Civil Aviation Authority of Nepal

CABIN CREW TRAINING MANUAL 2015

Flight Safety Standards Department
Sinamangal, Kathmandu, Nepal

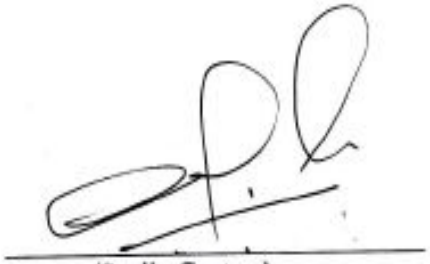
Issue: 1

I. Foreword

This manual named as **Cabin Crew Training Manual, 2015** is issued by Director General of Civil Aviation Authority of Nepal in accordance with the Article 82 of Civil Aviation Regulation 2058 B.S. (2002 A.D.).

This manual has been prepared with a view to standardize cabin crew safety training as suggested by ICAO's Cabin Crew Safety Training Manual, Doc 10002. The content of this manual reflects minimum requirements that an air operator shall fulfill while establishing a training program for their cabin crew. In addition to this, operators are required to remain aware of their particular training needs and shall cover all other requirements accordingly.

This manual shall be considered as a supplement to the Flight Operation Requirements and will come into effect immediately. Any suggestions for its improvement should be forwarded to Director General, CAAN.



(Sanjiv Gautam)
Director General
Civil Aviation Authority of Nepal
15th November 2015

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III. Record of Revisions

Revision No/Ref.	Date	Effective Date	Entry made by	Signature
Revision I, May 2017 (Merged as Rev. III)	Oct 019	Oct 019	RKN	
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CABIN CREW TRAINING MANUAL

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CHAPTER 1: GENERAL

1.1 INTRODUCTION

In aviation, training has always been a key factor in enhancing human efficiencies both in operational performances and in improvement of the safety. The effectiveness of training is also determined on the basis of its achievement of a balanced growth between these main components- safety and performance. Cabin safety has been an integral part of overall flight safety and covers an extensive area in its training. On the contrary to its previous focuses on the evacuation of an aircraft in the event of an accident, cabin safety these days means to;

- contribute to the prevention of accidents and incidents,
- protect the aircraft's occupants from possible safety hazards in the cabin
- minimize injuries and maximize survivability in the event of an emergency situation

Needless to state that safety is achieved only through proactive safety management including hazard identification and mitigation of safety risks and needs specific knowledge and skills. Hence, in view of the roles of the cabin crew in managing safety, it is necessary to introduce an effective training system capable of producing competent cabin crew members to conduct their safety related duties and responsibilities during normal day-to-day flights and act confidently on any abnormal or emergency situation.

This manual named as "Cabin Crew Training Manual, 2015" is prepared with an objective to establish consistency in the cabin crew training course and procedures among operators and also to provide necessary guidance while designing the training programs to suit their own requirements. This manual is based mainly upon the ICAO's Cabin Safety Training Manual and in some cases; excerpts of the manual have been reproduced herein for clarity of concepts. In addition, EASA practices and others such as Transport Canada and DGCA India have also been used as references during its compilation.

1.2 LIST OF ACRONYMS

AOC	Air Operator Certificate
ATO	Approved Training Organization
CBT	Computer-based Training
CPR	Cardiopulmonary Resuscitation
CRM	Crew Resource Management
CTD	Cabin Training Devices
EASA	European Aviation Safety Agency
ELT	Emergency Locator Transmitter
ELT(AF)	Automatic-fixed ELT
ELT(AP)	Automatic-deployable ELT
ELT(S)	Survival ELT
EU	European Union
FAA	Federal Aviation Administration
FRMS	Fatigue Risk Management System
I/C	In-charge Cabin Crew Member
ISD	Instructional Systems Design
LMS	Learning Management System
MEL	Minimum Equipment List
MMEL	Master Minimum Equipment List
OSD	Operational Suitability Data
PBE	Protective Breathing Equipment

PC	Performance Criteria
PED	Personal Electronic Device
SARPs	Standards and Recommended Practices
SMS	Safety Management System
SSP	State Safety Programme
TCCA	Transport Canada Civil Aviation
TEM	Threat and Error Management
UTC	Coordinated Universal Time

1.3 DEFINITIONS

Able-bodied passengers: Passengers who are clearly physically able and are willing to help cabin crew maintain good order and discipline on-board the aircraft

Accountable executive: A single, identifiable person having responsibility for the effective and efficient performance of the State's safety programme (SSP) or of the service provider's safety management systems (SMS).

Air operator certificate (AOC). A certificate authorizing an operator to carry out specified commercial air transport operations

Aircraft: Any machine that can derive support in the atmosphere from the reactions of the air other than the reactions of the air against the earth's surface.

Airworthy: The status of an aircraft, engine, propeller or part when it conforms to its approved design and is in a condition for safe operation

Approved training organization — Cabin crew. An organization approved by a Contracting State in accordance with the national regulations to perform cabin crew training and which operates under the supervision of that State.

Approved training — Cabin crew: Training conducted under special curricula and supervision approved by a Contracting State that, where applicable, is conducted within an approved training organization ***Approved/Authorized***- Approved or authorized by CAAN

Attendant panel: Control panel(s) intended for use by cabin crew to operate and/or monitor aircraft systems relevant to cabin crew duties during normal operations and in the event of emergency situations.

Baggage: Personal property of passengers or crew carried on an aircraft by agreement with the operator. ***Barostatic***: An atmospheric pressure, used in forecasting the weather and determining altitude, derived using a barometer.

Cabin crew member: A crew member who performs, in the interest of safety of passengers, duties assigned by the operator or the pilot-in-command of the aircraft, but who shall not act as a flight crew member.

Change management: A formal process to manage changes within an organization in a systematic manner, so that changes which may impact identified hazards and risk mitigation strategies are accounted for, before the implementation of such changes.

Classroom training: In-person, instructor-led training which may include group exercises and interactive instructional sessions.

Clean aircraft concept: All critical surfaces of an aircraft must be clean of any surface contamination. The critical surfaces of an aircraft are the wings, control surfaces, rotors, propellers, horizontal stabilizers, vertical stabilizers or any other stabilizing surface. In the case of an aircraft with rear mounted engines, the upper surface of the fuselage is also a critical surface.

Clear zone: The area of the passenger cabin immediately in front of the flight crew compartment door, including galleys and lavatories

Cognitive: Pertaining to cognition. Knowing, perceiving, or conceiving as an act or faculty distinct from emotion and volition.

Competency element: An action that constitutes a task that has a triggering event and a terminating event that clearly defines its limits, and an observable outcome.

Competency unit: A discrete function consisting of a number of competency elements.

Competency: A combination of skills, knowledge and attitudes required to perform a task to the prescribed standard.

Co-pilot: A licensed pilot serving in any piloting capacity other than as pilot-in-command but excluding a pilot who is on board the aircraft for the sole purpose of receiving flight instruction.

Computer-based training: Training involving instructional aids, such as computers and tablets. Computer-based training may encompass the use of CD-ROMs as well as web-based training (commonly referred to as eLearning).

Crew member: A person assigned by an operator to duty on an aircraft during a flight duty period.

Critical phases of flight: The period of high workload on the flight deck, normally being the periods between the beginnings of taxiing until the aircraft is on the route climb phase and between the final parts of descent to aircraft parking.

Cruising level: A level maintained during a significant portion of a flight.

Dangerous goods: Articles or substances which are capable of posing a risk to health, safety, property or the environment and which are shown in the list of dangerous goods in the Technical Instructions or which are classified according to those Instructions.

*Not— Dangerous goods are classified in Annex 18 —*The Safe Transport of Dangerous Goods by Air, *Chapter 3.*

Defenses: Specific mitigating actions, preventive controls or recovery measures put in place to prevent the realization of a hazard or its escalation into an undesirable consequence.

Disinfection: The procedure whereby health measures are taken to control or kill infectious agents on a human or animal body, in or on affected parts of aircraft, baggage, cargo, goods or containers, as required, by direct exposure to chemical or physical agents.

Disinsection: The procedure whereby health measures are taken to control or kill insects present in aircraft, baggage, cargo, containers, goods and mail.

Duty period: A period which starts when a flight or cabin crew member is required by an operator to report for or to commence a duty and ends when that person is free from all duties.

Duty: Any task that flight or cabin crew members are required by the operator to perform, including, for example, flight duty, administrative work, training, positioning and standby when it is likely to induce fatigue.

Embarkation: The boarding of an aircraft for the purpose of commencing a flight, except by such crew or passengers as have embarked on a previous stage of the same through-flight.

Emergency exit: Door, window exit, or any other type of exit (e.g. hatch in the flight deck, tail cone exit) used as an egress point to allow maximum opportunity for cabin evacuation within an appropriate time period.

Emergency locator transmitter (ELT): A generic term describing equipment which broadcast distinctive signals on designated frequencies and, depending on application, may be automatically activated by impact or be manually activated. An ELT may be any of the following:

Automatic-fixed ELT (ELT(AF)). An automatically activated ELT which is permanently attached to an aircraft

Automatic-portable ELT (ELT(AP)). An automatically activated ELT which is rigidly attached to an aircraft but readily removable from the aircraft

Automatic-deployable ELT (ELT(AD)). An ELT which is rigidly attached to an aircraft and which is automatically deployed and activated by impact, and, in some cases, also by hydrostatic sensors
Manual deployment is also provided;

Survival ELT (ELT(S)): An ELT which is removable from an aircraft, stowed so as to facilitate its ready use in an emergency, and manually activated by survivors;

Error: An action or inaction by an operational person that leads to deviations from organizational or the operational person's intentions or expectations.

Note. — See Attachment E of Annex 13 — Aircraft Accident and Incident Investigation *for a description of operational personnel.*

Error management: The process of detecting and responding to errors with countermeasures that reduce or eliminate the consequence of errors and mitigate the probability of further errors or undesired states;

Exanthematous diseases: Relating to an exanthema: a skin eruption occurring as a symptom of an acute viral or cockle disease, as in scarlet fever or measles;

Fatigue: A physiological state of reduced mental or physical performance capability resulting from sleep loss or extended wakefulness, circadian phase, or workload (mental and/or physical activity) that can impair a crew member's alertness and ability to safely operate an aircraft or perform safety-related duties.

Fatigue risk management system (FRMS). A data-driven means of continuously monitoring and managing fatigue-related safety risks, based upon scientific principles and knowledge as well as operational experience that aims to ensure relevant personnel are performing at adequate levels of alertness.

Flight crew member: A licensed crew member charged with duties essential to the operation of an aircraft during a flight duty period.

Flight duty period: A period which commences when a flight or cabin crew member is required to report for duty that includes a flight or a series of flights and which finishes when the aeroplane finally comes to rest and the engines are shut down at the end of the last flight on which he/she is a crew member.

Flight simulation training device: Any one of the following three types of apparatus in which flight conditions are simulated on the ground:

A flight simulator, which provides an accurate representation of the flight deck of a particular aircraft type to the extent that the mechanical, electrical, electronic, etc. aircraft systems control functions, the normal environment of flight crew members, and the performance and flight characteristics of that type of aircraft are realistically simulated;

A flight procedures trainer, which provides a realistic flight deck environment, and which simulates instrument responses, simple control functions of mechanical, electrical, electronic, etc. aircraft systems, and the performance and flight characteristics of aircraft of a particular class;

A basic instrument flight trainer, which is equipped with appropriate instruments, and which simulates theflight deck environment of an aircraft in flight in instrument flight conditions.

Flight time — Aeroplanes. The total time from the moment an aeroplane first moves for the purpose of taking off until the moment it finally comes to rest at the end of the flight.

Note.— Flight time as here defined is synonymous with the term "block to block" time or "chock to chock" time in general usage which is measured from the time an aeroplane first moves for the purpose of taking off until it finally stops at the end of the flight.

Ground handling: Services necessary for an aircraft's arrival at, and departure from an airport, other than air traffic services.

Hands-on exercise: Exercise on the use of equipment/aircraft systems that are conducted without a specific context. Equipment that is removed from operation, or other representative training equipment considered acceptable by State, can be used for the purposes of this training.

Human factors principles: Principles which apply to aeronautical design, certification, training, operations and maintenance and which seek safe interface between the human and other system components by proper consideration to human performance.

Human performance: Human capabilities and limitations which have an impact on the safety and efficiency of aeronautical operations.

Hypoglycaemic attack: Pertaining to or characterized by hypoglycaemia: abnormal decrease in concentration of glucose in the circulating blood, e.g. less than the minimum of the normal range.

Hypothermia: A subnormal body temperature significantly below 37°C.

Hypoxia: A deficiency of oxygen in inspired gases, arterial blood or tissue, short of anoxia (almost complete absence of oxygen.

Improvised explosive device: A device, placed or delivered, and fabricated in an improvised manner incorporating explosives or destructive, lethal, noxious, pyrotechnic or incendiary chemicals designed to destroy, disfigure, distract or harass.

In-flight: The period from the moment all external aircraft doors are closed following boarding through the moment when one external door is opened to allow passengers to leave the aircraft or until, if a forced landing, competent authorities take over responsibility for the aircraft and individuals and property on the aircraft. For the purpose of the Tokyo Convention an aircraft is considered to be in flight from the moment when power is applied for the purpose of take-off until the moment when the landing run ends.

In-charge cabin crew member: Cabin crew leader who has overall responsibility for the conduct and coordination of cabin procedures applicable during normal operations and during abnormal and emergency situations for flights operated with more than one cabin crew member.

Lockdown: The condition of the flight crew compartment door being closed and locked securely with no traffic permitted either in or out of the flight crew compartment.

Medical assessment: The evidence issued by a Contracting State that the license holder meets specific requirements of medical fitness

Minimum equipment list (MEL). A list which provides for the operation of aircraft, subject to specified conditions, with particular equipment inoperative, prepared by an operator in conformity with, or more restrictive than, the master minimum equipment list (MMEL) established for the aircraft type.

Mock-up: A training device that is a partial, functional replica of an actual aircraft, without motion.

Operations manual: A manual containing procedures, instructions and guidance for use by operational personnel in the execution of their duties.

Operator: A person, organization or enterprise engaged in or offering to engage in an aircraft operation.

Performance criteria: Simple, evaluative statements on the required outcome of the competency element and a description of the criteria used to judge whether the required level of performance has been achieved.

Person with disabilities: Any person whose mobility is reduced due to a physical incapacity (sensory or locomotor), an intellectual deficiency, age, illness or any other cause of disability when using transport and whose situation needs special attention and the adaptation to the person's needs of the services made available to all passengers.

Pilot-in-command: The pilot designated by the operator, or in the case of general aviation, the owner, as being in command and charged with the safe conduct of a flight.

Pressure-altitude: An atmospheric pressure expressed in terms of altitude which corresponds to that pressure in the Standard Atmosphere.

Prophylaxis: Prevention of disease or injury or a process which can lead to disease or injury.

Protective breathing equipment (PBE): Breathing equipment providing full, sealed protection against smoke, fumes, etc., covering the head, the collar and upper shoulder area. Fifteen-minutes minimum oxygen supply per PBE is recommended.

Psychoactive substances: Alcohol, opioids, cannabinoids, sedatives and hypnotics, cocaine, other psychostimulants, hallucinogens, and volatile solvents, whereas coffee and tobacco are excluded.

Remote on-board areas: Areas that are not in the passenger compartment but that are accessible to occupants, such as crew rest area(s), cargo area, or electronics compartment.

Rest period: A continuous and defined period of time, subsequent to and/or prior to duty, during which flight or cabin crew members are free of all duties.

Risk mitigation: The process of incorporating defenses or preventive controls to lower the severity and/or likelihood of a hazard's projected consequence.

Safety management system: A systematic approach to managing safety, including the necessary organizational structures, accountabilities, policies and procedures;

Safety risk: The predicted probability and severity of the consequences or outcomes of a hazard.

Simulated exercise: Exercise representing a full context scenario (e.g. aircraft evacuation) where cabin crew apply the operator's procedures and associated crew responsibilities for dealing with the specific situation. This is typically conducted in a representative training device capable of reproducing the appropriate environment/equipment characteristics (e.g. cabin, flight deck, accessible cargo compartment, crew rest area, etc.), or on an actual aircraft.

Simulator: An apparatus which provides an accurate representation of the flight deck and/or cabin of a particular aircraft type to the extent that the mechanical, electrical, electronic, etc., aircraft systems control functions, the normal environment of flight crew members and/or cabin crew members and the performance and characteristics of that type of aircraft are realistically simulated.

Special categories of passengers: Persons who need special conditions, assistance, or equipment when travelling by air. These may include but are not limited to:

a) Infants;

b) Unaccompanied children;
c) Persons with disabilities;
d) Persons with mobility impairments;
e) Persons on stretchers; and
f) Inadmissible passengers, deportees or persons in custody.

State of the Operator: The State in which the operator's principal place of business is located or, if there is no such place of business, the operator's permanent residence

Sterile flight deck: During critical phases of flight and all flight operations (except cruise) conducted below10000 feet, no crew member may engage in any activity or conversation that is not required for safe operation of the aircraft. Non-essential cockpit-cabin communication is prohibited during this period.

Technical Instructions: The *Technical Instructions for the Safe Transport of Dangerous Goods by Air*(Doc9284), approved and issued periodically in accordance with the procedure established by the ICAO council. ***Threat levels***: A series of four defined threat levels of passenger disturbances, established so as to give common definition and thereby understanding to all concerned parties as to what is occurring on the aircraft:
Level 1 — Disruptive behaviour (suspicious or verbally threatening);
Level 2 — Physically abusive behaviour;
Level 3 — Life-threatening behaviour;
Level 4 — Attempted breach or actual breach of the flight crew compartment.

Threat: Events or errors that occur beyond the influence of an operational person, increase operational complexity and must be managed to maintain the margin of safety.

Note. — See Attachment E of Annex 13 — Aircraft Accident and Incident Investigation *for a description of operational personnel.*

Threat and error management (TEM): An overarching safety concept regarding aviation operations and human performance.

Threat management: The process of detecting and responding to threats with countermeasures that reduce or eliminate the consequences of threats and mitigate the probability of errors or undesired states.

Tokyo Convention: Convention on Offences and Certain Other Acts Committed on Board Aircraft, signed at Tokyo on 14 September 1963.
Unstaffed exit: Emergency exit for which no cabin crew member has been positioned for the flight

1.4 CABIN CREW QUALIFICATION AND ELIGIBILITY

Operators shall establish basic qualifications for their cabin crew as required for the type of their operation and the duties to be assigned to the cabin crew. The selection criteria shall be based upon the age, knowledge, fitness to perform duties and responsibilities so that cabin crew members can fulfill their role in terms of safety management. However, the minimum eligibility must include;

a. A minimum age requirement of18 years
b. Higher Secondary school (10+2) or an equivalent
c. Ability to read, speak, write and understand English as common language to ensure appropriate communication with both crew members and passengers
d. Ability to retrieve safety and emergency equipments and open and close overhead bins on the aircraft, from a standing position;
e. The ability and strength to operate equipment/systems, as applicable to the operator's procedures during normal, abnormal and emergency situations and to the aircraft type(s) to which the cabin crew member will be assigned duties;
f. Assessed for Medical Fitness by an approved Aviation Medical Examiner

1.5 CABIN CREW TRAINING

1.5.1 The assignment of cabin crew members for safety duties on board commercial passenger aircraft is a

requirement of Annex 6 — *Operation of Aircraft* to the Convention on International Civil Aviation. The current Flight Operation Requirements of CAAN has established the minimum number of cabin crew required for each type of airplane, based on seating capacity in order to effect a safe and expeditious evacuation of the aero plane, and the necessary functions to be performed in an emergency or a situation requiring emergency evacuation. Similarly it requires that the cabin crew members undergo specialized training and gain sound knowledge of their safety roles and the required competencies needed to perform their duties and responsibilities.

1.5.1 Operators shall introduce an approved training program as suitable to their operation which shall include the regulations relating cabin operations, operator's procedures, aircraft description, on board equipment and furnishings, safety management, security issues, human performance and the operational environment.

1.5.2 Operators shall notify CAAN with details of the training program before commencing any training to their cabin crew. The details include the approved syllabus, trainee's and the instructor's credentials, dates, timing and the venue of the training etc. Necessary arrangements shall be made for the inspection of the training by CAAN officials/observers, if required.

1.5.3 Operators shall ensure that all persons have completed the prescribed trainings before being assigned as a cabin crew member. The training programme needs to verify that cabin crew members have obtained the required proficiencies and are able to execute the required tasks both in the normal and abnormal situations.

1.5.4 In order to ensure that the cabin crew members maintain the required level of competency, a surveillance program shall be established as a part of the cabin crew training program and each cabin crew is checked for their proficiency at least once in every 12 months period.

1.6 CABIN CREW MANUAL

Operators are required to establish "Cabin Crew Procedures" that refers to cabin operation requirements and procedures through its Operation Manual and/or a separate volume known as Cabin Crew Manual. Such manual shall cover both the normal and abnormal procedures to be followed by cabin crew and obtain approval from CAAN. It may also include general rules and regulations and most importantly the training and competency requirements of the cabin crew.

Refer "Cabin Crew Manual Preparation Checklist"- CL-G-01, Attachment G to this chapter for necessary guidance. The elements as mentioned in the checklist are minimum requirements and have to be incorporated in the manual wherever applicable. Operators may add or include any other matters as suitable to their operational needs.

CHAPTER 2: TRAINING REQUIREMENTS

2.1 Cabin Crew Training consists of two major parts- General and Specific. General areas of the cabin crew training mostly cover the regulatory requirements and basic knowledge of the aviation field. The subjects in this part of the course are applicable to all cabin crew trainings and to some extent are transferrable with few exceptions. The Specific part of the courseware is to be developed according to operator's training needs covering the aircraft type and the operator's procedures.

2.2 Operators shall prepare a cabin crew training program covering both of the aviation related subject areas and safety related parts and obtain necessary approvals. The training should address the company's specific training needs based upon their operation and at least include the following programs;

a. Initial Training
b. Recurrent Training
c. Refresher/Requalification Training

2.3 Operators shall ensure that the Cabin Crew Training program has covered whole or part of the following trainings as required;

a. Aviation Indoctrination Training
b. Standard Operating Procedures (SOPs)
c. Safety Emergency Procedures (SEPs) Training
d. Aircraft Type Training
e. Conversion/Difference Training
f. Practical/Hands-on Training
g. Familiarization Flight (Line Indoctrination) Training
h. Security Training
i. Human Factor (CRM) Training
j. Dangerous Goods Handling Regulations (DGR) Training
k. Aviation Medicine and First Aid
l. Safety Management System
m. Fatigue Management
n. Upgrade (Cabin Crew In-charge) Training
o. Others as applicable

2.4 Cabin Crew Training Programs

2.4.1 **Initial Training:** Operator shall conduct Initial Training for all persons who have not previously operated as a cabin crew member. Initial Training is required for those cabin crews who have not operated as a cabin crew member or have not received the recurrent training in the preceding two years. The goal of initial training is to ensure that each trainee acquires the competencies, knowledge and skills required to perform the duties and responsibilities related to the safety of passengers and flight during normal, abnormal and emergency situations. This is accomplished through classroom instruction and computer-based training (CBT) complemented by a series of hands-on and simulated exercises such as first aid and fire-fighting. Cabin crew trainees must complete initial training before they are assigned duties as cabin crew members.

2.4.1.1 Initial Training should cover the areas as stated in clause 2.3 including Familiarization Flights as specified in clause 2.4.1.4.

2.4.1.2 Initial Training shall cover at least 100 hours excluding aircraft visits and hands -on exercises. It also excludes the aircraft type course and familiarization flights. An addition of 20 classroom hours shall be required for each aircraft type operated by single cabin crew and 30 hours for multi cabin crew operation.

2.4.1.3 Initial Training ground course shall be programmed for at least 20 working days with periodic progress checks of the trainee cabin crew. A competency score of 80% or above is required for qualifying the trainee to undergo Familiarization Flights or Line Indoctrination Training which has to be conducted within 90 days of completion of the ground training portion. In case of not completing Familiarization Flight within 90 days, an appropriate Refresher Training will be required.

2.4.1.4 The Familiarization Flights or referred to as Line Indoctrination Training is a part of the Initial Training. Each cabin crew should complete at least two Familiarization Flights (two sectors) under supervision and be checked on pre-flight, in-flight and post-flight duties. Cabin Crew on board for Line Indoctrination shall not form a part of the minimum required cabin crew members of the flight. Procedures of Line Indoctrination are detailed in Chapter 3, clause 3.2.7.

2.4.1.5 Initial Training shall not be conducted on more than two types of aircraft at a time. Initial Operating Experience (IOE) of six months is required if a cabin crew is to be trained on another (third) aircraft type.

2.4.1.6 The initial training records including the assessment and test reports of each cabin crew shall be maintained and be made available for inspection whenever required.

2.4.2 Recurrent Training: Operators shall ensure that all of the operating cabin crews receiveRecurrent Training annually. Recurrent training is conducted to ensure the maintenance of competencies, knowledge and skills through a series of hands-on exercises, simulated exercises, written exams, etc. for both of the general training elements as well as for training elements relevant to each aircraft type on which the cabin crew member will be assigned duties. It may also be provided to familiarize crew members with new requirements, procedures and/or equipment introduced since their last training.

2.4.2.1 The content of Recurrent Training may vary in regards to the competency elements covered, the conditions used for training as well as the knowledge and skills that may be assessed, which for example may be covered over a 12 to 24-months cycle. The main purpose of conducting a Recurrent Training is to ensure that cabin crew members, by practicing most competencies and skills, maintain the level of performance required for their duties and responsibilities.

2.4.2.2 Recurrent training should include the following, as a minimum and has to be conducted in a cyclic order within the periods as specified here below;

I. Training Elements to be covered in each 12 months period;

a. Exits (type, number, location and operation);
b. Assisting evacuation means (slide, slide-raft, life raft, rope, etc.);
c. Safety and emergency equipment, including location and operation;
d. Aircraft systems relevant to the cabin crew duties;
e. Normal procedures and related hands-on and/or simulated exercises;
f. Abnormal and emergency procedures and the related hands-on and/or simulated exercises,

including:

- On-board Fire and Smoke
- Evacuation Procedures on land and on water
- Flight and cabin crew member incapacitation;

g. Crew Resource Management;
h. Passenger Handling and Crowd Control;
i. Review of recent incidents and/or accidents pertinent to the operator.
j. Regulatory Overview

II. Training Elements to be covered in each 24 months periods;

In addition to the above, the Recurrent Training program shall include the following training elements in each 24 months;

a. Practical Drills such as Full Evacuation Exercises, Live Fire-fighting Drills, and Decompression Incidents etc.
b. First Aid
c. Security Procedures
d. Dangerous Goods

2.4.2.3 This training and the associated checking should be accomplished through classroom instruction and/or CBT, and hands-on and simulated exercises with a representative training device capable of reproducing the appropriate environment/equipment characteristics, or on an actual aircraft.

2.4.2.4 The recurrent training remains valid for a period of 12 months from the month of its accomplishment this year to the same month next year. (i.e. January to January or so on). The recurrent training records including the assessment and test reports of the trainees shall be maintained for at least two years period or till the next accomplishment of the respective training.

2.4.2.5 The duration of the Recurrent Training to be conducted annually shall not be less than 15 hours (excluding the practical drills and simulated exercises) for single cabin crew operation and 20 hours for operation with more than one cabin crew. Similarly, the biennial recurrent program shall cover 20 and 25 hours respectively.

2.4.2.6 The training hours specified above may increase if the training is being conducted involving multi aircraft types. In such a case, it shall be ensured that the type specific part of each aircraft is adequately covered and the practical drills are carried out as applicable to each aircraft type on which the cabin crew is to serve.

2.4.2.7 The Recurrent Training shall be concluded with a written examination in order to assess the knowledge of the trainees. The required level of skills and competency is assessed during practical and simulated exercises. A minimum of 80% score is required to pass the prescribed tests.

2.4.2.8 Operators shall ensure that each cabin crew member including the instructors and examiners have gone proficiency check annually as part of the recurrent training that shall include all the phases of the duties such as pre-flight, in-flight and post flight.

2.4.3 Refresher/Requalification Training: Cabin Crew Training shall include Requalification Programmes for cabin crew members whose qualifications have expired for any reason (e.g. prolonged

absence from flying duties). Refresher or Requalification Training has to be conducted as part of the process to regain qualification enabling the cabin crew member to perform the required duties and responsibilities. It is generally required in case of absence from active flight duties for consecutive six months period. This training may also help to correct the possible loss of competency in an individual or a group of cabin crew if any kind of such deficiencies are noted or reported. The training elements to be covered by this training may vary depending on the applicable validity of the cabin crew member's last required training. (Refer Appendix 1)

2.4.3.1 Cabin Crew who has not operated as an active cabin crew member during the preceding six months period shall undergo annual Recurrent Training for requalification provided that the time elapsed since the cabin crew member's recurrent training requirement has not exceeded by six months.

2.4.3.2 In case of the expiry of the training requirement for more than six months, the cabin crew shall complete the biennial Recurrent Training before being assigned as a cabin crew member. An applicable Initial Training will be required if the time elapsed since the expiry of the last training has exceeded one year period.

2.4.3.3 Cabin Crew who has not operated as an active cabin crew member in a particular aircraft type during the preceding six months, but has been operating on another aircraft type/s may regain his/her recency by undergoing re-familiarization flights on that aircraft if it is within the validity period of his/her last training.

2.4.3.4 Operator should establish a process, based on the applicable validity periods of the required training, to monitor when a cabin crew member's qualification(s) expire. The cabin crew member should complete the training required for requalification prior to being assigned as part of the operating crew.

2.5 Apart from the regulatory part as stated above, Cabin Crew Training may include Passenger Service and Hospitality areas as per operators' own requirements.

2.6 Upon successful completion of all the required trainings, operators are required to issue Cabin Crew Certificate to their cabin crews in compliance with the provisions stated in Appendix 2 of this manual and shall maintain the required qualifications and the recency of experience of each cabin crew whom the Cabin Crew Certificate is issued.

CHAPTER 3: TRAINING AREAS

3 . 1 Cabin Crew Training Program covers a wide area of subject matters which ranges from day-to-day normal duties to handling most unexpected abnormal or emergency situations. Generally, Cabin Crew tends to focus on their daily normal duties because accidents are statistically rare and because in most instances they are rated on this part of their performance. On the contrary, the training program must focus on cabin crew members' duties and responsibilities to be performed in an abnormal or emergency situation and the training programme needs to ensure that cabin crew members remain proficient and are able to execute the required tasks in the event they occur.

3.2 Cabin Crew Training Program should be designed with a view to provide general ideas on aviation related fields with in depth coverage of both the normal and abnormal procedures. The success of the training program depends upon the level of expertise both in terms of knowledge that the trainees have been able to obtain as well as the skills to utilize them at any time when needed. Hence, it is recommended that the training areas as specified in Chapter 2, clause 2.3 may address, but not limited to the following training elements;

3.2.1 Aviation Indoctrination Training:

Aviation indoctrination training is defined as an introduction to the aviation environment. The goal of indoctrination training is to provide cabin crew trainees with sufficient general knowledge on basic aviation subjects so that they may have a more comprehensive understanding of aircraft operations. It allows cabin crew trainees to develop better situational awareness and improves inter-crew communication thus enhancing over-all safety and improving the integration of cabin crew with the flight crew members and other aviation personnel.

3.2.1.1 The purpose of this part of the training area is to provide a general overview of aviation related subject matters, policies and procedures that cabin crew should be knowledgeable on. The topics to be included in aviation indoctrination training are as follows;

a. Applicable Regulations;

- Aviation: the past and the present
- Role of the national and international aviation regulatory authorities
- Regulations relating to all crew members in general and those relating to cabin operations and cabin crew members in particular; and
- Policies and procedures specific to the operator, its organizational structure, and administrative requirements

b. Aviation Terminology;

- Terminology common in operations;
- The phonetic alphabet in aviation-related communication; examples of misunderstandings which may arise from improper use and its effect on flight safety;
- The correct terminology used to communicate amongst cabin crew members and when reporting to the flight crew in normal operations as well as during abnormal and emergency situations;
- Phases of flight and critical phases;
- Standard measurement units used in aircraft operations;
- The twenty-four-hour clock, changes of time with longitude, the meaning of coordinated universal time (UTC), time zones, etc., and their application to aviation; and
- City codes for the operator's destinations (e.g. IATA city c odes).

c. Theory of flight and aircraft operations;

- General components of an aircraft and their basic function
- Flight control surfaces and flight controls and their function; the four forces (thrust, lift, drag and gravity) acting on an aircraft; the three axes (yaw, pitch and roll) and the movement around each axis;
- Hazards associated with volcanic ash/dust, ice formation on wings and control surfaces, the recognition and the importance of reporting of such phenomena;
- Aircraft critical surfaces and hazards to flight associated with the contamination of those surfaces; awareness of conditions most likely to produce surface contamination and steps to take if suspected or identified;
- Weight and balance; passenger distribution and centre of gravity and their effect on aircraft controllability and stability;
- The timely communication of observed or reported deficiencies in the safe operation of the aircraft; and
- Composition of the atmosphere: pressure, density and temperature; basic meteorology (types of cloud formations, air masses and fronts, seasonal weather variations, winds, jet- stream, wind shear, clear air turbulence, etc.) and their effects on aircraft operations and cabin environment.

d. Altitude Physiology.

- The atmosphere and atmospheric pressure;
- Pressurized/non-pressurized aircraft cabins;
- Physiology of respiration and circulation and the body's requirement for oxygen;
- Physiological effects of pressure changes in the body (gases, cavities, sinuses and ears, etc .);
- Hypoxia – identification of persons most susceptible to the effects of hypoxia; physiological effects of normal cabin altitude on occupants with medical conditions; signs and symptoms and means to detect and minimize its effects;
- Physiological effects of cabin altitude on crew/passengers due to a significant reduction of available oxygen in the event of a cabin pressurization problem/decompression; the potential for crew member incapacitation; use of oxygen and oxygen masks;
- Time of useful consciousness at altitude; method of protection (supplemental oxygen) and the importance of applying procedures in the case of loss of cabin pressure;
- Recognition and response to passenger or crew member for handling cases of hyperventilation
- Circumstances under which carbon monoxide poisoning may occur, signs and symptoms of poisoning and means of detecting and minimizing its effects.

3.2.2 Standard Operating Procedures (SOP) Training:

The Standard Operating Procedures (SOP) Training covers the cabin crew safety related general duties and responsibilities as regards to normal day-to-day operations. The procedures related to cabin crew members' safety-related roles and responsibilities during normal operations cover the operator's standard procedures. (It is recommended that trainees are made aware of the standard operating procedures which may be in practice with other operators as well.) The goal of normal operations training is to enable cabin crew members to competently carry out relevant tasks assigned to them during normal operations and actively contribute to a safe operation. The training includes the management of the cabin environment, the operation of equipment and

aircraft systems relevant to cabin crew duties, management of, and assistance to passengers, and coordination with flight crew, ground crew, and other cabin crew members

3.2.2.1 Content of Standard Operating Procedures (SOP) Training:

Normal operations training should address safety-related duties and responsibilities with special reference to Cabin Safety Checks and Briefings as applicable to the type of aircraft and its operation. Operator shall prepare a Standard Operating Procedures Handbook or include them in the Cabin Crew Manual which shall define the normal duties to be performed by a cabin crew during the following phases of the flight;

a. Ground and pre-flight operations;
b. Pushback and taxi;
c. Take-off
d. Climb;
e. Cruise
f. Descend and approach;
g. Landing; and
h. Post-landing and post-flight operation (including transit)

3.2.3 Safety Emergency Procedures Training

The Safety Emergency Procedures is the core area of Cabin Crew Training Program. It covers "Abnormal" or "Unusual" situation training as well as "Emergency" situation training which shall address the Operator's unusual and emergency procedures and focuses on the cabin crew members' roles and responsibilities during these types of situations. For this purpose, "Abnormal" or "Unusual" situation refers to a situation that is not typical or usual, deviates from normal operation and may result in an emergency. "Emergency Situation" in this context may be categorized to the situation which poses

direct threat and needs to be handled immediately with appropriate corrective actions. The goal of this training is to enable cabin crew members to immediately recognize an abnormal or emergency situation, rapidly gain awareness of situational dynamics, if necessary initiate communication with the flight crew and/or take necessary measures to deal with the situation. The training should also enable cabin crew members to anticipate additional risks that may result from the actions they choose to take and mitigate them, if required.

3.2.3.1 Content of Safety Emergency Procedures Training

The Safety Emergency Procedures Training covers both of the unusual/abnormal situations and emergency situations. The part of the Unusual Situation Training should include, but not limited to;

- Turbulence Procedures
- Handling of Sick Passengers/Medical emergencies
- Refueling with Passenger on board or embarking/disembarking
- Handling of Dangerous Goods related incidents
- Unlawful interferences and Security issues
- Others as required

Similarly the Emergency Situations training may include the following topics:

- Fire fighting
- Smoke removal procedures;
- Cabin pressurization problems and decompression;

- Prepared and unprepared emergency landing/ditching;
- Evacuation; Rapid Disembarkation
- Flight and cabin crew member incapacitation;

It is recommended that the operator hold joint flight crew/cabin crew abnormal/emergency training exercises at least once during initial training and during recurrent training. These exercises can help to reflect the operational environment and instill a one-crew concept among all crew members. Joint simulations promote coordination of cabin and flight crew procedures, give flight crew and cabin crew members a greater insight into their respective duties and responsibilities and enable them to work as a synchronized team with a sound appreciation of each other's contribution toward successful management of an abnormal and emergency situation.

3.2.4 Aircraft Type Training:

Aircraft Type Training refers to the part of the training that is related with the type specific elements of the cabin crew training program. This training is required to gain a qualification on the aircraft model that the cabin crew member will be assigned on. Cabin Crew shall undergo the type training course on each type of aircraft they serve as a cabin crew member.

3.2.4.1 Aircraft Type Training should include, but is not limited to, the following elements, as applicable to the particular aircraft:

a) Aircraft description;
b) Cabin configuration (number and distribution of cabin crew seats and number of passenger seats);
c) Cabin layout (interior design, stowage compartments such as overhead bins, and closets, etc .); emergency egress) and other remote areas;
d) Exits (type, number, location and operation);
e) Assisting evacuation means (slide, slide-raft, life raft, rope, etc.);
f) Safety and emergency equipment, including location and operation;
g) Aircraft systems relevant to cabin crew duties:
h) Galleys;
i) Lavatories;
j) Flight deck familiarization and egress;
k) Crew rest areas
l) Normal and Air conditioning, ventilation, and pressurization systems;
    - Communication systems and associated signaling panels;
    - Control panels;
    - Electrical system (galley, lavatory, in-flight entertainment system, in-seat electrical system, circuit breaker panels, etc.);
    - Evacuation alarm system;
    - Fire prevention system;
    - Lighting system; (interior, exterior and emergency lights);
    - Oxygen system (cabin and flight deck);
    - Smoke detection system and smoke removal;
    - Water and waste systems;

l) Installed emergency locator transmitter;
m) Normal procedures and the related hands-on and/or simulated exercises;
n) Abnormal and emergency procedures and the related hands-on and/or simulated exercises;
o) Design-related elements that may impact on normal and/or emergency procedures (stairs,

smoke curtain, social areas, non-forward facing passenger seats, cargo areas if accessible from the passenger compartment during flight, etc.).

p) Land and Water Evacuation Drill

3 . 2 . 4 . 2 This training and the associated checking should be accomplished through classroom instruction, CBT as well as hands-on and simulated exercises with a representative training device capable of reproducing the appropriate environment/equipment characteristics, or on an actual aircraft. A written test shall be conducted at the end of the training and the pass mark in this case is 80% or above. Successful cabin crew shall undergo Familiarization Flights of sufficient number and duration on which he/she has to be checked by an instructor/check cabin crew. Familiarization Flight is an integral a part of the Type-training program on which each cabin crew should demonstrate satisfactory performance before being assigned as part of the minimum cabin crew member required. The Familiarization Flight check report shall form a part of the training record of individual cabin crew member.

3.2.5 Conversion/Difference Training:

Conversion and Difference Training shall be applicable to cabin crew who has to be assigned to duty on an aircraft which has differences from the type, model or series that the cabin crew member is previously qualified on. Conversion Training shall be required in order to gain competence on different type of aircraft which shall cover all of the training elements of the Aircraft Type Course as specified in Cl. 3.2.4.

Difference Training addresses the differences in the model and series of the same type of aircraft that may exist in the forms of cabin configuration and layout, installed emergency equipments, exits as procedures. It will also be applicable if significant changes have been made in the cabin features and safety procedures in an aircraft since the cabin crew member's last training.

3.2.5.1 The training should include the following as a minimum, as applicable to the particular aircraft:

a. Exits (type, number, location and operation);
b. Assisting evacuation means (slide, slide-raft, life raft, rope, etc.);
c. Safety and emergency equipment, including location and operation;
d. Aircraft systems relevant to cabin crew duties
e. Normal procedures and the related hands-on and/or simulated exercises;
f. Abnormal and emergency procedures and the related hands-on and/or simulated exercises; and
g. Design-related elements that may impact on normal and/or emergency procedures (stairs, smoke
h) Curtain, social areas, non-forward facing passenger seats, cargo areas if accessible from the passenger compartment during flight, etc)

3.2.6 Hands-on Training and Aircraft Visit

Cabin Crew Training requires that classroom instructions be reinforced with hands-on exercises and/or simulated exercises. For this purpose, a set of emergency equipments kept on board can be made available during theory classes. Cabin Crew should be given an opportunity of aircraft visits from time to time. The purpose of an aircraft visit is to familiarize each cabin crew member with the aircraft environment and its equipment. The visit is typically conducted on board a stationary aircraft. Aircraft visits should be conducted by suitably qualified persons. They should provide an overview of the aircraft's exterior, interior and systems including the following, if applicable to the particular aircraft:

a. cabin crew stations
b. cabin layout (interior design, stowage compartments such as overhead bins, and closets, etc.);
c. Galleys and lavatories;
d. flight deck familiarization and egress;
e. crew rest areas and any other remote areas;
f. safety and emergency equipment;
g. exits (location and their environment);
h. assisting evacuation means (location and stowage);
i. aircraft systems relevant to cabin crew duties:
    - communication systems and associated signaling panels;
    - control panels;
    - electrical system (galley, lavatory, in-flight entertainment system, in-seat electrical system, circuit breaker panels, etc.);
    - evacuation alarm system;
    - fire prevention system;
    - lighting system (interior, exterior and emergency lights):
    - oxygen system (cabin and flight deck);
    - smoke detection system;
    - water and waste systems; and

j) cargo areas if accessible from the passenger compartment during flight

Each cabin crew trainee having no previous operating experience should participate in a visit to an aircraft prior to participating on a familiarization flight.

3.2.7 Familiarization Flights

The Familiarization Flights or referred to as Line Indoctrination Training is a part of the Initial Training and are also to be included in a conversion course of a new aircraft type. Each cabin crew should complete at least two Familiarization Flights (two sectors) under supervision and be checked on pre - flight, in-flight and post-flight duties. During the familiarization flight, the cabin crew trainee should be additional to the minimum number of operating cabin crew members. It should be structured and involve the cabin crew trainee in the participation of safety-related pre-flight, in-flight, pre-landing and post-flight duties. The report of familiarization flights should form part of the training record for each cabin crew member.

In certain circumstances, air operators may need a large number of cabin crew trainees to undergo the line indoctrination training. In such a case, the operator may be allowed to conduct group line indoctrination flights (also referred to as a "group familiarization flight" by ICAO) with a group of cabin crew members on board the same aircraft. Operator shall prepare a plan and procedures of the group line indoctrination program and obtain prior approval before conducting the training.

3.2.8 Security Training

The goal of aviation security training is to provide crew members wit h the knowledge and skills to identify and respond appropriately to various security threats so as to prevent and/or minimize the consequences of acts of unlawful interference. Cabin Crew Training has to cover an aviation security training programme that addresses the operator's procedures related to cabin crew members' security-related duties and responsibilities, as per the operations manual, and/or company security manual. Operators shall arrange Security Training to their cabin crew during the initial training and in recurrent basis whenever required.

3.2.8.1 Content of Aviation Security Training

Aviation security training encompasses two primary concepts:

a) preventives measures during normal operations; and
b) response to security threat events.

An Aviation Security Training Programme shall include the following elements, as a minimum:

a) disruptive/Unruly passenger
b) determination of the seriousness of any occurrence;
c) crew communication and coordination;
d) appropriate self-defense responses;
e) use of non-lethal protective devices assigned to crew members whose use is authorized by the State of the Operator;
f) understanding of behaviour of terrorists so as to facilitate the ability of crew members to cope with hijacker behaviour and passenger responses;
g) live situational training exercises regarding various threat conditions;
g) flight crew compartment procedures to protect the aeroplane; and
h) aeroplane search procedures and guidance on least-risk bomb locations where practicable.

In addition to the above, the training should cover cabin crew duties on the followings;

- Preventive Procedures such as pre flight security checks of the cabin or galley equipment, and monitoring of passengers, baggage, cargo, mail, equipment, stores and supplies intended for carriage on an aircraft so that cabin crew can contribute to the prevention of acts of sabotage or other forms of unlawful interference.
- Security of the flight deck, sterile flight deck rules and flight deck access procedures
- Disorderly/unruly passengers, the threat levels and procedures according to the level of threat
- Cabin-cockpit communication and coordination during the act of unlawful interference
- Handling of Bomb threat or bomb on-board, on ground/in-flight
- Hijacking/unlawful seizure of the aircraft
- Chemical/biological/radiological/nuclear weapons

3.2.9 Human Factor Training

Human Factor Training in this context is referred to the capabilities and limitations of human performance which have an impact on the safety and efficiency of aeronautical operations. This part of the training focuses on relationships between people and equipment, systems, procedures and the environment as well as personal relationships between individuals and groups. It encompasses the overall performance of cabin crew members while they carry out their duties.

The goal of this training is to optimize human performance and manage human error and should be oriented towards recognizing and solving practical problems.

3.2.9.1 Content of human performance training

Human performance training should include the following topics:

a) human factors in aviation;
   - goals. human factors model(s) applicable to aviation; and
   - human's contribution to safety and the human operational performance necessary to

achieve the established

b) human error;
   - human performance and limitation;
   - the error chain (accident causation) and the concept of an organizational accident;
   - error prevention, detection and recovery/management techniques.

c) Cabin crew skills;

All cabin crew:

- Communication
- Teamwork and leadership
- Error recognition and management
- Workload and time management
- Decision making
- Situational awareness

In-charge cabin crew member

All of the above, plus the following:

- Flexibility
- Delegation
- Empathy
- Planning and coordinating resources

d) Crew Resource Management (may be covered separately);

- CRM concepts and general principles; and
- Applying CRM skills.

e) Threat and Error management (tailored to cabin operations);

- TEM framework and its components, relevant to cabin operations;
- Examples of threats, errors and undesired states, relevant to cabin operations; and
- Threat, error and undesired state management techniques (e.g. detecting threats, trapping errors, etc.), relevant to cabin operations

f) Case Studies (e.g. accidents/incidents);

- Accident and incident investigation reports; and
- Cabin crew roles in the chain of events leading to an incident or accident;

g) Fatigue Risk Management (may be covered separately)

- Consequences of fatigue on cabin crew performance
- Scientific principles on which fatigue management is based;
- Operator and individual cabin crew member responsibilities for fatigue management

The Human Performance training shall be conducted in depth during the initial training. For annual recurrent training, the content may vary in regards to the performance criteria covered. Simulated

exercises that require the application of CRM concepts should be integrated into human performance training and recommended for joint flight and cabin crew CRM as part of simulated exercises on situations during normal operations and abnormal and emergency situations, where practicable.

3.2.10 Dangerous Goods Handling Regulations (DGR) Training

The requirements for the training of cabin crew members in the transport of dangerous goods are included in the Dangerous Goods Training Programme contained in Annex 18 — *The Safe Transport of Dangerous Goods by Air* and the *Technical Instructions for the Safe Transport of Dangerous Goods by Air* (Doc 9284). Hence,the operators shall establish dangerous goods training requirement for their cabin crew which shall include the following as a minimum;,

3.2.10.1 Content of DGR Training

a) General philosophy;
b) Limitations;
c) Labeling and marking;
d) Recognition of undeclared dangerous goods;
e) Provisions for passengers and crew; and
f) Emergency procedures.

Dangerous Goods Training shall be conducted initially and on recurrent basis in each two years period. The training shall cover cabin crew duties and responsibilities and handling procedures of Dangerous Goods related incidents such as;

a) Procedures for the permitted dangerous goods carried by crew/passenger in the cabin
b) Procedures for forbidden dangerous goods found on-board while on ground or during flight
c) Procedures in case of fire, spillage or leakage involving dangerous goods

3.2.11 Cabin Health and First Aid Training

Apart from the safety-related duties, cabin crew members may be required to manage medical events and administer first aid to passengers, or in some situations to other crew members. Hence, operators shall include Cabin Health and First Aid First Aid Training in their cabin crew training program. The objective of this part of the training is to provide conceptual understanding of aviation medicine and related health risks. In the mean time, cabin crew has to acquire some practical skills in managing common medical complications and be familiar with the use of First Aid Procedures as applicable. The contents of this part of the course may vary according to the operator's requirements and may also depend upon the equipments kept on board a specific aircraft for medical purpose.

3.2.11.1 The content of Cabin health and first aid training is divided in the following areas;

a) management of on-board medical events;
b) food safety;
c) cabin disinfection;
d) altitude physiology (maybe covered separately

Cabin Crew should be able to understand human physiology and recognize medical emergencies. They have to be familiar with the content and the use of First Aid Kit (FAK), Emergency Medical Kit (EMK) and Universal Precaution Kit (UPK) as applicable. It may include handling of medical incidents varying

from common occurrences such as minor cut, burn or fracture to more serious situations like hysteria, epilepsy or performing a CPR. Cabin crew should be aware of the possibility of being exposed to a communicable disease and protection against it. Cabin disinfection may be a requirement in some of the destination and the cabin crew may have to carry out it.

Food Safety is another concern because food and beverages are often served during a flight. Understanding of the principles of on-board hygiene is therefore essential.

Operators shall program enough hours for hands on and simulated exercises on scenario-based events.

3.2.12 Safety Management System (SMS)Training

A safety management system (SMS) is defined as a systematic approach to managing safety, including the necessary organizational structures, accountabilities, policies and procedures. Operators shall conduct SMS training to their cabin crew separately or may integrate it in cabin crew training programs initially and on recurrent basis. SMS training for cabin crew is to point out the role that the individual cabin crew members can play within the operator's SMS and how their contributions fit in the bigger picture of safety management at the overarching organizational level.

3.2.12.1 Contents of SMS Training

Cabin Crew SMS Training should cover the basic concept of a SMS with much focus on the operators specific SMS and it s components. This includes, but is not limited to the following;

a) Fundamentals of SMS
b) Operator's specific SMS, its objectives, procedures and roles of cabin crew within it
c) Operator's safety policy;
d) Hazard identification and reporting; and
e) Safety communication.

3.2.13 Fatigue Management Training

Fatigue is a physiological state of reduced mental or physical performance capability resulting from sleep loss or extended wakefulness, circadian phase, or workload (mental and/or physical activity) that can impair a crew member's alertness and ability to safely operate an aircraft or perform safety-related duties. Fatigue risk management system (FRMS) is defined as a data-driven means of continuously monitoring and managing fatigue-related safety risks, based upon scientific principles and knowledge as well as operational experience that aims to ensure relevant personnel are performing at adequate levels of alertness.

The content of the training programme will depend on whether the operator applies the prescriptive fatigue management regulations or has implemented an FRMS, applicable to cabin crew member s . However, the following aspects (but not limited to) should be included in the training.

a) Scientific principles on which fatigue management is based;
b) Consequences of fatigue on cabin crew performance;
c) Fatigue management strategies.

Fatigue Management Training shall form a part of the Cabin Crew Training program or be conducted separately.

3.2.14 Upgrade (Cabin Crew In-charge) Training

The In-charge cabin crew member (also referred to as purser, supervisor, lead cabin crew member, senior cabin crew member, etc.) is a cabin crew leader who has overall responsibility for the conduct and coordination of cabin procedures applicable during normal operations and during abnormal and emergency situations for flights operated with more than one cabin crew member. In multi-cabin crew operations, operators should designate an In-charge cabin crew member who has to obtain In-charge Cabin crew Training. In-charge cabin crew training is usually additional or enhanced training which is specific to the duties and responsibilities of a cabin crew member leader and provides him/her with the competencies and skills required for performing the specific role. Operators shall establish minimum experience (not less than one year of uninterrupted active flying as a cabin crew) before designating an In-charge cabin crew.

3.2.14.1 Content of in-charge cabin crew member training

Operators should develop a specific training programme for in-charge cabin crew members to address the required competencies as suitable to their operation. The basic contents shall cover the following;

a) Briefings (in normal, abnormal and emergency situations) taking due account of special circumstances of flights (e.g. weather forecast conditions, political turmoil at destination, special categories of passengers, etc.);
b) Communication, cooperation and coordination with the crew and with other personnel;
c) Operator's procedures and legal requirements;
d) Administrative tasks required by the operator;
e) Human performance;
f) Reporting systems and requirements;
g) Fatigue management; and
h) Leadership skills.

3.2.15 Instructor Training and Qualification

Operators shall develop Cabin Crew Instructors as per their training needs and thus, have to establish an Instructor Training Program. The training program shall include both "Train the Trainer" course and an in-depth coverage of the subject matter on which the instruction is to be conducted.

3.2.15.1 Areas of Instruction

In view of the complexity of the Cabin Crew Course, the areas of instruction shall be divided as follows;

I. General Legislation and Aviation
II. Standard Operating Procedures (SOP) and Safety Emergency Procedures (SEP)
III. Human Factors/CRM and others such as DGR, Security, SMS etc.
IV. First Aid

3.2.15.2 Cabin Crew Instructor Qualification

Cabin Crew Training should be conducted by suitably qualified instructors, who have the knowledge, ability and experience to perform such training. Hence, Cabin Crew Instructors should undergo a selection process designed to assess that the individual's knowledge, capability, and competency are suitable to meet the training needs. Similarly they have to be reassessed periodically in order to ensure that they have maintained the required level of proficiency. The Cabin Crew Instructors shall meet the following criteria and have to be authorized by CAAN before assigning them with any kind of instructional privileges;

I. Operational Experience

a. Work Experience

- Shall have 3 years of uninterrupted and active in-flight experience as a cabin crew member (for instruction on aircraft operating with single cabin crew).
- Shall have 5 years of uninterrupted and active in-flight experience as a cabin crew member that shall include 1 year of experience as In-charge Cabin Crew(for instruction on aircraft operating with multi cabin crew)

b. Fleet Experience

- Fleet Experience (type rating) of each aircraft or successfully complete an approved type course of each aircraft type for which the instructional privilege is sought

(Note: The operational experience can be waived for subject matter expert for conducting cabin crew training on generic subject areas)

II. Training/Competencies

a. Instructor Training: Shall complete an approved "Instructor Training" or "Train the Trainer" course

b. Subject Area-Training: Shall complete intensive coverage of the respective courseware for which the training is to be conducted

c. Competency: Shall demonstrate satisfactory instructional capabilities (refer clause 3.2.15.5) while conducting two supervision classes in the presence of CAAN Inspector.

3.2.15.3 Additional requirements for specific subject areas

In addition to the above requirements, the complexity of cabin crew training courseware demands additional qualifications in order to exercise the privilege of instruction on certain subject areas as follows;

a. Standard Operating Procedures (SOP) and Safety Emergency Procedures (SEP) Instructors

- Cabin Crew Certificate holders with aircraft type rating for which the instruction is to be conducted or,
- Previous Operational Experience as a cabin crew with approved specific aircraft type course (for Ground Instruction only) or,
- Instructor pilots with valid license and type rating of the respective aircraft and have completed an appropriate SOP/SEP Instructor Course.

b. Human Factors/CRM Instructors

- Shall complete an instructional course on CRM and Human Factor principles and
- Be appropriately qualified to integrate elements of CRM into all the relevant components of a Cabin Crew Training program.

(An experienced non-cabin crew CRM instructor may be authorized to be a cabin crew CRM instructor, provided that the instructor demonstrates a satisfactory knowledge of the nature of the operation, the relevant specific aircraft types and company SOPs as applicable to cabin crew duties and responsibilities)

c. First Aid Instructor

- Shall be qualified as an Aviation Medical Trainer or
- Approved Medical Practitioners or Cabin Crew with paramedic background if suitably qualified through an Aviation First Aid Training

d. DGR and Security Trainer

- Authorized DGR and Security Instructors with adequate knowledge of the operator's training needs as related to the nature of operation as well as associated duties and responsibilities of cabin crew

3.2.15.4 Selection Process

Operators shall establish a selection procedure for Cabin Crew Instructors based upon the above eligibilities. Appropriate trainings shall be arranged for each subject on which the instruction is to be conducted. Candidates are to be assessed for their knowledge and instructional capabilities during the training and at the end shall appear in a written examination. The minimum pass marks shall not be less than 90% on each subject appeared.

3.2.15.5 Qualification/Authorization

Operator may apply for an instructor authorization to their nominated instructors who meet the above criteria.

The application must be supported with all the relevant documents along with company's recommendation letter. Cabin Crew seeking an instructor authorization shall remain on probation period of at least six months and shall undergo two observation classes before an authorization is issued. The class shall be supervised by qualified CAAN inspector and will evaluate the proficiency on the following;

- Practical and theoretical knowledge of the subject
- Preparation of lesson plan and coverage of the prescribed syllabus
- Developing training material and courseware
- Use of associated training devices including audio-visual aids
- Presentation skills

Upon demonstration of a satisfactory level of performance, the applicant shall appear on an oral test to be conducted by CAAN examiners. Cabin Crew Instructors can be authorized to carry out the instructional task in one or more training areas as per their qualification.

3.2.15.6 Maintenance of Instructor Qualification/Authorization

Cabin Crew Instructors are to be updated regularly and have to be assigned with instructional tasks as frequently as possible. They have to undergo required recurrent training and are to be reassessed by CAAN Inspectors within each 12 months period to monitor that the required level of knowledge and skills are adequately maintained. Such assessments can be made while conducting the theoretical classes or practical exercises. (Refer Appendix 3, Surveillance Program para 2.4 and 2.9 of this manual)

Cabin Crew Instructor Authorization is issued with specified instructional privileges for a specific period of time. It can be renewed if the concerned meets the following requirements such as;

i. completion of the required recurrent training
ii. conducted at least one class within the preceding 12 months period in the presence of CAAN Inspector and is evidenced with satisfactory performance report

(Sample format of the Cabin Crew Instructor Authorization is given in (Form C-01), Attachment C to this manual)

The operator should maintain the following records of their instructors;

- Training records
- Training classes conducted
- Examination conducted
- Observation flights and relevant cabin crew documentation, if applicable
- Checks as carried out by CAAN authorized inspectors and
- Licenses and certificates in accordance with training courses

3.2.16 Cabin Crew Examiner/Check Cabin Crew

Cabin Crew has to undergo different tests and examinations before being qualified to act as a cabin crew member. These tests are to be designed to check both the theoretical interpretations and practical skills and include written examinations and performance checks as well. The cabin crew training program must contain test and check procedures which are to be carried out periodically in order to ensure that the cabin crew retains required level of knowledge and competencies all the time. Hence, the operators shall nominate cabin crew examiners/check cabin crew and obtain authorization/approval from CAAN to be tasked with the qualifying checks and examinations as appropriate to the type of the assignments. The cabin crew examiners/check cabin crew should successfully complete a formal competency assessment in their role of carrying out the prescribed tests to determine all required performance standards have been satisfactorily achieved.

3.2.16.1 Qualification of Cabin Crew Examiner/Check cabin crew and Limitation

Authorized Cabin Crew Instructors can be designated as Cabin Crew Examiner and will carry out all the required tests and examinations. Instructors who have imparted the training will be restricted from conducting the qualifying checks and evaluation. Similarly, cabin crew with the following qualifications can be eligible to be nominated as **Check Cabin Crew** to carry out the performance checks on preflight, in-flight and post flight duties of a cabin crew but will not engage in training or instructional tasks.

- 3 years of uninterrupted and active in-flight experience as a cabin crew member (for aircraft operating with single cabin crew) and 5 years of experience that shall include 1 year of experience as **In-charge Cabin Crew** (for aircraft operating with more than one cabin crew)
- Cabin Crew Certificate holder with Fleet Experience (type rating) of each aircraft for which the check is to be carried out.
- Sound knowledge of cabin crew duties and responsibilities, company SOPs
- Appropriately trained in check and evaluation procedures

3.2.16.2 Cabin Crew Examiner/Check cabin crew Authorization

Operators shall establish a selection procedure for Cabin Crew Examiner/Check Cabin Crew based upon the above eligibilities. Appropriate trainings shall be arranged for each of aircraft and related SOP/SEPs on which the check is to be conducted. Candidates are to be assessed for their knowledge and evaluation capabilities during the training and at the end shall appear in a written examination. The minimum pass marks shall not be less than 90% on each subject appeared.

Operator may apply for a Cabin Crew Examiner/Check Cabin Crew authorization to their nominated candidates who meet the above criteria. The application must be supported with all the relevant documents along with a request letter to carryout formal assessments by CAAN Inspectors. Such assessment may include evaluation during table-top exercises or role plays in a classroom, hands-on exercises or practical drills and/or during an in-flight inspection. (Refer Appendix 3, Surveillance Program para 2.4 and 2.9)

Upon satisfactory performance result, the candidate shall pass an oral test to be conducted by CAAN Inspector before an authorization as Cabin Crew Examiner/Check Cabin Crew is issued.

3.2.16.3 Maintenance of Cabin Crew Examiner/Check Cabin Crew Qualification/Authorization

The operator shall ensure that each of the Cabin Crew Examiner/Check cabin Crew has maintained the required qualification and knowledge and has fulfilled the following requirements as minimum to be tasked with the check and evaluation responsibilities;

i. Has completed the required recurrent trainings
ii. Has conducted at least two checks on each type of aircraft (as authorized) within preceding 12 months and reassessed by CAAN Inspector at least once during any of the checks conducted as above
iii. Holds a valid and current "Cabin Crew Qualification and Ratings" as suitable to (ideally not lower than) the person being checked

Operators shall maintain the records of the Cabin Crew Examiner/Check Cabin Crew that shall reflect the fulfilment of all above requirements at all times.

(Sample format of the Cabin Crew Examiner/Check Cabin Crew Authorization is given Attachment-C (Form C-2) to this manual)

3.2.17. Delegation of Authority

If circumstances require, CAA Nepal may delegate authority to an operator or an ATO to accomplish "Check and Evaluation" tasks on its behalf. Authorized Cabin Crew Examiner/Check cabin Crew with the following qualifications can be approved by DG, CAAN to exercise specific privileges in the areas of proficiency check and evaluation as required for Cabin Crew Instructor/Examiner as per para 3.15.2.6 and 3.2.16.3 in case to case basis or for a specified time frame;

i. Shall have 10 years of operating experience as cabin crew member including two years of experience of senior position of the company
ii. Shall hold current and valid Cabin Crew Examiner/Check Cabin Crew Authorization with two years of experience in carrying out check and evaluation
iii. Shall hold an Cabin Crew Instructor Authorization with two years of instructional experience
iv. Shall have been assessed by CAAN Inspector in preceding 12 months
v. Shall demonstrate an extensive knowledge on CAAN Regulations, ICAO SARPs and international best practices

3.2.17.1 Delegation Procedures

Operators shall submit an application to this office stating the circumstances and the detail of the nominated person to whom an approval is sought. After a satisfactory scrutiny over the application, DG CAAN may grant an approval for each case or for a specified time frame to carry out the assessment of Cabin Crew Instructors and Examiners as required by para 3.15.2.6 ii. and 3.2.16.3 ii.

Designated Cabin Crew Examiner/Check Cabin Crew as above shall undergo required recurrent trainings to maintain the qualification and proficiency and will be checked by CAAN Inspectors in each 12 months period. Proficiency evaluation will be based upon the criteria as mentioned in para 2.9 of Appendix 3 of this manual. All the proecesses stated above shall be applicable for renewals as well.

3.2.17.2 Resolution of Identified Deficiency

Any deficiency such as non-compliance with the regulatory requirements or deliberate violations or substandard performance if noted or reported against the designated check personnel or on part of the operator or ATO, the concerned Inspector shall initiate an appropriate enforcement action and report to Chief, FSSD for further course of actions as per CAAN Aviation Enforcement Policy and Procedures Manual.

CHAPTER 4: TRAINING DEVICES AND FACILITIES

4.1 Training devices, Facilities and Environment

Training devices, facilities and environment play a great role in fulfilling training objective. Since, cabin crew training covers both the classroom activities and the practical exercises, attention should be given to make all the required equipments and facilities adequately available. Operators should ensure that the following arrangements are made before conducting Cabin Crew Training.

4.2 Classroom Space and Environment

The size of classrooms is dependent on various factors such as the number of trainees, training aids and equipments to be used. However, the recommended space for each adult in a classroom is from 1.4 m^2 to 6.7 m^2. In planning for space requirements, consideration should be given to the following:

a) The trainee work stations;
b) The area required for hands-on exercises;
c) The instructor work stations; and
d) The storage area.

Similarly, the following shall be considered to maintain a good learning environment in the classroom;

a) temperature should be comfortable;
b) ventilation should be adequate;
c) lighting should be of adequate level for work or viewing;
d) distracting sound should be kept to a minimum;
e) work areas should be aesthetically pleasing;
f) work stations, including chairs, should be comfortable;
g) work space should be adequate;
h) work area should be clean;
i) training equipment should be adequate;
j) visual media should be visible from all angles and seats; and
k) audio media should be audible to all present.

4.3 Instructional Aids and Equipments

The most commonly used equipments in a classroom are chalk/marker boards, projectors, video monitors and easels etc. Instructional aids may include the reference materials, such as manuals, notes and handouts as well as computers and CDs in case of a computer based training (CBT). Also, the classroom shall be equipped with at least one set of Safety and Emergency equipment used on the operator's aircraft according to the applicable training session.

4.4 Representative training devices

As an alternative to the use of actual aircraft and safety and emergency equipment, the operator may use representative training devices for the purpose of cabin crew training. The use of such devices should be approved by CAAN. The following sections provide guidance on representative training devices and what they should include in order to be considered for approval.

Representative training devices include:

a) safety and emergency equipment;
b) cabin training devices;
c) emergency exit trainers; and
d) facilities used for fire-fighting and water survival training.

4.4.1 Safety and emergency equipment

Safety equipment means equipment installed/carried to be used during day-to-day normal operations for the safe conduct of the flight and protection of occupants (e.g. seat belts).

Emergency equipment means equipment installed/carried to be used in case of abnormal or emergency situations that demand immediate action for the safe conduct of the flight and protection of occupants, including life preservation (e.g. fire extinguisher).

4.4.2 Cabin Training Devices

Cabin Training Devices (CTDs) that are capable of recreating realistic situations can be used to provide effective training on safety and abnormal/emergency procedures. When applicable, a mock-up or simulator should be used to enable realistic simulation of cabin crew's duties without continuous need for use of actual aircraft.

CTDs should include parts of the cabin containing lavatories, galleys, a type of emergency exit used in an aircraft, some seat rows, cabin crew seats, attendant panels and overhead bins. For the purposes of emergency procedures training, CTDs should be able to create an environment which may not be created in a classroom (e.g. filling the cabin with smoke).

The following components/items should be representative of those found on an aircraft:

a) dials, handles, switches, restraint brackets, and mounting devices to be operated and the force required for their operation;
b) the weight of emergency exit hatches;
c) the direction of movement, associated forces and travel of all controls for all equipment, including the weight of emergency exits when operated without power assist, where applicable; and
d) stowage, location of safety and emergency equipment, secured with representative brackets or mounting devices.

4. 4 .2. 1 Requirement of a CTD

A CTD used for cabin crew training should include the following features, according to the applicable scenario:

a) safety and emergency equipment currently required on an aircraft in locations and the restraint brackets representative of those installed on an aircraft;
b) aircraft systems relevant to cabin crew duties representative of those installed on an aircraft, including but not limited to:

i) operational cabin call chimes (aural and visual indicators);
ii) cabin crew communications equipment and associated control panels, including an operational public address/intercom system and appropriate attendant panel(s) at the

cabin crew station;

iii) normal and emergency cabin lighting, including fail features; and

iv) deployable oxygen masks for passenger and cabin crew;

c) internal cabin markings, such as placards and exit markings;
d) emergency exit(s);
e) a flight deck door and related-security features;
f) operational ordinance signs visible from each passenger seat and cabin crew station/seat;
g) seat dimensions and seat pitch;
h) simulated cabin windows and features necessary to darken the cabin;
i) facilities and sufficient speakers to simulate sound effect/crash noises audible throughout the cabin; and
j) smoke simulation capabilities.

4.4.2.2 Emergency Evacuation Training Device

A CTD used for emergency evacuation training should include the following features, according to the applicable scenario:

a) dimensions and layout of the cabin that are representative of an aircraft in relation to emergency exits, galley areas and safety and emergency equipment stowage;
b) cabin crew and passenger seat positioning that is representative to that on an aircraft, with particular accuracy for seats immediately adjacent to exits;
c) capability to operate exits in normal and emergency modes – particularly in relation to method of operation and forces required to operate them;
d) width, height and angle of inflated evacuation slides;
e) a minimum of two operational emergency exits (one door and one alternate exit or two doors, as applicable) – plus one operational window exit (where applicable).
f) at least one cabin crew station located at an operational exit, and additional cabin crew stations depending on the grouping of exits contained in the trainer;
g) cabin crew stations and the associated attendant panel(s) that are representative of an aircraft;
h) simulation of an unserviceable exit(s); and
i) simulation of hazards at emergency exits (e.g. obstacle, fire, water).

1.4.1 Emergency exit trainer

The operator may provide training to cabin crew members on an emergency exit trainer instead of on an actual aircraft.

The emergency exit trainer should:

a) replicate the size, weight and operating characteristics of the exit of the aircraft type on which the cabin crew member will operate; (e.g. direction of movement of handles); and
b) be designed so that the representative exit can be operated in normal and emergency modes, particularly in relation to method of operation and forces required to operate them.

4.5 Fire-fighting

A simulated fire-fighting exercise should be conducted in a confined area, to simulate cabin fire, and under the supervision of an instructor. The device used for a simulated fire-fighting exercise should

include aircraft furnishings as found on board an aircraft, such as seats, galley units, lavatories, panels, overhead bins and waste bins. Fire-fighting equipment and the restraints used should be representative to those installed on an aircraft with respect to weight, dimensions, controls, types and operations.

4.6 Water survival

When the operator is required to conduct wet drills, these should be carried out in a body of water or pool of sufficient depth to realistically perform the simulated exercise. A life raft exercise should be conducted using life-saving equipment that is representative to that installed on the aircraft with respect to weight, dimensions, appearance, features and operation. The rafts may be substituted if the equipment used is similar with respect to weight, dimensions, appearance, and features. In such cases, training must address any differences in the operation of the raft.

4.7 Trainee to instructor ratio

In order to assess and evaluate a trainee's competency, and in order to maintain sufficient supervision and control, a maximum of twenty trainees per instructor is recommended in a classroom environment. An evaluation should be conducted and consideration should be given to subject matter, type of training (such as initial/recurrent), instructor's workload management, feedback/evaluations and size of facilities, which may prompt an adjustment of the proposed trainee to instructor ratio for classroom-based training.

When facilitating computer-based training, maximum of thirty trainees per instructor is recommended, assuming that the presence of the instructor is limited to providing support.

When conducting practical instruction such as hands-on exercises, the trainee to instructor ratio should be more restricted to allow for better supervision. A maximum of ten trainees per instructor is recommended.

When conducting a familiarization flight, the ratio of trainees to the person who conducts the familiarization flight must be limited to a maximum of 4:1 depending upon the duration of flight.

4.8 Use of other operator or ATO training devices

Where an operator arranges to use training devices owned by another operator or by an approved training organization (ATO), the training must comply with the approved training programme and operating procedures of the operator whose crew are being trained.

If significant differences exist in terms of cabin layout and equipment, such training should be restricted accordingly.

Operator shall obtain prior approval of CAAN when using the training facilities of another operator or of an ATO. Such training shall be monitored by CAAN Inspectors and approvals are granted upon a thorough assessment of the available facilities and the training conducted.

Appendix1:
Summary of Cabin Crew Training Program

a. Initial/Basic Training

Training Areas	Minimum Duration excluding Hands-on & Familiarization Flights		Additional Hours for each aircraft type		Remarks
	Work Days	Hours	Single Cabin Crew	Multi Cabin Crew	
a. Aviation Indoctrination	20	100	20	30	
b. Standard Operating Procedures (SOP)					
c. Safety Emergency Procedures (SEP)					
d. Aircraft Type					
e. Practical Hands-on					
f. Familiarization Flights					
g. Security					
h. Human Factor (CRM)					
i. Dangerous Goods Regulation					
j. Aviation Medicine and First Aid					
k. Safety Management System					
l. Fatigue Management					
m. Others as applicable					

Appendix 1

Summary of Cabin Crew Training Program

b. Recurrent Training

Training Areas	Course Coverage	Minimum duration excluding practical				Remarks
		Annual		Biennial		
		Single Cabin Crew	Multi Cabin Crew	Single Cabin Crew	Multi Cabin Crew	
a. Aviation Indoctrination	Overview	15 hours	20 hours	20 hours	25 hours	Hours may exceed to meet operator's specific requirements (*)Denotes biennial coverage
b. Standard Operating Procedures (SOP)	In-depth					
c. Safety Emergency Procedures (SEP)	In-depth					
d. Aircraft Type	In-depth					
e. Live Fire Drills*	In-depth					
f. Human Factor (CRM)	Overview					
g. Dangerous Goods*	In-depth					
h. Evacuation Drill* (Land and Water)	In-depth					
i. First Aid including Practical*	In-depth					
j. Security	Overview					
k. Safety Management System	Overview					
l. Others	As required					

Appendix 1
Summary of Cabin Crew Training Program

c. Refresher/Requalification Program

3. Refresher/Requalification Requirements

Circumstances	Training Requirements	Remarks
Cabin Crew not performing any flight duties for preceding six Months	Refresher/Recency Training	If it is within the validity period of last Recurrent Training (Refresher/Recency Training shall not substitute the required Recurrent Training)
Cabin Crew not performing in particular aircraft type for preceding six months	Refresher/Recency Training or Re-familiarization Flights on that aircraft	
Expiry of Training	Annual Recurrent Training	If it is within six months from the expiry of last Recurrent Training
	Biennial Recurrent Training	If the time elapsed from the expiry of the last training is more than six months but within one year
	Initial Training	If the time elapsed from the expiry of the last training is more than one year

Note: Refresher/Recency Training can be replaced by Annual Recurrent Training or a separate training program which shall include (but not limited to) the following;

a. Aviation Indoctrination
b. Standard Operating Procedures
c. Safety Emergency Procedures
d. Aircraft Visit or Re-familiarization flight

APPENDIX 2

Cabin Crew Certificate

1. Introduction

Cabin Crew Certificate is an authorization to be issued with the privilege of acting as cabin crew member in commercial air transport operation of aircraft. Any person to be assigned as a cabin crew member to perform in the interest of the safety of passengers on an aircraft must hold a valid Cabin Crew Certificate.

2. Issuing a Cabin Crew Certificate

Operators are required to issue the Cabin Crew Certificates to their cabin crew who completes the prescribed trainings and achieves the required level of competency. Operator shall establish their training and qualifying procedures and obtain necessary approval/authorization from CAAN.

(The Training and Qualification Requirements is detailed in para 7 and 8)

3. Validity

Cabin Crew Certificate may remain valid as long as its holder fulfills all the applicable requirements and maintains its recency or unless it is suspended or revoked by the issuing operator or CAAN. It shall always be supported by valid medical and training/competency certificates.

4. Privileges

The holder of Cabin Crew Certificate shall have the privilege of acting as a cabin crew member on specific type(s) of aircraft and is authorized to perform in the interest of the safety of the passengers. Cabin Crew Certificate can be issued with additional privileges such as in-charge cabin crew and check cabin crew provided all of the applicable requirements are met.

5. Limitation

- Cabin Crew Certificate is issued to operator's employed cabin crew only.
- The privilege of Cabin Crew Certificate shall be limited to the operation of the specified aircraft operated by the issuing operator and is not transferrable within other operators
- Cabin Crew Certificate cannot be issued for operating more than three types of aircraft.
- Cabin Crew Certificate can be imposed with further limitations whenever required by the operator or CAAN.

6. Contents of Cabin Crew Certificate

The Cabin Crew Certificate shall contain the following information;

I. Reference number:
(Reference number shall commence with the letters 'CCC' followed by the AOC number (or for training organizations the approval reference of CAAN) and a sequential, individual issue number assigned by the issuing body)

II. Full name:
(The full name stated in the official identity document of the certificate holder)

III. Nationality:
(Nationality stated in the official identity document of the certificate holder)

IV. Date of birth:
(day/month/year as per English Calendar)

Photo

V. Privileges:

a. Cabin Crew/In-charge Cabin Crew
b. Aircraft Type(s)
c. Others if any

VI. Photograph

VII. Details of Training conducted for issuing this certificate;

i. Training Type:
(Initial/Recurrent/Requalification)

ii. Period: From..... to.....

VIII. Signature of Certificate Holder.....

IX. Signature of the issuing authority
(Identification details of the issuing body as relevant with at least the designation of the issuing authority, full name of the organization, official seal, stamp or logo)

X. Date of Issue:
(day/month/year as per English Calendar)

XI. Additional Privileges

XII. Limitations and Restriction

XIII. Training Records
(Training type, date, validity, Instructor Signature, Operator's official stamp and signature)

XIV. Medical Record

XV. Conditions for use:

(Sample of a CCC is attached herewith for reference)

7. Requirements to be fulfilled by operators

Operators are required to fulfill the following requirements while issuing Cabin Crew Certificate.

a. Training Requirements: Operators shall establish a Training Program for their cabin crews and submit to this office for approval. The training program shall be based upon the Cabin Crew Training Manual, 2015 (CCTM) of CAAN and shall meet at least all of the requirements as applicable to their operation. Operators shall also include additional training elements required for their type of operation if applicable.

The Training Program shall;

i. Define Initial, Recurrent and Requalification Training Programs
ii. Syllabus for each of the training program and the hours to be covered
iii. Define instructor's/student's courseware and training materials to be used for the training purposes
iv. Define training methodologies such as classroom amenities and the training aids to be used
v. Define the training devices that are to be used for hands on and carrying out the practical drills
vi. Define the instructors and the examiner cabin crew to be used
vii. Define the Checks and Evaluation Procedures
viii. Define the Line Indoctrination and In-flight check procedures
ix. Define corrective measures to be applied for training or test failures

Operators are required to submit the details of the training program to CAAN before commencement of any of the regulatory trainings being conducted for the purpose of issuing or validating a CCC and arrange for necessary inspection by CAAN inspectors. The record of the successful completion of the training shall be maintained by the operator along with the observation report of concerned CAAN inspector.

b. Qualifying Requirements: Operators shall establish and maintain qualification requirements for issuing and/or validating a CCC. The requirements as minimum shall;

i. Define minimum qualification requirements (including medical) of a cabin crew
ii. Define the training requirements to be completed for qualifying:
- Initially hired (without any previous training or experience)
- Persons who are previously trained or having experience as a cabin crew
- Persons holding valid competency certificate issued by another operator or foreign operator (Refer para 9 for detail)
- For operating aircraft with differences or another type of aircraft other than the one on which previously qualified

iii. Define requalification procedures such as training and check requirements in case of a prolonged absence or in the event of loss of the required proficiency

iv. Define cabin crew proficiency check format that shall include all the preflight, in-flight, post flight checks on normal and abnormal duties along with handling of emergency situations
v. Define the requirements or procedures if other operator or an Approved Training Organization (ATO) is to be used for training or qualifying purposes
vi. Define a Cabin Crew Certificate format as per the sample given in Attachment A;
vii. Define a monitoring system to ensure that each of the operating cabin crew has maintained required qualifications and the recency of experience at all times

8. Issuing Procedures of a CCC

Operators shall formulate issuing procedures of a CCC based upon the training and qualifying requirements established as above. Operators shall ensure that all of the required trainings are completed successfully and the associated check results are found satisfactory. Each of the training program conducted by the operator for the purpose of issuing and/or validating a CCC, shall be monitored by CAAN inspector and shall be evidenced with a satisfactory report. Apart from this, issuing process shall include;

- Verification of the required trainings and competency certificates of the concerned cabin crew
- Satisfactory Performance Check Reports of familiarization flights
- Medical Fitness Report of the medical examiner

Operators shall submit the records of each cabin crew whom the Cabin Crew Certificate is issued and maintain the required qualifications and the recency of experience of each certificate holder. Any of the updates, whenever made, shall also be notified to CAAN which shall include the records of the regulatory trainings as required for maintaining cabin crew qualification. Operator shall use the specified "Training and Competency Record Sheet" Form D-02 as depicted in Attachment D, Form D-02 to this manual

9. Validation of Cabin Crew Certificates issued by other operator or foreign operator

When issuing a Cabin Crew Certificate against the certificates issued by another operator, necessary validation shall be accomplished with an exhaustive verification of the individual's qualification and experience with the previous operator or the state authority if applicable. Each of the requalification training requirement shall also be fulfilled and in case of a foreign national, government rules related to work permit, security clearance etc. shall also be met.

10. Surveillance and Monitoring Procedures of CAAN Inspectors

Whenever a Cabin Crew Certificate is issued, updated or revalidated, the designated Cabin Safety Inspector shall verify;

- that the cabin crew training program as established through operator's operation manual or cabin crew manual meets the regulatory requirements
- that the training program established for the purpose of issuing or validating Cabin Crew Certificates addresses operator's operational requirements and is consistent with the regulatory aspects

- that the training hours allocated for each training element is adequate
- that the attendance of each of the trainee in the course meets the required hours of each working day
- that the training syllabus, the courseware and training materials are consistent and relevant
- that the training equipments and training devices have resemblance to the equipments and devices installed in the actual aircraft
- that the practical drills are carried out or simulated with the use of approved devices and are based upon the operator's own procedures
- that the instructors are qualified
- that the training techniques and facilities are satisfactory
- that the progress check and final evaluation of the trainees are satisfactory
- that the Line Indoctrination or Familiarization Flights meet required standards
- that the proficiency check report is satisfactory
- that the training has been adequately monitored (at least one each for classroom activity and practical drills) and the report issued by concerned Cabin Safety Inspector is satisfactory
- that the medical fitness report is valid

11. Specimen of a Cabin Crew Certificate

Refer the Attachment D, Form D-01 to this manual

Appendix 3:

Surveillance Program

1. Introduction

Surveillance is to be conducted on a continuous basis, and will include regular and random inspections of all aspects of the operation. The areas to be covered in the surveillance activities over a period of time will be similar to those examined during the original certification process. This surveillance program is in addition to the Regulatory Audits and Inspections and focuses on monitoring operator's compliance with cabin safety requirements. Cabin Safety Inspector is held responsible to introduce an Inspection Plan annually and carry out the inspections on the areas as specified in this program.

2. Cabin Safety Inspector: Qualification Requirements

Cabin Safety Inspectors are Civil Aviation Safety Inspectors, generally entrusted with cabin safety related functions to be performed on behalf of Civil Aviation Authority of Nepal. The role of Cabin Safety Inspector is to develop and maintain regulations, standards, guidance, policy and inspection criteria on issues related to cabin safety requirements, cabin safety procedures, cabin crew training and competency etc. The Cabin Safety Inspector shall;

i. Have 10 years of operational experience that shall include experience as Senior Cabin Crew Member with international commercial air transport operator and managerial work experience in cabin operation areas
ii. Hold Instructor Authorization with experiences in training program development, design of procedures, instructional techniques and supervision.
iii. Have completed Cabin Safety Inspector Course initially and Recurrent Trainings as per FOITS Manual/FOD's Consolidated Training Plan that shall include an "on the job training".

3. Cabin Safety Inspector: Duties and Responsibilities

Cabin Safety Inspectors are responsible for both the establishment of standards as well as conducting oversight inspections on cabin safety areas. The duties and responsibilities of a Cabin Crew Inspector is detailed in FOITS Manual para 3.1.4

4. Cabin Safety Inspection Areas:

This Surveillance Program consists of routine inspections on the various inspection areas which shall be conducted as per published inspection plan and may include some random inspections when required. The concerned Cabin Safety Inspector shall be responsible to prepare an annual inspection plan that will cover the following major inspection areas and keep the records of each inspection with an effective tracking system to continue with necessary follow-ups and monitoring.

4.1 **Section 1**- Base Inspection: Base Inspection will include at least an evaluation of the operator's organization, management effectiveness, maintenance of cabin crew standards and training records, flight and duty time records, reviewing manuals, and compliance with the applicable regulations.

4.2 **Section 2-** Training Inspection: Cabin Crew Training Program of an operator has to be monitored adequately by CAAN Inspectors to ensure that the cabin crews being assigned by the operator are adequately trained and have maintained the required level of competency. This is achieved by inspecting various components of an operator's training program. Such inspections shall evaluate operator's training system, training facilities, instructor's and examiner's qualifications, compliance with regulatory requirements and verify the air operator's adherence to their approved training program.

4.3 **Section 3-** In-flight Inspection: In-flight cabin inspections are conducted to assess the effectiveness of cabin safety procedures by the direct observation and evaluation of operations conducted in the aircraft cabin. In-flight Inspection shall include Ramp Inspection in order to monitor the condition and maintenance of aircraft cabin operation systems, emergency equipment, and furnishings

(Sample format of the Annual Inspection Plan is given in Attachment E, Form E-01 and Sample format of Cabin Safety Inspection Findings and Tracking Sheet is given in Attachment F, Form F-01 to this manual)

Section 1: Base Inspection:

1.1 Introduction:

Base Inspection of an operator has to be conducted during the initial certification in order to assess the ability of the operator to carry out their proposed operation. In addition to this, it shall form a part of the surveillance program that will verify the operator's performance in a regular basis. At least one inspection has to be conducted each year at the operator's base or/and at each cabin crew base station.

1.2 Inspection Areas:

Base Inspection shall cover the following areas;

i. General Set ups:

- Cabin Crew strength, cabin crew post holders, cabin crew instructors/examiners, high turnovers, new employments and managerial changes
- Manuals such as Cabin Crew Operating Manual, Training Manual, Standard Operating Procedures etc
- Cabin Crew Administration Office, Dispatch and Training Facilities
- System of Operational Control and Supervision and dissemination of information
- Record Keeping System

ii. Cabin Crew Records: The inspection of cabin crew records shall include;

- Qualification of each cabin crew, cabin crew instructor, cabin crew examiner, cabin crew manager and post holder

- Initial, Recurrent and Requalification Training Records
- Medical Record
- Flight Time, Duty Time, and Rest Time Records

1.3 Base Inspection Procedures

i. Preparation: The designated inspector shall have an adequate knowledge of the operator's operational policy and procedures along with the applicable CAAN requirements. The related manuals shall be reviewed and necessary checklists/questionnaires are to be collected/prepared to be used during the inspection.
ii. Organization: Look into the operator's organization chart. Verify that the post holders are nominated and given specific responsibilities. Check the total cabin crew strength and the ratio of available instructors/examiners.
iii. Job Description: Review the job description of each post holders to determine whether the job descriptions are in line with current work being done.
iv. Interviews: Conduct interviews of key post holders to assess their knowledge of their own work and the regulatory requirements.
v. Office Space and Procedures: Check adequate work and document storage space in the office along with the record keeping system. Check if crew reporting and briefing rooms are available in the dispatch. Check training room and other facilities.
vi. Company Manuals: Verify Cabin Crew Operating Manual, Training Manual, Standard Operating Procedures etc are available, up to date and meet regulatory requirements. Check for the consistency with each other and with other company manuals. Verify operator's adherence to its manuals.
vii. System of Operational Control and Supervision and dissemination of information: Verify that the operator has introduced an effective system of dissemination of information. Check for evidence of distribution of related manuals, safety bulletins, circulars etc. to cabin crew.
viii. Publications/Library: Determine if air operator has the necessary publications and that these documents are available for Cabin Crew office use, and are up-to-date (e.g. applicable regulatory manuals, company manuals, etc.)
ix. Aircraft Journey Logs/Cabin Log Books – Check aircraft journey log books and cabin log books to verify any safety/emergency equipment snagged and the associated repair information. The aircraft journey logs can also be used to verify Cabin Crew complement verses passenger load and Cabin Crew duty times.
x. Cabin Crew In-flight Reports – Randomly check how Cabin Crew in-flight reports are dealt with and whether copies are available at the base.
xi. Cabin Crew Training and Qualification Records: Select an appropriate number of cabin crew folders and verify the training and qualification records. Ensure that the folders are selected from each work group such as cabin crew member, in-charge cabin crew, instructor and examiner cabin crew etc. The number of folders to be inspected shall be sampled as below;

- 1 to 13 - - All
- 14 to 150 - - 13
- 151 to 280 -- 20
- 280 to 500 -- 29
- 501 to 1200 -- 34
- 1201 to 3200 -- 55

The folders shall contain the following records;

- Full name;
- Current assignment;
- Qualification
- Initial training, Recurrent Training, Requalification Training records including competency check report
- Medical Record
- Cabin Crew Competency Certificate issued by the company
- Cabin Crew Certificate issued by CAAN
- Copy of the job description where applicable
- Cabin Crew In-charge/Instructor/Examiner Authorization or certification where applicable

xii. Duty Time Limitation and Rest Scheme: Verify that the operator has prescribed Flight Time and Duty Time limitation and has established a Rest scheme in accordance with CAAN requirements. The operator shall have an effective means to verify that the cabin crew being assigned on duty is qualified. Similarly, the system must ensure that the duty time and the rest hour requirements are fulfilled. The flight and duty time of each cabin crew are recorded as below;

- Flight Time and Duty Time of each duty day
- Flight Time of each English calendar month
- Flight Time in Three consecutive months
- Flight time in a year
- Off Days

It is important to cross check the duty time records with other documents such as cabin crew attendance register, cabin crew roster and flight log sheets to verify correlation. Check the effectiveness of the rostering system that will verify the following before a cabin crew is assigned on duty;

- that the previous rest period commensurate the preceding duty
- that the accumulated flight time has not exceeded or is not likely to exceed the limitation
- that the cabin crew meets the required qualifications such as trainings and medical

1.4 Base Inspection Summary Report

It is recommended to conduct a pre-inspection briefing to the operator for the purpose and scope of the inspection. Similarly, a debriefing shall be conducted at the end to make the operator aware of the findings before a final report is prepared. (Refer Attachment A to this Manual)

The Base Inspection Summary should be a clear, concise, and factual report of the findings at the air operator's base. CAAN Flight Operation Regulatory Audit Checklist (3rd Edition) shall be used while

conducting the base inspection. In addition to this, the following items are recommended to be included in the Base Inspection Summary;

- Name of air operator;
- Aircraft type(s);
- Location and date of base inspection;
- Cabin Safety Inspector's name;
- Name and general background of the base manager/supervisors, and other persons that were interviewed during base inspection;
- Number of Cabin Crews at each base inspected;
- In-flight report maintenance and follow-up procedures;
- Dissemination of safety information (e.g. mail room, crew room, etc.);
- Emergency equipment inspected; and
- All findings.

If the inspected base includes a training base:

- Number of instructors;
- Description of facility, classroom, training aids;
- Results of training record spot checks;
- Record type and numbers of equipment (e.g. present, serviceable); and
- Serviceability of equipment and snagging procedures

Section 2: Training Inspection

2.1 Introduction

Cabin Crew Training Program of an operator has to be monitored adequately by CAAN Inspectors to ensure that the cabin crews being assigned by the operator are adequately trained and have maintained the required level of competency. This is achieved by inspecting various components of an operator's training program. Such inspections shall evaluate operator's compliance with regulatory requirements, determine conformity with safety related procedure, and verify the air operator's adherence to their approved training program.

2.2 Training Programs

Training inspections shall be conducted to evaluate the scope, quality, accuracy, and effectiveness of the training programs. The training programs of an operator for its cabin crew may consist the following;

i. Cabin Crew Initial Training
ii. Cabin Crew Recurrent Training
iii. Cabin Crew Requalification Training
iv. Cabin Crew Upgrade Training
v. Cabin Crew Instructor/Examiner Training

(Refer Chapter 2 for detail)

2.3 Inspection Areas

Training Program generally includes curriculums, courseware, training facilities such as devices and instructional delivery and testing and checking procedures. Hence, the inspection shall cover the areas as stated below;

2.3.1 Training Curriculums Inspection:

Each of the training programs must have an approved training curriculum for the training being conducted. The inspector shall evaluate the curriculum on the basis of its contents as follows;

i. Title of the Training Program and its Objectives
ii. List of Effective Pages and Records of Revisions
iii. Approvals and Details
iv. Training Duration or Hours
v. Currency and Conformity

(Refer AOCI Manual Vol II Chapter 4, Part II for detail)

2.3.2 Training Courseware Inspection

The inspector shall inspect training courseware made available for each of the training programs. This courseware includes both for the use of the instructors and the students and shall be evaluated on the following elements;

i. Title and the detail of the references
ii. Consistency and validation

2.3.3 Training Facilities and Devices

Cabin Crew Training has to be inspected for the training facilities that have been made available and for the devices being used. The facilities and environment shall be conducive to learning and be inspected as follows;

i. Classroom spaces and environment such as temperature, noise, lighting etc
ii. Training Aids and Equipment i.e. use of audiovisuals, whiteboard and marker, mock-up boards, panel layouts, aircraft equipment for classroom demonstration and dry hands on,
iii. Training Devices that have resemblance to the ones installed in the actual aircraft

2.3.4 Instructors and Examiners Proficiency

Instructors and Examiners conducting cabin crew training and tests have to be suitably qualified. Cabin Crew Instructor must hold an authorization from CAAN and the Examiners are required to meet the prescribed criteria. Cabin Crew Instructors and Examiners are to be monitored by CAAN Inspector in order to ensure that their knowledge and skills are maintained adequately. Such inspection can be carried out during classroom instruction and/or during practical sessions. The general elements to be inspected are as follows;

i. Training and Qualification Records
ii. Knowledge and Skills
iii. Adherence and Standardization
iv. Instructional/Evaluation Techniques

(Inspection Procedures in detail are given in para 2.5 to 2.14)

2.4 Inspection Requirement

CAAN Inspector shall carryout inspection of operator's cabin crew training in a regular basis. At least one inspection has to be conducted for each of the regulatory trainings. In addition, inspections are mandatory on the following circumstances and frequency of the inspections is to be determined as per requirements;

i. At the time of approval of the Training Program during initial certification (this includes addition of a new aircraft type)
ii. At the time of approval of amendments made to the previously approved training program
iii. At the time of evaluating a newly inducted cabin crew instructor/examiner
iv. At the time of monitoring the proficiency of existing instructors/examiners
v. At the time when the operator uses the facilities of other operator or an ATO
vi. At the time when specific inspection has to be conducted for operators with identified significant deficiencies in their training program
vii. At least once (on any one area or more as stated in para 2.3) during each training program conducted by the operator for the purpose of qualifying a cabin crew

2.5 Inspection Procedures

The following procedures have been established for conducting training inspections. CAAN Inspectors shall also refer the AOCI Manual for further details and shall be aware of other regulatory requirements pertinent to the inspection tasks. Apart from this, the designated inspector shall use his prerogatives to include other essential elements, which if he thinks, are necessary for the training program he is inspecting.

2.6 Inspection Phases

Cabin Crew Training Program has to be inspected on each of the areas as stated in para 2.3. Since, the training program consists of different phases and a single inspection may not cover all of the required areas, the inspection plan can be segregated as follows;

i. Base inspection for training records
ii. Classroom inspection for the facilities and instructional methodologies used
iii. Practical Drills for the training equipment and delivery
iv. In-flight inspection during initial Familiarization Flights or Line Checks

2.7 Inspection for an Initial Approval

The designated inspector shall verify the following for approving a Training Program during initial certification or at the time of addition of a new type of aircraft in the operator's fleet;

i. that the cabin crew training program as proposed through operator's operation manual or cabin crew manual or a separate training manual meets the regulatory requirements
ii. that the training program addresses operator's operational requirements and is consistent with the regulatory aspects

iii. that the training hours allocated for each training element is adequate
iv. that the training syllabus, the courseware and training materials are consistent and relevant
v. that the training equipment and training devices that are being used for the training have resemblance to the equipment and devices installed in the actual aircraft
vi. that the practical drills and/or simulated exercises are arranged in approved devices and are based upon the operator's own procedures
vii. that the instructors to be used are qualified
viii. that the examiner cabin crews to conduct the qualifying checks are available and are qualified
ix. that the training techniques and facilities to be made available are satisfactory
x. that the Line Indoctrination or Familiarization Flights are planned as per required standards

Upon satisfactory verification of the above, the inspector may recommend the training program for provisional approval that may allow the operator to commence the training. The final approval can only be recommended provided;

xi. that the training has been adequately monitored (at least one each for classroom activity and practical drills) and the report issued by concerned inspector on the performance aspects of the training is satisfactory

The above procedures shall apply for approving amendments to a previously approved training program as well.

2.8 Regular or Routine Inspection

Cabin Crew Training Programs of an operator are to be inspected in a regular basis. Such inspection has to be conducted at least once during each training program conducted by the operator for the purpose of qualifying a cabin crew.

General procedures to be followed for the routine inspection shall be as follows;

i. that the cabin crew training program as established through operator's operation manual or cabin crew manual meets the regulatory requirements
ii. that the training program established addresses operator's operational requirements and is consistent with the regulatory aspects
iii. that the training hours allocated for each training element is adequate
iv. that the training syllabus, the courseware and training materials are consistent and relevant
v. that the training equipment and training devices have resemblance to the equipment and devices installed in the actual aircraft
vi. that the practical drills are carried out or simulated with the use of approved devices and are based upon the operator's own procedures
vii. that the instructors are qualified
viii. that the training techniques and facilities are satisfactory

ix. that the progress check and evaluation procedures of the trainees are satisfactory
x. that the Line Indoctrination or Familiarization Flights meet required standards
xi. that the training has been adequately monitored (at least one each for classroom activity and practical drills) and training performance is found satisfactory

2.9 Cabin Crew Instructors/Examiners Proficiency Inspection

The qualifications and proficiency of Cabin Crew Instructors/Examiners have to be inspected at the initial phase and at least once in every 12 months period in order to evaluate that the knowledge, skills, and qualifications are maintained. Such inspection is conducted both in the case of newly inducted instructor/examiners and for the existing ones as well. (Refer Attachment B to this Manual)

i. Instructor Evaluation

The cabin crew instructors are to be evaluated on the following;

- that the instructors are qualified and hold valid authorization
- that the instructors have gone through the required recurrent training or have maintained their currency by conducting classes within the preceding 12 months period
- that the instructor ensures safe training environment
- that the instructor ensures adequate training facilities
- that the instructor understands and coaches the trainee
- that the instructor establishes and maintains credibility
- that the instructor demonstrates effective presentation skills, effective instruction and facilitation and appropriate time management
- that the instructor conducts general assessment and corrections if needed
- that the instructor evaluates the effectiveness of the course and the training program as a whole

ii. Examiner Evaluation

Similarly, the cabin crew examiners shall be evaluated on the following grounds;

- that the cabin crew examiners are qualified
- that the cabin crew examiners uses an established and approved evaluation procedures, that includes;
    - Apply assessment methodology
        - Clarify assessment process and rules with trainee
        - Communicate to trainee the criteria against which his/her performance will be assessed
        - Ensure trainee is prepared to begin
    - Monitor trainee's performance
        - Observe behaviors and comment
        - Allow trainee to self-correct, if applicable
        - Identify individual differences in learning rates

- Conduct objective assessments
    - Compare trainee's performance outcomes to defined objectives
    - Apply performance standards fairly and consistently in accordance with performance criteria
    - Ensure a level of knowledge and skill that achieves an appropriate level of safety
    - Observe and encourage self-assessment of performance against performance standards
    - Confidently make decision on outcome of the task
    - Ensure assessment techniques are sufficient, valid, reliable and authentic

- Provide clear and concise feedback
    - Apply appropriate corrective actions
    - Use facilitation techniques where appropriate
    - Provide positive reinforcement/feedback
    - Provide and confirm plan for improvement or remediation

- Document training and performance reports
    - Submit appropriate and adequate training documentation (e.g. evaluation forms)
    - Report clearly and accurately on trainee's performance measured against performance criteria
    - Follow up corrective action plan, if applicable
    - Report recognized training deficiencies within the training system for the purpose of process improvement
    - Respect confidentiality

2.10 Inspection Plan

CAAN Inspector has to be fully prepared before conducting training inspection. In order to carry out the inspection in a systematic way an Inspection Plan has to be prepared and introduced. It is important that each of the inspection areas as stated in para 2.3 is included and is scheduled in such a way that at least one of the phases as per para 2.6 is covered. The following procedures shall be followed while establishing the inspection plan;

i. Obtain Training Schedule of the operators for a considerable period of time preferably for one year i.e. January to December
ii. Prepare an Inspection plan based upon the training schedule submitted by the operators. At least one inspection per operator has to be conducted each year.
iii. Ensure that the inspection plan covers each of the inspection areas as stated in para 3
iv. Ensure that the inspection plan covers the inspection phases (refer para 2.6) for each operator
v. Notify the Inspection Plan to the operators and coordinate as required.
vi. Designate CAAN Inspector for each of the inspection.
    - The designated inspector shall be fully conversant with the operator's training requirements and policy.

- The designated inspector shall review the operator's training program in detail and verify for the conformity with the requirements
- The designated inspector shall prepare necessary documents and carry out the inspection in coordination with concerned operator
- The designated inspector prepares an inspection report on his observations and submits to Flight Operation Division. The inspector will use the standard checklists and forms or may develop new ones to incorporate additional information.

vii. Maintain the records of the inspection reports

2.11 Inspection Report

Reports are a standardized method of documenting information and findings during inspection activity. The effectiveness of a report depends on the flow of timely, accurate, concise, factual, and relevant information so that matters requiring attention can be easily identified and acted upon.

At the time of inspecting the training, if the inspector finds minor deficiencies in the delivery of the training program, these can be discussed with the instructor during a break or at the end of the training day. Where the deficiency pertains to program content or is considered a major deficiency, this has to be brought under the notice of the operator's responsible personnel looking after the training. Apart from this an inspection report has to be prepared and submitted as follows;

i. Inspector shall use Attachment D 1, D 2, D 3, and D 5 of AOCI Manual while preparing a training program monitoring report. In case of the proficiency inspection of cabin crew instructors and examiners, the criteria as per para 2.9 shall be tabled and each to be marked as satisfactory/unsatisfactory along with final remarks and recommendation.
ii. All inspection forms must be thoroughly completed and submitted immediately after each inspection. Where, for any reason, part of the inspection was not or could not be completed, this should be noted on the form along with the reason for it.
iii. Similarly, if the report form is insufficient to include all inspection findings, the inspector may provide such additional information as an attachment to the report.
iv. In regard to the "Cabin Safety Training Inspection Report," the forms or reports are to be completed on a phase wise basis rather than at the end of the whole inspection program. Any deficiency requiring an immediate correction must be notified to the operator.
v. Comments to be provided for each item marked "Unsatisfactory," or "Not Checked."
vi. Relevant copies of the inspection reports are to be sent to the operator with remarks and recommendations if any

Section 3: In-Flight Cabin Inspection

3.1 Introduction:

In-flight cabin inspections are conducted to assess the effectiveness of cabin safety procedures by the direct observation and evaluation of operations conducted in the aircraft cabin. Cabin inspections provide the CAA Nepal inspectors with information concerning the effectiveness of cabin crew training programs, operator procedures and the condition and maintenance of aircraft emergency equipment and furnishings.
The CAA Nepal inspector shall review the operator's Cabin Crew Manual or other similar documents prior to the inspection in order to be aware of the particular procedures.

3.2 Cabin Inspection Areas

In-flight Cabin Inspection may include a Ramp Inspection or can be conducted in isolation. Areas which are examined during cabin inspections may be grouped into three broad categories as follows:

i. Aircraft: The aircraft inspection area applies to the general airworthiness of the aircraft and the condition, required complement, serviceability and accessibility of aircraft cabin safety equipment.
ii. Crew member: The crew member inspection will be applicable to all cabin crew carried on board the aircraft during the inspection. Inspectors shall evaluate crew member knowledge, ability, and proficiency by directly observing cabin crews performing their respective safety duties and functions including coordination with the fight deck.
iii. Flight conduct: The flight conduct inspection area refers to the monitoring the cabin crew performing their pre flight, in-flight and post flight duties or it may relate to a particular phase of the flight such as passenger briefings, turbulent air procedures, and stowage of carry-on baggage

3.3 Inspection Frequency

Cabin in-flight inspections: In-flight cabin inspection is generally carried out on each aircraft type operated with more than one cabin crew- two inspections annually. (refer para 6.3.3.6 AOCI Vol II)In addition to this, in-flight inspection has to be conducted in the following circumstances;

i. During Initial Certification: Demonstration(Proving) Flight, Refer AOCI Manual Vol I, para 7.4 and Vol II Chapter 5 for detail
ii. Addition of a new aircraft type: Refer AOCI Manual Vol I para 11.3
(Note: A successful Emergency Land Evacuation and a Ditching Evacuation have to be demonstrated by the operator for each aircraft for both of the cases of an initial certification and an addition of a new aircraft type. (Refer AOCR para 6.1.1.2, 6.1.3.11 and 6.1.3.11for establishing requirements, CCTM Attachment J)
iii. Operation of a new route/destination
iv. Proficiency check of cabin crew instructor/examiner

3.4 General In-Flight Cabin Inspection Practices and Procedures

i. The inspector shall make prior arrangements with the operator, in accordance with established procedures, for occupying a passenger seat on revenue flights. The inspector should meet the cabin crew in the cabin crew dispatch meeting area to observe the pre-flight briefing and to be able to question cabin crew as outlined below. If this is not possible, the inspector should board the aircraft before passengers are boarded in order to allow adequate time to inspect the aircraft's emergency equipment, furnishings, cabin crew manuals and to discuss duties, responsibilities and normal and emergency procedures with cabin crew members as time permits. The inspector should first introduce himself using official credentials to both the captain and the cabin crew in-charge to inform them that an in-flight cabin inspection is being conducted.
ii. Cabin crew should be questioned regarding their familiarity with the location and use of various types of emergency equipment (e.g., life rafts, ELT, medical kits, and first aid kits) and their specific duties in the event of an emergency such as a ditching or an emergency evacuation. The interviews with cabin crew members provide an opportunity for the CAA Nepal inspector to assess the effectiveness of their

training. Inspectors should make a careful distinction between inadequate knowledge on the part of the crew member and a deficient operator procedure.
Inadequate knowledge may reflect a deficiency in training. Some examples for assessing knowledge and procedures include:

- How to remove a fire extinguisher or portable oxygen bottle, its method of operation, how to determine its maintenance and inspection status and how to stow the extinguisher or oxygen bottle correctly into its restraint mechanism;
- The procedure for dealing with lavatory or galley fires;
- The type of fire extinguisher should be used on galley (grease/electrical) fires, cabin furnishings fires (seats or floor), lavatory or galley waste container fires (paper or plastic);
- The procedures for documenting (in aircraft or cabin logbooks, when available) the need for items of cabin equipment to be repaired, adjusted, or replaced;
- How to manually deploy a passenger service unit, including how to ensure adequate oxygen flow;
- Normal and emergency procedures for communications with the flight deck;
- Normal and emergency procedures for opening/deploying exit doors and slides or slide rafts, including how to deal with adverse conditions such as wind, fire, or an unleveled aircraft (for example, in a collapsed landing gear situation);
- The procedures in the event of a rapid depressurization;
- The "brace for impact" position and the appropriate flight deck signal to assume the position;
- The procedures during operations in turbulent air, including securing galley service carts, keeping passengers seated, flight deck coordination;
- Knowledge on dangerous goods including emergency drills; and the procedures during a hijacking, bomb threat, or other potential security problem including the company's specific procedures for notifying the flight deck.

iii. An inspector shall be cordial and non-confrontational with the crew members being evaluated. Inspectors shall avoid interfering with the crew member's assigned duties, particularly during passenger loading. Inspectors may make useful observations, such as evaluating the gate agent's or cabin crew's actions concerning carry-on baggage and oversized items.

iv. Operators require cabin crews to accomplish a pre-flight check of at least some of the safety equipment in the cabin. The inspector shall observe the cabin crew checking the equipment. Inspectors shall not examine items such as exits, slide pressure gauges, fire extinguishers, or portable oxygen bottles etc. in view of passengers as this may cause alarm.

v. Inspectors shall evaluate cabin crew performance of duties and the fulfillment of responsibilities for requiring passengers to comply with their instructions and the CAA Nepal requirements. When the flight has ended, the inspector shall thoroughly debrief the cabin crew in-charge and if possible, the captain, of all pertinent observations and of any deficiencies noted during the inspection.

3.5 Specific In-Flight Cabin Inspection Practices and Procedures

i. Aircraft. The aircraft emergency equipment and furnishings shall be inspected before passenger boarding as time permits, including:

- Cabin logbooks (for open discrepancies, carry-over items and items of cabin equipment needing repair or replacement);
- Required placards and signs (exit signs; seat belt/no smoking signs; emergency/safety equipment placards; seatbelt/flotation equipment placards at seats; weight restriction placards; no-smoking placards; door-opening instruction placards; etc.);
- Fire extinguishers (for correct type, number and location; if properly serviced, tagged, and stowed);

- Portable oxygen bottles (for correct number and location; if properly serviced, tagged, and stowed; for condition of mask, tubing, and connectors);
- Protective breathing equipment (if installed) for correct location, properly stowed and sealed;
- First aid kits and emergency medical kits (for correct number and location; if properly tagged and stowed);
- Megaphones (for correct number and location; if operable and properly stowed);
- Passenger briefing cards (if at each passenger seat position; if appropriate to aircraft; if they contain the necessary information including emergency exit location and operation, slides, oxygen use, seatbelt use, brace positions, flotation devices; appropriate pictorials for extended overwater operations including ditching exits, life preservers, and life raft or slide raft location);
- Passenger seats (if not blocking emergency exits; if seat cushions are intact; for latching mechanism on tray tables; if seatbelts are operational – not frayed or twisted; presence and condition of life preservers if required);
- Passenger oxygen service units (if closed and latched without any extended red service indicators or pins);
- Cabin crew station (for seat retraction/restraint system operation – if retracts and is properly secured; if seatbelts are not frayed or twisted and inertial reel retracts; seat cushions intact; for correct position of headrest; if PA system and interphone are operable; for aircraft-installed flashlight holders);
- Galleys (for latching mechanisms (primary and secondary); tie-downs; condition of restraints; padding; proper fit of cover and lining of trash receptacles; hot liquid restraint systems; accessibility and identification of circuit breakers and water shut-off valves; non-skid floor; debris or corrosion of girt bar; "clean" stationary cart tie-downs (mushrooms); if galley carts in good condition and properly stowed; lower lobe galley (if applicable) emergency cabin floor exits should be passable and not covered by carpeting);
- Galley personnel lift (if applicable) (should not move up or down with doors open; for safety interlock system; for proper operation of activation switches);
- Lavatories (for smoke alarm, no-smoking placards; for proper fit of cover and lining of trash receptacles; for automatic fire extinguisher system);
- Stowage compartments (for weight restriction placards; for restraints and secondary latching mechanisms; for compliance with stowage requirements; for accessibility to emergency equipment; for carry-on baggage provision);
- Crew baggage (if properly stowed);
- Emergency lighting system (for independence from main system; if operable; for floor proximity escape path system); and
- Exits (for general condition; door seals; girt bar and brackets; handle mechanisms; signs and placards; slide or connections and pressure indications; lights).

ii. Crew members. The inspector shall determine if the required number of cabin crew are aboard. When evaluating cabin crew knowledge and competency, inspectors should ask clear and concise questions that are related primarily to the use of emergency equipment and operational duties and responsibilities. At least one [cabin crew manual] should be reviewed for currency and for determining the manual's accessibility when cabin crews are performing assigned duties.

iii. Flight conduct. Inspectors shall evaluate the cabin crew during each phase of flight. This evaluation shall include noting the cabin crew's adherence to the procedures outlined in the cabin crew manual as well as adherence to CAA Nepal regulations. The evaluation of the various phases of flight will be accomplished as follows.

a. Pre-departure. An inspector shall observe cabin crews accomplishing tasks such as supervising the boarding of passengers and properly stowing carry-on baggage. As required by FOR-A para 4.8 and FOR-H para 2.7, the passenger-loading door shall not be closed until a required crewmember verifies that each piece of carry-on luggage is properly stowed. Items that cannot be stowed shall be processed

as checked baggage. Additionally, carry-on baggage shall not cover, or in any way interfere with, aircraft emergency equipment in the overhead compartments. Persons seated at emergency exits would be able to understand and perform the functions necessary to open an exit and to exit rapidly.

The departure briefing may be given any time before take-off, provided the cabin crew has sufficient time to take their assigned positions and to secure their restraint systems. The quality, clarity, and volume level of the PA system shall be evaluated by the inspector during the briefing. Passenger briefings shall contain the following areas of information:

- Smoking: No smoking when the no-smoking signs are illuminated; requirement for passenger compliance with lighted signs and posted placards; prohibited in lavatories including a statement regarding prohibition against tampering with, disabling, or destroying any smoke detector in an airplane lavatory;
- Exit locations: The preferred method is to physically point out exits in a meaningful way;
- Seatbelt use: Including instructions on how to fasten and unfasten seatbelts;
- Flotation devices. Including the location and use of the means of flotation;
- Tray tables and seatbacks. Position for takeoff and landing;
- Baggage. How to be properly stowed for takeoff and landing;
- Oxygen use. Shall point out the location of and demonstrate the use of the oxygen mask (if applicable);
- Overwater operations. Including the location, donning and use of life preservers, life rafts (or slide rafts) and other means of flotation;
- Passenger briefing card; and
- Special passenger briefings (if applicable) for persons who have restricted mobility or who otherwise require special attention and for the individuals assisting them. If someone requires the assistance of another person in an emergency evacuation, both persons shall be briefed by a cabin crew on the location and path to the exits and on the most appropriate manner for assisting the person so as to prevent pain or injury. Inspectors shall refer to the cabin crew manual for company policy and procedures for the handling of these persons.

b. Taxi and take-off. During taxi operations and before take-off, cabin crews should remain seated and shall perform only those duties that are safety-related and that require movement around the cabin. Items or activities which should be evaluated during taxi and take-off include:

- Each exit is closed and locked with the girt bars properly attached (if applicable);
- All stowage compartments are properly secured and latched closed;
- The galley is secured with no loose items; all serving carts are properly restrained in the proper floor attachment points; the flight deck door is secure;
- Passenger seatbelts and shoulder harnesses, if installed, are secured;
- Compliance with operator procedures for ensuring passengers are seated before the aircraft is moved;
- Compliance with company procedures concerning the use of portable electronic devices (PEDs);
- During the actual take-off, each cabin crew is seated with restraint systems properly fastened; any unoccupied cabin crew seat is properly secured for takeoff; signal from flight deck to cabin crews is properly given;
- After take-off, and either before or immediately after the seatbelt illumination is shut off, it is recommended that an announcement is made that passengers should keep their seatbelts fastened, even when the seatbelt sign is turned off;

c. En-route/cruise procedures. During the en-route phase of flight, several areas may be evaluated by the inspector to note whether they conform to regulations and to safe operating practices:

- Signs (monitoring of seatbelt and no-smoking signs to ensure passenger compliance);
- Crew coordination (for flight crew and cabin crewmember communications – routine and/or emergency);
- Turbulent air procedures (including the proper restraint of serving carts, galley furnishings and equipment, passenger seatbelts fastened, and instructions from the flight deck being followed);

- Passenger handling (including not serving alcoholic beverages to intoxicated passengers; handling abusive or disruptive passengers; handling handicapped or ill passengers; and handling those passengers who for other reasons require special attention);

d. Approach and landing. During the approach and landing phases of flight, cabin crews shall prepare the cabin for arrival by performing at least the following actions:

- Ensuring carry-on baggage is stowed and all seat backs and tray tables are upright and stowed respectively;
- Removing all food, beverages, or tableware from each passenger seat location;
- Observing "sterile flight deck" procedures;
- Ensuring that passenger seatbelts are fastened; and
- Being seated before landing at assigned duty positions, with appropriate restraint systems fastened, for a uniform distribution among the floor level exits to provide the most effective egress of passengers in the event of an emergency evacuation.

e. Landing/arrival. After landing, the cabin crew shall prepare the aircraft for arrival by performing duties such as the following:

- Before the captain has turned off the seatbelt sign, observing operator procedures for ensuring passengers remain in their seats with seatbelts fastened;
- Upon arrival at the gate and after the seatbelt sign has been turned off, preparing the exits for deplaning; and
- Ensuring the appropriate complement of cabin crews remain onboard the aircraft at en route stops (when passengers remain onboard the aircraft to proceed to another destination).

3.6 Reporting Procedures

The In-flight Cabin Inspection shall conclude with a debriefing to the concerned crew members. The inspector will use the In-flight Cabin Inspection Checklist (form Attachment L) of AOCI Manual while preparing the inspection report. Items not covered by the checklist shall be included in remarks column or reported separately.

3.7 Ramp Inspection

i. Background and Objectives

Ramp inspections provide an opportunity for an overall evaluation of the effectiveness of air operator's procedures during actual operations. Ramp inspections allow inspectors to observe and evaluate the routine methods and procedures used by an operator's personnel during the period immediately before or after a flight and to determine the operator's compliance with regulations and safe operating practices.

ii. General Ramp Inspection Practices and Procedures

- A ramp inspection may be conducted any time an aircraft is at a gate or a fixed ramp location, provided the inspection is conducted when the crew and ground personnel are performing the necessary preparations for a flight or when they are performing post-flight tasks and procedures.
- The operator does not have to be given advance notice that a ramp inspection is going to be conducted. In fact, some ramp inspections shall be conducted as no notice inspections. Inspectors must conduct inspections in a manner that does not unnecessarily delay crewmembers and/or ground personnel in the performance of their duties.
- Inspection activities should be timed so that they do not delay or interfere with passenger enplaning or deplaning and servicing or catering. In addition, inspectors should be aware of the aircraft departure time and the time when passenger boarding will take place.

iii. Ramp Inspection Areas

During a ramp inspection an inspector may observe, in a short period of time, many of the areas which are also examined during the more time-consuming station facility inspections, and in-flight cabin

inspection. Ramp inspections customarily involve the aircraft and its crew, line station operations, servicing and maintenance and the ramp and gate area condition and activity. Areas which may be observed and evaluated during ramp inspections fall into five different categories:

a) *Cabin Crew member*. It refers to the evaluation of cabin crew member preparation for flight and compliance with post-flight procedures as applicable. This area includes evaluations of cabin crew member manuals and any required flight equipment, cabin crew licenses, and other items that relate to cabin crew member responsibilities;

b) *Station operations*. Refers to the various methods and procedures used by the operator to support the flight such as flight release, passenger handling, boarding procedures, and carry-on baggage screening;

c) *Aircraft*. Refers to the aircraft's general airworthiness, logbook entries, MEL compliance, defect deferrals and required items of emergency and cabin safety equipment;

d) *Ground handling, servicing and maintenance*. Applies to any ongoing maintenance and servicing, such as fueling, [de-icing], or catering;

e) *Ramp and gate condition and activity*. Refers to taxi and marshaling operations, ramp or parking area surfaces, any apparent contamination or debris, vehicle operations and the condition and use of support equipment

iv. Conducting Ramp Inspections

- While ramp inspections may be conducted by one inspector, it is desirable to conduct them with a team of inspectors. Normally, this would consist of one operations and one airworthiness inspector. For large aircraft, a third inspector could be utilized to conduct the cabin safety inspection. Prior to the inspection, a determination is to be made on the distribution of tasks and the time to be allocated to each task.
- Where a team of inspectors cannot be utilized it might not be possible to cover all the desired elements in the time available. Also, the inspector may not have the expertise to conduct inspections in all areas. For this reason, the inspector should vary the areas of emphasis over several inspections and describe in their reports how the inspection was limited in scope.
- When an inspector makes direct contact with a crew member, the inspector shall provide an official but courteous introduction, offer appropriate identification for the crew member to inspect and inform the crew member that a ramp inspection is being conducted. Upon completion of the inspection, the inspector shall provide a verbal debriefing of the results of the inspection to the aircraft captain, cabin crew in-charge or, if he is not available, another crew member.
- All ramp inspections will be recorded in the appropriate checklist
- Special-purpose ramp inspections focused on a particular air operator may be conducted where previous inspections have indicated a high level of non-conformances to requirements. In addition, reports from air traffic services, aerodrome staff, and/or incident reports may also result in a requirement for special-purpose ramp inspections.

v. Resolution of Safety Deficiencies

- Inspector action resulting from deficiencies noted during ramp inspections will depend on the seriousness of the safety finding. In the case of a serious deficiency such as aircraft not being airworthy or unqualified flight crew, the inspector is authorized, in accordance with the Civil Aviation Regulations 2002, amendment no. 02 clause 84 para 4 ratified by the Ministry of Culture, Tourism and Civil Aviation on 2070/9/14 (29 December 2013), to take such steps as are necessary to detain the aircraft.
- In the other cases where there is not an immediate threat to safety, the air operator will be advised of the results of the ramp inspection in writing and requested to advise the CAA Nepal within 30 days of the corrective action that has or is to be taken to rectify any deficiencies noted. Inspectors will follow up as required to ensure that corrective action is both effective and has been completed.

vi. Cabin Ramp Inspection: Inspectors may use Cabin Ramp Inspection Checklist (Attachment P) of AOCI Manual. The inspection may cover the following;

- General condition: Check for cleanliness, tidiness and general condition

- Cabin crew seats and safety harness: Check for presence and compliance with the requirement
- First aid kit/emergency medical kit/Universal precaution kit: Check for presence, condition, location and expiry date if available
- Portable fire extinguishers: Check for presence, number, condition and expiry date if available
- Life jackets/flotation devices: Check for presence, condition and expiry date as applicable
- Seat belts: Check for presence and condition
- Emergency exit lighting and marking, emergency flashlights: Check for presence of emergency exit signs, lighting and marking and emergency flashlights (one per cabin crew member). Where possible, check condition of floor path lighting/marking and of flashlights
- Slides/life rafts and pyrotechnical distress signaling devices (as required): Check bottle gauge, slide bar and slide expiry date. Check presence of life raft, when required.
- Oxygen supply – cabin crew and passengers: Check for presence and condition where applicable
- Emergency briefing cards: Check for presence and accuracy
- Cabin crew members: Check that the number of cabin crew is appropriate. Check whenever possible that the location of cabin crew members allows effecting a safe and expeditious evacuation of the aircraft.
- Access to emergency exits: Check that appropriate access to emergency exits is provided and that it is not impeded
- Safety of cabin baggage: Check that the crew and the passengers do not carry oversized hand baggage for the stowage capacity of the aircraft. Check proper stowage of cabin baggage
- Seating capacity: Check that the number of persons boarding does not exceed the number permitted (number of seats normally, except specific circumstances).
- Security of the flight crew compartment door (if applicable): Check that the flight crew compartment door, if provided, is lockable. Where applicable, check that the flight crew compartment door is penetration resistant.

ATTACHMENT A:

Inspection Procedures and Checklists (Base, Training and In-flight)

Cabin Safety Inspection Plan consists of three major inspections, these are;

1. Base Inspection:

Definition and Scope

Base Inspection is an inspection to be conducted at Base Office of an operator to look over the establishment of fundamental requisites to deal with cabin operation smoothly and effectively. Its scope covers various aspects which are detailed in Section 1, para 1.2 of Surveillance Program.

Purpose:

To determine the physical capability of an operator in complying with the regulation as well as in achieving and maintaining the set standards

Circumstances of Use:

During initial certification, and as part of routine surveillance plan or randomly in case of reported deficiencies

Reference Criteria:

Air Operator Certificate Requirement

Flight Operations Requirements

Air Operator Certificate Inspector Manual

Air Operator Certificate Guidance Material

Cabin Crew Training Manual, 2015 (CCTM)

Lead Inspector

Cabin Safety Inspector/s

Coordination:

Independently or in coordination with related Flight Operation Inspectors, DG Inspectors, Ground Handling and Airworthiness Inspectors where required

Tools to Use

AOCI Manual,
CCTM, 2015

Task to Perform:

- Prepare an Annual Surveillance Plan (January to December) indicating the month of Base Inspection and forward to the operator within 3rd week of December.
- Before conducting an inspection, coordinate internally and notify the operator with the actual date
- Conduct the inspection following the procedures as detailed in Section 1 of Surveillance Plan para 1.3.
- Use the Base Inspection Checklist CL A-01

Civil Aviation Authority of Nepal

Flight Safety Standard Department

Flight Operation Division

CABIN SAFETY SURVEILLANCE PROGRAM

Base Inspection (BI)

Reference Checklist for Inspectors

(Ref: CCTM Appendix 3, Section 1)

Base Inspection Checklist CL A-01

Name of the Operator:				Date of Inspection:
Name of the operator's representative/s:				Name of the Inspector/s:
S.No.	**Areas of Inspection**	**Sat**	**Unsat**	**Remarks**
1.	**Cabin Crew Strength**			
	i. Number of cabin crew/In-charge cabin crew			
	ii. Number of Instructors/Examiners			
	iii. Cabin Crew Manager/Post Holders			
2.	**Manuals**			
	i. Cabin Crew Manual			
	ii. Cabin Crew Training Manual/Program			
	iii. SOPs/SEPs			
3.	**Office and Administration**			
	i. Cabin Crew Administration Office			
	ii. Dispatch			
	iii. Training Classroom			
	iv. Library			
4.	**Information Dissemination**			
	i. Distribution of Manuals, Safety Information and Circulars etc.			
	ii. Expiry of Cabin Crew Qualification and Training			
	iii. Cabin Crew Leave Request/Sick Reports etc.			
	iv. Aircraft Technical log sheets/Cabin log Book/Cabin Crew In-flight Reports			
5.	**Rostering and Assigning on Duty**			
	i. Monitoring of Duty Time and Rest Requirements			
	ii. Preparation/Distribution of Roster			
	iii. Duty Assigning			

S.No.	Areas of Inspection	Sat	Unsat	Remarks
6.	**Cabin Crew Records**			
	i. Cabin Crew Personal Folders			
	ii. Training Records: Initial, Recurrent, Requalification etc.			
	iii. Proficiency Check Report			
	iv. Medical Fitness Certificate			
	v. Cabin Crew Certificate			
	vi. Instructor/Examiner Authorization			
	vii. Duties and Responsibilities in case of post holders			
7.	**Remarks/Recommendations**			
Overall Assessment: Sat/Unsat				
Signature: Date:				

2. Training Inspection

Definition and Scope

Training Inspection refers to the inspection of operators training program that are conducted for the purpose of qualifying a person as a cabin crew member initially or for the maintenance of his competence. It covers all the scopes as detailed in Appendix 3 Section 2.

Purpose:

To evaluate the training system of an operator for its effectiveness in achieving and maintaining the set training and competency standards

Circumstances of Use:

Refer para 2.4 Section 2 of Appendix 2.

Reference Criteria:

Air Operator Certificate Requirement

Flight Operations Requirements

Air Operator Certificate Inspector Manual

Air Operator Certificate Guidance Material

Cabin Crew Training Manual, 2015 (CCTM)

Lead Inspector

Cabin Safety Inspector/s

Coordination:

Independently or in coordination with related Flight Operation Inspectors where required

Tools To Use

AOCI Manual,
CCTM, 2015

Task to Perform:

- Prepare an Annual Surveillance Plan (January to December) indicating the month of Training Inspection and forward to the operator within 3rd week of December.
- Before conducting an inspection, coordinate internally and notify the operator with the actual date Conduct the inspection following the procedures as detailed in Section 2 of Surveillance Program.
- Use the Training Inspection Checklists of AOCI Manual Attachment D 1, D 2, D 3 and D 5 of AOCI manual as applicable.
- Use a separate sheet of paper to note the areas not covered by the checklist
-

3. In-flight Inspection

Definition and Scope

In-flight Cabin Inspections refers to the inspection of the competency and performance of cabin crew during a flight duty and covers the aircraft inspection as well. (Refer Appendix 2, Section 3 para 3.2)

Purpose:

To evaluate the effectiveness of cabin safety procedures by the direct observation and evaluation of operations conducted in the aircraft cabin.

Circumstances of Use:

Refer para 3.3, Section 3 of Appendix 2)

Reference Criteria:

Air Operator Certificate Requirement

Flight Operations Requirements

Air Operator Certificate Inspector Manual

Air Operator Certificate Guidance Material

Cabin Crew Training Manual, 2015 (CCTM)

Lead Inspector

Cabin Safety Inspector/s

Coordination:

Independently or in coordination with related Flight Operation Inspectors, DG Inspector and Airworthiness Inspectors where required

Tools To Use

AOCI Manual,
CCTM, 2015

Task To Perform:

- Prepare an Annual Surveillance Plan (January to December) indicating the month of In-flight Inspection and forward to the operator within 3rd week of December.
- Before conducting an inspection, coordinate internally and notify the operator with the actual date
- Conduct the inspection following the procedures as detailed in Section 3 of Appendix 3.
- Use the In-flight Cabin Inspection Checklists of AOCI Manual Attachment L

ATTACHMENT B

Instructor/Examiner Proficiency Evaluation Procedures and Checklist

Definition and Scope

Instructors and Examiners Proficiency Evaluation refers to the inspection conducted as regards to the Cabin Crew Instructors and Examiners qualification, knowledge and skills. Its scope covers the areas as detailed in Section 2 para 2.3.4 of Appendix 3.

Purpose:

To evaluate that the Instructors and Examiners conducting cabin crew training and tests are suitably qualified and have maintained the required level of knowledge and skills.

Circumstances of Use:

Initially at the time of issuing an Instructor/Examiner Authorization and once in every 12 months period in order to evaluate that the knowledge, skills, and qualifications are maintained.

Reference Criteria:

Air Operator Certificate Requirement

Flight Operations Requirements

Air Operator Certificate Inspector Manual

Air Operator Certificate Guidance Material

Cabin Crew Training Manual, 2015 (CCTM)

Lead Inspector

Cabin Safety Inspector/s

Coordination:

Independently or in coordination with Chief FOD, or related Flight Operation Inspectors where required

Tools to Use

AOCI Manual,
CCTM, 2015

Task to Perform:

- Evaluating the Qualification, Knowledge and Skills of Instructor/Examiner when issuing or revalidating authorization
- Monitoring proficiency level

- Conduct the required inspection following the procedures as detailed in Section 2 para 2.9 of Appendix 3.
- Conduct oral test as applicable (refer Form B-03)
- Use the Attachment CL B-01for evaluation and Appendix 24, AOCI Manual Checklist for issuance and renewal
- When delegating the task to an operator or an ATO as per Chapter 3, para 3.2.17/3.2.17.1, issue clear instructions on the scopes of the inspection and the privileges to be exercised

Civil Aviation Authority of Nepal

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CABIN SAFETY SURVEILLANCE PROGRAM

Reference Checklist for Inspectors

(Ref: CCTM Chapter 3, para 3.2.15.5, 3.2.15.6 and Appendix 3 Section 2, para 2.3.4, and 2.9 i.)

Instructor Proficiency Checklist CL B-01

Name of the Operator:	Date of Inspection:
Name of the Instructor/s:	Name of the Inspector/s:
Type of the Training Conducted:	

S.No.	Areas of Inspection	Sat	Unsat	Remarks
1.	**Training and Qualification Records**			
	i. "Train the Trainer" Training			
	ii. Subject Matter Training			
	iii. Recurrent Trainings			
	iv. Previous Assessments of CAAN Inspector			
2.	**Knowledge and Skills**			
	i. Company and CAAN Regulations/Manuals			
	ii. Company SOPs/SEPs, International Practices			
	iii. Human Factors/CRM			
	iv. Use of Reference Materials/Handouts			
	v. Operation of Training Aids			
3.	**Adherence and Standardization**			
	i. Adherence to the approved syllabus			
	ii. Adherence to the approved courseware			
	iii. Preparation of Lesson Plan			
	iv. Ensures safe training environment			
	v. Ensures adequate training facilities			

S.No.	Areas of Inspection	Sat	Unsat	Remarks
4.	**Instructional Techniques**			
	i. Demonstrates effective presentation skills, effective instruction and facilitation and appropriate time management			
	ii. Understands and coaches the trainee			
	iii. Conducts general assessment and corrections if needed			
	iv. Establishes and maintains credibility			
	v. Preparation of Test Papers and conducting written/oral/practical exams			
	vi. Evaluates the effectiveness of the course and the training program as a whole			
	vii. Prepares and submit feedbacks and suggestions			
5.	**Practical Training**			
	i. Hands-on of Aircraft Safety Emergency Equipment			
	ii. Exit Training			
	iii. Fire-Fight and Smoke Handling			
	iv. Decompression Simulation			
	v. Operation of Flight Deck Seats			
	vi. Evacuation Drill- Landing			
	vii. Evacuation Drill- Ditching			
6.	**Flight Duty Training**			
	i. Instructions on adherence to prescribed pre-flight, in-flight and post-flight duties			
	ii. Monitoring trainee's performance and applying corrective techniques			
	iii. Provide feedbacks and evaluate trainee's performance			
Remarks/Recommendations				
Overall Assessment: Sat/Unsat				
Name of the Inspector(s) Signature: Date:				

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CABIN SAFETY SURVEILLANCE PROGRAM

Reference Checklist for Inspectors

(Ref: CCTM Chapter 3, para 3.2.15.5, 3.2.15.6 and Appendix 3 Section 2, para 2.3.4, and 2.9 i.)

Examiner/Check Cabin Crew Proficiency Checklist CL B-02

Name of the Operator:	Date of Inspection:
Name of the Check Cabin Crew:	Name of the Inspector/s:
Type of the Check Conducted:	

S.No.	Areas of Inspection	Sat	Unsat	Remarks
1.	**Training and Qualification Records**			
	i. "Check and Evaluation" Training			
	ii. Subject Matter Training			
	iii. Recurrent Trainings			
	iv. Previous Assessments			
2.	**Knowledge and Skills**			
	i. Company and CAAN Regulations/Manuals			
	ii. Company SOPs/SEPs, International Practices			
	iii. Human Factors/CRM			
	iv. Use of Reference Training Materials			
	v. Operation of Training Aids			
3.	**Adherence and Standardization**			
	i. Adherence to the approved syllabus			
	ii. Adherence to the approved courseware			
	iii. Preparation of Test Plan			
	iv. Ensures safe practices			
	v. Ensures adequate check facilities			

S.No.	Areas of Inspection	Sat	Unsat	Remarks
4.	**Check and Evaluation Techniques** (Ref Section 2, 2.9 ii.)			
	i. Apply assessment methodology			
	ii. Monitor trainee's performance			
	iii. Conduct objective assessments			
	iv. Provide clear and concise feedback			
	v. Document training and performance reports			
5.	**Practical Tests**			
	i. Hands-on of Aircraft Safety Emergency Equipment			
	ii. Exit Training			
	iii. Fire-Fight and Smoke Handling			
	iv. Decompression Simulation			
	v. Operation of Flight Deck Seats			
	vi. Evacuation Drill- Landing			
	vii. Evacuation Drill- Ditching			
6.	**Flight Duty Checks**			
	i. Briefing on adherence to prescribed pre-flight, in-flight and post-flight duties			
	ii. Monitoring trainee's performance and applying corrective techniques			
	iii. Provide feedbacks and evaluate trainee's performance			
Remarks/Recommendations				
Overall Assessment: Sat/Unsat				
Name of the Inspector(s): Signature: Date:				

Flight Safety Standard Department
Flight Operation Division
CABIN SAFETY SURVEILLANCE PROGRAM
Reference Checklist for Inspectors
(Ref: CCTM Chapter 3, para 3.2.15.4, 3.2.16.2.)

Cabin Crew Instructor/Examiner Oral Test Sheet

Form B-03

Name of the Applicant:				Date:
Name of the operator				
Specify the "Authorization" applied for:				
S.No.	**Subject/Topic**	**Sat**	**Unsat**	**Remarks**
1.	Genera: Aviation			
	- CAAN Rules and Regulation, ICAO'S SARPS, International Practices, Cabin Crew Training and Competency Requirements			
2.	Company Specific			
	- Company Requirements and Manuals, SOPs and SEPs,			
3.	Pedagogical Knowledge and Skills			
	- Instructional and Evaluation Techniques, - Human Factors			
Oral Test Conducted by:				
S.No.	Name	Designation		Signature
1.				
2.				
3.				
4.				
5.				

Overall Result:

Satisfactory ☐

Unsatisfactory ☐

ATTACHMENT C

Specimen of Cabin Crew Instructor Authorization

Ref CCTM Chapter 3, para 3.2.15.5 and 3.2.15.6)

Definition and Scope

It refers to an "Authorization" to be issued by CAAN to a qualified person with Instructional privileges on Cabin Crew Training areas as specified in CCTM para 3.2.15.1.

Purpose:

To ensure that the cabin crew training of an operator is conducted by suitably qualified person having adequate knowledge and skills.

Circumstances of Use:

Initially at the time of issuing an Authorization and at the time of renewals

Reference Criteria:

Cabin Crew Training Manual, 2015 (CCTM)

Lead Inspector

Flight Operation Inspector/Cabin Safety Inspector/s

Coordination:

In coordination with Chief FOD, or related Flight Operation Inspectors where required

Tools to Use

AOCI Manual,
CCTM, 2015

Task to Perform:

Evaluating the Qualification, Knowledge and Skills of Instructor and make necessary recommendations

If approved, issue the "Authorization" in Flight Safety Standard Department Letter Head, using;

- Appendix 24, AOCI Manual Checklist for issuance and renewal
- Form C-01 of Attachment C

Form C-01

Cabin Crew Instructor Authorization

Mr/Ms/Mrs ……(Name of the person)…… is hereby authorized as Cabin Crew (Line/Ground) Instructor who will have the privilege to conduct trainings for ……. (Name of the Operator/ATO) … on the subject areas as specified here below;

Areas of Instruction:

Aircraft Type:

This authorization will remain valid from ……..to ……., subject to the fulfillment of the requirements as stated in Cabin Crew Training Manual, 2015.

Photo

Signature

Signature

S. No:	Renewals/Endorsements	Date/Stamp/ Signature

ATTACHMENT C

Specimen of Cabin Crew Examiner/Check Cabin Crew Authorization
(Ref CCTM Chapter 3, para 3.2.16/3.2.16.3)

Definition and Scope

It refers to an "Authorization" to be issued by CAAN to a qualified person with the privileges of conducting checks and evaluation as specified in on 3.2.15.6.

Purpose:

To ensure that the check and evaluation of an operator's cabin crew is conducted by suitably qualified person having adequate knowledge and skills.

Circumstances of Use:

Initially at the time of issuing an Authorization and at the time of renewals.

Reference Criteria:

Cabin Crew Training Manual, 2015 (CCTM)

Lead Inspector

Flight Operation Inspector/Cabin Safety Inspector/s

Coordination:

In coordination with Chief FOD, or related Flight Operation Inspectors where required

Tools to Use

AOCI Manual,
CCTM, 2015

Task to Perform:

Evaluating the Qualification, Knowledge and Skills of Examiner/Check Cabin Crew and make necessary recommendations

If approved, issue the "Authorization" in Flight Safety Standard Department Letter Head, using;

- Appendix 24, AOCI Manual Checklist for issuance and renewal
- Form C-02 of Attachment C
- When the Delegation of Authority is to be made as per para 3.2.17, create separate format as appropriate to the case.

Form C-02

Check Cabin Crew Authorization

(Issued in accordance to CCTM Chapter 3, para 3.2.16/3.2.16.3)

Mr/Ms/Mrs …… (Name of the person) ……, holder of Cabin Crew Certificate no….., is hereby authorized as Check Cabin Crew with the privilege to conduct the required proficiency checks of Cabin Crew for ……. (Name of the Operator/ATO) … on the areas as specified here below;

Types of Check: Initial/Annual Recurrent/Requalification

Aircraft Type:

This authorization will remain valid from ……..to ……., subject to the fulfillment of requirements as stated in Cabin Crew Training Manual, 2015.

Photo

Signature

Signature

S. No:	Renewals/Endorsements	Date/Stamp/ Signature/

ATTACHMENT D

Cabin Crew Training and Competency Record

(Reference Appendix 2, para 8)

Definition and Scope

It refers to a specific format which has been recommended for recording Cabin Crew Training and Competency by an operator.

Purpose:

To ensure that the Training and Competency requirement of each cabin crew of an operator is up-to-date.

Circumstances of Use:

Conduct periodic review and monitoring of operator's available records and notify flaws when detected

Reference Criteria:

Cabin Crew Training Manual, 2015 (CCTM)

Lead Inspector

Flight Operation Inspector/Cabin Safety Inspector/s

Coordination:

In coordination with Chief FOD, or related Flight Operation Inspectors where required

Tools to Use

CCTM, 2015

Task to Perform:

- Obtain Operator's Cabin crew Training and Competency Records in the given format (Attachment D, Form D-02), initially and each time whenever updated,
- Review and verify the submitted records as required
- Check samples of Cabin Crew Certificates issued (Refer Attachment D, Form D-01)

Form D-01:

Specimen of Cabin Crew Certificate

Size: Not less than 1/4th of A 4 size

XXX Airlines

Cabin Crew Certificate

Issued in accordance with CAAN Cabin Crew Training Manual, 2015, FSSD Circular No; 19 dated 22/09/2017

1

I. Reference number:

II. XXX issues this certificate to;

IIII. Full name:
.....

IV. Nationality: ..... V. Date of birth: .....

VI. Privileges:

a. Cabin Crew/In-charge Cabin Crew.....
b. Aircraft Type(s).....
c. Others if any.....

2

VII. Photograph

VIII. Details of Training conducted for issuing this certificate;

- Training Type: ……
- Period: From..... to.....

IX. Signature of the Certificate Holder

.....

X. Date and Signature of the issuing authority

.....

Stamp 3

.....

XI. Additional Privileges

XII. Limitation and Restrictions

4

XIII. Training Records						
Type of Training	Initial	Recurrent		Requalification	Certified by	
		Annual	Biennial		Instructor	Training Chief
Aviation/ Company Indoctrination						
SOP/SEP						
A/C Type						
CRM						
DGR						
First Aid						
Evacuation/ Ditching						
Fire Drill						
Security						
SMS						
Others						
i.						
ii.						
iii.						
5						

XIV. Medical Validity						
Date of Examination	Valid till	Signature of Medical Examiner		Date of Examination	Valid till	Signature of Medical Examiner
6						

XV. Conditions of Use:

- Cabin Crew Certificate is issued by an operator to its employed cabin crew only.
- The privilege of Cabin Crew Certificate shall be limited to the operation of the specified aircraft operated by the issuing operator and is not transferrable within other operators
- Cabin Crew Certificate cannot be issued for operating more than three types of aircraft.
- Operators shall ensure that the holder of the Cabin Crew Certificate meets all the requirements and maintains the required level of competency.
- Records of each Cabin Crew whom the Cabin Crew Certificates are issued shall be maintained by the operator with a copy submitted to CAAN.

7

Form D-02

Cabin Crew Training and Competency Record Sheet

Name of the Operator:

Date

S. N.	Name of the Cabin Crew	Initial Training or CAAN CCC	CCC NO Issue Date	Privilege Rating	**Trainings and Checks** (Insert month and year of completeion)									
					Annual Recurrent				Biennial Requirements					
					SOP SEP	SMS	APC	CRM	Evac. Drill	DGR	SEC	Med	Others	Remarks

ATTACHMENT E,

Annual Inspection Plan Format

CIVIL AVIATION AUTHORITY OF NEPAL

Flight Safety Standard Department

Flight Operations Division

Cabin Safety Surveillance Plan

(In accordance with CCTM Appendix 3)

Cabin Safety Surveillance Program has been introduced with a view to monitor operator's compliances with the cabin safety requirements. The inspections stated herein can be conducted as a part of Annual Surveillance Program of Flight Operations Division or can be planned separately if deemed necessary. This inspection shall be based upon the requirements as outlined by Cabin Crew Training Manual 2015 as per the procedures detailed in Appendix 3. The AOCI Manual and its procedures shall also be referred and the checklists of the AOCI Manual are to be used. Any additional areas or recommended practices, if not covered, shall be included accordingly.

A surveillance plan as per the specimen (Form E-01), shall be prepared and be circulated to the operators. Operators are required to make necessary arrangements along with the concerned responsible post holders, who are to be made available at the time of inspection. The exact date of the inspection shall be fixed with necessary coordination with the respective operators

Areas of Inspection		
A. Base Inspection	B. Training Inspection	C. In-flight Inspection
i. General Set ups: ii. Cabin Crew Records: (Refer Section 1 of Surveillance Program for detail)	i. Training Curriculums Inspection: ii. Training Courseware Inspection iii. Training Facilities and Devices iv. Instructors and Examiners Proficiency (Refer Section 2 of Surveillance Program for detail)	i. Aircraft ii. Crew Member iii. Flight Conduct (Refer Section 3 of Surveillance Program for detail) Note: Ramp Inspection may also be included

Form E-01

Civil AVIATION AUTHORITY OF NEPAL

Cabin Safety Surveillance Plan

FLIGHT OPERATIONS DIVISION

Year:	**Month**						
NAME OF ORGANIZATION		**Jan**	**Feb**	**Mar**	**Apr**	**May**	**Jun**
1. Nepal Airlines Corp.							
2. Himalayan Airlines							
3. Buddha Air							
4. Shree Airlines							
5. Saurya Airlines							
6. Yeti Air							
7. Tara Air							
8. Simrik Airlines							
9. Summit Air							
10. Sita Air							
11.							

Civil AVIATION AUTHORITY OF NEPAL

Cabin Safety Surveillance Plan

FLIGHT OPERATIONS DIVISION

Year:	Month						
NAME OF ORGANIZATION		Jul	Aug	Sep	Oct	Nov	Dec
1. Nepal Airlines Corp.							
2. Himalayan Airlines							
3. Buddha Air							
4. Shree Airlines							
5. Saurya Airlines							
6. Yeti Air							
7. Tara Air							
8. Simrik Airlines							
9. Summit Air							
10. Sita Air							
11.							

ATTACHMENT F,

Inspection Findings Records and Tracking Format

Definition and Scope

It refers to post surveillance activities such as keeping the track records of the inspection findings and carry out necessary follow ups.

Purpose:

To ensure that identified deficiencies are timely rectified.

Circumstances of Use:

Maintaining up-to-date status of operators

Reference Criteria:

Cabin Crew Training Manual, 2015 (CCTM)

Lead Inspector

Flight Operation Inspector/Cabin Safety Inspector/s

Coordination:

In coordination with Chief FOD, or related Flight Operation Inspectors where required

Tools to Use

CCTM, 2015

Task to Perform:

- Record each finding of the inspection in the given sheet with each of the allowed timeline
- Monitor operator's corrective actions and carry out follow up if required

Form F-01

Inspection Findings Records and Tracking Format

Date of Inspection	Inspection Type	Findings	CAN Reference and Date	Due Date	Corrective Action Follow up/ Verification	Status	Remarks

ATTACHMENT G

Cabin Crew Manual Evaluation Procedures and Checklist

Definition and Scope

"Cabin Crew Manual" refers to the established cabin operation procedures of an operator that includes both the normal and abnormal procedures as applicable to the operation type. It may also cover general rules and regulations and most importantly training and competency requirements of the cabin crew.

Purpose:

To ensure cabin crew procedures/manual of the operator is in compliance and consistent with regulatory requirements.

Circumstances of Use:

During initial certification, and whenever reviewing an amendment to the cabin crew procedures or the content of the manual

Reference Criteria:

Air Operator Certificate Requirement
Flight Operations Requirements (FOR)
Air Operator Certificate Inspector Manual
Air Operator Certificate Guidance Material (AOC GM)
Cabin Crew Training Manual, 2015

Lead Inspector

Cabin Safety Inspector(s)/Flight Operation Inspection where related

Coordination:

With Aircraft Flight Manual, Manufacturer's Cabin Crew Operating Manual, Operator's Operation Manual Part A, B, and D, AVSEC, Dangerous Goods, and Safety Management System and CAAN's requirements.

Tools to Use

AOCI Manual, Volume II, Chapter 1; Para 1.4.1
AOCI Manual Volume II, Attachment A, Operation Manual Inspection Checklist
AOCI Manual Volume II Attachment A to Appendix 44, Cabin Crew Procedures Verification Checklist
Manual evaluation form (preferably soft copy with computer)
Paper to note parallel comments and findings

Task to Perform:

- Use a printed copy of the Attachment G, CL-01
- Compare the paragraph read with all applicable requirements and note any overlapping discrepancy, inconsistency or non-compliance between the manual and the requirements
- Ensure the manual structure and the elements in the checklist are addressed in sequential order.

CL G-01

Cabin Crew Manual Checklist

(Reference: /CCTM 2015 para 1.6/ AOCI Manual Vol II Appendix 44)

This checklist has been prepared for the use of Cabin Safety Inspector when evaluating the operator's Cabin Crew Manual for approval.
The concerned operator shall fill up the checklist and submit it along with a print copy of the manual.

The Cabin Crew Manual shall be divided in four sections;

1. Structure

Cabin Crew Manual shall be divided in the following Sections;

- Section A: General
- Section B: SOP and SEP
- Section C: Aircraft Type
- Section D: Training and Certification

Section A General

Unit 1:

S.No:	CAAN Ref.	Subject/Element	Company Ref:	Sat	Unsat	Remarks
1	**1.1**	**Introduction**				
2	**1.2**	**Applicability**				
3	**1.3**	**System of Amendment**				
4	**1.4**	**Terminologies and Definition**				
5	**1.5**	**Organization Chart**				
6	**1.6**	**Cabin Crew**				
7	1.6.1	Cabin Crew Eligibility and Qualification Requirement				
8	1.6.2	Cabin Crew Duties and Responsibilities				
9	**1.7**	**In-charge Cabin Crew**				
10	1.7.1	Eligibility and Qualification Requirement				
11	1.7.2	In charge Cabin Crew Duties and Responsibilities				
12	**1.8**	**Cabin Crew Post Holders**				
13	1.8.1	Cabin Crew Manager				
14	1.8.2	Cabin Crew Manager Eligibility and Qualification Requirement				

S.No:	CAAN Ref.	Subject/Element	Company Ref:	Sat	Unsat	Remarks
15	1.8.3	Cabin Crew Manager Duties and Responsibilities				
16	1.8.4	Other Cabin Crew operation personnel's Duties and Responsibilities				
17	**1.9**	**Instructor Cabin Crew**				
18	1.9.1	Line Instructor Cabin Crew				
19	1.9.1.1	Qualification				
20	1.9.1.2	Duties and Responsibilities				
21	1.9.2	Ground Instructor Cabin Crew				
22	1.9.2.1	Qualification				
23	1.9.2.2	Duties and Responsibilities				
24	**1.10**	**Check Cabin Crew**				
25	1.10.1	Qualification				
26	1.10.2	Duties and Responsibilities				
27	**1.11**	**Chain of Command**				
28	1.11.1	Authority of the Commander				
29	1.11.2	PIC's Duty and Responsibilities				
30	1.11.3	First Officer's Duty and Responsibilities				
31	1.11.4	Other Crew Member's Duty and Responsibilities				
32	**1.12**	**Crew Composition**				
33	1.12.1	Minimum Complement				
34	1.12.2	Normal Complement				
35	1.12.3	Procedures in case of Cabin Crew incapacitation				
36	**1.13**	**Crew Health**				
37	1.13.1	Health Precaution				
38	1.13.2	Use of Drugs/Medicines/Alcohol				
39	1.13.3	Deep Sea Diving				
40	1.13.4	Blood Donation				
41	1.13.5	Meal Precaution prior and during flight				
42	1.13.6	Pregnancy				
43	1.13.7	Fitness for flight/Medical Requirements				
44	1.13.8	Others if applicable				
45	**1.14**	**Flight and Duty Time**				
46	1.14.1	Flight and Duty Time Limitation				
47	1.14.2	Rest Schemes				
48	**1.15**	**Document Storage**				
49	1.15..1	Personal File				
50	1.15.2	Flight and Duty Time				
51	1.15.3	Training Records				

S.No:	CAAN Ref.	Subject/Element	Company Ref:	Sat	Unsat	Remarks
52	**1.16**	**Administration, Control and Supervision**				
53	1.16.1	Administration and control of cabin crew				
54	1.16.2	System of promulgation of additional operational instructions and information				
55	**1.17**	**Operator's Safety Management System**				
56	1.17.1	Safety Policy				
57	1.17.2	Cabin Crew's roles and responsibilities in operational safety				
58	**1.18**	**Human Factor/CRM**				
59	1.18.1	Operator's Human Factor Concept				
60	1.18.2	Cabin Crew's roles and responsibilities in CRM				
61	**1.19**	**Security Policy and Procedures**				
62	1.19.1	Security related roles and responsibilities of a cabin crew				
63	**1.20**	**Dangerous Goods**				
64	1.20.1	Handling of Dangerous Goods				
65	**1.21**	**Cabin Crew Administration and Management**				
66	1.21.1	Recruitment				
67	1.21.2	Training				
68	1.21.3	Duty Assignment/Roster				
69	1.21.4	Leave				
70	1.21.5	Urgent work or Sick Reporting				
71	1.21.6	Standard Duty Procedures				
72	1.21.7	Manners and Etiquettes				
73	1.21.8	Passenger Care				
74	1.21.9	Uniform and Grooming				
75	1.21.10	Performance Check and Evaluation				
Section B: SOPs and SEPs						
Unit I: Standard Operating Procedures						
S.No:	**CAAN Ref.**	**Subject/Element**	**Company Ref:**	**Sat**	**Unsat**	**Remarks**
1	**1.1**	**Cabin Crew Duties**				
2	**1.2**	**Pre-flight Duties**				
3	1.2.1	Duty Reporting				
4	1.2.2	Flight Crew/Cabin Crew Briefing and Duty assignments				

S.No:	CAAN Ref.	Subject/Element	Company Ref:	Sat	Unsat	Remarks
5	1.2.3	Cabin and safety equipment check and reporting				
6	1.2.4	Cabin log/MEL Checks				
7	1.2.5	Security Check and Reporting				
8	1.2.6	Boarding pre-requisites and checks				
9	1.2.7	Boarding Procedures				
10	1.2.7.1	Inadmissible Passengers				
11	1.2.7.2	Boarding Refusals				
12	1.2.7.3	Allocation of Seats				
13	1.2.7.4	Cabin Baggage				
14	1.2.7.5	Use of PED				
15	1.2.7.6	Occupying cabin crew seats				
16	1.2.8	Door closing procedures and Arming/Disarming				
17	1.2.9	Procedures for securing the cabin/galley/lavatory etc				
18	1.2.10	Passenger Safety Briefing Requirements				
19	**1.3**	**Taxi/Take off/Landing and Post Landing Procedures**				
20	1.3.1	Safety Related Duties				
21	1.3.2	Cabin Crew remain on station				
22	1.3.3	Sterile Cockpit				
23	1.3.4	Pre take off and pre landing cabin check and procedures				
24	1.3.5	Post landing passenger briefing/announcements				
25	1.3.6	Door disarming and opening				
26	1.3.7	Passenger Disembarkation				
27	1.3.8	Handling of Lost and found items				
28	1.3.9	Procedures for leaving and vacating the aircraft				
29	**1.4**	**In-flight Duties**				
30	1.4.1	Flight Deck Security				
31	1.4.2	Sterile cockpit requirements				
32	1.4.3	Turbulence				
33	1.4.4	Cabin/Lavatory monitoring				
34	1.4.5	Cabin Service Requirements				
35	1.4.6	In-flight Rest Procedures				
36	**1.5**	**Passenger information and announcements**				

S.No:	CAAN Ref.	Subject/Element	Company Ref:	Sat	Unsat	Remarks
37	1.5.1	Pre-flight information(Boarding, Pre-taxi and Take off)				
38	1.5.2	Inflight Information				
39	1.5.3	Post flight information				
40	**1.6**	**Passenger Safety Briefing Requirements**				
41	1.6.1	Use of Seat Belt				
42	1.6.2	Use of Oxygen Mask and Life Vest				
43	1.6.3	Use of PEDs				
44	1.6.4	Location of exits				
45	1.6.5	Location and use of Safety Instruction Card				
46	1.6.6	Baggage Stowage				
47	1.6.7	Use of Lavatory				
48	1.6.8	Exit row Requirement and Briefing				
49	**1.7**	**Passengers**				
50	1.7.1	Classification of Passengers				
51	1.7.2	Seating Requirements				
52	1.7.2.1	Adult Passengers				
53	1.7.2.2	Child				
54	1.7.2.3	Infant				
55	1.7.2.4	Unaccompanied Minors(UM)				
56	1.7.2.5	Sick Passengers				
57	1.7.2.6	Stretcher Case				
58	1.7.2.7	Passengers with Reduced Mobility(PRM)				
59	1.7.2.8	Obese Passengers				
60	1.7.2.9	Invalids				
61	1.7.2.`10	Wheelchair Passengers				
62	1.7.2.11	Passengers with hearing and visual difficulties				
63	1.7.2.12	Deportees				
64	1.7.2.13	Prisoners or passengers under custody				
65	1.7.2.14	Passenger with unruly and disorderly conduct				
66	1.7.3	Carriage of live animals and plant in the cabin				
67	1.7.3.1	Provision for service animals				
68	1.7.4	Carriage of weapons in the cabin				
69	**1.8**	**Sterile cockpit policy and procedures**				

S.No:	CAAN Ref.	Subject/Element	Company Ref	Sat	Unsat	Remarks
70	1.8.1	No contact period				
71	1.8.2	Contacting for severe safety issues during sterile period				
72	1.8.3	Flight Deck access and entry procedures				
73	1.8.4	Consumption and Service in the cockpit				
Unit II: Cabin Safety Requirements						
1	**2.1**	**Cabin Safety Requirements**				
2	2.1.1	Safety Emergency Equipment				
3	2.1.1.1	Crew/Cabin Crew/Passengers Seats				
4	2.1.1.2	Seat Belts				
5	2.1.1.3	Passenger Briefing Cards				
6	2.1.1.4	Oxygen Requirements				
7	2.1.1.5	First Aid kit/Medical Kit and Universal Precaution Kits Requirements				
8	2.1.1.6	Life Vest/Life Raft				
9	2.1.1.7	Survival Kit				
10	2.1.1.8	Fire extinguishers and firefighting equipment				
11	2.1.1.9	Emergency Locator Transmitter				
12	**2.2**	**Safety Procedures**				
13	2.2.1	Turbulence Procedures				
14	2.2.2	Refueling/Defueling when passengers on board/embarking and disembarking				
15	2.2.3	Passenger Service on ground				
16	2.2.4	Surface contamination and reporting				
17	2.2.5	Ramp Hazards and Safety Procedures				
18	2.2.6	First Aid procedures and Handling of suspected communicable diseases				
19	**2.3**	**Emergency Procedures**				
20	2.3.1	Fire and Smoke				
21	2.3.2	Fire Fighting				
22	2.3.3	PED Fire				
23	2.3.4	Decompression				
24	2.3.5	Pilot/Cabin Crew Incapacitation				
25	2.3.6	Security Threats (Including procedures for establishing discreet communication with flight deck)				
26	2.3.7	Dangerous Goods Incidents				

S.No:	CAAN Ref.	Subject/Element	Company Ref:	Sat	Unsat	Remarks
27	**2.4**	**Emergency Landing/Ditching**				
28	2.4.1	Prepared/Planned Emergency Landing/Ditching				
29	2.4.2	Unprepared/Unplanned Emergency Landing/Ditching				
30	2.4.3	Emergency Procedures				
31	2.4.3.1	Cockpit-cabin Information				
32	2.4.3.2	Passenger Notification				
33	2.4.3.3	Cabin Preparation				
34	2.4.4	Evacuation Procedures				
35	2.4.5	Evacuation on Land				
36	2.4.6	Evacuation on Water				
37	2.4.7	Evacuation Commands				
38	2.4.8	Flight Crew actions				
39	2.4.9	Crowd Control				
40	2.4.10	Post Evacuation Procedures				
41	**2.5**	**Survival-Land, Water Desert, Jungle etc**				
42	2.5.1	Ground to Air Signals				

Section C: Aircraft Type Specific

Unit 1: General Description of the aircraft

S.No:	CAAN Ref.	Subject/Element	Company Ref:	Sat	Unsat	Remarks
1	**1.1**	**Aircraft General Description**				
2	1.1.1	Aircraft type, model, manufacturer etc				
3	1.12	Aircraft Dimensions, Airframe, Fuselage, Wings and Empennage, Landing Gears etc				
4	1.1.3	Aircraft Engines, Propellers, Flight Controls, Control Surfaces, Fuel Tanks				
5	1.1.4	Flight Deck Parameters				
6	1.1.5	MTOW, Pay Load, Endurance etc. Aircraft performance and limitation				
7	1.1.6	Cabin Configuration and seating, Flight Deck, Galleys, Lavatories, Closets, Baggage Compartments, Overhead bins, Passenger Seats, PSUs, LSUs, Cockpit/Cabin Crew seats and harness, Cabin Crew Stations etc				

S.No:	CAAN Ref.	Subject/Element	Company Ref:	Sat	Unsat	Remarks
8	1.1.7	Safety Emergency Equipment: Description, Location, Operation and Limitation				
9	1.1.8	Minimum Equipment List				
10	1.1.9	Doors and Windows: Dimension and Door sill height, Entry/Service Doors, Emergency Doors and windows, Baggage/Cargo Doors				
11	1.1.10	Normal and Emergency operating mechanism of all doors and windows				
12	1.1.11	Flight Deck egress or windows				
13	1.1.12	Flight Deck to Cabin Normal/Reinforced Door and operation				
14	1.1.13	LBRL				
15	**!.2**	**Aircraft Systems**				
16	1.2.1	Electric, Hydraulic and Pneumatic Systems				
17	1.2.2	Air-conditioning and Pressurization				
18	1.2.3	Cabin Lighting: Normal and Emergency Lightings				
19	1.2.4	Communication and Intercom System: Cockpit-Cabin-Cockpit, Cabin to Cabin, Passenger Call, Lavatory Call, Emergency Alert, Passenger Address System				
20	1.2.5	Attendant Call Panels and Indications				
21	1.2.6	Oxygen System				
22	1.2.7	Water and Waste System				
23	1.2.8	In-flight Entertainment System				
24	1.2.9	Smoke Removal				
25	1.2.10	Evacuation Equipment and System				
26	**1.3**	**A/C Type related differences**				
27	1.3.1	A/C Type related differences in SOPs				

S.No:	CAAN Ref.	Subject/Element	Company Ref:	Sat	Unsat	Remarks
28	1.3.2	A/C Type related differences in SEPs				
29	1.3.3	Emergency Landing/Ditching				
30	1.3.4	Evacuation Procedures and Performance				

Section D: Training

Unit 1: Training Requirements

S.No:	CAAN Ref.	Subject/Element	Company Ref:	Sat	Unsat	Remarks
1	**1.1**	**Initial Training**				
2	**1.2**	**Recurrent Training (Annual/Biennial)**				
3	**1.3**	**Requalification/Refresher Training**				
4	**1.4**	**Remedial Training**				
5	**1.5**	**Aircraft Type Training**				
6	**1.6**	**Line Indoctrination Training**				
7	**1.7**	**Conversion Training**				
8	**1.8**	**Human Factor Training**				
9	**1.9**	**Crew Resource Management Training**				
10	**1.10**	**Dangerous Goods Handling Training**				
11	**1.11**	**First Aid/Aviation Medicine Training**				
12	**1.12**	**Safety Management Training**				
13	**1.13**	**Security Training**				
14	**1.14**	**Company Indoctrination Training**				
15	**1.15**	**Instructor and Check Cabin Crew Training**				
16.	**1.16**	**In-charge Cabin Crew, and others as applicable**				
	Unit 2: Training Program					
1	**2.1**	**Categories of Training**				
2	**2.2**	**Complete Training Syllabus in detail for each training program**				
3	**2.3**	**Training Schedule**				
4	**2.4**	**Duration of Training(Working Days)**				
5	**2.5**	**Training Hours**				
6	**2.6**	**Instructional System**				
7	**2.7**	**Testing and Checking Procedures**				
8	**2.8**	**Training Failures**				
9	**2.9**	**Training Facilities(Classroom and Practical)**				
10	**2.10**	**Training Equipment and Devices (Actual/Representative)**				
11	**2.11**	**Instructor/Examiner**				
12	2.11.1	Areas of Instruction and Instructor's Qualification				

S.No:	CAAN Ref.	Subject/Element	Company Ref:	Sat	Unsat	Remarks
13	2.11.2	Cabin Crew Examiner				
14	**2.12**	**Use of other Approved Training Organization**				
15	**2.13**	**Training Records**				
16	**2.14**	**Competency Certificates**				
17	**2.15**	**Training Courseware**				
18	2.15.1	Aviation Indoctrination				
19	2.15.2	General Legislation and SARPs				
20	2.15.3	Altitude Physiology				
21	2.15.4	Standard Operating Procedures				
22	2.15.5	Safety Emergency Procedures				
23	2.15.6	Aircraft Type				
24	2.15.7	Human Factor/CRM				
25	2.15.8	DGR				
26	2.15.9	First Aid				
27	2.15.10	Others as applicable				
Unit 3: Cabin Crew Certification						
1	**3.1**	**Cabin Crew Certification Procedures**				
2	**3.2**	**Procedures for Monitoring cabin crew qualification and recency of experience**				

Attachments:

1	Passenger Safety Briefing Cards for each Aircraft Type				
2	Sample of Training Certificates				
3	Competency Certificates				
4	Medical Certificate				
5	Cabin Crew Certificate				
6	Emergency Announcements (Texts)				
7	Cabin Discrepancy Report				
8	Incident Report Form				
9	Emergency Equipment Checklist/SOP/SEP Checklists				
10	Aircraft Security Checklist				
11	Cabin Crew Briefing/Debriefing and Duty Assignment Form				
12	Cabin Crew Check and Evaluation Form				
13	Proficiency check form				
14	Training Evaluation form				
15	Others if any				

ATTACHMENT H;

Training Monitoring Report
(Ref CCTM Appendix 2, para 7)

Definition and Scope

This refers to an observation report of an Operator's Training Program to be prepared and forwarded to the operator on satisfactory completion of the training.

Purpose:

To ensure that the Operator Training Program has met all the regulatory requirements and conducted satisfactorily

Circumstances of Use:

Upon receipt of the successful completion of a training program from the operator

Reference Criteria:

Cabin Crew Training Manual, 2015

Lead Inspector

Cabin Safety Inspector(s)/Flight Operation Inspection where related

Coordination:

Training Monitoring Checklist or any other report submitted by the concerned Inspector

Tools to Use

Attachment D 1, D2, D3, D5 of AOCI Manual

Task to Perform:

- Complete the Attachment H , Form H-01 and forward to the concerned

Form H-01

CIVIL AVIATION AUTHORITY OF NEPAL
Flight Safety Standard Department
Flight Operation Division

Ref: FOD 075/76

Cha No:

Training Monitoring Report

Name of the Operator: **……..**…… Date: **……**

Type of the Training: **……..**

Operator's Training Notification Reference: ……..

Training Completion Notification Reference:……

Areas of Inspection	**Sat**	**Unsat**	**Remarks**
i. Training Curriculums			
ii. Training Courseware			
iii. Training Facilities and Devices			
iv. Instructor/Examiner's Qualification and proficiency			
Refer CCTM-Appendix 3, Section 2 for detail			
Observation/Recommendation:			
Overall Assessment: Satisfactory: ☐ Unsatisfactory: ☐ Name of the Inspector: ……Signature:…… Date: ……			

ATTACHMENT I;

Passenger Safety Instruction Card
(Ref: FOR 4.2.12 and 12.8)

Definition and Scope

This refers to the printed information that are to be made available to each passenger before commencement of a flight or during all phases of the flight for the purpose of making them familiar with the aircraft safety features. It covers all of the instructions related to both of the normal and abnormal situations which the passenger has to follow on their own initiatives or when commanded by crew members.

Purpose:

To ensure that the Operator's Passenger Safety Instruction Card meets necessary standardization in terms its design and the information given.

Circumstances of Use:

For evaluating Passenger Safety Instruction Card initially or at the time of modifications

Reference Criteria:

FOR 4.2.12 and FOR 12.8
Cabin Crew Training Manual, 2015

Lead Inspector

Cabin Safety Inspector(s)/Flight Operation Inspection where related

Coordination:

Aircraft Flight Manual, Cabin Crew Manual for verification of Cabin Configuration and Lay out, Installed Equipment and other safety features of the aircraft

Tools to Use

CCTM Attachment I, CL I-01

Task to Perform:

-Verify the design of Safety Information Card and the information given therein are the standard ones and are applicable to the type of the aircraft to which the card belongs.

CL I-01

Passenger Safety Instruction Card
(Ref: FOR 4.2.12 and 12.8)

Name of the Operator				Date:	
A/C Type/Model/Series:		S = Satisfactory; U = Unsatisfactory; NA = Not Applicable			
A. Contents of the Safety Card					
S. No:	Description Details	SAT	UNSAT	NA	Remarks
1.	Cabin Baggage Stowage i. Permitted/Restricted Spaces				
2.	Seat Belt i. Instruction on how to fasten, tighten and unfasten				
3.	Use of Oxygen i. Location of deployed mask ii. Actions needed to start the flow of oxygen iii. Donning and adjustment of mask; and iv. Instructions to passengers to don their own oxygen mask before assisting others and children.				
4.	Use of Life Jackets i. Location and retrieval of life jacket ii. Removal of life jacket from packing iii. Sequences of action for donning life jackets iv. Inflation of life jacket at exit v. Manual and oral inflation vi. Activation of survivor locator light in water vii. Donning of life jackets for children viii. If no life vests are carried, instructions on how to detach and use flotation seat cushions in the water should be provided.				
5.	Location and Operation of Exits i. Identify location/ Route to exit(s) ii. Required sequence of actions for operation of each type of exits including manual inflation iii. Differentiate between crew and passengers expected to operate the exit iv. Disposal action of self-help exits, if applicable				

	v. Evacuation Slides/Assist Means For Evacuation slides (No high heels shoe/No baggage) vi. Escape routes after evacuation				
6.	Location of Emergency Equipment i. Pictorial Display of Safety and Emergency Equipment in the cabin ii. Emergency Lighting/Floor Proximity Lights				
7.	Brace Position i. Pictorial Display of each brace position including holding procedures of an infant				
8.	Instructions on the following i. Smoking/PED Operation ii. No Smoking in the lavatory (Smoke Alarm System) iii. Restriction during Take Off and Landing: Seat, Tray Table, Window shade etc.				
9.	Other information where applicable				

B. Design of the Safety Card

S. No:	Description Details	SAT	UNSAT	NA	Remarks
1.	Header of the card should : i. Be visible from the seat pocket; ii. Identify the card as a safety briefing card; iii. Indicate the aircraft type and series; Revision number (or color coded)				
2.	Use of Symbols i. Prohibitive symbols should be circular. ii. Symbols providing status should be rectangular and legend should be provided to explain the meaning of each symbol				
3.	Use of Colors i. Red – for prohibition or hazardous situations. ii. Green – for safe way of action. iii. Blue – for a status or standard situation				

4.	Size of Briefing Card i. Be visible and prominent when placed in seat pocket. ii. Able to contain all required information with clear illustrations and without clutter. iii. Legible font size.				
5.	Key Elements of Safety Cards i. Minimum of descriptive words ; ii. Multi-color illustrations; iii. Numbered pictures where sequence of actions are required; iv. Large print and made of Good Quality v. Information on what to do and what not to do.				
Recommendation/Remarks:					
Overall Result: Satisfactory: ☐ Unsatisfactory: ☐					
Name of the Inspector:		Date:		Signature	

ATTACHMENT J

Emergency Evacuation Demonstration

Definition and Scope

This refers to an evaluation of Emergency Evacuation Capabilities of an operator and it encompasses an integral evaluation of the emergency training program, effectiveness of established emergency procedures, crew member's performance skill and the functionality of the equipment as installed in the aircraft.

Purpose:

To ensure that the airplane design and seating configuration will permit the safe and complete evacuation of all passengers within a specified time frame and the crew member's performance and procedures followed during the demonstration are effective.

Circumstances of Use:

At the time of initial certification of an air operator, at the time of addition of a new aircraft type and in case of significant changes made in the cabin configuration and layout

Reference Criteria:

AOCR
AOCI Manual

Lead Inspector

Cabin Safety Inspector(s)/Flight Operation Inspection/Airworthiness Inspectors

Coordination:

Crew Member's Emergency Procedures (cabin crew and flight crew), Aircraft Flight Manual, Cabin Crew Operating Manual

Tools to Use

Attachment J, Checklist J-01

Task to Perform:

- Obtain Emergency Evacuation Plan from the operator
- Review and discuss it among the certification team members
- Work out a situation to be simulated and Inform the operator with the requirements to be fulfilled
- Evaluate the demonstration exercise

Emergency Evacuation Demonstration and Evaluation Procedures

1. Full scale Evacuation Demonstration

Full scale evacuation demonstration will normally not be required if a reliable analytical method or previous demonstration by the aircraft manufacturer or other operator of the same type and model of the aircraft are available to satisfy the certification team members. However, in a rare case of having to conduct a full scale evacuation demonstration, CAAN shall ensure that all the facilities, equipment and the expertise are adequately available.

2. Partial Evacuation Demonstration.

Certification process of an air operator requires determining the adequacy of its emergency training, crew member's skill, established procedures and functioning of emergency exits are satisfactory to effect an emergency evacuation of the aircraft occupants within a specific time frame. Whenever such demonstrations are required, the following procedures will apply;

a. Land Evacuation

i. Obtain Evacuation Demonstration Plan from the operator

The applicant must submit a formal request letter containing the following information for the proposed evacuation demonstration;

- Applicable regulations requiring evacuation and ditching demonstration
- Type and model of aero plane to be used including seating capacity
- Number of cabin attendants and their assigned positions
- Proposed date, time and location of the demonstration
- Name and telephone number of the operator's coordinator.
- Description of how the operator proposes to initiate the demonstration, signals to be used for timing the event, blocking of exits not to be used for demonstration.

The following attachments should accompany the letter of request;

- Diagram representing the aero plane to be used indicating the designation of exits by type and exit pairs.
- Assigned seating location of each crew member during takeoff.
- Interior cabin configuration showing location of passenger seats, galleys, aisles, lavatories, passenger partitions, compartments and bulkheads
- Location type and description of the emergency equipment such as fire extinguishers, portable oxygen bottles and masks, megaphones, crash axes, emergency ropes, life rafts/slide rafts, individual flotation devices first aids and medical kits, pyrotechnic flares.
- Description of emergency equipment installed including the type and model of each equipment.
- Description of emergency equipment used for ditching such as slide raft and survival gear.
- Copies of crew member manual pages describing the duties and responsibilities for emergency evacuation and ditching.
- Copy of the passenger information card.

- List of flight crew and cabin crew members qualified to participate in the demonstration
- Statement of how "dark of night" conditions will be created for the evacuation demonstration.
- Description of how the operator proposes to position the aero plane in order to allow unobstructed deployment of slides.

ii. Review the Evacuation Demonstration Plan

The evacuation demonstration plan submitted by the operator shall be reviewed thoroughly in terms of its adequacy and practicability. If found satisfactory;

- A planning meeting will be held with the operator in advance of the demonstration in order to discuss the exact procedures to be followed and the criteria for a successful demonstration. The meeting will finalize the following;
-
    - The situations to be simulated (such as aborted takeoff and/or prepared emergency landing followed by an immediate evacuation)
    - The number and the type of exits to be opened (at least two including one emergency exit)
    - Requirement for slide deployment
    - Signal for unusable and usable exits (red cloths or raised hands or flash light)

iii. Evacuation Demonstration Exercise

The evacuation demonstration is generally conducted in darkness, either on an apron at night or in a hangar with the lights extinguished. The aircraft of the same type, model and cabin configuration shall be made available for the demonstration purpose. Similarly a list of qualified and current flight crew and two complete compliments of cabin crew members is to be provided.

- CAA team leader assigns the team members with specific assignments

- CAA team members select the aircraft exits that will be blocked during the demonstration and review the following;

    - The method of blocking the exits
    - The initiation signal that will be used (The initiation signal starts when the external power is disconnected)
    - The participant list (Only individuals who have a legitimate need or concern should be present during the demonstration)

- Before the demonstration the maintenance inspector checks the required emergency equipment (the airplane's electrical system will be fully powered by either an external power unit or the APU)

- Crewmembers will simulate complete preparation for takeoff, including the execution pre-flight preparation and complete the takeoff checklist. Engine operation will be simulated. Cabin Crew will be seated at their normal stations for takeoff.
- The cockpit crew will simulate the commencement of the takeoff roll followed by a high-speed, aborted takeoff due to an engine fire or other appropriate simulated malfunction.
- In case of simulation of prepared emergency landings, the flight crew and cabin crew carry out all the preparation as per operator's established procedures
- The evacuation of the airplane will be signaled through the failure of normal electrical power (by disconnecting the external power unit or APU). Interruption of normal power will be a clear signal to all involved that the timing of the demonstration has commenced. Outside, the aircraft's external lights (taxi lights, anti-collision lights, and position and logo lights) will extinguish. Inside, normal cabin lighting will extinguish and all emergency exit lights and floor-level lighting (if installed) will illuminate if functioning properly.
- Immediately upon failure of the normal electrical system the flight attendants will be required to unbuckle their safety harnesses, leave their jump seats, ascertain which exits are usable, open the usable exits, and deploy the escape slides. In order for the demonstration to be successful, the total time which elapses from the interruption of electrical power until full deployment of all activated slides must not exceed 15 seconds or less as determined by the CA team. Slides are not considered fully deployed until they reach the ground and are inflated to a firmness which would safely support the egress of passengers.
- To monitor, time, and evaluate the demonstration, CA personnel will be positioned in the cockpit and at each exit inside of the airplane and outside the airplane at each exit. The CA inspector who is responsible for the timing of the demonstration will be positioned outside of the airplane with a stop watch. He will commence timing when the external lights of the aircraft are extinguished. After precisely 15 seconds or the allotted time, he will call "time" to all participants and the demonstration will be considered complete. He will then confer with the CA team members who were stationed at the exits both inside and outside of the airplane to confirm whether or not procedures were properly followed and that the slides were adequately deployed within the given time.
- A minimum of two emergency exits will be used. The operator's personnel inside the airplane should not know in advance which exits will be used and which will be rendered unusable. One method for indicating to the Cabin Crew immediately after the commencement of the demonstration which exits are unusable is to station CA personnel with bright flashlights outside of those exits. When the exterior lights of the airplane are extinguished and the timing begins, those CA personnel will shine their flashlights directly on the windows of the emergency exits which are to be considered inoperable, thus simulating a fire on that side of the airplane. An alternate method will be the inspector located inside the aircraft blocking the exit by a pre-briefed signal. In accordance with their procedures, Cabin Crew must look through the window of an emergency exit to make sure that it is usable before opening it and deploying the escape slide for use by passengers. In this case, if the cabin attendant approaches an exit and observes a light shining on the window/blocked exit, he or she will consider it inoperative and choose an alternative exit to be opened.

- The aircraft occupants do not exit the plane unless a safe deplaning is ensured

(The aircraft occupants including the crew members and CAA personnel should be aware of the possibility of an unlikely occurrence of a real emergency situation and be prepared for appropriate safe way of action)

iv. Evaluation of the Partial Evacuation Demonstration.

Specific points to be noted during the evacuation demonstration are

- Adherence by flight and cabin crew members to the execution of assigned duties and responsibilities both in the aircraft and on the ground;
- Effectiveness of the Pilot in Command in the exercise of command responsibilities;
- Succession to command in event of casualties;
- Effectiveness of crew members in performing their assigned evacuation duties; and
- Shortcomings, deficiencies or delays encountered.

v. Unsatisfactory Demonstration

In case of an unsatisfactory demonstration of the evacuation exercise, the operator will be required to take steps to correct the deficiency which could include the following:

- revising evacuation procedures;
- improving crew training;
- modifying or changing the equipment used;
- changing the passenger compartment arrangement; and
- reducing total passenger seating capacity.

b. Ditching Demonstrations

Although not normally required, whenever a ditching demonstration is carried out the operator shall demonstrate its ability to safely prepare passengers, airplane, and ditching equipment for a planned water landing. It is applicable for the aircraft which has an airworthiness certification covering ditching capability. If the aircraft is not certificated for ditching, extended flights over water should not be authorized. During the demonstration, the following four areas are evaluated:

- Emergency training programme
- Ditching procedures
- Crewmember competency
- Equipment adequacy and reliability

Similar to the emergency evacuation, there are two types of ditching demonstrations which may be required: full-scale and partial. Since full- scale ditching demonstrations have been conducted by the

manufacturer during the type certification process for most airplane types, it is likely that the CAAN will only require a partial demonstration by an operator for an AOC with an aircraft that been evaluated by the manufacturer.

i. Full Scale Emergency Evacuation: Reserved

c. Partial Ditching Demonstration

i. Preparation and Conduct of Ditching Demonstration

The same procedures for evacuation demonstration as stated above in para i. and ii. of Land Evacuation will be applicable for ditching demonstration as well. In addition to this the following procedures will be followed when conducting a partial ditching demonstration:

- The demonstration must be conducted during daylight hours or in a lighted hanger/apron if conducted at night.
- All required crewmembers must be available and used
- Passenger participants (company personnel other than crewmembers who are acting as "passengers") will be used only when the operator's procedures require passengers to assist in the removing and launching of life rafts. If used, passengers will not receive any instructions before the demonstration except what is contained in the operator's manual.
- To commence the demonstration, the crewmembers will simulate, in a parked airplane, a normal takeoff and climb to cruise flight. Engine start will be simulated and all checklists will be accomplished. Upon the CA team leader's signal, the captain will order the crew to prepare for ditching. At that time, the team leader will commence timing for 6 minutes (or less) in order to give the crew time to prepare for a simulated water landing. After the simulated water landing, all life rafts must be removed from storage. This action is not specifically time; however, the crew members must demonstrate competency in removing the rafts from storage and the raft must be capable of being removed from the airplane for deployment in a reasonable period of time.
- When the ditching signal is given, each evacuee must put on a life preserver in accordance with the operator's manual and the cabin crew’s briefing.
- Each life raft must be removed from stowage for inspection.
- One life raft, selected by the DGCA, will be inflated and launched and the evacuees assigned to that raft will get in it. The crewmembers assigned to the raft will locate and describe the use of each item of emergency equipment contained in the raft.

Note: For the purpose of the demonstration, "launching" a life raft means to remove it from stowage, manipulate it out of the airplane by means of stands or ramps, and position it on the ground before inflation. Launching a slide raft means to inflate it in the normal manner then lower it to the ground.

ii. Evaluation of the Ditching Demonstration.

The following are specific points to be noted and evaluated during the ditching demonstration:

- A sufficient number of items of emergency equipment, i.e. life rafts, inflatable slides, life jackets, medical kits, first aid kits, emergency locator transmitter, etc., are carried on board.

- Emergency equipment is properly stowed and can be readily removed or ejected from the aircraft in the time specified.
- Means are provided and utilized to prevent emergency equipment from drifting away from survivors;
- Slides, life jackets and life rafts inflate fully within acceptable time limits and other emergency equipment functions properly, including proper deployment of inflatable slides;
- Selection of emergency exits to be utilized and that such exits can be opened readily;
- Emergency procedures and related checklists are adequate and are properly used by the crew members.
- Crew is properly trained.
- Crew members are familiar with and adhere to the timely execution of their assigned duties and responsibilities;
- Crew members, using available emergency equipment and following the procedures outlined in the operations manual, can facilitate the evacuation of the aircraft under those critical conditions expected during the short period of time the aircraft would remain afloat; and
- Adequate safety precautions are followed by the crew members to prevent possible injury to evacuees or themselves.

In assessing the effectiveness of the ditching demonstration the DGCA inspector should record the following:

- Time from start of ditching until each exit door or emergency exit to be utilized is open;
- Time when each life raft is launched;
- Time required to inflate each life raft; and
- Time when all life rafts are boarded.

iii. Unsatisfactory Demonstration

Any deficiencies noted during the ditching demonstration regarding the evacuation procedures or related emergency equipment such as inflatable slides, emergency exits, life rafts, etc., must be rectified by the operator. This may require additional demonstrations before these emergency procedures can be considered acceptable to the certification team members.

Attachment J; CL J-01

Emergency Evacuation Demonstration Checklist

(Ref: Attachment J, Partial Evacuation Demonstration)

Phases	**Action**	**Sat**	**Unsat**	**Remarks**
Takeoff Preparation	a. Passenger Seating, Cabin Secure Check			
	b. Closing of the Doors			
	c. Passenger Announcement and Safety Briefing			
	d. Cabin Secure Checks			
	e. Positioning for takeoff			
Alert Phase	a. Flight Deck to Cabin (Activation of alert call)			
	b. Cabin Crew Responses			
	c. Captain to Purser Briefing*			
	d. Purser to cabin crew briefing*			
	e. Captain's Announcement to the passengers (if time/workload permits) or Cabin Crew's Announcement)			
Preparation Phase	a. Emergency demonstration and Cabin preparation			
	b. ABP selection and briefing			
	c. Cabin Secure checks and reporting			
	d. Doors and Evacuation routes			
	e. Stationing at appropriate stations			
Evacuation Performance	a. Evacuation Commands or signals from cockpit			
	b. Subsequent actions of cabin crew i. Time to open each approved exit/door. ii. Time to deploy and inflate emergency evacuation slide/raft iii. Time before the first evacuee reaches the exit iv. Time for first evacuees to leave the aero plane v. Use of secondary (over wing) escape routes vi. Evacuation Commands			

Overall Assessment	a. General i. A/C type and cabin configuration ii. Total seats and evacuee's occupancy iii. Total number of exits and the number of exits used for evacuation iv. Total time taken for evacuation from initiation of evacuation command v. Crew Member's training and qualification			
	b. Specific i. The adherence by crew members to the execution of assigned duties and responsibilities both in the aircraft and on the ground; ii. The location of each crew member during the evacuation iii. The effectiveness of the pilot-in-command in the exercise of command responsibilities; iv. The succession to command in event of casualties; v. The effectiveness of crew members in performing their assigned evacuation duties; vi. The shortcomings, deficiencies or delays encountered.			
Remarks/Recommendations:				

Overall Result: Satisfactory		Unsatisfactory:	
Name (s) of the Inspectors: Signature:			