

Quality Assurance Audit of Cabin Crew Training

Guidance Document

Appendix 1 to Part CC

Initial training course and examination

TRAINING PROGRAMME

The training programme of the initial training course shall include at least the following:

1. General theoretical knowledge of aviation and aviation regulations covering all elements relevant to the duties and responsibilities required from cabin crew:

- 1.1. aviation terminology, theory of flight, passenger distribution, areas of operation, meteorology and effects of aircraft surface contamination;
- 1.2. aviation regulations relevant to cabin crew and the role of the competent authority;
- 1.3. duties and responsibilities of cabin crew during operations and the need to respond promptly and effectively to emergency situations;
- 1.4. continuing competence and fitness to operate as a cabin crew member, including as regards flight and duty time limitations and rest requirements;
- 1.5. the importance of ensuring that relevant documents and manuals are kept up-to-date, with amendments provided by the operator as applicable;
- 1.6. the importance of cabin crew performing their duties in accordance with the operations manual of the operator;
- 1.7. the importance of the cabin crew's pre-flight briefing and the provision of necessary safety information with regards to their specific duties; and
- 1.8. the importance of identifying when cabin crew members have the authority and responsibility to initiate an evacuation and other emergency procedures.

2. Communication:

During training, emphasis shall be placed on the importance of effective communication between cabin crew and flight crew, including communication techniques, common language and terminology.

3. Introductory course on human factors (HF) in aviation and crew resource management (CRM)

This course shall be conducted by at least one cabin crew CRM instructor. The training elements shall be covered in depth and shall include at least the following:

- 3.1. *General*: human factors in aviation, general instructions on CRM principles and objectives, human performance and limitations;
- 3.2. *Relevant to the individual cabin crew member*: personality awareness, human error and reliability, attitudes and behaviours, self-assessment; stress and stress management; fatigue and vigilance; assertiveness; situation awareness, information acquisition and processing.

4. Passenger handling and cabin surveillance:

- 4.1. the importance of correct seat allocation with reference to aeroplane mass and balance, special categories of passengers and the necessity of seating able-bodied passengers adjacent to unsupervised exits;
- 4.2. rules covering the safe stowage of cabin baggage and cabin service items and the risk of it becoming a hazard to occupants of the passenger compartment or otherwise obstruction or damaging emergency equipment or exits;
- 4.3. advice on the recognition and management of passengers who are, or become, intoxicated with alcohol or are under the influence of drugs or are aggressive;
- 4.4. precautions to be taken when live animals are carried in the passenger compartment;
- 4.5. duties to be undertaken in the event of turbulence, including securing the passenger compartment; and
- 4.6. methods used to motivate passengers and the crowd control necessary to expedite an emergency evacuation.

5. Aero-medical aspects and first-aid:

- 5.1. general instruction on aero-medical aspects and survival;
- 5.2. the physiological effects of flying with particular emphasis on hypoxia, oxygen requirements, Eustachian tubal function and barotraumas;
- 5.3. basic first-aid, including care of:
 - (a) air sickness;
 - (b) gastro-intestinal disturbances;
 - (c) hyperventilation;
 - (d) burns;
 - (e) wounds;
 - (f) the unconscious; and

- (g)fractures and soft tissue injuries;
- 5.4.in-flight medical emergencies and associated first-aid covering at least:
 - (a)asthma;
 - (b)stress and allergic reactions;
 - (c)shock;
 - (d)diabetes;
 - (e)choking;
 - (f)epilepsy;
 - (g)childbirth;
 - (h)stroke; and
 - (i)heart attack;
- 5.5.the use of appropriate equipment including first-aid oxygen, first-aid kits and emergency medical kits and their contents;
- 5.6.practical cardio-pulmonary resuscitation training by each cabin crew member using a specifically designed dummy and taking account of the characteristics of an aircraft environment; and
- 5.7.travel health and hygiene, including:
 - (a)hygiene on board;
 - (b)risk of contact with infectious diseases and means to reduce such risks;
 - (c)handling of clinical waste;
 - (d)aircraft disinsection;
 - (e)handling of death on board; and
 - (f>alertness management, physiological effects of fatigue, sleep physiology, circadian rhythm and time zone changes.
- 6. Dangerous goods in accordance with the applicable ICAO Technical Instructions.**
- 7. General security aspects in aviation, including awareness of the provisions laid down in Regulation (EC) No 300/2008.**
- 8. Fire and smoke training:**
 - 8.1.emphasis on the responsibility of cabin crew to deal promptly with emergencies involving fire and smoke and, in particular, emphasis on the importance of identifying the actual source of the fire;
 - 8.2.the importance of informing the flight crew immediately, as well as the specific actions necessary for coordination and assistance, when fire or smoke is discovered;
 - 8.3.the necessity for frequent checking of potential fire-risk areas including toilets, and the associated smoke detectors;
 - 8.4.the classification of fires and the appropriate type of extinguishing agents and procedures for particular fire situations;

- 8.5.the techniques of application of extinguishing agents, the consequences of misapplication, and of use in a confined space including practical training in fire-fighting and in the donning and use of smoke protection equipment used in aviation; and
- 8.6.the general procedures of ground-based emergency services at aerodromes.

9. **Survival training:**

- 9.1.principles of survival in hostile environments (e.g. polar, desert, jungle, sea); and
- 9.2.water survival training which shall include the actual donning and use of personal flotation equipment in water and the use of slide-rafts or similar equipment, as well as actual practice in water.