  - location of emergency exits
  - location and use of floor proximity escape path markings
  - stowage of hand baggage
  - use and stowage of portable electronic devices
  - the location and the contents of the safety briefing card
  - use of safety belts or restraint systems, incl. how to fasten and unfasten the safety belts or restraint systems
  - location and use of oxygen equipment (incl. briefing to extinguish all smoking materials when oxygen is being used)
  - location and use of life jackets
- After take off
  - smoking regulations
  - use of safety belts or restraint systems incl. safety benefits of having safety belts fastened when seated irrespective of seat belt sign illumination
- Before landing
  - smoking regulations
  - use of safety belts or restraint systems
  - back of the seat to be in the upright position and tray table stowed
  - re-stowage of hand baggage
  - use and stowage of portable electronic devices
- After landing
  - smoking regulations
  - use of safety belts and/or restraint systems
- Emergency during flight: passengers instructed as appropriate to the circumstances
- When fuelling with passengers on board

Information must be provided to SCPs: training on different briefings according to the operator's specifications.



Examples of standard of performance – for the candidate to:

- *know and be trained to give the necessary briefing items to passengers before take-off, after take-off, before landing and after landing;*
- *know and be trained to give briefing to passengers in case of emergency during flight.*

The module content is defined in the table below:

	Aircraft type specific training	Operator conversion training	Differences training	Recurrent training	Refresher training	Single cabin crew course	Senior cabin crew course	OM-D Chapter (to be completed by operator)
Briefing before take-off (incl. safety demonstration), after take-off, before landing, after landing		●	○	○	○	○	●	
Briefing in an emergency during flight		●	○	○	○	○	●	
Briefing when fuelling with passengers on board		●	○	○	○	○	●	
Safety cards		●	○	○	○	○	●	

- Element **must** be trained
- Element should be trained (recommended) and take into account the cabin crew members previous training with another operator

3.12 Passenger Handling					CC/IN
Ch. 3.12 ISS 2 / REV 0 / 06.12.2017					EVALUATION METHOD
CCTRNG CL TOPIC	ORO.CC.125 LEGAL REFERENCE	ORO.CC.140	ORO.CC.250	ORO.CC.255	
3-D2-060 CL Ch.-OM Ch.-Seq.-No.	OM – D Chapter 2.2.x or Appendix «Passenger Handling»				
	MANUAL REFERENCE				

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is the module integrated in all appropriate cabin crew training?
- ☐ Does the module contain all listed elements?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

Examples of standard of performance – for the candidate to:

- *know the regulations for safe stowage of all items in the cabin/galley*
- *know the rules for correct seat allocation of passengers*
- *be able to monitor passengers behaviour*

The module content is defined in the table below:

	Aircraft type specific training	Operator conversion training	Differences training	Recurrent training	Refresher training	Single cabin crew course	Senior cabin crew course	OM-D Chapter (to be completed by operator)
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		○		○		○	○	
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		○	○	○		○	○	
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		○	○	●		○	●	
Precautions to be taken when live animals are carried in the passenger compartment		○	○	○		○	○	
Duties to be undertaken in the event of turbulence, including securing the passenger compartment		●		○		●	●	
Regulations covering the use of electronic equipment (PED)		○		○		○	○	
Procedures when fuelling with passengers on board		○	○	○		○	●	
Normal and emergency procedures for special categories of passengers (SCPs) taking into account the route structure, passenger profiles, aircraft types operated, seasonal demands and operations.	○	●	○	● <sup>3</sup>	○	○	○	

- Element **must** be trained
- Element should be trained (recommended) and take into account the cabin crew members previous training with another operator
- <sup>3</sup> Element **must** be trained every 3 years

3.13 Pilot Incapacitation					CC/IN
Ch. 3.13 ISS 1 / REV 0 / 01.07.2015					EVALUATION METHOD
CCTRNG CL TOPIC	ORO.CC.125 LEGAL REFERENCE	ORO.CC.140	ORO.CC.145	ORO.CC.200	
3-D2-065 CL Ch.-OM Ch.-Seq.-No.	OM-D Chapter 2.2.x or Appendix «Pilot Incapacitation – Module Structure»				
	MANUAL REFERENCE				

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is the module integrated in all appropriate cabin crew training?
- ☐ Does the module contain all listed elements?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

Examples of standard of performance – for the candidate to:

- *know the procedures and measures to be taken in case of flight crew members incapacitation;*
- *know the seat and harness mechanisms, oxygen system and use of the flight crew members' check list.*

The module content is defined in the table below:

	Aircraft type specific training	Operator conversion training	Differences training	Recurrent training	Refresher training	Single cabin crew course	Senior cabin crew course	OM-D Chapter (to be completed by operator)
Theory: Training on the procedure for flight crew member incapacitation		●	●	●	●	○	●	
Practice: Operation of the pilot's seat and all equipment (restraint system, oxygen system) by each cabin crew member	●		●	●3	○	○	●	
Practical demonstration of use of flight crew checklists where required by the operator's normal procedures		●		●3	○	○	○	

- Element **must** be trained
- Element should be trained (recommended) and take into account the cabin crew members previous training with another operator
- 3 Element **must** be trained every 3 years

3.14 Safety and Emergency Equipment					CC/IN
Ch. 3.14 ISS 2 / REV 0 / 06.12.2017					EVALUATION METHOD
CCTRNG CL TOPIC	ORO.CC.125 LEGAL REFERENCE	ORO.CC.130	ORO.CC.140	ORO.CC.145	
3-D2-070 CL Ch.-OM Ch.-Seq.-No.	OM-D Chapter 2.2.x or Appendix «Safety Equipment»				
	MANUAL REFERENCE				

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is the module integrated in all appropriate cabin crew training?
- ☐ Does the module contain all listed elements?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

As training documentation/manual, OM-B Chapter 10 and/or CSPM Chapter 3 and 5 should be used.

Examples of standard of performance – for the candidate to:

- *know the location and handling of all safety equipment of the operated aeroplanes*

The module content is defined in the table below:

	Aircraft type specific training	Operator conversion training	Differences training	Recurrent training	Refresher training	Single cabin crew course	Senior cabin crew course	OM-D Chapter (to be completed by operator)
Training on, demonstration of, location, removal and use of the equipment	●	●	●	●	●			
Donning by each crew member of lifejackets	●		○	●	○			
Donning by each crew member of portable oxygen	●		○	●	○			
Donning by each crew member of PBE	●		○	●	○			
Use of pyrotechnics (actual or representative device)	●		●	●3	○			
Demonstration of the use of the life-raft or slide raft	●		●	●3	○			

- Element **must** be trained
- Element should be trained (recommended) and take into account the cabin crew members previous training with another operator
- 3 Element **must** be trained every 3 years

The following safety/emergency equipment must be covered (if applicable):

- slides, and where non-self-supporting slides are carried, the use of any associated ropes
- life-rafts and slide-raft, including the equipment attached to, and/or carried in, the raft
- lifejackets, infant lifejackets and flotation cots
- dropout oxygen system, first-aid oxygen
- fire extinguishers, fire fighting equipment & protective clothing
- fire axe or crow-bar
- emergency lights including torches
- communication equipment, including megaphones

- survival packs, including their contents
- pyrotechnics (actual or representative devices)
- first-aid kits, emergency medical kits, their contents and emergency medical equipment, e.g. defibrillator
- other cabin safety equipment or systems where applicable

<div>3.15</div> <div>Survival Training</div> <div>Ch. 3.15   ISS 1 / REV 0 / 01.07.2015</div>			<div>CC/IN</div> <div>EVALUATION METHOD</div>
<div>CCTRNG</div> <div>CL TOPIC</div> <div>3-D2-075</div> <div>CL Ch.-OM Ch.-Seq.-No.</div>	<div>ORO.CC.125</div> <div>LEGAL REFERENCE</div>	<div>ORO.CC.140</div>	
	<div>OM-D Chapter 2.2.x or Appendix «Survival Training»</div> <div>MANUAL REFERENCE</div>		

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is the module integrated in the appropriate cabin crew training?
- ☐ Does the module contain all listed elements?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

Examples of standard of performance – for the candidate to:

- *know the handling of the flotation equipment (incl. life-raft) in the water*
- *know helping methods, practices and techniques for survival in water and/or on ground*
- *know the location and handling of the survival equipment on board*

The module content is defined in the table below:

	Aircraft type specific training	Operator conversion training	Differences training	Recurrent training	Refresher training	Single cabin crew course	Senior cabin crew course	OM-D Chapter (to be completed by operator)
Survival in hostile environments, e.g. polar, desert, jungle, sea				○		○	○	
Use of slide-rafts or similar equipment (if applicable)			○	●3	○			
Location and use of slide-rafts and life-rafts' survival packs and their contents (if applicable)	●		○	○	○			
Use of pyrotechnics (actual or representative devices), if applicable	●			●3				

- Element **must** be trained
- Element should be trained (recommended) and take into account the cabin crew members previous training with another operator
- 3 Element **must** be trained every 3 years

## 4 Documentation

Ch. 4 ISS 1 / REV 0 / 01.07.2015

4.1 Record-Keeping/Storage Periods					CC/IN
Ch. 4.1 ISS 2 / REV 0 / 06.12.2017					EVALUATION METHOD
CCTRNG CL TOPIC	ORO.MLR.115 LEGAL REFERENCE	CC.GEN.030	ORO.CC.215	ORO.GEN.220	
4-D4-005 CL Ch.-OM Ch.-Seq.-No.	OM-D Chapter 4 «Documents and Storage Periods» MANUAL REFERENCE				

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are procedures defined that below mentioned documents are maintained and how?
- ☐ Are the storage periods defined?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

### Record-keeping

- Records of all training, checking and qualifications of each cabin crew member must be maintained:
  - initial training course (if applicable);
  - aircraft type specific training and operator conversion training;
  - differences training;
  - familiarisation;
  - recurrent training;
  - refresher training;
  - senior cabin crew course;
  - single cabin crew course;
  - cabin crew attestation.
- The following further records should be maintained for cabin crew instructors:
  - cabin crew instructor basic & recurrent training and checking;
  - records of performance review;
  - training classes conducted;
  - examinations conducted;
  - observation flights and relevant cabin crew documentation if applicable;
  - instructor certificates if applicable.
- These records must be made available, on request, to the cabin crew member concerned.
- Information for personnel training records must be preserved, even if ceasing to be the employer of a cabin crew member, provided this is within the timescales below.
- If a cabin crew member becomes a cabin crew member for another operator, the cabin crew members records must be made available to the new operator, provided this is within the timescales prescribed in the table below.

**Storage periods**

Cabin Crew Attestation	As long as the cabin crew member is exercising the privileges of the attestation for the operator
Crew member training, checking and qualifications	3 years

Holders shall keep and provide upon request the cabin crew attestation, the list and the training and checking records of their aircraft type or variant qualification (see GM1 ORO.CC.215(b)(2)), unless such records are kept by the operator and can be made readily available upon request by a competent authority or by the holder.

For further information regarding documentation and record-keeping refer to FOCA GM/INFO «CL MS».

End of GM/INFO