

# DEPARTMENT OF CIVIL AVIATION CABIN CREW TRAINING ORGANISATION

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## Foreword

These Requirements are issued by the Authority pursuant to the provisions of Regulations 135 of the Civil Aviation Regulations 2007 as amended and addresses the certification and administration of approved training organizations (ATO). The use of an ATO for the training and qualification of Cabin Crew is common in modern aviation, most particularly as operators upgrade their aircraft inventory and Cabin Crew transition to new aircraft.

The interrelation between ATO requirements under these requirements and the licensing and certification requirements of MFCL Sub-part (CC (Flight Crew Licensing) is explained. Mauritius has ATO located in the country; the requirements for ATO operation do apply to the standards required for adequate training for qualification for a Mauritius certification. Also, Mauritian citizens who receives training from a foreign ATO should be trained by an ATO meeting Mauritius standards. The requirements set forth herein allow for this situation.

The requirements are the regulatory requirements which the Training Organisation must comply with as applicable to his scope of activity and operators should demonstrate full compliance by 31<sup>st</sup> December 2015.

The Authority may amend these requirements whenever it is determined that aviation safety requires such amendment.



I. POKHUN

**Ag Director of Civil Aviation**

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## CHAPTER 1

### Introduction

#### 1.1 Purpose

This Civil Aviation Publication (CAP) provides details the requirements for organisations who intend or wish to conduct initial cabin crew training, and provides expansive material and guidance on the following:

- (a) Approval of cabin crew training organisations;
- (b) Operator approval of cabin crew;
- (c) Training programmes for cabin crew;
- (d) Compilation of Operations Manual procedures; including
  - (1) Guidance material for Operations manual; and
  - (2) Legal considerations for disruptive passengers; and
  - (3) Crew Resource Management
- (e) Attestation of initial safety training of cabin crew;
- (f) Designated Examiner requirements.

#### 1.2 Applicability

This guidance material applies to all Mauritius private and Commercial Air Transport (CAT) operators, which utilise cabin crew either in or outside Mauritius territorial airspace.

#### 1.3 References

- (a) MFCL Sub-part (CC)
- (b) MAOCR Sub Part CC

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## CHAPTER 2

### Training Organisation

#### 2.1 Management and Staffing

##### (a) General

An adequate number of qualified, competent staff is to be employed and the management structure should ensure supervision of all grades of staff by persons who have the necessary experience and qualification. The Authority will place particular emphasis on the qualifications and competence of all training staff in their specialisation and in training techniques. A Training Organisation is considered normally to be a single organisation, staffed, equipped and operated in a suitable environment, offering the practical training and theoretical instruction required for courses provided. If training is conducted at other locations, a robust audit and compliance monitoring processes must be in place to ensure that such locations meet all required standards. All sites however will be subject to inspection by the DCA.

The requirements for the supervision and control of cabin crew operating for an AOC are not cover in this document (See MAOCR sub-part CC).

##### (b) Head of Training

The Head of Training should have extensive experience in cabin crew training and a sound managerial capability.

Should the Head of Training cease to be employed in that role, the approval will automatically lapse. The Authority must be informed of the departure or intended departure of the Head of Training. However, provided that a named deputy has been in post and has been active for at least 90 days before the departure of the Head of Training, permission may be given for the approval to continue pending the appointment of a permanent replacement. The acceptability to the Authority of an intended appointee should be confirmed before the appointment is made.

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### (c) Instructors

Sufficient instructors must be employed to ensure the proper continuity of training for all trainees attending the course.

### 2.2 Training Standards

The Authority requires that adequate arrangements be put in place by the Head of Training for the standardisation of instructors and the provision of instructor briefing material. Such arrangements shall be detailed in the Training Manual.

Arrangements are to be made for periodic standardisation and checking. Such training and checking is to be recorded within the organisation's quality control, or compliance monitoring system.

### 2.3 Training Programme

The Training Manual will state entry requirements for the course [not less than that specified in MFCL] and must include the standards and objectives for each module of training that the trainees are required to complete. The length and amount of training appropriate to the course should be designed for a trainee with the minimum entry requirements as detailed in the Training Manual.

The training course should be based on generic procedures and regulatory requirements, and not refer to a specific aircraft type.

The Authority will only approve courses prepared and delivered in the English language. All course material and documents shall be in English. Training Organisations shall ensure that trainees for whom English is a second language have an adequate understanding of spoken and written English before admitting them to a course.

### 2.4 Facilities

Suitable facilities must be provided to conduct the training. Classrooms should be well lit and have the necessary instructional aids with adequate ventilation and comfort.

A Training Organisation may make training arrangements with other TOs or providers for specific sections of the training (e.g. emergency exit training; mock-ups, swimming pools etc.), but must ensure that these other organisations comply with the appropriate requirements,

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and can produce to the DCA, if needed a documented audit report detailing that all the requirements have been met.

The Training Organisation must be self-sufficient and able to test its trainees at the completion of each module of training. In all cases, the Head of Training is responsible for its training standards and compliance with appropriate requirements, including testing, even though a sub-contracted organisation may also be approved.

### **2.5 Representative Training Devices [AOCR.CC.115(c)]**

A representative training device, if acceptable to the Authority, may be used for the training of cabin crew as an alternative to the use of the actual aeroplane or required equipment. Only those items relevant to the training and testing intended to be given should accurately represent the aeroplane in the following particulars:

- (a) Layout of the cabin in relation to exits, galley areas and safety equipment stowage;
- (b) Type and location of passenger and cabin crew seats;
- (c) Exits in all modes of operation (particularly in relation to method of operation, their mass and balance and operating forces) including failure of power assist systems where fitted; and
- (d) Safety equipment of the type 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).

### **2.6 Records**

#### **2.6.1 General**

The form of trainee training records including the attestation is to be specified in the Training Manual and be acceptable to the Authority. Cabin crew members are not required to carry their attestation. Records should be retained by the Training Organisation for a minimum of five years.

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### **2.6.2 Attestation of Initial Safety Training of Cabin Crew**

It is an Authority requirement that an operator ensures that each cabin crew member who has successfully completed initial training holds an attestation of safety training. The operator or the approved training organisation providing the training course, shall ensure that each cabin crew member applies to the DCA for an attestation (Crew Member Certificate) of safety training to a cabin crew member after he/she has completed the initial safety training and successfully passed the check referred to in MFCL [CC.TRA.220 (c)] and associated AMC and GM.

Operators will retain the responsibility for maintaining training records for each cabin crew member. The attestation will not replace the need for the production and retention of the initial training record as required by MFCL (CC.GEN.025) Therefore, the operator shall retain both a copy of the attestation and the initial training record.

Operators may recruit cabin crew who already hold an attestation of initial training. However, the operator remains responsible for ensuring that this training was carried out in accordance with the procedures and requirements contained in their Cabin Crew Training Manual and they met the DCA requirements. The operator is still responsible to ensure each cabin crew member who intends to operate on their behalf applies to the DCA for a crew member certificate.

The attestation shall form part of the training record for each cabin crew member and a sample copy should be included in the operator's Cabin Crew Training Manual. The format of the DCA attestation is show at Appendix-4. As a minimum, an attestation should contain the following information:

- DCA allocated personal licence number;
- Cabin crew member name;
- Confirmation of completion of an initial safety training course in accordance with MFCL CC.TRA.220;
- Confirmation of successfully passing the associated check referred to in MFCL CC.TRA.220 (c) / AOCR.CC.115;
- Date of issue.

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*Note: Appendix 4 to this document shows the format for an attestation (Crew Member Certificate)*

### 2.7 Approval Process

#### 2.7.1 Application

(a) General

It is the Authority's experience that considerable resources and effort are required to prepare an initial application for approval to conduct courses of training, particularly in relation to the development of the required documentation. Therefore organisations should make realistic assumptions from the outset as to how long it will take to obtain approval and are strongly recommended to inform the Authority of their intentions at an early stage of planning.

A training organisation seeking approval for the cabin crew initial course should apply to the DCA Flight Operations Department using form "DCA Cabin Crew TO Application Form" available from the [DCA website](#).

(a) Supporting Documentation

The application should also include the following documentation:

- Operations Manual containing:
  - All information given to trainees during the course.
  - Amendment process for update of information and Authority notification.
- Training Organisation Training Manual containing:
  - Course syllabi and methodology.
  - Instructor guidance notes.
  - Amendment process for update of information and Authority notification.
- Quality Manual or Compliance Monitoring Manual [CMM] (if part of an AOC CMM) containing:

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- Quality / Compliance oversight procedures.
  - Procedures for changing instructors.
  - Procedures for trainee failure.
  - Detailed management structure and nominated persons CVs using form the DCA Cabin Crew TO Application Form.
- List of external facilities to be used on the course.
    - Swimming pools, aircraft training devices, etc.
  - Description of accommodation and facilities.
    - Classrooms, restrooms, toilets, etc.
    - Number of staff and trainees that can be accommodated.
    - Statement that it is adequately lit, ventilated and free from external noise and distractions.
  - Ratio of instructor to trainees.
  - List of equipment, training material, DVDs, handouts, etc.
  - List and qualifications of instructors.
  - Evidence of continuing availability of equipment, facilities and instructors.
  - Samples of course documentation
  - Attestation record form including responsibility for production, issue and retention.
  - Training Organisation training records.
    - At least two sample examination papers for each module.

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**Note:** *The Training Organisation will not be required to duplicate submission of information relating to the above items if the information is already included in another document submitted, e.g. Training Manual.*

### 2.7.2 Initial Inspection

When the Authority is satisfied that the application and associated documentation complies with the requirements, all aspects of the organisation and all training locations will be inspected to ensure that the requirements are met.

The initial inspection will focus on:

- Staff – adequacy of numbers and qualifications.
- Training equipment.
- Facilities – adequacy for course and number of trainees.
- Documentation – compliance with requirements and amendment status.
- Instruction – conduct and content of course material.
- Quality system.

**Note:** *In practice, consideration of these items will have taken place before the initial approval inspection.*

It will be necessary to make two approval inspections, the first to ensure compliance of the infrastructure and documentation and the second to observe the training course. If a Training Organisation elects to sub-contract any element of the course, the Authority may choose to conduct a further inspection of the sub-contractor.

It will be a condition of the approval that the Authority may re-inspect the Training Organisation at any time during the period of approval. Continuation of an approval is not automatic but depends on the outcome of inspections. Reports will be provided to the Training Organisation following inspection visits by Authority staff.

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### 2.7.3 Approval

Subject to satisfactory inspection, an initial approval for courses to be conducted under the direction of the Head of Training will be issued for two years. An interim inspection will be carried out about six months after initial approval.

An organisation may not commence, conduct or continue training courses requiring approval, unless it has the relevant approval documentation in its possession.

### 2.7.4 Revalidation of Approval

Applications for the revalidation of an existing approval should be submitted to the Flight Operations Department on the relevant application form 'DCA Cabin Crew ATO Application Form'.

An inspection will follow receipt of the application and the prescribed charge and will focus on the organisation's maintenance of the necessary training standards and compliance with the appropriate requirements. As well as the items in the initial inspection, the revalidation inspection will concentrate on the day-to-day conduct of training. Particular attention will be paid to:

- Action taken on any non-compliances raised at the last inspection.
- Operation of the Quality System.
- Current numbers of training staff.
- Training task since last inspection and forecast for next approval period.
- Changes to location of facilities.
- Course structure and training aids.
- Training records – a representative sample will be examined in detail.
- Examination results and analysis.
- Future plans.

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Revalidation of the approval will normally be granted for further periods of two years, subject to the Authority being satisfied that requirements are being met.

If an approval has lapsed by more than three months and an organisation wishes to renew the approval, it shall apply as if making an initial application for approval on DCA Cabin Crew TO Application Form.

## **2.7.5 Revocation or Suspension of an Approval**

An approval issued by the Authority may be revoked or suspended if the requirements cease to be met in part or in whole or if the standards on which the approval was granted are not maintained. Should there be a failure to meet the requirements or standards, the organisation will be formally notified of the non-compliances and remedial action will be identified and agreed within a specified time scale. Should the organisation fail to meet the standards in the specified time, revocation or suspension of the approval will be considered.

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### CHAPTER 3

#### Operations Manual

#### 3.1 General

MAOCR (MLR) requires that the Operations Manual should contain all instructions and necessary information for cabin crew to perform their duties, and therefore, the training programme for cabin crewmembers should comply with all applicable MAOC requirements. The Appendixes to MLR.100 1 to this document provides guidance for operators when compiling Operations Manual material related to cabin crew duties and in establishing cabin crew safety training programmes as well as subpart CC.

When operations are conducted utilising aircraft with special facilities or on special categories of flights (e.g. air ambulances or combi-aeroplanes), the appropriate additional procedures and training should be specified in the Operations Manual.

It is important that operators refer to the appropriate Subparts of MAOCRs, which specify the requirements, which have to be complied with to meet the conditions of the Air Operator's Certificate/Authorisation.

#### 3.2 Procedures for Disruptive Passengers

It is important that the Operations Manual and training include the legal considerations for dealing with disruptive passengers. This becomes important when the State of next landing is usually the State responsible for any action against the offender. Any action by a Cabin Crew Member to control a disruptive passenger on board an aircraft can, in general, only be exercised under, and in pursuant to, the Authority and direction of the Pilot-in-Command. Except as described below, Cabin Crew Members have no direct and independent Authority themselves to initiate measures for the restraint and control of passengers. Similarly, Cabin Crew Members cannot, on their own Authority, prevent undesirables from boarding the aircraft nor can they refuse carriage or disembark any person. These powers can only be exercised by the Pilot-in-Command directly or by delegation.

When immediate actions are necessary to protect the safety of the aircraft or of persons or property on board the aircraft, any crew member and any other person on board an aircraft may (without the Authority of the Pilot-in-Command), take such reasonable measures

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including restraint. As he/she has reasonable grounds to believe, such situations would be deemed to have been so critical, from a safety viewpoint that no time was available to obtain the Authority of the Pilot-in-Command, for instance:

- (a) to prevent a person from opening an aircraft door; or;
- (b) to prevent bodily harm to any person on board an aircraft.

Should the Pilot-in-Command give a command to physically restrain a passenger, it would be prudent and practical for a non-involved crew member to be present as a witness, request witness statements from passengers and to make a report of the incident. This report should be attached to the Pilot in Command's flight Report.

**Note:** *The powers of all crewmembers must be in the Operations Manual*

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## CHAPTER 4

### CABIN CREW TRAINING AND CHECKING

#### 4.1 General

A specific syllabus should be included in the Operations Manual (OMD) or a specific Training Manual for each type of training course. The syllabus should include an indication of the duration of each training session and identify between practical and theoretical sessions. Adequate training time should be provided taking into account the number of trainees, the number of instructors, and the training methods and facilities to be utilised. Checking must be performed by personnel acceptable to the Authority. A list of such personnel should be readily available to the Authority and be included in the Operations Manual. Note the DCA provide for the guidance of all operator a detailed compliance Checklist

#### 4.2 Senior cabin crew members

A syllabus for the training of senior cabin crew members, which is additional to all other cabin crew training, must be specified in the Operations Manual. Senior cabin crew training should include the items specified in AOCR.CC.200 Senior Cabin Crew Training.

#### 4.3 Initial training

A syllabus for initial training must be specified in the Operations Manual and be approved by the Authority.

Initial training must include the following as a minimum as detailed in MFCL [CC.TRA.200] and the applicable appendix to this sub-part.

#### 4.4 Conversion and differences training

The syllabus for conversion and differences training must be specified in the Operations Manual and approved by the Authority. Conversion training includes the following as a minimum:

- (a) Normal procedures;
- (b) Fire training and smoke training;
- (c) Operation of doors and exits;

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- (d) Evacuation slide training;
- (e) Evacuation and emergency procedures;
- (f) Crowd control;
- (g) Pilot incapacitation;
- (h) Safety equipment; and
- (i) Passenger briefing/safety demonstrations.

Differences training must include the above items as appropriate.

## **4.5 Familiarisation**

New entrant cabin crew should participate in both an aeroplane visit and familiarisation flights. Cabin crew operating on a subsequent aeroplane type should either participate in a familiarisation flight or participate in an aeroplane visit. The conduct of aeroplane visits and the familiarisation flights must meet the requirements specified in AOCR.CC.135

## **4.6 Recurrent training**

Recurrent training be specified in the Operations Manual and be approved by the Authority. The period of validity of recurrent training and the associated checking required is 12 calendar months in addition to the remainder of the month of issue.

Every year the programme of practical training includes the following:

- (a) Emergency procedures including pilot incapacitation;
- (b) Evacuation procedures including crowd control techniques;
- (c) Touch drills for opening normal and emergency exits;
- (d) Location and handling of emergency equipment, including the donning of lifejackets, portable oxygen and PBE;
- (e) First aid and the contents of first aid kits;
- (f) Stowage of articles in the cabin;
- (g) Applicable dangerous goods procedures;

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- (h) Security procedures;
- (i) Incident and accident occurrence review; and
- (j) Crew Resource Management.

Every three years recurrent training also includes the following:

- (a) Operation and opening of exits;
- (b) Demonstration of the operation of all other exits;
- (c) Use of fire extinguishers and Protective Breathing Equipment (PBE);
- (d) Pyrotechnics; and
- (e) Demonstration in the use of life rafts and slide rafts.

### **4.7 Refresher training**

The syllabus for refresher training be specified in the Operations Manual. Refresher training should not be substituted for the requirements of AOCR.CC.140 (Recurrent Training) and is only applicable for a period of six months absence from duty ending with the expiry of the previous check.

Refresher training must include the following as a minimum:

- (a) Emergency procedures including pilot incapacitation;
- (b) Evacuation procedures including crowd control;
- (c) Operation and actual opening of all normal and emergency exits for passenger evacuation in an aeroplane or in a representative training device;
- (d) Demonstration of the operation of all other exits;
- (e) Location and handling of emergency equipment, including oxygen systems, and the donning of lifejackets, portable oxygen and Protective Breathing Equipment (PBE).

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## **4.8 Checking**

### **4.8.1 Examiner**

The personnel responsible for checking must be identified and approved by the Authority. All Examiners shall comply with the contents of this instruction for the conduct of tests. A Cabin Crew Examiner may be granted approval to conduct some or all following:

- (a) All company safety and emergency procedures checks.
- (b) Approved type rating training and testing.
- (c) Tests for initial issue of Cabin Crew Attestation of initial safety training.

### **4.8.2 General Test Procedures**

The following procedures are applicable for the conduct of any test, including a retest, but may be modified to suit the Operator, provided those procedures are contained in the appropriate Training Section of the Operation's Manual. It is essential that the Examiner verifies the eligibility of the candidate prior to the commencement of any test for Certificate of Test or rating issue. The following general procedures should apply;

- (a) Applicants can be given an oral or practical test individually or as a group.
- (b) Practical tests should only be conducted by a suitably rated and approved Examiner.
- (c) Additional non-essential observers, such as management or training crew, may only monitor the tests after acceptance by the Examiner.
- (d) Any oral test or practical test exercise conducted for an uncompleted test, which has previously been satisfactorily accomplished by another Examiner within the previous 30 days, need not be repeated.
- (e) Examiners are required to comply with the Operator's policy and procedures, in the conduct of required practical tests.
- (f) Examiners should conduct the oral and practical test to the level required.

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- (g) At the completion of the test, all documentation regarding that test must be forwarded, in a timely manner, to the appropriate section for recording in the candidate's records.
- (h) The aircraft portion of the test must be conducted within 30 days following the training device check.

### **4.8.3 Briefing**

It is essential that a pre-test briefing is conducted to ensure that all personnel concerned are aware of the purpose and conduct of the test;

- (a) All personnel involved in conducting or observing a test in an aircraft or training device must be briefed on the emergency exits.
- (b) Candidates must be formally debriefed on any deficiencies noted during the test.

### **4.8.4 Oral Test**

The oral test is a means of determining the applicant's knowledge of the aircraft systems, emergency and normal equipment and company procedures. It can be substituted by a written test by the Operator.

- (a) Failure of the oral component of a test is an overall fail and the aircraft or practical component should not be conducted unless special circumstances warrant the continuation of the test.
- (b) Examiners should not become involved in instructing the candidate whose answers are less than satisfactory.
- (c) The oral component may be accomplished in a training device or aircraft.

### **4.8.5 Practical Test**

The practical test component refers to exercises conducted in an aircraft or training device;

- (a) Examiners should conduct the test to the level of the qualification required.

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- (b) Maximum use of an approved training device is recommended for exercises or equipment use.
- (c) Examiners should observe the candidate's ability to conduct his/her duties with that of the other cabin crew to achieve a satisfactory level of crew coordination.

## **4.8.6 Assessment**

It would be impossible to devise a complete and detailed formula by which an Examiner can assess whether a candidate has passed or failed the test. Therefore the experience of the Examiner and his/her individual judgement is essential in making an assessment. However all Examiners must insist upon the proper standards of professionalism and standardisation at all times, and apply them with consistency and without favour.

## **4.8.7 Administrative Action**

All company documentation must be completed. The following post-test administrative action is required to be taken by Designated Examiners for the certification and aircraft type rating of Cabin Crew (nominated in the operators training manual), and appropriately qualified and standardised. A failure by a candidate in either the written, oral, training device phase of a test for the issuance of a rating must be notified to the candidate and records of all attempts must be retained by the Operator.

The operator Certificate of Test form must be completed and retained in the applicant's training records. The Designated Examiner must complete the appropriate section of the Certificate as part of the test.

## **4.8.8 Examiner Training**

The operator must prepare and obtain approval of a written training programme for the training of Designated Examiners. Nominated Examiners should successfully complete a formal Examiners course by an approved organisation and should cover the following;

- (a) Examining duties, functions and responsibilities.
- (b) DCA legislation and Operator policy and procedures.
- (c) Methods, procedure and instructional technique.
- (d) Evaluation of Cabin Crew performance.

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- (e) Appropriate corrective action.
- (f) Approved methods, procedures and requirements for and emergency procedures in the aircraft.
- (g) Company documentation.
- (h) Training device operation (if applicable).

## **4.8.9 Designated Examiner Certification process**

- (a) Initial Issue:
  - (1) Application process must be documented in the operators training manual and approved by the DCA
  - (2) Currency on the aircraft (s) type requested (copy of C of T/SEP certificate)
  - (3) Minimum of 3 years operating as cabin crew in which one year as an instructor
  - (4) Has successfully completed Instructor Courses approved or acceptable to the DCA
  - (5) Original certificates must be presented if requested and available for DCA inspector to audit.
- (b) Revalidation / Renewal:
  - (1) The process for revalidating or renewing the competency of examiners must be documented and approved by the DCA.
  - (2) Currency on the aircraft (s) applicable to the function of the examiner must be maintained.

## **4.9 Training records**

The operator training record system and record administration procedures should be incorporated into the training manual.

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## CHAPTER 5

### Operator Use of Cabin Crew

#### 5.1 General

A Cabin Crew Member is issued with a Crewmember certificate by the DCA. The operator must ensure each cabin crewmember is medically fit and maintains the required level of competency in accordance with AOCR [CC.140]

#### 5.2 Medical Requirement

The initial medical examination or assessment and any re-assessment of cabin crewmembers should be conducted by, or under the supervision of, a medical practitioner acceptable to the DCA MCAR Medical Requirements. The medical examination must be in accordance with these medical requirements

An operator must maintain a medical record for each cabin crew member.

#### 5.3 Conduct of training course and associated checking [AMC1 ORO.CC.115 (d)]

Recurrent training must be completed in accordance the approved syllabi detailed in the operators training manual. See AOCR.CC.140 and the associated AMC material. Checking procedures shall be in accordance with AOCR.CC.115 and GM1 AOCR.115. Nominated and appropriately qualified person(s) shall certify all the required training. The system for recording and certifying training requirements shall be approved by the DCA.

#### 5.4 Credential

Cabin crew should be issued with an internationally recognised Cabin Crew Certificate for identification purposes when on duty.

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## **APPENDIX 1**

### **SPECIMEN CABIN SAFETY PROCEDURES MANUAL**

The following subject areas are those required by AOCR subpart CC, and the operator should amplify the subject areas to reflect company policy.

#### **PART A – CABIN CREW TRAINING AND CHECKING**

##### 1. Introduction

There must be a specific syllabus included in the Operations Manual for each type of training course. The syllabus should include an indication of the duration of each training session and identify between practical and theoretical sessions. The Operations Manual should identify the facilities which are to be used for different parts of the training and instructors should be listed together with their areas of expertise if appropriate. When external training facilities and organisations are to be used they should be specified in the Operations Manual

2. Senior cabin crew members
3. Initial training
4. Conversion and differences training
5. Familiarisation
6. Recurrent training
7. Refresher training
8. Checking
9. Training records

#### **PART B -SPECIMEN CABIN SAFETY PROCEDURES MANUAL**

##### **1. General**

##### 1.1 Foreword

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This document contains guidance for operators on the cabin crew procedures that need to be addressed in the Cabin Safety element of the Operations Manual.

- 1.2 Operations manuals to be carried
- 1.3 Operations manual amendment and revisions
- 1.4 Role of the Authority
- 1.5 Laws, regulations, procedures and operator's responsibilities
- 1.6 Competence of cabin crew
- 1.7 Cabin crew responsibilities and operating restrictions
- 1.8 Duties and responsibilities of cabin crew
- 1.9 Cabin crew number and composition
- 1.10 Operation on more than one type or variant
- 1.11 Chain of command
- 1.12 Responsibility and Authority of the commander
- 1.13 Procedures for the use of vacant crew seats
- 1.14 Senior cabin crew members
- 1.15 Minimum requirements for cabin crew (age and medical)
- 1.16 Flight and duty time limitations and rest requirements
- 1.17 Occurrence and accident reporting
- 1.18 Crew health precautions
- 1.19 Safety on the ramp
- 1.20 Quality System
- 1.21 Common language
- 1.22 Terminology and definitions

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## 1.23 Physiological effects of flying

## **2. STANDARD OPERATING PROCEDURES**

### 2.1 Foreword

The Mauritius AOC requirements (AMC1 AOCR.GEN.110(f)(h)) stipulate that an operator to establish procedures and instructions for each aeroplane type, containing ground staff and crew members' duties for all types of operation on the ground and in flight. The following is the minimum content that must be contained in the operators procedures manual together with those items contained in AMC1 AOCR.GEN.110 (f) (h).

- Arming and disarming of slides;
- Operation of cabin lights, including emergency lighting;
- Prevention and detection of cabin, oven and toilet fires;
- Actions to be taken when turbulence is encountered; and
- Actions to be taken in the event of an emergency and/or an evacuation.

## **3 SAFETY**

### 3.1 Foreword

The Operations Manual should contain full descriptions and details of the location, use and operation of each item of safety equipment carried on board an aeroplane which cabin crew may be required to operate.

## **4 EMERGENCY PROCEDURES**

### 4.1 Foreword

The Operations Manual should contain The Operations Manual should contain information on emergency procedures:

#### 4.2 Emergency evacuation procedures

#### 4.3 Definition of types of emergencies

#### 4.4 Crew co-ordination

#### 4.5 Notification of emergencies

#### 4.6 Initiation of evacuation

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- 4.7 Assistance of able-bodied persons (ABPS)
- 4.8 Brace positions
- 4.9 Crowd control
- 4.10 Instructions for evacuation
- 4.11 Disabled passengers
- 4.12 Unusable exits
- 4.13 Public address announcements
- 4.14 Land evacuation and ditching
- 4.15 Rejected take-off
- 4.16 Ground based emergency services
- 4.17 Pilot incapacitation
- 4.18 Decompression
- 4.19 Fire

## **5 AEROPLANE TYPE SPECIFIC – SYSTEMS AND EQUIPMENT**

### 5.1 Foreword

The Operations Manual should contain details of all the following topics for each aeroplane type, and where differences occur, for each aeroplane variant.

- 5.2 Aeroplane description
- 5.3 Cabin configuration
- 5.4 Cabin crew duties specific areas of responsibilities
- 5.5 Location of equipment diagram
- 5.6 Electrical systems
- 5.7 Oxygen systems

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5.8 Communication systems

5.9 Exits

5.10 Emergency situations/procedures

## **6 FIRST AID**

6.1 Foreword

The Operations Manual should specify the first aid objectives and contain specific procedures and information.

## **7 SURVIVAL, SEARCH AND RESCUE**

7.1 Foreword

The Operations Manual should contain information on survival procedures appropriate to the regions of operation.

## **8 DANGEROUS GOODS**

8.1 Foreword

The Operations Manual should specify the procedures and requirements, pertinent to cabin crew, as required by AOCR subpart SPA.DG.

## **9 SECURITY INCLUDING HIJACK AND BOMBS**

9.1 Foreword

The Operators should ensure that the Operations Manual reflects all the security requirements and procedures of the National Civil Aviation Security Programme and AOCR (SEC).

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### APPENDIX 2

#### CREW RESOURCE MANAGEMENT - CABIN CREW

##### 1. Introduction

- 1.1 In order to assist operators, the content of this document has been prepared to provide guidance on CRM training programmes for cabin crew. The material expands upon the regulations and accompanying guidance material in AMC 1 AOCR.CC.115 (d).
- 1.2 Crew Resource Management (CRM) is the effective utilisation of all available resources (e.g. crew members, aeroplane systems, and supporting facilities) to achieve safe and efficient operation.
- 1.3 The objective of CRM is to enhance the communication and management skills of the crew member, as well as the importance of effective co-ordination and two-way communication between all crew members.
- 1.4 CRM training should reflect the culture of the operator, the scale and scope of the operation together with associated operating procedures and areas of operation which produce particular difficulties.

##### 2 General Principles for CRM training for Cabin Crew

- 2.1 Cabin crew CRM training should focus on issues related to cabin crew duties, and therefore, should be different from flight crew CRM training. However, the co-ordination of the tasks and functions of flight crew and cabin crew should be addressed. The guidance contained in GM1 ORO.CC.115 (e) should be used as a basis for CRM training.

##### 3 Introduction to CRM - (Introductory Course)

- 3.1 An operator should ensure that a cabin crew member has completed an introductory course before being first assigned to operate as a cabin crew member. Cabin crew who are already operating as cabin crew members in commercial air transportation and who have not previously completed an introductory course, should complete an introductory course by the time of the next required recurrent training and/or checking.
- 3.2 The training elements in Table 1, Column (a) should be covered to the level required in column (b), introductory course.

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3.3 The objective of the introductory course is to provide cabin crew members with a basic knowledge of Human Factors relevant to the understanding of CRM.

3.4 The Introductory course should be conducted by at least one cabin crew CRM instructor.

### **4 CRM when joining an operator**

4.1 When a cabin crew member joins an operator, then the operator should ensure that the cabin crew member has already completed an introductory course and also completes the operator's CRM and human factors training in accordance with AMC 1 AOCR.CC.115 (d).

4.2 The training elements in Table 1, Column (a) should be covered to the level required in column (c) "Operators CRM Training".

4.3 The operator's CRM training should be conducted by at least one cabin crew CRM instructor.

4.4 Cabin crew members from different operators may attend the same training provided that operations are similar, (see paragraph 1.4).

4.5 CRM when joining an operator may be combined with an introductory course and/or Aeroplane Type Specific CRM providing the syllabi cover all of the applicable requirements.

### **5 Aeroplane Type Specific CRM - (Conversion Training)**

5.1 CRM should be integrated into all appropriate phases of the operator's conversion training on the specific aeroplane type.

5.2 The training elements in Table 1, column "Operators Type Conversion Training" should be covered to the level required in the column.

5.3 The objective of Aeroplane Type Specific CRM is the application of the knowledge gained in previous CRM training on the specifics related to aircraft type, for example, narrow/wide bodied aeroplanes, single/multi deck aeroplanes, and flight crew and cabin crew composition.

5.4 Aeroplane Type Specific CRM may be combined with the introductory course and/or CRM when joining an operator.

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## **6 Recurrent Training (Annual)**

- 6.1 When a cabin crew member undergoes annual recurrent training, CRM training should be integrated into all appropriate phases of the recurrent training and may include stand-alone modules.
- 6.2 The training elements in Table 1, column (a) should be covered within a three year cycle to the level required by column (e) (recurrent annual training).
- 6.3 When CRM elements are integrated into all appropriate phases of the recurrent training, the CRM elements should be clearly identified in the training syllabus. The definition and implementation of this syllabus should be managed by a cabin crew CRM instructor.
- 6.4 When CRM training is provided by stand-alone modules, it should be conducted by at least one cabin crew CRM instructor.
- 6.5 The objective of recurrent CRM training is the application of the knowledge gained in previous CRM training to include realistic operational situations.
- 6.6 Recurrent CRM training should include areas identified by the operator's accident prevention and flight safety programme.

## **7 CRM Training for Senior Cabin Crew**

- 7.1 An operator should ensure that all elements in Table 1, column "Senior Cabin Crew (SCC) Course" are integrated into the training and should show ability to manage the operation and take appropriate leadership/management decisions.

## **8 Instructor Qualifications**

- 8.1 The operator should ensure that all personnel conducting relevant training are suitably qualified to integrate elements of CRM into all appropriate training programmes. The minimum requirements for qualifications and experience of CRM Instructors is detailed in AMC 1 AOCR.CC.115 (d), paragraph (c).

## **9 Co-ordination between flight crew and cabin crew training departments**

- 9.1 There should be an effective liaison between flight crew and cabin crew training departments. Provision should be made for flight and

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cabin crew instructors to observe and comment on each other's training. Consideration should be given to creating flight deck scenarios on video for playback to all cabin crew during recurrent training, and to providing the opportunity for cabin crew, particularly senior cabin crew, to participate in Flight Crew LOFT.

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### APPENDIX 3

#### CREW TRAINING FOR EXIT OPERATION

##### 1 General

A recently published accident reports have identified differences between actual aeroplane door operation in the emergency mode with an active 'power assist' facility and the operation of the same type of door installed in a cabin simulator. It has been recommended that cabin door simulators accurately simulate all characteristics of the associated doors and that full instructions on the specific aeroplane door operating characteristics should be provided to flight and cabin crew during training and be repeated in the Operations Manual.

Differences in door operating characteristics between actual aeroplane doors and the doors installed in cabin simulators can be of critical importance during an emergency evacuation, especially if an incorrect door operation procedure is used. In the worst case scenario, the crew member may not be able to effectively open a fully functional door or exit if incorrect or inadequate procedures have been specified in the Operations Manual and are repeated during training.

Consideration should be given to:

- (a) Retrospective modification to existing cabin simulators to address these potential problems, or
- (b) Acquisition of a cabin simulator that simulates accurately all characteristics of aeroplane door operation, and in the meantime,
- (c) Emphasising differences between the operating characteristics of actual aeroplane doors and cabin simulator doors during training (e.g. by use of video) and in the Operations Manual. This is especially important where it is recognised that a cabin door simulator cannot, or does not, exactly replicate the actual aeroplane door operating characteristics. Operations Manuals should be reviewed to ensure that information on aeroplane door operation is fully compliant with the procedures recommended by the relevant aeroplane manufacturer. In addition, Operators should provide full instructions to their flight and cabin crew, based on information provided by the aeroplane manufacturer, regarding door operating characteristics that might be

## **DEPARTMENT OF CIVIL AVIATION CABIN CREW TRAINING ORGANISATION**

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expected when operating an aeroplane door in an emergency.

- (d) When determining whether an exit can be considered to be a variant of another type, the following factors should be assessed the published EASA OSD report applicable to cabin crew operation together with the considerations detailed in AMC1 ORO.CC.115(c)





## APPROVAL OF CABIN CREW INITIAL TRAINING ORGANISATION APPLICATION AND REVALIDATION FORM

1. Organisation	
Organisation name .....	
Address .....	
.....	
.....	Postcode .....
Telephone number .....	Fax number .....
E-mail address .....	Website .....
Owner's address (if different from above) .....	
.....	
.....	Postcode .....
Company Registration No. (if applicable) .....	

2. Additional Training Sites	
Name .....	
Address .....	
.....	
.....	Postcode .....
Name .....	
Address .....	
.....	
.....	Postcode .....

3. Application or Revalidation ✓ relevant box below	
I am applying for:	
Initial Application	<input type="checkbox"/>
Revalidation	<input type="checkbox"/>

4. Management Structure		
Post	Name	Qualification/Experience Relevant to Post
Head of Training		
Deputy Head of Training		
Quality Manager or Compliance Monitoring Manager		

5. Instructing Staff	
Name	Subject(s)

6. Accommodation	
Type	Location, size, number, capacity
Details of Tenure of premises	
Classrooms	
Other accommodation	
Staff rooms	
Rest rooms	
Toilets	

7. Fees
Please see the <a href="#">DCA</a> Scheme of charges.

8. Declaration of Applicant
<p>I declare that the information provided on this form is correct.</p> <p>I will notify the Authority of all changes to the information provided.</p> <p>Signature ..... Date .....</p> <p>Name (block capitals) ..... Position .....</p>

## 9. Checklist

Please find a checklist for your assistance in preparing your ATO application submission. Any item missing may delay your application. This should be completed together with the attached compliance checklist (Appendix 1).

Enclosed appropriate fee (DCA Scheme of charge)	<input type="checkbox"/>	Training Manual*	<input type="checkbox"/>
Operations Manual*	<input type="checkbox"/>	Compliance / Quality Manual	<input type="checkbox"/>

## 10. Notes for completion

1. An ATO intending to only conduct initial Cabin Crew training must comply with all applicable parts of:
  - Mauritius ATO requirements (Part 2-Cabin Crew Training) and
  - MFCL.
2. Those organisations who intend to offer anyone of the following DCA approved Cabin Crew training courses must also comply with the applicable parts of the Mauritius Air Operator Certification Requirements (MAOCR):
  - Aircraft type specific training
  - Differences training
  - Familiarisation training
  - Familiarisation flights
  - Recurrent training
  - Refresher Training
  - Senior cabin crewmember
  - Single cabin crewmember operations

Appendix-1 details the applicable training requirements for the licensing purposes and those training requirements necessary for cabin crew, who once trained will operate for a Commercial Air Transport (CAT) operator.

**CABIN CREW TRAINING SYLLABI and ATO COURSE CHECK LIST – DCA Cabin Crew Requirements**

**APPENDIX-1**

**INITIAL TRAINING – Appendix 1 to MFCL Sub-Part CC**

**1. Aviation and aviation regulations**

<b>Subject</b>	<b>Manual Reference</b>	<b>Checked [DCA]</b>
Aviation terminology		
Theory of flight		
Passenger distribution		
Areas of operation		
Meteorology		
Effects of aircraft surface contamination		
Aviation regulations		
Role of the competent authority		
Duties and responsibility of c/c		
Response to emergency situations		
Competence and fitness		
FTL and rest requirements		
Manual amendment/update of information		
Performing in accordance with OM		
Pre-flight briefings of c/c		
Provision of safety information		
Authority/responsibility for evacuation and other emergency procedures		

**2. Communication**

<b>Subject</b>	<b>Manual Reference</b>	<b>Checked [DCA]</b>
Effective between c/c and f/c		
Techniques, common language, terminology		

### 3. HF and CRM – Introductory

Subject	Manual Reference	Checked [DCA]
Human performance and limitations.		
<b>Relevant to the individual cabin crew member – in depth</b>		
Personality awareness		
Human error and reliability		
Attitudes and behaviours		
Self assessment		
Stress and stress management		
Fatigue and vigilance		
Assertiveness		
Situation awareness		
Information acquisition and processing		

### 4. Passenger handling and cabin surveillance

Subject	Manual Reference	Checked [DCA]
ABPs by unsupervised exits		
Safe stowage of baggage and cabin service items		
Recognition & management of drunks/drugs/aggressive pax		
Live animals in cabin		
Duties in turbulence & securing cabin		
Motivation of passengers and crowd control in emergency evacuations		

### 5. Aero-medical aspects and first aid

Subject	Manual Reference	Checked [DCA]
Physiological effects of flying including hypoxia, oxygen requirements, eustachian tubal function and barotraumas		
Air sickness		
Gastro-intestinal disturbances		
Hyperventilation		
Subject	Manual Reference	Checked [DCA]
Burns		
Wounds		
The unconscious		

Fractures and soft tissue injuries		
Asthma		
Stress and allergic reactions		
Shock		
Diabetes		
Choking		
Epilepsy		
Childbirth		
Stroke		
Heart attack		
Use of equipment – first aid oxygen, first aid kit, emergency medical kit		
Practical CPR taking account of a/c environment		
Travel Health and Hygiene including -		
• Hygiene on board		
• Risk of contact with infectious diseases and means to reduce risk		
• Handling of clinical waste		
• Aircraft disinsection		
• Death on board		
• Alertness management, physiological effects of fatigue, sleep physiology, circadian rhythms, time zone changes		

## 6. Dangerous goods

Subject	Manual Reference	Checked [DCA]
Dangerous goods in accordance with ICAO Technical Instructions		

## 7. Security

Subject	Manual Reference	Checked [DCA]
General security aspects including awareness of provisions of Regulation in accordance with the DCA National security programme and the requirement of AOCR.SEC.		

## 8. Fire and smoke training

Subject	Manual Reference	Checked [DCA]
Importance of identifying source of fire		
Importance of informing flight crew immediately		
Specific actions necessary for coordination and assistance in fire/smoke		
Checking of fire risk areas, toilets and smoke detectors		
Classification of fires		
Appropriate extinguisher and procedures for particular fire situations		
Technique of application and consequence of misapplication		
Use in a confined space		
Practical training in fire fighting		
Practical donning and use of smoke protection equipment		
Ground based emergency services procedures		

## 9. Survival training

Subject	Manual Reference	Checked [DCA]
Principles of survival in hostile environment		
Polar survival		
Desert survival		
Jungle survival		
Sea survival		
Water survival		
Actual donning and use of personal flotation equipment in water		
Use of slide raft or similar equipment and practice in water		

## Aircraft type specific training - AOCR.CC.125 (b)(c) & AMC1

Subject	Manual Reference	Checked [DCA]
Consideration given to mandatory elements from EASA OSD or equivalent.		
Aircraft general description including –		
<ul style="list-style-type: none"> <li>Principal dimensions, narrow/wide bodied, single/double deck</li> </ul>		
<ul style="list-style-type: none"> <li>Speed, altitude, range</li> </ul>		
<ul style="list-style-type: none"> <li>Passenger seating capacity</li> </ul>		
<ul style="list-style-type: none"> <li>F/c number and minimum number of required c/c</li> </ul>		
<ul style="list-style-type: none"> <li>Cabin doors/exits location and sill heights</li> </ul>		

• Cargo and unpressurised areas as relevant		
• Aircraft systems – relevant to cabin crew duties		
• Flight deck – general, pilot seats & mechanisms, exits, storage		
• Required cabin crew stations		
• Flight deck security – general, door components and use		
• Access to avionics bay where relevant		
• Toilets –doors, systems, calls & signs		
• Least risk bomb location		
Demonstration, location and use of safety equipment and systems -		
• Slides and ropes		
• Life rafts and slide rafts, including equipment attached to and/or carried in the raft		
• Drop out oxygen system		
• Communication equipment		
Operation and actual opening by each c/c of each type or variant of normal and emergency doors and exits in normal and emergency modes. Include failure of power assist systems where fitted and the action and forces required to operate and deploy evacuation slides		
Operation and actual opening of the flight deck security door		
Demonstration of the operation of other exits including flight deck windows		
Fire and smoke protection equipment		
Evacuation slide training, where fitted including -		
• Descent from a height representative of main deck sill height		

**Aircraft type specific training - AOCR.CC.125 (b)(c) & AMC1 (cont)**

<b>Subject</b>	<b>Manual Reference</b>	<b>Checked [DCA]</b>
• Slide fitted to a representative training device or the actual aircraft		
• Further descent when c/c qualifies on an a/c type in which main deck sill height differs significantly from a/c previously operated		
Operation of seat, restraint system and oxygen system equipment related to pilot incapacitation and any specific elements relevant to c/c actions in case of pilot incapacitation. Operate all equipment used in case of pilot incapacitation.		

**Operator conversion training – AOCR.CC.125 (d) & AMC1**

<b>Subject</b>	<b>Manual Reference</b>	<b>Checked [DCA]</b>
Training and practice on RTD or actual aircraft		
Training in operator’s SOPs for c/c first assigned to duties by the operator and training elements relevant to aircraft type to be operated		
Description of the cabin configuration including -		
<ul style="list-style-type: none"> <li>• C/c seats, location including direct view, restraint systems, control panels</li> </ul>		
<ul style="list-style-type: none"> <li>• Passenger seats - general, specific features and equipment</li> </ul>		
<ul style="list-style-type: none"> <li>• Designated stowage areas</li> </ul>		
<ul style="list-style-type: none"> <li>• Toilets, features, equipment and systems</li> </ul>		
<ul style="list-style-type: none"> <li>• Galley – location, appliances, water and waste systems, shut off, sinks, drains, stowage, control panels, calls and signs</li> </ul>		
<ul style="list-style-type: none"> <li>• Crew rest areas, location, systems, controls, safety equipment</li> </ul>		
<ul style="list-style-type: none"> <li>• Cabin dividers, curtains, partitions</li> </ul>		
<ul style="list-style-type: none"> <li>• Lift location, use, controls</li> </ul>		
<ul style="list-style-type: none"> <li>• Stowage for the containment of waste</li> </ul>		
<ul style="list-style-type: none"> <li>• Passenger handrail system or alternative means</li> </ul>		

**Operator conversion training – AOCR.CC.125 (d) & AMC1 (cont)**

<b>Subject</b>	<b>Manual Reference</b>	<b>Checked [DCA]</b>
Location, removal & use of all portable safety and emergency equipment		
<ul style="list-style-type: none"> <li>• Lifejackets, infant lifejackets, flotation cots</li> </ul>		
<ul style="list-style-type: none"> <li>• First aid and drop out oxygen, including supplementary systems</li> </ul>		
<ul style="list-style-type: none"> <li>• Fire extinguishers and PBE</li> </ul>		
<ul style="list-style-type: none"> <li>• Crash axe or crow bar</li> </ul>		
<ul style="list-style-type: none"> <li>• Emergency lights including torches</li> </ul>		
<ul style="list-style-type: none"> <li>• Communication equipment, megaphones</li> </ul>		
<ul style="list-style-type: none"> <li>• Slide rafts, life rafts, survival packs and their contents</li> </ul>		
<ul style="list-style-type: none"> <li>• Pyrotechnics</li> </ul>		
<ul style="list-style-type: none"> <li>• First aid kits, emergency medical kits and their contents</li> </ul>		
<ul style="list-style-type: none"> <li>• Other portable safety equipment</li> </ul>		
All normal and emergency procedures including –		
<ul style="list-style-type: none"> <li>• Passenger briefing, safety demonstration and cabin surveillance</li> </ul>		
<ul style="list-style-type: none"> <li>• Severe air turbulence</li> </ul>		
<ul style="list-style-type: none"> <li>• Non pressurisation, slow and sudden decompression, donning of portable oxygen equipment by each cabin crew member</li> </ul>		

<ul style="list-style-type: none"> <li>Other in flight emergencies</li> </ul>		
Passenger handling and crowd control including -		
<ul style="list-style-type: none"> <li>Practical aspects of passenger preparation and handling including operator's specific cabin configuration</li> </ul>		
<ul style="list-style-type: none"> <li>Communication between f/c and c/c, use of all comms equipment, including difficulties of coordination in a smoke filled cabin</li> </ul>		
<ul style="list-style-type: none"> <li>Verbal commands</li> </ul>		
<ul style="list-style-type: none"> <li>Physical contact to encourage people out of exit and onto slide</li> </ul>		
<ul style="list-style-type: none"> <li>Redirection of passengers away from unusable exits</li> </ul>		
<ul style="list-style-type: none"> <li>Marshalling of passengers away from the aircraft</li> </ul>		
<ul style="list-style-type: none"> <li>Evacuation of SCPs, with emphasis on PRMs</li> </ul>		
<ul style="list-style-type: none"> <li>Authority and leadership</li> </ul>		
Fire and smoke training including the use of all fire fighting and protective equipment representative of that carried on board including -		
<ul style="list-style-type: none"> <li>Extinguish an actual fire characteristic of an aircraft interior fire</li> </ul>		

**Operator conversion training – AOCR.CC.125 (d) & AMC1 (cont)**

Subject	Manual Reference	Checked [DCA]
<ul style="list-style-type: none"> <li>Exercise the donning and use of PBE in an enclosed smoke filled environment, emphasising actual source of fire and smoke</li> </ul>		
Evacuation procedures including -		
<ul style="list-style-type: none"> <li>Planned or unplanned evacuations on land and water</li> </ul>		
<ul style="list-style-type: none"> <li>Actions required from cabin crew responsible for pair of exits</li> </ul>		
<ul style="list-style-type: none"> <li>Recognition of unusable exits or unserviceable equipment</li> </ul>		
Pilot incapacitation procedures		
<ul style="list-style-type: none"> <li>Use of checklists as required by practical demonstration</li> </ul>		
Security requirements and procedures		
CRM – Relevant to the entire aircraft crew		
Operator and Operator Aircraft Type including -	Operator	Aircraft
<ul style="list-style-type: none"> <li>Error prevention and detection</li> </ul>	In depth	Relevant to the type
<ul style="list-style-type: none"> <li>Shared situation awareness, info acquisition and processing</li> </ul>		
<ul style="list-style-type: none"> <li>Workload management</li> </ul>		
<ul style="list-style-type: none"> <li>Effective communication and coordination between crew including inexperience crew and cultural differences</li> </ul>		
<ul style="list-style-type: none"> <li>Leadership, cooperation, synergy, decision making, delegation</li> </ul>		
<ul style="list-style-type: none"> <li>Individual and team responsibilities, decision making and actions</li> </ul>		
<ul style="list-style-type: none"> <li>Identification/management of pax HF, crowd control, pax</li> </ul>		

stress, conflict management, medical factors		
<ul style="list-style-type: none"> <li>Specifics related to aircraft type, narrow or wide body, decks, crew composition and number of pax</li> </ul>	Not required	In depth
<ul style="list-style-type: none"> <li>Company safety culture, SOPs, organisational factors, type of operation. Effective communication and coordination with other personnel. Cabin safety incident/accident reporting</li> </ul>	In depth	Relevant to the type
<ul style="list-style-type: none"> <li>Case studies</li> </ul>	Required	

#### Differences training – AOCR.CC.130 & AMC

Subject	Manual Reference	Checked [DCA]
Before being assigned on a variant of an aircraft type currently operated or a current aircraft type/variant with different – <ul style="list-style-type: none"> <li>Safety equipment</li> <li>Safety and emergency equipment location</li> <li>Normal and emergency procedures</li> </ul>		
Differences training shall be based on a comparison with previous training for the relevant aircraft type		
Involve training in a RTD or the actual aircraft		
Consideration given to mandatory and non mandatory elements from OSD		

#### Familiarisation – AOCR.CC.135 & AMC1

Subject	Manual Reference	Checked [DCA]
After completion of a/c and operator conversion, complete supervised familiarisation, before being assigned as one of the minimum c/c		
New entrant – no previous comparable operating experience - <ul style="list-style-type: none"> <li>Aircraft visit and Familiarisation flights</li> </ul>		
Subsequent aircraft type with same operator - <ul style="list-style-type: none"> <li>Familiarisation flight or Aircraft visit</li> </ul>		

#### Familiarisation flight – AMC1-AOCR.CC.135

Subject	Manual Reference	Checked [DCA]
Cabin crew member additional to minimum crew		
Conducted under supervision of SCCM		
Involve safety related duties pre-flight, in-flight and post flight		
Operated in the operators uniform		
Recorded in training records		

**Aircraft visit – AMC1-AOCR.CC.135**

Subject	Manual Reference	Checked [DCA]
By suitably qualified person including aircraft exterior, interior and systems including -		
<ul style="list-style-type: none"> <li>• Interphone and pa</li> </ul>		
<ul style="list-style-type: none"> <li>• Evacuation alarm</li> </ul>		
<ul style="list-style-type: none"> <li>• Emergency lighting</li> </ul>		
<ul style="list-style-type: none"> <li>• Smoke detection system</li> </ul>		
<ul style="list-style-type: none"> <li>• Safety/emergency equipment</li> </ul>		
<ul style="list-style-type: none"> <li>• Flight crew compartment</li> </ul>		
<ul style="list-style-type: none"> <li>• Cabin crew stations</li> </ul>		
<ul style="list-style-type: none"> <li>• Lavatories</li> </ul>		
<ul style="list-style-type: none"> <li>• Galleys, security and water shut off</li> </ul>		
<ul style="list-style-type: none"> <li>• Cargo areas if accessible in flight</li> </ul>		
<ul style="list-style-type: none"> <li>• Circuit breaker panels in pax compartment</li> </ul>		
<ul style="list-style-type: none"> <li>• Crew rest areas</li> </ul>		
<ul style="list-style-type: none"> <li>• Doors and exit location and environment</li> </ul>		

**Recurrent training – AOCR.CC.140 & AMC1**

Subject	Manual Reference	Checked [DCA]
<b>Aircraft Type &amp; Operator Specific Training – Annual</b>		
Training shall include all actions assigned to c/c members for normal and emergency procedures and drills relevant to each a/c type or variant		
All exit touch drills for operation of each type or variant for normal and emergency exits for passenger evacuation		
Location and handling of all safety and emergency equipment installed or carried on board including oxygen systems and equipment such as defibrillators		
Donning of lifejackets, portable oxygen and PBE		
Stowage of articles in the cabin		
Procedures related to aircraft surface contamination		
Emergency procedures including -		
<ul style="list-style-type: none"> <li>• Pilot incapacitation</li> </ul>		
<ul style="list-style-type: none"> <li>• Crowd control</li> </ul>		
Evacuation procedures		
Incident and accident review		

CRM overview - 3 year cycle		
Relevant to the individual cabin crew member -		
<ul style="list-style-type: none"> <li>Personality awareness, human error and reliability, attitudes and behaviours, self assessment</li> </ul>		
<ul style="list-style-type: none"> <li>Stress and stress management, fatigue and vigilance</li> </ul>		
<ul style="list-style-type: none"> <li>Assertiveness, situation awareness, information acquisition and processing</li> </ul>		
Relevant to the entire aircraft crew -		
<ul style="list-style-type: none"> <li>Error prevention and detection</li> </ul>		
<ul style="list-style-type: none"> <li>Shared situation awareness, info acquisition and processing</li> </ul>		
<ul style="list-style-type: none"> <li>Workload management</li> </ul>		
<ul style="list-style-type: none"> <li>Effective communication and coordination between crew including inexperience crew and cultural differences</li> </ul>		
<ul style="list-style-type: none"> <li>Leadership, cooperation, synergy, decision making, delegation</li> </ul>		
<ul style="list-style-type: none"> <li>Individual and team responsibilities, decision making and actions</li> </ul>		
<ul style="list-style-type: none"> <li></li> </ul>		

**Recurrent training – AOCR.CC.140 & AMC1 (cont)**

<b>Subject</b>	<b>Manual Reference</b>	<b>Checked [DCA]</b>
<b>Aircraft Type &amp; Operator Specific Training – 3 yearly</b>		
Operation and actual opening of each exit in normal and emergency modes including power assist failure. This includes the action and forces required to operate and deploy evacuation slides and additional training when relevant for cabin crew members responsible for a pair of exits.		
Operation by each cabin crew member of the flight crew compartment security door in both normal and emergency modes		
Actual operation of the seat and restraint system and practical demonstration of the oxygen system equipment relevant to pilot incapacitation		
Demonstration of the operation of all other exits including dv windows		
Demonstration of the use of liferafts and sliderafts where fitted		
Practical demonstration of the use of flight crew check lists		
Use of pyrotechnics (actual or representative)		
Practical training in the use of all fire fighting equipment including protective clothing, representative of that carried in the aircraft		
Extinguishing a fire characteristic of an aircraft interior fire with particular emphasis on identifying source of fire or smoke		
Donning and use of protective breathing equipment in an enclosed smoke filled environment		

**Refresher Training – AOCR.CC.145**

<b>Subject</b>	<b>Manual Reference</b>	<b>Checked [DCA]</b>
Emergency procedures including pilot incapacitation		
Evacuation procedures including crowd control		
Operation and actual opening, by each cabin crew member, of each type or variant of normal and emergency exits. This should include failure of the power assist systems where fitted and actions and forces required to operate and deploy evacuation slides		
Operation and actual opening by each cabin crew member of the flight crew compartment security door in the normal and emergency modes.		
Demonstration of the operation of all other exits including the flight crew compartment windows.		
Location and handling of all relevant safety and emergency equipment installed or carried on board.		

**Senior cabin crewmember – AOCR.CC.200**

<b>Subject</b>	<b>Manual Reference</b>	<b>Checked [DCA]</b>
<b>1 years experience</b>		
<b>Successfully completed a SCCM training course and associated checking</b>		
Pre-flight briefing		
<ul style="list-style-type: none"> <li>Operating as a crew</li> </ul>		
<ul style="list-style-type: none"> <li>Allocation of cabin crew stations and responsibilities</li> </ul>		
<ul style="list-style-type: none"> <li>Consideration of the flight, including aircraft types, equipment, area and type of operation, ETOPS, SCPs and PRMs and infants and stretchers</li> </ul>		
Co-operation with the crew		
<ul style="list-style-type: none"> <li>Discipline, responsibilities and chain of command</li> </ul>		
<ul style="list-style-type: none"> <li>Coordination and communication</li> </ul>		
<ul style="list-style-type: none"> <li>Pilot incapacitation</li> </ul>		
Review of operator requirements and legal requirements		
<ul style="list-style-type: none"> <li>Passenger safety briefing and cards</li> </ul>		
<ul style="list-style-type: none"> <li>Securing of galleys</li> </ul>		
<ul style="list-style-type: none"> <li>Stowage of cabin baggage</li> </ul>		
<ul style="list-style-type: none"> <li>Electronic equipment</li> </ul>		
<ul style="list-style-type: none"> <li>Procedures when refuelling with pax on board</li> </ul>		
<ul style="list-style-type: none"> <li>Turbulence</li> </ul>		
<ul style="list-style-type: none"> <li>Documentation</li> </ul>		
Accident and incident reporting		

Human factors and CRM – overview		
<ul style="list-style-type: none"> <li>Human factors in aviation</li> </ul>		
<ul style="list-style-type: none"> <li>CRM principles, objectives and HPL</li> </ul>		
Human factors and CRM – reinforcement (relevant to duties)		
<ul style="list-style-type: none"> <li>Error prevention and detection</li> </ul>		
<ul style="list-style-type: none"> <li>Shared situation awareness, information acquisition and processing</li> </ul>		
<ul style="list-style-type: none"> <li>Workload management</li> </ul>		

### Senior cabin crewmember – AOCR.CC.200 (cont)

Subject	Manual Reference	Checked [DCA]
<ul style="list-style-type: none"> <li>Effective communication &amp; coordination between crew members including f/c, as well as inexperienced c/c and cultural differences</li> </ul>		
<ul style="list-style-type: none"> <li>Leadership, cooperation, synergy, decision making and actions</li> </ul>		
<ul style="list-style-type: none"> <li>Identification/management of pax human factors; crowd control, pax stress, conflict management, medical factors</li> </ul>		
<ul style="list-style-type: none"> <li>Specifics related to a/c types (narrow/wide body, single/multi-deck), flight and cabin crew composition and number of pax</li> </ul>		
<ul style="list-style-type: none"> <li>Company safety culture, SOPs, organisational factors, factors linked to the type of operation.</li> <li>Effective communication and coordination with other operational personnel and ground services.</li> <li>Participation in cabin safety incident and accident reporting</li> </ul>		
<ul style="list-style-type: none"> <li>Case studies</li> </ul>		
FTL and rest requirements		
Responsibility to commander including discontinuing non safety related duties for safety and security purposes		
Procedures for selection of next most appropriately qualified cabin crew if SCCM becomes unable to operate		

### Single cabin crewmember operations – AOCR.CC.255

Subject	Manual Reference	Checked [DCA]
<i>An operator shall select, recruit, train and check the proficiency of cabin crew members to be assigned to single cabin crew member operations according to criteria appropriate to this type of operation</i>		
<i>If no previous single crew experience, in addition to training, undertake familiarisation flying of at least 20 hours and 15 sectors on the aircraft type under the supervision of a suitably experienced cabin crew member</i>		

Responsibility to the commander for the conduct of normal and emergency procedures		
Importance of coordination and communication with the flight crew, in particular when managing unruly or disruptive passengers		
Review of operator requirements and legal requirements		
Documentation		
Accident and incident reporting		
FTL and rest requirements		