NAM-CATS 64
Cabin Crew Licensing

CONTENTS

1. INTRODUCTORY NOTES

1.1 Section 227 of the Civil Aviation Act, 2016 empowers the Executive Director of Civil Aviation to issue technical standards for civil aviation. Section 227 of the Civil Aviation Act, 2016 further empowers the Executive Director of Civil Aviation to incorporate into a technical standard any international aviation standard or any amendment without publishing the text of such standard or any amendment by mere reference to the title, number and year of issue of such standard or amendment or to any other particulars by which such standard or amendment is sufficiently identified.

1.2 The Executive Director of Civil Aviation has, pursuant to the empowerment mentioned above, issued technical standards relating to Regulation Part 64 (Cabin Crew Licensing) to be known as Document NAM-CATS-64.

1.3 Document NAM-CATS-64 comprises the standards, rules, requirements, methods, specifications, characteristics and procedures which are applicable in respect of the licensing of cabin crew.

1.4 Each reference to a technical standard in this document, is a reference to the corresponding regulation in the Namibian Civil Aviation Regulations.

1.5 Where there is any perceived disparity of meaning or inconsistency between these technical standards and the regulations, the provisions of the regulations will take precedence.

1.6 Where there is a difference between a standard or procedure prescribed in ICAO documents and the Civil Aviation Technical Standards (CATS), the CATS standard will prevail.

1.7 The abbreviation "CAR" is used throughout this document when referring to any civil aviation regulation.

1.8 The abbreviations "TS" or "CATS" are used throughout this document when referring to any technical standard.

1.9 In this document the words "Executive Director" refers to the chief executive officer of the Authority appointed pursuant to section 34 of the Civil Aviation Act 2016 being the Executive Director of Civil Aviation.

2. AMENDMENTS TO THE TECHNICAL STANDARDS

2.1 The NCAA Personnel Licensing Division has responsibility for the technical content of this technical standard.

2.2 This technical standard is issued, and may only be amended, under the authority of the Executive Director of Civil Aviation.

2.3 Requests for changes to the content of this technical standard must be forwarded to the Executive Director and may come from:

(a) technical areas within NCAA; or

(b) aviation industry service providers or operators; or

(c) pilots, engineers and maintenance organization staff.

2.4 The need to change the content of this technical standard may arise for any of the following reasons:

(a) to ensure safety;

(b) to ensure standardisation;

(c) to respond to changed NCAA regulations or standards;

(d) to respond to changes initiated by ICAO;

(e) to accommodate proposed initiatives or new technologies.

2.5 The NCAA may approve trials of new procedures or technologies to develop appropriate standards.

INTRODUCTION

1. General

1. General

Section 58 of the Civil Aviation Act 2016 provides for the Minister to make regulations for civil aviation on specified matters including standards, specifications, restrictions and licensing requirements. Section 227 empowers the Executive Director to issue technical standards on such matters as may be prescribed.

2. Purpose

Document NAM-CATS 64 contains the standards, rules, requirements, methods, specifications, characteristics and procedures which are applicable in respect of cabin crew licensing.

Each reference to a technical standard in this document, is a reference to the corresponding regulation in the Civil Aviation Regulations, 2001, for example, technical standard 64.02.16 refers to regulation 16 of Subpart 02 of Part 64 of the Regulations.

The abbreviation "TS" refers to any technical standard.

The abbreviations "NAMCAR" or "NAMCARs" when is used within this document refer to a particular Namibian Civil Aviation Regulation or the Namibian Civil Aviation Regulations generally.

3. Schedules and notes

Guidelines and recommendations in support of any particular technical standard are contained in schedules to, and/or notes inserted throughout the technical standards.

4. References to "Executive Director".

In this document the words "Executive Director" refers to the chief executive officer of the Authority appointed pursuant to section 34 of the Civil Aviation Act 2016 being the Executive Director of Civil Aviation.

64.01.6 LOGBOOKS

1. Form of logbooks

Logbooks must be maintained in the form contained in Annexure A.

2. Information to be contained in logbooks

The following information must be recorded in logbooks.

(1) ~~(1)~~ full name and address of owner;

(2) Licence number on each page;

(2) summary of previous flying experience, if any; and

(3) particulars of flights –

(a) date;

(b) type and registration of the aircraft in which the flight occurs;

(c) operating capacity of holder;

(d) flight time; and

(e) nature of flight.

3. Manner in which logbooks are to be maintained

(1) In order to facilitate the issue of licences, a cabin crew member must –

(2) ~~(1)~~ clearly indicate instructional flight times;

(3) Endorsements for skills test and proficiency checks; and

(2) summarise his or her logbook.

(2) Where electronic logbooks are kept, they must contain all information specified and must be summarised, printed and signed quarterly.

64.01.9 LANGUAGE

1. Certification

English Language Proficiency Certification is a requirement for all cabin crew members licensed in terms of Part 64.

2. English Language requirements

(1) In accordance with ICAO requirements (Chapter 1.2.9 of Annex 1) flight crew must demonstrate a minimum proficiency of at least Operational Level '4' of both ICAO Standard Phraseology and plain language. As cabin crew is an essential part of the air crew on board aircraft, it is deemed equally important that they are proficient in the English Language in accordance with this requirement.

(2) Cabin crew members who have not been rated at Level 6 proficiency must be tested for English Language Proficiency at the intervals stated below to ensure that they remain proficient at the required level.

PROFICIENCY LEVEL	PROFICIENCY TESTING INTERVAL
Level 6: Expert	Retesting not required
Level 5: Extended	Retesting required every six years
Level 4: Operational (Minimum level)	Retesting required every three years
Level 3: Pre-operational	Licence not issued/maintained
Level 2: Elementary	Licence not issued/maintained
Level 1: Pre-elementary	Licence not issued/maintained

(3) Language Proficiency Requirement applies to speaking and listening proficiency only and does not address the ability to read or write in the English Language.

3. Certificate of English Language Proficiency

(1) No person may be issued or re-issued with a licence referred to in Part 64 unless that person is in possession of a certificate of proficiency in the English Language issued by an a Designated Language Examiner pursuant to these technical standards.

(2) A person who wishes to obtain the certificate of proficiency referred to in item (1) above must demonstrate compliance with -

(a) the holistic descriptors described in Annexure B; and
(b) –at least operational level 4 of the language proficiency rating standard set out in the attached Annexure C.

4. Designated Language Examiners for the issue of English Language Proficiency Certificates

(1) General:
a. If the Executive Director is satisfied that any person is capable of providing testing in the English language to the level of proficiency which meets the ICAO requirements specified in ICAO document 9835 the Executive Director may designate that person as a Designated Language Examiner for the purpose of English Language proficiency testing.

(2) A Designated Language Examiner referred to in item a. above is authorized to conduct approved tests in English language proficiency and to issue certificates of proficiency in the English language.

(3) A Designated Language Examiner must design the English Language Proficiency test in accordance with the Designated Examiner Guidance PEL G001 and PEL DLE001.

(2) Requirements for designation:
a. A person may only be considered for designation as an English Language Examiner if
i. they are English proficient at level 6
ii. have successfully completed an English Language Proficiency Rater's course, and
iii. have successfully completed training on the Namibian English Language Proficiency Requirements and test material.
b. Once the documentation has been submitted to support the completion of the abovementioned requirements, the Chief of Personnel Licensing will recommend designation to the Executive Director.

(3) Requirements for re-designation:
a. A designated examiner may be considered for re-designation as an English Language Examiner if
i. He/she has at least completed 48 English Proficiency tests per year, or
ii. He/she has completed at least two standardization workshops, or

iii. He/she has completed a refresher English Proficiency Rater's course.

b. Once documentation has been submitted to support the completion of the abovementioned requirements, the Chief of Personnel Licensing will recommend designation to the Executive Director.

(4) Examiner duties:

Designated Language examiners are required to:

a. ensure that the original form and audio recording for each test conducted, whether such test was successful or not, is submitted to the Executive Director;
b. record each test carried out with suitable notes explaining the outcome of the test;
c. submit an annual report of tests conducted within 60 days preceding the anniversary date of the designation or within 60 days preceding expiry of the designation;
d. have access to the current CAR, CATS and the current DLE Guidance Material including applicable test standards and test material;
e. administer all language tests in accordance with the test standards and material;
f. sign and stamp all test forms, clearly indicating the DLE reference number and date of the test;
g. sign and stamp the English Language Proficiency certificate;
h. Notify the candidate of the outcome of the test; and
i. comply with the Code of Ethics for designated examiners.

(5) Examiner Oversight:

a. The designation of examiner status is a privilege and may at any time be withdrawn by the Executive Director.
b. The Personnel Licensing inspectors must from time to time conduct safety oversight on Designated Language Examiners

Note: Additional guidance material for English Language training and test development is available in the Manual on Implementation of ICAO Language Proficiency Requirements Document.

5. Issue of English Language Proficiency certificate

(1) Any person who wishes to obtain a certificate of proficiency referred to in item 3 above must contact the Personnel Licensing office on (061) 702240/1 to set up an appointment for a test.

(2) The person must be contacted by the Personnel Licensing Office to confirm the logistical details of his/her test, as well as provide information about documents to be provided at the commencement of the test.

(3) The Designated Language Proficiency Examiner must conduct an approved language proficiency interview or test and if satisfied that the applicant meets the requirements for the issue of a certificate, issue such certificate to the applicant at operational level 4, level 5 or level 6 of the language proficiency rating standard set out in the Annexure C.

(4) A person who is issued with a certificate of proficiency which is below Expert Level 6 must be re-evaluated at the intervals set out in 2(2) above.

(5) A person who does not meet the ICAO level 4 proficiency requirement will be required to undergo English Language training and must be required to wait for a period of 30 days before being re-tested.

(6) The certificate issued must contain the following –

i. Name of the Certificate, i.e. English Language Proficiency Certificate;
ii. Name of Designated Language Examiner;
iii. Full Names of the person tested;
iv. Identity Number/Passport Number of the person tested;
v. Licence number of the person tested;
vi. Licence type of the person tested;
vii. Colour ID photograph of the person tested;
viii. The overall Language Proficiency Rating.

6. Endorsement on Licence

Upon submission by any licence holder of a certificate of language proficiency issued in terms of 5(2) above the Executive Director must endorse on the cabin crew licence of the certificate holder with the appropriate level of proficiency indicated on the certificate.

7. Level 6 Proficiency

(1) A person who can provide evidence of Expert English Proficiency (Level 6) by means of submission of the following evidence, may be considered for Level 6 Language Proficiency certification –

a. Certified copy of school leavers certificate from a State where English is the first or official language, showing a pass symbol for English; or
b. Certified copy of school leavers certificate from a State where English is the second language, showing a pass symbol for English as a minimum, including proof of residence in an English speaking country; or
c. Acceptable evidence of having completed a college or university degree (at least 3 year degree) in the English language with at least 2 years current English language exposure socially or at work; or
d. Acceptable evidence of long periods of residence in an English speaking country (at least 5 years) where the applicant was working in the English Language; or
e. Acceptable evidence of very high scores in English Language spoken and written tests.

(2) Upon submission of supporting evidence for Level 6 Proficiency to the Personnel Licensing Office, an appointment must be scheduled for a Designated Language Examiner to complete a Level 6 Proficiency Interview with the Candidate to assess whether the candidate is indeed proficient at Level 6.

(3) If found not to be proficient at Level 6, the candidate must be informed and requested to set up an appointment for a English Proficiency test.

8. Alternative Language Proficiency Certification

(7) For the purposes of paragraph 6. above, the Executive Director may accept a certificate of language proficiency issued by a competent authority of another Contracting State if the Executive Director is satisfied that the standards in that state meets the requirements set out in Chapter 1.2.9 of Annex 1 to the Convention.

(8) All persons submitting evidence for alternative language certification must be evaluated by the Executive Director and/or a delegated Personnel Licensing Inspector and must be required to complete an interview.

(9) The English Language Proficiency testing system of the country of issue of the certificate must be verified by the Executive Director, before the Language Certificate may be accepted.

9. Transitional arrangements for existing cabin crew member licences

(1) Notwithstanding item 3.(1) above any person who holds a Namibian cabin crew member licence is deemed to have complied with the requirements of operational level 4 of the language proficiency requirements at set out in Schedule 1a until issue of a language proficiency rating pursuant to item 5.(2) above.

(2) With the promulgation of NAMCAR 64.01.8 and these technical standards, existing licence holders are expected to obtain a Language Proficiency Certificate within 12 months of these standards becoming effective.

1. Requirements

The Executive Director may designate a cabin crew instructor as an examiner.

2. Procedures

(1) Any person who desires to be designated as an examiner, must apply in writing to the Executive Director on form FSS PEL 64-06.

(2) An application for the designation as an examiner must be accompanied by proof that the applicant complies with the conditions, requirements and standards prescribed in this technical standard.

(3) The Executive Director may, after due consideration of the application, designate the applicant as an examiner.

(4) The Executive Director may designate the applicant as an examiner for initially one year, calculated from the date of designation, which designation may be extended by the Executive Director at the end of the first year for a further period of not more than 2 years.

(5) The Executive Director may at any time withdraw a designation if –

(a) it becomes evident that the designated examiner does not comply with the provisions of this technical standard; or

(b) the withdrawal is necessary in the interests of aviation safety.

(6) The designated examiner must, upon the withdrawal of the designation by the Executive Director, forthwith surrender the document referred to in CAR 64.01.10(3) to the Executive Director.

3. Conditions for designation

(1) An operator or aviation training organization may request the designation of examiners for conducting skill tests for cabin crew members. Their request must be made in writing to the Executive Director.

(2) The prospective examiners must work under supervision of a mentor examiner and once the prospective examiner is able to conduct the required tests on his/her own, the mentor DE must prepare a recommendation letter that must accompany the application for designation.

(3) The prospective examiner must be an active cabin crew member and hold a valid licence and current type ratings. The prospective examiner must have sufficient experience to be able to assess the skill of others as assessed by a mentor DE. The applicant must provide a Curriculum Vitae with relevant licence and certificate copies.

(4) Have been an active cabin crew member for at least 5 years and a cabin crew instructor for at least ~~12~~ 3 years ~~months, with at least 200 instructional hours~~.

(4) The application form must be completed and sent with the operator/ATO's request and other supporting documentation to the Executive Director for consideration.

4. Designation reference number

(1) A designation number will be allocated to an examiner. This number together with other relevant information as indicated on the document referred to in CAR 64.01.10(3) must be reflected on all the relevant documents signed by the examiner.

(2) The letter (c) will be inserted after a designation number to indicate that the examiner is restricted to certain tests within a particular organisation, if applicable.

5. Submission of reports and forms

(1) An examiner must submit a report to the Executive Director quarterly, on all skill tests conducted by the examiner. These reports must be submitted regardless of the results of the skill tests or even if no skill tests were conducted.

(2) Competency forms where the test resulted in a failure must be forwarded by the examiner to the Executive Director for record keeping.

(3) In the event of a failure, the test form must indicate notes on the debriefing done and the candidate must initial at such notes.

(4) Any competency form not duly completed by an examiner may be rejected by the Executive Director.

6. Stamp

An examiner must, upon receiving the document referred to in CAR 64.01.10(3), have a stamp made that reflects the following information –

		Example
(a)	Name of examiner	J A Fox
(b)	Licence number	Xxxxxxxx
(c)	Class and category	Designation #
(d)	Designation number	099 or 099(C)
(e)	Expiry date	12/97

7. Responsibility

(1) It is the responsibility of the examiner to ensure that the candidate has passed the relevant theoretical knowledge examination with the Authority before commencing the relevant test.

(2) It is also the responsibility of the examiner to ensure that the candidate is in possession of a valid cabin crew licence as is required by the Civil Aviation Regulations, 2017.

8. Monitoring of the system

The Executive Director may at any time require an examiner to subject himself or herself for a ground or skill test, should it become evident that such examiner is not maintaining the required standard of testing.

64.01.11 DESIGNATION OF INSTRUCTORS

1. Cabin Crew Instructor requirements

(1) The safety and emergency procedures training for cabin crew referred to in Regulation 64.01.11 must be conducted by an instructor designated in terms of that Regulation.

(2) The instructor must be in possession of the following qualifications:

(a) A valid Namibian cabin crew member licence.

(b) Current on aircraft types that the instructor will provide training on.

(c) A valid class II medical certificate.

(d) Original or certified proof of having undergone an approved ~~train-the-trainer~~ instructor course.

(e) A minimum of two (2) years or~~and~~ at least one thousand ~~(1000~~500~~)~~ flying hours as an active cabin crew member (certified copy of summarised logbook).

(f) Proof of internal instructor assessments conducted by the ATO or Operator's Designated Examiner

(g) Other relevant aviation or training experience or qualification in terms of criteria determined by the Executive Director.

(3) The instructor must have sufficient ability in reading, speaking an understanding the English language to enable such instructor to duly exercise the privileges of a cabin crew instructor, but must at least be at Level 4 proficiency in terms of the ICAO Language Proficiency Scale in Annexure C.

2. Training

(1) Theoretical and practical training, in respect of the specific type of aircraft that the cabin crew member is required to be rated on, is required for issuing an instructor rating for a cabin crew member.

The purpose of this is to –

(a) refresh and bring up to date the technical knowledge of the student instructor;

(b) train the student instructor to teach the subjects;

(c) ensure that the student instructor's own operational performance is of a sufficiently high standard; and

(d) teach the student instructor the principles of basic instruction and to apply them.

(2) During the training course, the student instructor should be made aware of his or her attitude to the importance of aviation safety. The student instructor is the critical link in the training process and his or her attitude towards safety has a major impact upon cabin crew. Improving safety awareness is therefore a fundamental objective throughout the training course. It will be of major importance for the training course to aim at giving the student instructor knowledge, skills and attitudes relevant to an air traffic service instructor's task.

(3) In addition, the instructor must have completed an instructor training course covering the following contents:

Teaching and learning

A. The learning process

(a) Motivation;

(b) perception and understanding;

(c) memory and its application;

(d) habits and transfer;

(e) obstacles to learning;

(f) incentives to learning;

(g) learning methods; and

(h) rates of learning.

(2) The teaching process

(a) Elements of effective teaching;

(b) planning of instructional activity;

(c) teaching methods;

(d) teaching from the "known" to the "unknown"; and

(e) use of "lesson plans".

(3) Training philosophies

(a) Value of a structured training course;

(b) importance of a planned syllabus; and

(c) integration of theoretical and practical training.

(4) Techniques of applied instruction

(a) Classroom instruction techniques –

(i) Use of training aids;

(ii) group lectures;

(iii) individual briefings; and

(iv) student participation/discussion.

(b) Simulator instruction techniques –

(i) The work environment;

(ii) techniques of applied instruction; and

(iii) judgement and decision making.

B. Student evaluation and testing

(a) Assessment of student performance –

(i) The function of progress tests;

(ii) recall of knowledge;

(iii) translation of knowledge into understanding;

(iv) development of understanding into actions; and

(v) the need to evaluate rate of progress.

(b) Analysis of student errors –

(i) Establish the reason for errors;

(ii) tackle major faults first, minor faults second;

(iii) avoidance of over criticism; and

(iv) the need for clear concise communication.

C. Training programme development

(a) Lesson planning;

(b) preparation;

(c) explanation and demonstration;

(d) student participation and practice; and

(e) evaluation.

D. Human performance and limitations relevant to instruction

(a) Physiological factors;

(b) psychological factors;

(c) human information procession;

(d) behavioural attitudes; and

(e) development of judgement and decision making.

E. Hazards involved in simulating systems failures and malfunctions

F. Training administration

(a) Training records;

(b) the training curriculum;

(d) study material;

(e) official forms; and

(f) manuals and standard procedures; ~~and~~

~~(i) the regulations applicable to an air traffic service licence and ratings and air traffic service instructor rating (both operational and ATO).~~

G. Classroom training

The classroom training consists of the training course delivered by a competent person, and includes classroom lectures, tutorials, briefings and directed private study.

H. Simulator training

The student instructor must practice the standards and procedures in a simulator that adequately simulates the work environment that is approved by the Executive Director.

3. Application procedures

(1) Any person, who desires to be designated as a cabin crew instructor, must apply in writing to the Executive Director on form FSS PEL 64-05.

(2) An application for designation as an instructor must be accompanied by proof that the applicant complies with the requirements as set out in paragraph 1.

(3) A practical assessment of the applicant's ability to conduct aviation Safety and Emergency Procedures training must be conducted by an authorised officer or designated examiner.

(4) The authorised officer or designated examiner's assessment report and recommendation must be forwarded to the Executive Director.

(5) The Executive Director may, after consideration of the application, designate the applicant as an instructor, provided that the requirements prescribed in this Technical Standard have been complied with.

(6) The designation of cabin crew instructor is valid for an indefinite period, provided that the privileges of the designation may not be exercised unless the instructor:

(a) undergoes recurrent training as prescribed in Part 121; and

(b) is the holder of a valid Class II medical certificate.

(7) A designated instructor must be affiliated to an Aviation Training Organisation approved in terms of Part 141.

(8) The Executive Director may withdraw a cabin crew instructor's rating if –

(a) it becomes evident that the instructor does not comply with the provisions of this Technical Standard; or

(b) the withdrawal is necessary in the interest of aviation safety.

4. Responsibility

(1) It is the responsibility of the instructor to ensure that the candidate being trained has acquired all necessary theoretical and practical knowledge as per the provision of NAM-CATS 64.

5. Maintaining currency

(1) The number of aircraft types that the instructor is qualified on in terms of training is unlimited, provided the instructor:

(a) conducts theoretical and practical training on aircraft type at least once in a six month period; or

(b) attends refresher training in a six month period if no training was conducted.

6. Monitoring of the system

(1) A designated examiner must conduct at least two assessments on the activities of the instructor.

(2) Annual and ad hoc inspections for the maintenance of standards must be conducted by authorised officers of the Authority.

(3) The Executive Director may at any time require the instructor to subject himself or herself to a ground or skills test, should it become evident that such an instructor is not maintaining the required standard of training.

(4) The inspections prescribed in paragraphs (1) to (3) above must be conducted on each Instructor within a twelve (12) month period.

64.01.12 DESIGNATION OF FIRST AID EXAMINERS

1. Requirements

The requirements for the designation of first aid examiners are contained in TS 64.01.10 and in addition, the examiner must have completed a recognised first aid instructor course.

64.01.13 DESIGNATION OF FIRST AID INSTRUCTORS

1. Qualification Requirements

(1) The qualification requirements for the designation of first aid instructors are contained in TS 64.01.11.

(2) In addition to the qualification requirements contained in TS 64.01.11, a first aid instructor must have a valid first aid certificate, which currency must be maintained annually.

2. Conditions, Rules and Procedures

The conditions, rules, and procedures to be followed with respect to the designation of first aid instructors are contained in TS 64.01.11.

64.01.15 VALIDATION OF LICENCE WITH RATING OR COMPETENCY CARD

1. Documents to be submitted

The applicant for a cabin crew validation must submit the following to the Executive Director:-

(a) Certified true copies of his/her valid cabin crew licence with rating issued by an appropriate authority or of his/her valid competency card issued by an operator approved by an appropriate authority,

(b) Certified true copy of valid Class 2 medical certificate issued by an appropriate authority,

(c) Certified true copies of the summary of his/her logbook,

(d) Proof of English Language proficiency certification,

(e) Proof of having met the requirements specified in paragraph 3 below,

(f) the proof of payment of the fee prescribed in Part 187;

(g) if the validation is required for commercial purposes, a work permit issued by the Department of Home Affairs of Namibia.

2. Application for validation of licence issued by an appropriate authority

The application form FSS PEL 64-01 must be completed for the issuing of a validation for a cabin crew licence or competency card..

3. Requirements and conditions for the issue of a validation

Any valid foreign cabin crew licence and rating or competency card may be validated by the Executive Director subject to the following conditions –

(1) the applicant must pass an examination in air law conducted by the holder of an aviation training organization approval, issued in terms of Part 141;

(2) the applicant must pass a practical skill test with a cabin crew designated examiner;

(3) the applicant must have flown a minimum of 500 hours as a cabin crew member in the country of issue of the foreign cabin crew licence or competency card; and

(4) no additions can be made to a cabin crew licence regarding the types of aircraft which may be flown.

4. Issuing of a validation

Once all requirements have been met, a validation of a cabin crew licence or competency card must be issued by the Executive Director.

5. Renewal of a validation issued by the Executive Director

The Executive Director may renew the validation of a cabin crew licence or competency card provided that the holder of such validation has, for the duration of the validation –

(1) exercised the privileges of the cabin crew licence to which the validation refers, in accordance with the provisions of the Act, the Regulations and this Document; and

(2) operated safely and professionally, with a degree of competency appropriate to the privileges granted to the holder of a similar licence.

6. Compliance

The reference to Document SA-CATS 64 in CAR 64.01.15 means the appropriate standards, rules, requirements, methods, specifications, characteristics and procedures contained in the Act, the Regulations and this Document.

64.01.17 CHANGE OF NAME OR ADDRESS

The notification of change of Name or Address must be made on form FSS PEL-G01.

64.01.18 DUPLICATE CABIN CREW LICENCE

The application for a duplicate licence must be made on the respective licence application form for the initial issue of the licence.

64.02.1 REQUIREMENTS

1. English Language Proficiency

The English Language proficiency requirements are those contained in TS 64.01.9.

64.02.2 TRAINING

1. Aim of training course

The aim of the cabin crew member training course is to train aspiring cabin crew members to the level of proficiency required for the issue of a cabin crew member licence.

The duration of the course is to be determined.

The course must be conducted by an aviation training organisation certified in terms of Part 141 of the Regulations.

The course must comprise –

(1) a theoretical knowledge course;

(2) a practical training course;

(3) an aviation security course; and

(4) a first aid course.

2. Theoretical knowledge course

2.1 Training syllabus

The theoretical knowledge course must consist of the following subjects –

(1) Aviation – general

(a) regulatory overview

(b) aviation terminology

(c) theory of flight

(d) physiology of flight

(e) flight deck observation flight

(2) Responsibilities

(a) operator

(b) cabin crew member

(c) civil aviation inspector

(3) Safety procedures

(a) crew coordination

(b) communication

(c) surface contamination

(d) briefings

(e) pre-flight and safety checks

(f) passenger handling

(g) passenger and flight crew seats/restraints

(h) cabin baggage

(i) electronic devices

(j) service to passengers on the ground

(k) fuelling with passengers on board

(l) pre-take-off and pre-landing

(m) propeller abnormalities

(n) apron/ramp safety

(o) turbulence

(p) crew member incapacitation

(q) flight deck protocol

(r) fuel dumping

(s) post flight duties

(t) oxygen administration

(4) Emergency procedures

(a) fire fighting

(b) smoke/fumes in the cabin

(c) rapid decompression and decompression problems

(d) evacuations

(5) Emergency equipment

(a) equipment overview

(6) Aircraft specific subjects

(a) physical description

(b) galleys

(c) communication systems

(d) lighting system

(e) water and waste systems

(f) heating and ventilation systems

(g) oxygen systems

(h) exits

(i) unique features

2.2 Contents of training syllabus

2.2.1 Aviation – General

2.2.1.1 Regulatory overview

(1) Training objective

The cabin crew member will be able to identify the international and national aviation regulatory bodies and describe the legislation relating to cabin crew members.

(2) Regulatory agencies

(a) Identify international and national aviation regulatory agencies and describe their role especially as it relates to cabin crew members. Describe how cabin crew members are required to comply with international regulations and penalties for breach of these regulations e.g. organisation and individual liabilities.

(b) Identify other regulatory agencies cabin crew members may be in contact with, and describe their role in aviation, i.e. Customs, Police, Immigration, Health, Narcotics and Agriculture.

(c) Describe the regulatory system in Namibia and how it functions to draft regulations and standards, ensure compliance and investigate accidents and incidents.

(3) Civil aviation legislation

(a) Identify and describe the legislation governing flight crew in the Namibia.

(b) Identify the trends in the industry i.e. open skies, mergers and harmonisation.

(c) Identify historic legislation in cabin safety and describe its effect on aviation safety i.e. fire protection and minimum crew.

(d) Identify other sources of regulatory guidance i.e. technical directives, policy letters and compliance requirements.

(e) Identify and describe the specific regulations applicable to cabin crew members and cabin safety including –

(i) seatbelts and related restraints systems;

(ii) life-saving equipment, e.g. life rafts, life vests and survival kits;

(iii) oxygen equipment;

(iv) first aid kits;

(v) minimum equipment lists;

(vi) floor proximity lighting;

(vii) cabin fire protection;

(viii) crew stations;

(ix) infant (i.e. definition of);

(x) minimum flight crew requirements;

(xi) passenger safety briefings;

(xii) emergency duties;

(xiii) passenger safety briefing cards;

(xiv) surface contamination training;

(xv) carry-on baggage;

(xvi) aircraft journey log/cabin log book (equivalent);

(xvii) liquor and drugs;

(xviii) refuelling (including fuelling with one engine running);

(xix) emergency equipment;

(xx) survival equipment;

(xxi) duty time limitations – flight crew/cabin crew;

(xxii) crew rest – flight crew/cabin crew;

(xxiii) designated crew rest areas/policies;

(xxiv) cabin crew manual as part of operations manual;

(xxv) non-smokers legislation; and

(xxvi) take-off and landing stations.

Note: *Paragraphs (3)(b), (c) and (d) are recommended subjects.*

2.2.1.2 Aviation terminology

(1) Training objective

The cabin crew member will be able to define common industry terms of reference and be able to use them in an appropriate context.

(2) Terminology

(a) Identify and define common operator terminology including terms relating to airports, ground operations and flight operations.

(b) Describe the importance to flight safety of using correct terminology.

(3) Terms of reference

(a) Identify and describe the 24 hour clock and its application in aviation.

(b) Describe what is meant by time zones and outline how to calculate elapsed time when crossing time zones.

(c) Define what is meant by the international date line and describe its application in aviation.

(d) Define what is meant by UTC and its application in aviation.

(e) List and identify the airport location identifiers used by the operator and describe how and why they are used.

(f) Define and describe the phonetic alphabet and describe its importance in aviation-related communication.

(g) Identify the way that airspeed is measured and describe the conversion from knots to kilometres/hour.

Note: *Paragraphs (3)(b), (c), (d) and (g) are recommended subjects.*

2.2.1.3 Theory of flight

(1) Training objective

The cabin crew member will be able to identify and describe the basic components of theory of flight relating to the aircraft environment in which they will be operating.

(2) General aircraft description

(a) Identify the main components of an aircraft and describe their function including but not limited to –

(i) Wing – leading edge, trailing edge, wing tip, wing root and winglet;

(ii) control systems – ailerons, flaps, rudder and elevator;

(iii) tail – fixed vertical stabiliser, rudder and elevators; and

(iv) miscellaneous – fuselage, spoilers, speed brakes, undercarriage, main gear, nose wheel, chocks or blocks and pins.

(b) Define what is meant by aircraft operating abnormalities which do not constitute an emergency, e.g. flap, landing gear, visible fluid leaks, etc.

(3) Aerodynamics of flight

(a) Identify and describe the four forces acting on an aircraft in flight.

(b) Identify and describe the three axes of an aircraft and describe the aircraft movement around each.

(c) Define what is meant by aircraft attitude.

(d) Describe how lift is achieved and factors which adversely affect lift.

(e) Describe how a piston engine, turbine engine and a jet engine function (as applicable to the operator's operation).

(f) Describe how and when an aircraft is pressurised and how pressurisation is maintained (as applicable to the operator's operation).

(g) Describe the aerodynamic forces at work when aircraft engines fail in flight with specific reference to the operator's aircraft.

(h) Identify the importance of crew members to be alert for abnormal aircraft functioning and how to recognise and report it to flight deck crew members.

(i) Define what is meant by weight and balance (centre of gravity), its effect on aircraft controllability and factors which affect weight and balance.

Note: *Paragraph (3)(e) is a recommended subject.*

(4) Meteorology

(a) Describe types of common cloud formations and their effect on weather, i.e. frontal systems and thunderstorms.

(b) Describe the types of wind phenomena and their effect on aircraft in flight, i.e. jet stream and wind shear.

(c) Identify the hazards to flight associated with volcanic ash/dust. Describe how to recognise it, i.e. smoke or dust in the cabin, acrid odour and a bright orange glow in the engine intakes.

Note*: Paragraph (4) is a recommended subject.*

(5) Air traffic control

(a) Define what is meant by VFR and IFR and identify the most common restrictions for an aircraft flying under VFR and IFR flight plans.

(b) Identify what is meant by air traffic control and who is responsible for ensuring aircraft separation under VFR and under VFR conditions.

(c) Describe how aircraft are controlled on the ground and in the air with specific reference to the operator's operation.

Note*: Paragraph (5) is a recommended subject.*

2.2.1.4 Physiology of flight

(1) Training objective

The cabin crew member will be able to identify and describe the most common physiological effects of flight in pressurised and non-pressurised aircraft including likely causes, recognition and ways to minimise these effects.

(2) General

(a) Describe the physiology of respiration and circulation.

(b) Identify the body's requirement for oxygen and the potential for crew member incapacitation due to lack of oxygen.

(c) Describe the most common physiological effects of altitude and the pressurised cabin, including but not limited to varicose veins, dehydration, effects of trapped gasses and water retention.

(d) Describe the circumstances under which carbon monoxide poisoning may occur, the signs and symptoms, ways to detect it and minimise its effects. Include the potential for CO poisoning from ground heating/air conditioning units and ground power units.

(3) Effect of altitude

(a) Define what is meant by decompression sickness and describe the physiological effects of pressure changes on gases in the body. Define "safe" times between scuba-diving and flight.

(b) Define what is meant by hypoxia, the hazards associated with it, signs and symptoms, ways to detect it and minimise its effects.

(c) Define time of useful consciousness and factors affecting it.

(d) Identify persons most susceptible to the effects of hypoxia.

(e) Describe the effects of altitude on night vision and the impact this has on flight safety and personal safety.

Note: *Paragraph (3)(e) is a recommended subject.*

2.2.1.5 Flight deck observation flight

(1) Training objective

The cabin crew member will be able to recognise the duties and expectations of flight deck crew members as they apply to different aircraft on which the cabin crew member will be operating.

(2) General

(a) Flight crew communication and flight crew coordination depend on each cabin crew member having an understanding of each other's crew duties, responsibilities, workloads and expectations for all phases of flight. While this knowledge can be taught in a classroom, a more appropriate forum would be in an actual operating environment. At least one flight deck observation flight will be completed prior to a cabin crew member becoming qualified ~~(thereafter on an annual basis)~~. The following conditions will apply.

(b) Cabin crew members will be in uniform; however, they will be in addition to the minimum cabin crew and will not be assigned any normal safety or cabin service duties.

(c) Each flight deck observation flight will begin at the regular check-in time for the flight deck crew. Cabin crew members will observe the normal pre-flight pilot duties, i.e. flight planning, weather briefing, flight deck crew briefing, pre-flight walkaround –

(i) Flight deck workloads and safety duties;

(ii) flight crew communication procedures;

(iii) flight crew coordination procedures;

(iv) flight deck layout;

(v) location of emergency equipment;

(vi) location and operation of flight deck windows;

(vii) location and operation of flight deck escape hatches;

(viii) location of controls and operation of pilot and observer seats;

(ix) location and operation of flight deck oxygen; and

(x) location of emergency checklists.

(d) Each cabin crew member will participate in a post-flight debriefing on the flight deck observation flight.

2.2.2 Responsibilities

2.2.2.1 Operator

(1) Training objective

The cabin crew member will be able to describe the roles and responsibilities of the operator which have been legislated in the interests of aviation safety.

(2) Operating requirements

(a) Describe the operator's operating policy as it relates to safety and requirement to maintain this safety emphasis.

(b) Describe the relationship between regulatory requirements and the operator's policy and procedures.

(c) Describe the operator's responsibility to conduct operations according to approved procedures and to ensure that any companies contracted by the operator also comply with these procedures.

(d) Identify the requirement to have an organisational chart with clearly defined reporting responsibilities. Clearly outline the organisational links between pilots (flight operations) and cabin crew members.

(e) Identify the requirement for the operator to provide appropriate training ensuring cabin crew member competency in safety and emergency duties relating to the carriage of passengers.

(f) Identify the operator's policy and procedures for the reporting of accidents and incidents. Include information regarding investigations and follow-up that may occur.

(3) Operations manual

(a) Define "operations manual" and describe the operator's responsibility to develop and maintain an operations manual and for ensuring cabin crew members are familiar with the portions relating to their duties.

(b) Identify the cabin crew manual as part of the operations manual and describe contents and the requirement to have a manual readily available to each cabin crew member during flight.

(c) Describe the means used by the operator to update, revise and amend the cabin crew manual, and the requirement of the cabin crew member to maintain an up to date manual at all times.

(d) State the responsibility of the operator to ensure that whenever more than one cabin crew member is carried, one cabin crew member is designated as in charge.

(e) Describe the responsibility of the operator to ensure that the minimum flight crew is carried and the exceptions to the minimum crew requirement.

(f) Identify the circumstances when the operator may delegate flight crew duties to persons who are not flight crew members. (Authority issued by an operations specification).

2.2.2.2 Crew members

(1) Training objective

The cabin crew member will be able to describe their legislated roles and responsibilities relating to their duties and in the interest of aviation safety.

(2) General

(a) Describe the responsibility of cabin crew members to maintain knowledge of all safety and emergency procedures relating to their duties.

(b) Identify the requirement for cabin crew members to perform their duties in accordance with approved procedures.

(c) Outline cabin crew member responsibilities to ensure all flight documentation, publications and manuals are up to date and readily available on board and that cabin crew members are familiar with their contents. Cabin crew members are required to ensure that –

(i) competency documents signed by the authorised organisation personnel, as designated in the organisation operations manual, date of expiry, specific aircraft types and series on which the cabin crew member is qualified to operate;

(ii) a record of revisions is in the FAM, tracking the amendments received and when they were inserted into the FAM;

(iii) all amendments are inserted in the appropriate section of the FAM and not in their issued format, i.e. stapled or cello-wrapped.

Note: *Paragraph (iii) is a recommended subject.*

(iv) operations manual and revisions are up to date.

(d) Identify the responsibility of cabin crew members to report any on board safety concerns to the pilot-in-command.

(e) Identify the requirement to keep all documentation relative to flight duties up to date at all times, e.g. passport and security pass.

(f) Outline cabin crew member responsibilities to ensure that all equipment is available and in good working order, and properly secured when not in use.

(g) Identify the responsibility of cabin crew members to report unserviceable equipment following established organisation procedures.

(h) Identify the responsibility for cabin crew members to successfully complete required training and qualifications.

(i) Define the chain-of-command and describe the authority of the pilot-in-command and describe their importance relating to flight safety.

(j) Describe the requirement to be aware of the duties and responsibilities of other cabin crew members and be prepared to assume those duties, if necessary.

(k) Define the procedure regarding attending and participating in flight crew briefings.

(l) Define what is meant by "person carried for the completion of non- safety related duties" who are not qualified cabin crew members. Describe the function they perform when assigned on a flight, activities they may/may not be assigned, and identification to differentiate them from other cabin crew members. Include as per operator's operations manual –

(i) cabin crew members on familiarisation or line orientation lights; and

(ii) public relations assignments, e.g. crew from "partner" operators or translators, etc.

(m) Identify the importance of cabin crew members to be constantly alert and therefore prepared to handle any abnormal/ emergency situation as it may occur.

(n) Identify the responsibility of the cabin crew member to comply with and enforce regulatory requirements.

2.2.2.3 Civil aviation inspectors

(1) Training objective

The cabin crew member will be able to describe the roles and responsibilities of the Civil Aviation Authority and its inspectors.

(2) General

(a) Identify the types of regulatory control the Authority exercises in areas of aviation safety.

(b) Outline the authority of inspectors of the Authority to inspect the operations of operators. Describe the actions they may take if non-conformances are identified.

(c) Describe the types of inspectors that cabin crew may come into contact with, e.g. flight deck, cabin safety, dangerous goods or airworthiness.

(d) Describe the types of inspections that may be carried out by inspectors of the Authority.

(e) Describe the procedure for the senior cabin crew member to advise the pilot-in-command whenever an inspector has identified himself or herself as being on board, and conducting an inspection.

(f) Define the requirements for an inspector of the Authority to provide official identification. Describe the forms of identification that may be presented on the aircraft whenever a pre-flight or in-flight inspection is conducted.

(g) Identify the circumstances under which an inspector of the Authority should occupy a flight deck observer seat.

(h) Authority regulatory aspects: every person on board must have a valid ticket except operating air crew.

Note: *Paragraph (2)(g) is a recommended subject.*

2.2.3 Safety procedures

2.2.3.1 Flight crew coordination

(1) Training objective

The cabin crew member will identify the components of flight crew coordination and its importance in operational safety achieved.

(2) General

(a) Describe the importance of common terminology and a common conceptual framework in maintaining flight safety.

(b) Describe the importance of cabin crew members being aware of other cabin crew member's duties, responsibilities, workloads and expectations.

(c) Outline the importance of pre-flight briefings to share relevant flight and safety information, outline expectations and develop communication channels.

(3) Flight crew coordination

(a) Describe the importance of flight crew coordination when applying approved procedures.

(b) List the positive effects of flight crew coordination in enhancing flight safety.

(c) Outline the benefits of flight crew coordination on working environment and morale and the effects this has on flight safety.

(d) Define the one crew concept and list ways this may be achieved.

(e) Identify the importance of flight crew coordination especially in abnormal and emergency situations.

(f) Identify how poor flight crew coordination has contributed to aircraft accidents and incidents and outline strategies to improve crew coordination.

2.2.3.2 Communication

(1) Training objective

The cabin crew member will be able to describe and demonstrate the importance and the procedures for effective communication in normal, abnormal/non-routine and emergency situations.

(2) General

(a) Define communication and list differences between normal, abnormal and emergency communications, and describe ways of communicating effectively in either situation, i.e. speed, volume, choice of words, enunciation, etc.

(b) Describe the procedures for normal, abnormal/non-routine and emergency communication.

(c) Describe the importance of effective communication especially when dealing with abnormal and emergency situations.

(d) Describe the responsibility of cabin crew members to provide command to assist in decision-making.

(3) Communication

(a) Identify the difference between verbal and non-verbal communication and describe the effects of communicating different messages. Describe the potential hazards to flight safety if communication is not effective.

(b) Identify how poor communication has contributed to aviation accidents and incidents and discuss ways to minimise these communication deficiencies.

(4) Passenger

(a) List the systems on board for passenger announcements, e.g. PA, pre-recorded announcements, etc.

(b) Describe recommended passenger address techniques, i.e. how to hold the handset, volume, feedback in systems, etc.

(c) Describe when, and by whom cabin announcements must be made, and the minimum content of each announcement, i.e. cabin baggage, pre-departure safety, after take-off, etc.

(d) Define the operator's policy on route language announcements.

(e) Identify the importance of listening to all announcements in the event that the announcement may contain emergency signals or information.

(f) Describe the procedures for translating all air crew announcements.

Note: *Paragraphs (4)(d) and (f) are recommended subjects.*

2.2.3.3 Surface contamination

(1) Training objective

The cabin crew member will be able to define what is meant by surface contamination, describe their responsibilities and identify the procedures for reporting suspected surface contamination to the pilot-in-command.

(2) General

(a) Define surface contamination and hazards to flight associated with surface contamination.

(b) Define aircraft critical surfaces for each of the aircraft types in the operator's fleet.

(c) Identify an awareness of the conditions most likely to produce surface contamination.

(d) Give examples of a clean wing and visible signs of surface contamination, e.g. frost, ice, snow, including rain and clear, etc.

Note: *Paragraphs (2)(b), (c) and (d) are recommended subjects.*

(3) Cabin crew responsibilities

(a) Define the responsibilities of cabin crew members to report suspected surface contamination, prior to take-off roll, to the pilot-in-command as soon as it is discovered.

(b) State the requirement for the pilot-in-command to investigate reports of suspected surface contamination or to designate such duty to another flight crew member.

(c) Describe the advice to passengers whenever aircraft de-icing is taking place and who is responsible for this announcement.

Note: *Paragraphs (3)(b) and (c) are recommended subjects.*

(4) De-icing

(a) Describe when the cabin crew member in charge will be advised in adverse weather conditions whether or not de-icing will occur.

(b) Describe the different types of equipment used to accomplish de-icing, for example, cherry-picker, car wash, rope, etc.

Note: *Use of video of photographic material is recommended.*

(c) Identify that icing conditions can recur on critical surfaces of the aircraft if the take-off is prolonged for any period of time after de-icing has occurred.

(d) Describe the possible hazards wherever de-icing is taking place, i.e. inhaling de-icing fluid, de-icing fluid entering cabin through open doorways and the presence of glycol fumes in the cabin. Identify the procedures to deal with these situations.

Note: *Paragraph (4) is a recommended subject.*

2.2.3.4 Briefings

(1) Training objective

The cabin crew member will be able to identify the different types of briefings which are required by the operations manual and the information which must be included in each.

(2) Cabin crew briefing

(a) Identify the importance of cabin crew briefings including enhancing cabin crew communication and coordination, establishing expectations and clarifying procedures.

(Where operationally practicable, the pilots and cabin crew members should be encouraged to combine their briefings.)

(b) Outline when cabin crew briefings are required including normal, abnormal and emergency situations.

(c) Identify the types of cabin crew briefings, i.e. between pilot-in-command cabin crew member and senior cabin crew member or other cabin crew members.

(d) Describe the topics to be covered in the cabin crew briefing(s).

(e) Identify the cabin crew member responsibility to ask questions if all the required information has not been given in a briefing or if the information is unclear.

(f) Identify who is required to attend each type of briefing and their expected level of preparedness and participation.

(3) Passenger briefing

(a) Identify the requirement for passenger safety briefings prior to departure.

(b) Identify the content of the mandatory announcements and when they must be performed.

(i) Carry-on baggage;

(ii) pre-flight safety announcement/demonstration;

(iii) after take-off;

(iv) en route turbulence;

(v) pre-landing;

(vi) after landing; and

(vii) special attention passengers – individual pre-flight briefing.

(c) Identify the requirement to relay safety related messages to passengers, i.e. whenever flight conditions change or abnormal or emergency situations.

(d) Identify the equipment used in a passenger safety briefing. Describe and demonstrate how the safety demonstration will be performed.

(e) Describe the cabin crew member responsibility for passenger briefings, i.e. who performs the briefing, where each crew member is positioned for the demonstration, as appropriate to aircraft configuration.

(f) Identify means for gaining and maintaining passenger attention when delivering safety briefings, including eye contact, enthusiasm, clear words, synchronised actions with announcement and with other cabin crew members.

(g) Describe the operator's procedures for delivering the passenger safety briefing and the equipment available to accomplish this. Where briefings are given using pre-recorded tape or audio-visual equipment describe the procedures established in case of equipment failure.

(h) Identify and describe the briefing requirements for passengers requiring special handling, including who briefs them, when the briefing occurs and the different briefing points for each type of special handling passenger.

(i) Describe the organisation procedure and minimum content of short taxi announcements.

2.2.3.5 Pre-flight and safety checks

(1) Training objective

The cabin crew member will be able to identify the responsibility for pre-flight checks, the types of checks to be carried out and will define what is meant by the aircraft minimum equipment list.

(2) General

(a) Define the cabin crew responsibilities for conducting pre-flight checks including items which must be checked, how they are checked, who checks them and when the pre-flight checks must be completed

(If an operator uses a pre-flight checklist have a copy available and demonstrate how to complete it correctly.)

(b) Identify the importance of pre-flight checks and the impact on flight safety.

(c) Identify the logbooks which are required on aircraft and unserviceable tags. Identify the procedures for recording information in them, who is responsible for making logbook entries and when these entries must be made. Identify the types of items which would not be logged.

(Have copies of the aircraft cabin log unserviceable tag and demonstrate how to make entries correctly).

(d) Define what is meant by the minimum equipment list and identify the cabin items which are included.

(e) Identify types of conditions which may have airworthiness implications and which should be brought to the immediate attention of the pilot-in-command, i.e. cracked windows, damaged door seals, excessive water spills or leaks, obvious structural damage.

(f) Identify the procedures for reporting, removing and repairing all unserviceable items.

2.2.3.6 Passenger handling

(1) Training objective

The cabin crew member will be able to identify the types of passenger which may be carried and the general handling considerations which relate to safety.

(2) General

(a) Identify the requirement for passengers to comply with instructions of cabin crew members.

(b) Describe the types of passengers which may be carried including passengers who require special handling.

(c) Describe the procedures for acceptance and carriage of the following and include special handling considerations, seating and securing the persons and the equipment for all phases of the flight –

(i) Incubators;

(ii) stretchers;

(iii) disabled persons;

(iv) persons travelling with medical oxygen;

(v) child restraint system; and

(vi) guide and service animals.

Note: *Paragraphs (i) and (ii) are recommended items.*

(d) Identify the operator's policy for accepting or denying boarding to passengers and who is responsible for making this decision.

(e) Identify the procedures for handling special passengers including safety briefings and seating restrictions on different aircraft types.

(f) Outline the regulatory requirements regarding passengers who appear to be impaired due to alcohol or drugs, and the operator's policies and procedures regarding alcohol service to passengers. Include cabin crew responsibilities in serving passengers who appear to be impaired.

(3) Passenger boarding

(a) Define cabin crew member responsibilities for passenger supervision while the aircraft is on the ground, including boarding, disembarking and station stops. Include the number of cabin crew members that must be present on the aircraft for the above.

(b) Identify the importance of safety duties over service duties during passenger boarding.

2.2.3.7 Passenger and cabin crew seats/restraints

(1) Training objective

The cabin crew member will be able to identify the requirements and established procedures relating to on board seating for passengers and cabin crew members.

(2) Passenger seating

(a) Outline the requirement for each person to have a seat with an individual safety belt.

(b) Define exit row and describe the operator's policy and procedures regarding exit row seating, and who may not occupy seats in these rows.

(c) Describe the procedures associated with the relocation of passengers in compliance with exit row seating policies.

(d) Describe where special attention passengers may be seated, taking into consideration proximity to exits, availability of supplemental oxygen, ease of evacuation etc.

(e) Identify the passenger seating restriction on aircraft equipped with upper deck/lower deck passenger seating where applicable.

(f) Outline the seating restrictions regarding arm held infants.

(g) Describe the procedures for the use of on board skycots, stating when these devices may be used, and restrictions regarding the occupant of the skycot.

(h) Describe the requirement for passengers to be seated in their assigned sets for take-off, landing and whenever advised by a cabin crew member. Describe the required positioning of seats for take-off and landing.

(i) Describe the different types of seat belts/harnesses found on passenger seats on aircraft in the fleet, and the correct method of operation for each including description of extensions and importance of verifying compatibility.

(j) Identify any placards of signage associated with passenger seating and describe appropriate usage, for example, "Seat Unserviceable" or "For Crew Use Only".

Note: *Paragraph (2)(g) is a recommended subject.*

(3) Flight crew seating

(a) Identify the persons authorised to occupy any of the flight crew seats on board and who has the authority to make this decision.

(b) Identify the persons authorised to occupy any of the observer seats in the flight deck.

(c) Describe the importance of ensuring serviceability of cabin crew member seats, who is responsible to ensure this and when to check serviceability.

(d) Identify the components of a pre-flight serviceability check for a cabin crew member seat, e.g. "sit and fit" to enable quick access.

(e) Describe the procedures to follow and approved alternate seating in case of an unserviceable cabin crew member seat.

(f) Describe the requirements for cabin crew members to be seated with restraint system fastened for taxi (except for safety related duties), take-off, landing and turbulence whenever directed to do so by the pilot-in-command.

(g) Identify the correct way to sit in a cabin crew member seat including the preferred position of hands, feet, legs and head to ensure maximum protection.

(h) Identify rationale behind wearing the seat belt and shoulder harness and the hazards of improper use.

(i) Identify any placards or signage associated with crew seating and describe appropriate usage, for example "Seat Unserviceable" and "For Crew Use Only".

(j) Identify the signals/verbal command for cabin crew members to take their assigned seats and to secure themselves. State who is responsible for these signals.

2.2.3.8 Carry-on baggage

(1) Training objective

The cabin crew member will be able to define what is meant by carry-on-baggage and will describe the procedures for accepting and stowing carry-on baggage and any applicable restrictions.

(2) Passenger carry-on baggage.

(a) Define carry-on baggage.

(b) Describe carry-on baggage regulations and organisation procedures.

(c) Identify the safety implications of improperly stowed carry-on baggage.

(d) Identify the approved stowage locations for carry-on baggage, any specific areas of the cabin where carry-on baggage may not be stowed, e.g. lavatory compartment. Identify the requirement for placarding overhead bins, closets and drawers and the types of placarding used in the operator's fleet.

(e) Describe the procedures for stowing awkward types of carry-on baggage, such as –

(i) strollers;

(ii) musical instruments;

(iii) canes, crutches, walking sticks; and

(iv) diplomatic mail.

(f) Describe the procedures for accepting carry-on baggage and procedures for non-acceptance.

(g) Describe announcement to passengers regarding carry-on baggage, when it is made, who is responsible for making it and how often it is made.

(h) Identify the cabin crew responsibilities for ensuring that all carry-on baggage is correctly stowed when required.

(i) Outline the operator's procedures for dealing with carry-on baggage that cannot be correctly stowed.

(j) Identify the importance of cabin crew consistency in applying these requirements.

(k) Outline the operator's policies and procedures for the carriage of live animals in the passenger cabin.

(l) Describe the cabin crew responsibility for monitoring carry-on baggage.

(m) Identify the effects of carry-on baggage on weight and balance (as applicable to the operator's fleet).

(n) Describe the approved procedures for accepting and restraining seat-loaded baggage and cargo in the passenger cabin, and approved devices/equipment for accomplishing this.

(o) Describe the requirement to keep the exit areas clear and free from obstructions, such as carry-on baggage.

(p) Describe the requirement to maintain clear access to emergency equipment.

(q) Describe safety precautions for cabin crew members when opening overhead bins, and when handling items of carry-on baggage in order to prevent personal injury.

(3) Flight crew carry-on baggage

(a) Describe the policies and procedures for stowing flight crew carry-on baggage in the passenger cabin including accepting baggage from dead-heading crew.

(b) Identify the cabin crew carry-on baggage stowage locations for each aircraft type.

2.2.3.9 Electronic devices

(1) Training objective

The cabin crew member will be able to define what is meant by electronic devices, and describe policies and procedures for their acceptance and use on board aircraft.

(2) General

(a) Define "electronic devices".

(b) Identify the electronic devices most likely to be carried on board aircraft.

(c) List the potential hazards to flight safety associated with these electronic devices.

(d) Describe the organisation policy/procedures relating to electronic devices and list exceptions to these regulations.

(e) Describe the conditions under which on board phones provided by the operator are approved for use.

(f) Identify the safety concerns associated with the use of "walkman" type headsets during critical phases of flight, abnormal operations, boarding and disembarking across an open ramp.

(g) Outline the notification to passengers regarding the use of electronic devices on board aircraft and who is responsible for advising passengers.

(h) Describe cabin crew responsibilities for monitoring passengers to ensure that only acceptable electronic devices are accepted on board and that passengers comply with conditions of use.

2.2.3.10 Service to passengers on the ground

(1) Training objective

The cabin crew member will be able to identify what is meant by service to passengers on the ground, the conditions under which this can be accomplished and the procedures to do so.

(2) General

(a) Describe service to passengers on the ground and the types of service which may be provided in normal situations and also in abnormal situations (delays).

(b) Identify when this service is to be offered and who is responsible for making this decision.

(c) Describe the procedures/restrictions for providing food and beverage service to passengers on the ground.

(3) Cabin crew responsibilities

(a) Identify the need for flight crew communication and coordination whenever passenger service is being offered on the ground, i.e. cabin crew to let pilot know service is taking place and pilot to let cabin crew know how much time before taxiing.

(b) State the requirement for the pilot-in-command to give cabin crew adequate notice prior to taxi so that equipment and supplies may be stowed and pre-take-off duties can be completed.

2.2.3.11 Fuelling with passengers on board

(1) Training objective

The cabin crew member will be able to identify the regulatory requirements regarding fuelling with passengers on board and the procedures established for this situation.

(2) General

(a) Describe fuelling and how fuelling may or may not occur, i.e. overwing refuelling and refuelling with an engine running.

(b) List the potential hazards associated with fuelling aircraft to occupants and the aircraft.

(c) Identify the types of fuelling procedures which require that passengers and flight crew be off-loaded and why the potential hazard is greater.

(d) Describe the procedures and precautions for fuelling with passengers on board.

(e) Define what is meant by designated evacuation exits during fuelling and associated procedures.

(3) Cabin crew responsibilities

(a) Identify cabin crew responsibilities and communication when fuelling with passengers on board.

(b) Describe the fuel leak or spill procedures and identify the communication and coordination procedures contained in the operations manual that cabin crew members are responsible for.

(c) Describe the procedures whenever fumes are detected in the cabin including flight crew communication and the decision to disembark passengers.

2.2.3.12 Pre-take off and pre-landing

(1) Training objective

The cabin crew member will be able to identify safety procedures associated with take-off and landing and be able to implement them.

(2) Cabin preparation

(a) List the preparations which must be completed to secure the cabin prior to taxi, take-off and landing and identify cabin crew responsibilities to do so.

(b) Describe flight crew communication procedures prior to aircraft movement advising the pilot-in-command that all passengers are seated.

(c) Describe the procedures in place to ensure that the cabin of the aircraft is secure prior to the commencement of taxi, take-off or landing.

(d) Describe the requirements and procedures for stowing equipment and securing galleys.

(3) Cabin crew responsibilities

(a) Define "critical phases of flight", when this is in effect and procedures associated with it.

(b) Define "sterile flight deck", and associated procedures.

(c) Identify the potential hazards to flight safety of violating the sterile flight deck rule with non-safety related issues.

(d) Identify when cabin crew members are required to violate the sterile flight deck rule. Describe safety related information that should be conveyed and the requirement to be clear, concise, specific and timely.

(e) Define "silent-review" and identify the components, when it must be done and who is required to complete it.

(f) Describe take-off or landing stations and when they are required to be occupied.

(g) Identify when cabin crew members must have their seat belt and shoulder harnesses fastened at their station/seat.

(h) Describe the signals used by the flight deck to advise cabin crew members that take-off or landing is imminent.

(4) Abnormal situations

(a) Define "rejected take-off", and describe the associated procedures.

(b) Define "missed approach" and describe the associated procedures.

(c) Define abnormal landing situations, e.g. no landing gear/partial landing gear, burst tyres/deflated tyres.

2.2.3.13 Propeller abnormalities

(1) Training objective

The cabin crew member will be able to identify the characteristics of an over speeding and a runaway propeller and be aware of the procedures associated with these situations.

(2) General

(a) Define what is meant by over-speeding propeller/runaway propeller, and emergencies that may occur as a result.

(b) Describe how to recognise these propeller malfunctions and their effect on flight characteristics.

(c) Identify the flight crew communication procedures associated with these propeller abnormalities.

(d) Outline the procedures for relocating passengers;

(e) Identify propeller abnormalities (propeller functions), e.g. turning or not turning when it should.

2.2.3.14 Apron/ramp safety

(1) Training objective

The cabin crew member will be able to identify the components of ramp safety, the responsibilities for passenger movement on airport ramps and the procedures established to accomplish such safety.

(2) Hazards on ramps

(a) Identify the hazards associated with airport ramps, for example: aircraft/ground service traffic, noise and weather and foreign objects.

(b) Describe the hazards associated with traffic on the ramp including aircraft movement, propellers, jet blast/exhaustion vehicles.

(3) Cabin crew responsibilities

(a) Identify the established procedures and requirements for escorting passengers across airport ramps.

(b) Describe the coordination required between cabin crew members and ground staff to ensure passenger safety, i.e. stairs in place, propellers are secured and ways to achieve it.

(4) Helicopter operations

(a) List the ramp safety hazards associated with helicopter operations.

(b) Describe the correct ways to approach a helicopter with and without the rotor engaged.

(c) Identify communication and coordination procedures between crew and ground staff to ensure passengers are escorted to and from the helicopter.

(d) Describe when it is safe to board/disembark passengers and who is responsible for this decision, and how this information is conveyed to crew members.

(e) Describe operational regulations differing from fixed wing operations.

2.2.3.15 Turbulence

(1) Training objective

The cabin crew member will be able to identify the hazards associated with turbulence and the procedures for ensuring passenger and cabin crew safety during periods of in-flight turbulence.

(2) General

(a) Describe turbulence and the classifications of turbulence, i.e. light, moderate or severe.

(b) List the potential hazards to aircraft, cabin crew and passengers in turbulence.

(3) Cabin crew responsibilities

(a) Identify the importance of flight crew communication and flight crew coordination in conditions of turbulence and describe communication and coordination procedures.

(b) Describe safety advice to passengers during turbulence.

(c) Outline the cabin crew responsibilities to ensure that passengers comply with requirements and procedures.

2.2.3.16 Crew member incapacitation

(1) Training objective

The cabin crew member will be able to identify the procedures for dealing with an incapacitated flight crew member.

(2) General

(a) Define what is meant by incapacitated flight crew member and identify possible causes, i.e. illness, injury, death, physical and mental incapacitation, food poisoning.

(b) Identify the impact on flight safety of an incapacitated pilot or cabin crew member on different aircraft types in the fleet.

(c) Identify the preferred locations for relocating incapacitated flight crew members on different aircraft in the operator's fleet.

(d) Identify how and where to secure an incapacitated flight crew member for landing or during periods of in-flight turbulence.

(e) Identify the flight crew communication procedures to advise of flight crew member incapacitation including flight deck/cabin, in-charge/ cabin crew members.

(3) Pilot incapacitation

(a) Identify the assistance cabin crew members will be required to provide in the flight deck.

(b) Describe the procedures for assisting an incapacitated pilot.

(See paragraph 3.2.2.5 for pilot incapacitation drill).

(c) Describe and demonstrate the procedures for administering first aid oxygen to an incapacitated pilot.

(See paragraph 3.2.2.5 for pilot incapacitation drill).

(d) Describe the procedures for removing an incapacitated pilot from the flight deck.

(See paragraph 3.2.2.5 for pilot incapacitation drill).

(4) Cabin crew member's incapacitation

(a) Identify the flight crew coordination procedure to ensure that the safety and emergency duties of the incapacitated cabin crew member are assumed and identify the person responsible for this decision.

(b) Outline the procedures associated with incapacitated cabin crew members (including procedures for dealing with more than one incapacitated cabin crew member).

2.2.3.17 Flight deck protocol

(1) Training objective

The cabin crew member will be able to identify the procedures associated with entry to the flight deck and service to the flight deck crew.

(2) General

(a) Identify the credentials/organisation policy for flight deck entry and describe the authority of the pilot-in-command to give permission for access to the flight deck.

(b) Describe the policies and procedures for locking/unlocking the flight deck door.

(c) Describe the components of flight deck protocol, such as –

(i) coordinating passenger visits with pilot-in-command and available oxygen mask;

(ii) supervising passengers in-flight on flight deck;

(iii) awareness of pilot(s) monitoring radio calls;

(iv) briefing passengers on appropriate behaviour in the flight deck;

(v) meal service to pilots: different meals, ovens and times;

(vi) beverages to be passed from the outboard side;

(vii) use of tray to pass beverages;

(viii) insulate hot drinks; and

(ix) no alcohol to be served to pilots or flight deck visitors.

(d) Identify flight crew communication and flight crew coordination procedures associated with flight deck visits.

2.2.3.18 Fuel dumping

(1) Training objective

The cabin crew member will be able to recognise the characteristics associated with fuel dumping and be able to follow established procedures.

(2) General

(a) Define fuel dumping.

(b) Describe the conditions under which fuel dumping may occur.

(c) Identify the need for flight crew communication during fuel dumping and the responsibility of cabin crew members to report any unusual conditions to the pilot-in-command.

(d) Describe the advice to passengers regarding fuel dumping and the person responsible for this advice.

2.2.3.19 Post flight duties

(1) Training objective

The cabin crew member will be able to identify their post-flight safety related duties.

(2) Documentation

Describe the safety related documentation which must be completed after each flight and who is responsible for its completion.

(Experience in completing appropriate documentation correctly is recommended for each trainee).

(3) Communication

In instances of a cabin crew change, identify the responsibility of the cabin crew to brief the new cabin crew regarding any unserviceabilities, special passengers, any other safety related matters pertinent to their flight.

2.2.3.20 Oxygen administration

(1) Training objective

The cabin crew member will be able to identify the importance of oxygen, when it may be necessary to administer oxygen, and identify the procedures for oxygen administration using the different oxygen sources on the operator's aircraft.

(2) General

(a) Identify the physiological importance of oxygen.

(b) List the circumstances when additional oxygen may be required, i.e. decompressions or medical emergencies.

(c) Identify when oxygen must be available for passengers and flight crew, and the requirement to brief passengers on the availability of oxygen.

(d) Describe in general terms the types of oxygen available on the operator's aircraft including fixed and portable systems.

(3) Procedures

(a) Describe procedures for use of the fixed cabin oxygen system.

(b) Describe procedures for use of the portable oxygen system.

(c) Describe procedures associated with using the flight deck oxygen system.

(d) List the precautions whenever oxygen is being administered, i.e. no open flame and monitor supply.

(e) Describe the flight crew communication procedures in each circumstance when oxygen is being used.

(f) Describe procedures for oxygen provided by passengers or operator for continuous use during flight.

(g) Describe advice to passengers and the person responsible for briefing the passengers.

2.2.4 Emergency procedures

2.2.4.1 Fire fighting

(1) Training objective

The cabin crew member will be able to identify the types of fire, fire detection and fire fighting systems and the established fire-fighting procedures.

(2) General

(a) Identify the threat to safety from in-flight fires.

(b) Identify hazards associated with on board fires including toxicity of fumes, flammability of cabin materials, variety of materials to burn.

(c) Identify the impediments to fire fighting on board aircraft including limited visibility due to smoke/fumes, fire fighting in confined space, difficulty in locating the source of the fire, limited resources to fight the fire and distance to suitable airport for landing.

(d) Describe experiences with fire accidents/incidents. Identify the safety lessons learned as a result.

(e) Describe the legislated requirements to fire safety, e.g. on board smoke detectors, fire resistant seat cushions, floor fighting, etc.

(f) Define fire chemistry, including the elements which must be present for fire to occur (fuel, heat, oxygen, chemical reaction).

(g) List the classes of fire which may occur on aircraft Class A – combustible material fires, Class B – grease/spill fires, Class C – electrical and Class D – fire involving metals and the possible sources for these fires.

(h) Describe the importance of early detection and correct recognition.

(i) Identify the characteristics and behaviour of fire (e.g. what you will see, how the fire will behave) in different cabin environments, fire propagation.

(j) Describe the means of fire smoke detection, e.g. smell, auditory, visual, touch and tactile.

(k) Describe the chemical properties of each type of fire extinguisher, including hazards to occupants and aircraft systems and how it extinguishes fire.

(l) Describe each piece of fire fighting equipment on board (including protective breathing equipment, protective clothing) and include the following in the description –

(i) purpose;

(ii) stowage, location, access, retrieval;

(iii) serviceability;

(iv) operation;

(v) duration;

(vi) limitations;

(vii) conditions of use; and

(viii) care after use.

Note: *This information may be included in the aircraft type specific.*

(3) Cabin crew responsibilities

(a) Identify the responsibility for to maintain situational awareness and investigate immediately whenever on board fire situation is suspected and when an on board fire detection system is activated.

(b) Identify the importance and responsibility to be prepared to implement appropriate fire fighting procedures.

(c) Define the specific cabin crew responsibilities for fire fighting on board –

(i) Fighting fire;

(ii) back-up equipment/second fire fighter;

(iii) communication; and

(iv) passenger control.

(d) List fire prevention measures and cabin crew responsibilities for fire prevention including but not limited to –

(i) practicing and maintaining safe work habits;

(ii) enforcing smoking regulations;

(iii) monitoring cabin, lavatories and cargo compartments.

(iv) maintaining good housekeeping practices; awareness of popped circuit breaker procedures; and

(v) prompt investigation of fire detection alarms, unusual odours, heat build-up, deformation of aircraft components, etc.

(e) Describe the importance of flight crew coordination in fire fighting and identify ways that this may be achieved.

(f) Describe the importance of flight crew communication in fire fighting and providing pilot-in-command with accurate information on fire source, location, extent/severity of fire/smoke and fire fighting actions.

(4) Procedures cabin

(a) Describe the fire fighting procedures for specific types of fires, e.g. gallery, oven, lavatory, electrical, upholstery, etc.

(b) Describe the technique and procedures for fighting these fires including finding the source of the fire, type of extinguisher to use, additional fire fighting equipment needed, technique for using extinguisher, complications to fighting these types of fire, limitations to fighting this type of fire, post-fire procedures, flight crew communication and flight crew coordination procedures, passenger handling.

(c) Identify ways to maintain breathing comfort for cabin occupants.

(d) Define "smoke removal", and smoke control, and describe the associated procedures on the different types of aircraft including flight crew coordination and advice to passengers.

Note: *May be in the aircraft type specific.*

(e) Define flash over and flash-fire. Describe the cause of each and conditions under which each is likely to occur.

(5) Procedures external

(a) Identify the types of external fires which could affect flight safety, including, but not limited to –

(i) engine fires;

(ii) APU and engine torching;

(iii) fuel spill/ramp fires;

(iv) fires on loading bridges; and

(v) service vehicle fires.

(b) Describe established procedures for dealing with these fire situations including recognition, flight crew communication and flight crew coordination.

(c) Identify the communication and coordination required with ground personnel and describe the fire fighting assistance ground personnel can offer, and the assistance cabin crew members can provide to ground personnel.

2.2.4.2 Smoke/fumes in the cabin

(1) Training objective

The cabin crew member will be able to identify the hazards associated with fumes and/or smoke in the cabin, potential sources and the established procedures if fumes and/or smoke are detected in the cabin in flight or on the ground.

(2) General

(a) Identify the possible sources of fumes and smoke in the cabin.

(b) Describe the potential hazards to the aircraft and the occupants from smoke/fumes in the cabin.

(3) Cabin crew responsibilities

(a) Describe the requirement of crew to be alert for smoke and fumes in the cabin, i.e. during fuelling or de-icing.

(b) List the flight crew communication procedures associated with smoke/ fumes in the cabin, including how to notify the pilot-in-command of the situation and what information is required.

(c) Describe the procedures for dealing with smoke/fumes in the cabin including locating the source, notifying the pilot-in-command, flight crew coordination, ensuring passengers' breathing comfort, preparation for rapid disembarkation or evacuation.

(d) Describe the authority of the pilot-in-command to relocate passengers if smoke/fumes are present in the cabin and when this decision may be made.

(e) Describe how to recognise "condensation" in the cabin, its similarity to smoke and describe causes and the phases of flight when it may be visible.

(f) Identify the advise to passengers in case of condensation in the cabin, the person who gives this advice, when it is given and the importance of communicating with passengers to minimise panic.

(g) Define "smoke removal", and smoke control, and describe the associated procedures on the air carrier's aircraft types, as applicable and in accordance with the manufacturer's specifications, including flight crew communication, flight crew coordination and advice to passengers.

2.2.4.3 Rapid decompression and decompression problems

(1) Training objective

The cabin crew member will be able to recognise a rapid decompression and cabin pressurisation problems, associated cabin crew responsibilities and the established procedures for dealing with each condition.

(2) General

(a) Define rapid decompression and cabin pressurisation problems.

(b) Identify the potential threat to flight safety caused by a rapid decompression.

(c) Identify the potential causes of a rapid decompression (e.g. fuselage failure, air pack failure) and cabin pressurisation problems (e.g. door seal leak, cracked window, system malfunction, etc.)

(d) Describe the mechanical indications and physiological effects associated with each condition.

(e) Describe the effects of oxygen deficiency on human performance and identify the importance in recognising these signs and symptoms in other crew members.

(f) Identify the importance of blowout panels and where these may be located on each aircraft type in the air carrier's fleet.

(g) List the cabin crew member procedures associated with rapid decompression and cabin pressurisation problems.

(h) Describe the effects of a rapid decompression on any unsecured objects, or persons in the immediate area.

(i) Describe the likely aircraft attitude associated with an emergency or rapid descent following a rapid decompression, and what is meant by safe altitude and the importance of reaching a safe altitude quickly.

(j) Identify the likely cabin conditions in a rapid decompression and the ways cabin crew members can ensure safety for themselves and passengers.

(3) Crew member responsibilities

(a) Describe means and procedures for cabin crew to passenger communication during a rapid decompression and cabin pressurisation problems.

(b) Identify the immediate actions cabin crew members must take in the event of a rapid decompression.

(c) Describe the flight crew communication procedures (e.g. signal for beginning a post-decompression walk-around, who is responsible for giving this signal and when it will be given, etc.).

(d) List the cabin crew member duties in a post-decompression walk-around and safety priorities.

(e) Identify the importance of flight crew coordination and methods of achieving this coordination.

2.2.4.4 Evacuations

(1) Training objective

The cabin crew member will be able to identify the types of evacuations, cabin crew responsibilities and procedures relating to the different types of evacuation situations.

(2) General

(a) Define evacuation and rapid disembarkation.

(b) Identify the types of emergencies which may require evacuation or rapid disembarkation, who is responsible for this decision and the factors to be considered when making this decision.

(c) Describe the experiences with accidents/incidents involving rapid disembarkation and evacuation.

(d) Outline factors affecting survivability in evacuation such as fuselage break-up, smoke, fire etc.

(e) Define the types of evacuations, i.e. prepared and unprepared.

(f) Define "ditching" and "unprepared water landing". Describe the conditions which may be associated/expected with each type of emergency.

(g) Describe the flotation characteristics of aircraft in the operator's fleet identify the factors which could adversely affect aircraft flotation in water landing, i.e. structural damage, weight, centre of gravity, outside conditions.

(h) Describe the need to be prepared during critical phases of flight due to increased risk of accidents.

(i) Describe the different attitudes possible as a result of accidents/ incidents, i.e. gear collapse, off-runway, shift in centre of gravity. Include the effect of different aircraft attitudes on exit usability.

(j) Describe the effect of environmental conditions in evacuations, i.e. strong winds, terrain or snow/ice.

(k) Identify the importance of time in evacuations and how time affects survivability in different accident situations.

(l) Describe the type of assistance which may be available at the various airports in the operator's route system. Include ways flight crew members can manage the evacuation to coordinate their actions with the ground rescue personnel.

Note: *Paragraph (2)(f) is a recommended subject.*

(3) Cabin crew responsibilities

(a) Define situational awareness and the responsibility of cabin crew members to be situationally aware, e.g. unwarranted evacuations.

(b) Identify the requirement of cabin crew members to be aware of their duties and the duties of other cabin crew members and what this means in an evacuation.

(c) Identify the responsibility of cabin crew members to assist passengers and fellow flight crew members in an evacuation and any limitation to this responsibility. Outline the conditions when cabin crew members should evacuate themselves.

(d) Describe ways to assist incapacitated passengers and fellow cabin crew members in evacuations.

(e) Describe the importance of silent review in preparing for a possible evacuation.

(f) Describe the importance of flight crew communication in an evacuation and the established communication signals for evacuations. Identify the person responsible for activating evacuation signals.

(g) Identify when cabin crew members have the authority and the responsibility to initiate an evacuation.

(h) Identify the briefings required between flight deck/cabin crew and in an emergency situation which may require an evacuation. Include the following information in the description.

(i) The person responsible to conduct briefing;

(ii) when and where to conduct the briefing;

(iii) the information that is required; and

(iv) the manner in which to conduct the briefing, including time management.

(i) Outline the responsibility of cabin crew members to prepare passengers and the cabin in a planned emergency situation, including the effect of time constraints.

(j) Describe the different types of passenger behaviour (passive, aggressive and hysteric) and identify effective ways of managing passenger behaviour in evacuations.

(k) Identify the responsibility of cabin crew members to provide leadership in an evacuation and list ways this may be achieved.

(l) Define an Able-Bodied-Person (ABP). Describe the types of persons a cabin crew member would choose for an ABP, the assistance they could provide and the special briefing instructions.

(m) Identify the responsibility of cabin crew members to assess conditions prior to opening any exit.

(4) Evacuation procedures

(a) Describe the established evacuation procedures for each of the following types of evacuation –

(i) Land evacuation – planned and unplanned;

(ii) tidal flat;

(iii) ditching evacuation – planned and unplanned;

(iv) inadvertent water landing;

(v) evacuation with PTV mated to aircraft; and

(vi) evacuation at an airport gate/ramp jetway.

(b) Outline the operator's procedures for planned evacuations. Include the following –

(i) Flight crew communication procedures, i.e. signals, briefings, etc.

(ii) flight crew coordination procedures, i.e. with the pilot-in-command and with other flight crew members; and

(iii) preparation priorities.

(c) Define brace position. Describe the effect of seat pitch on preferred brace positions. Identify the brace positions for cabin crew members in forward or aft-facing seats, passengers (seat orientation as appropriate), including pregnant passengers, handicapped passengers and children and infants. Describe the effectiveness of each brace position and the importance of assuming the preferred brace position to minimise injury.

(d) Identify the signal for assuming the brace position in different evacuation situations, when it is given, who is responsible for giving it and the crew responsibilities when the brace signal has been given. Identify when cabin crew members should assume the brace position if no signal has been given.

(e) Identify the shouted commands for each type of evacuation and describe the rationale behind each of the commands. Describe ways to increase the effectiveness of commands, i.e. voice tone, pace, volume, diction, body language and phraseology (commands in unison).

(f) Identify the evacuation procedures for each type of exit, i.e. doors, windows, hatches, ventral exits and tailcones.

(g) Describe the procedures for using evacuation aids, i.e. slides, ramps, ropes or any other evacuation aid that is provided on the operator's aircraft. Include instructions on operation, use and instructions to passengers for using these.

(h) Identify the inflation times for the different evacuation aids, i.e. slides, ramps, slide/rafts. Describe how to recognise if an evacuation device is fully inflated.

(i) Describe alternate procedures if initial inflation fails and if the inflation fails during the course of the evacuation.

(j) Describe the preferred techniques for special attention passengers using evacuation slides, i.e. elderly, handicapped, passengers with guide animals.

(k) Identify how cabin crew members can manage evacuations in adverse conditions, e.g. heavy smoke, darkness.

(l) Identify the importance of checking the cabin, flight deck and lavatories, after all passengers have been evacuated and describe how and under what conditions this should be accomplished.

(m) Identify the cabin crew responsibilities for removal of equipment when they evacuate the aircraft and under what conditions this should be accomplished.

(5) Post-evacuation

(a) Describe the responsibilities of cabin crew members after an evacuation, e.g. grouping passengers, assisting with first aid, etc.

(b) List the types of survival situations cabin crew members may encounter as a result of an evacuation including wilderness, arctic conditions, sea, deserts, jungle and survival as appropriate to operator's operation.

(c) Identify the importance of post-crash procedures to increase survivability in each of the survival situations. Include the following –

(i) First aid;

(ii) survival priorities;

(iii) hazards inherent in different environments;

(iv) survival skills for different environments;

(v) survival equipment; and

(vi) signalling and recovery techniques.

(d) Describe the search-and-rescue systems, their scope of operation and how they are able to locate downed aircraft.

(e) Identify the on board equipment and supplies which cabin crew members could remove from an aircraft after an evacuation that would enhance survivability.

(f) Describe the different groups, e.g. media, legal and accident investigators which will attempt to solicit information from cabin crew members after an evacuation and outline the procedures for dealing with these groups.

(g) Describe the process of accident investigation and describe the official groups tasked with accident investigation, internationally and nationally. Identify their mandate and their role in aviation safety.

Note: *Paragraph (5)(g) is a recommended subject.*

(6) Accident/incident review

(a) Describe the operator's accidents/ incidents, and accidents/incidents of other operators.

(b) List the factors which had positive and a negative effect on survivability.

2.2.5 Emergency equipment

2.2.5.1 Equipment overview

(1) Training objective

The cabin crew member will be able to identify each piece of safety emergency equipment on board the operator's aircraft, describe its uses and procedures associated with its operation.

(2) General

(a) Define safety and emergency equipment.

(b) Describe each piece of safety and emergency equipment the operator has available on board each aircraft based on the following points –

(i) General description;

(ii) uses;

(iii) location;

(iv) pre-flight serviceability check;

(v) removal from stowage;

(vi) how to operate;

(vii) conditions for operation;

(viii) operational limitations;

(ix) operation under adverse conditions, precautions for use; and

(x) care after use.

2.2.6 Aircraft specific

2.2.6.1 Physical description

(1) Training objective

The cabin crew member will be able to recognise the aircraft's main characteristics and be able to describe the interior and exterior features.

(2) General

(a) Identify the manufacturer.

(b) Identify the model and series number of the aircraft, (years in service), aircraft family.

(c) Describe the aircraft type, e.g. wide body, commuter, STOL.

(d) Describe the performance features of the aircraft, e.g. range, cruising altitudes, cruising speeds.

(e) Identify the physical dimensions of the aircraft including height, length and wingspan.

(f) Identify the number of aircraft the operator has in his or her fleet, where the aircraft are based and the age of such aircraft and routes.

Note: *Paragraphs (2)(d), (e) and (f) are recommended subjects.*

(3) Exterior description

(a) Identify how many engines the aircraft has, where they are located and the accepted way to refer to them. Include the APU in this description.

(b) Identify all the exits on the aircraft, the operator's way to refer to them and their principle uses (e.g. LI; main boarding door).

(c) List and describe any distinguishing features, e.g. upper deck and winglets.

(d) Identify exterior markings and their significance including the aircraft registration.

(4) Interior description

(a) Describe the cockpit configuration including seats and special features.

(b) Describe the cabin features of this aircraft, including safety and emergency equipment locations and blow-out panels, e.g. flight crew and passenger seating, galleys, lavatories, cabin stowage areas, partitions, special features, e.g. crew rest areas. Include the following –

(i) Number, locations and access;

(ii) special features of each;

(iii) operation including description of controls;

(iv) precautions, conditions and limitations of use;

(v) serviceability checks; and

(vi) procedures for malfunctions.

(c) Describe the operation of each of the flight crew seats, cabin and flight deck, when it is occupied. Include the correct operation of the restraint system for each seat and the correct method for securing it to minimise injury, and the assigned crew member take off/landing stations.

(d) List the types of fire-detection systems on board the operator's aircraft including those in the passenger cabin and in main deck cargo compartments.

(e) Describe the fire detection systems on board the operator's aircraft including the following in the description –

(i) Location;

(ii) serviceability;

(iii) limitations;

(iv) activation;

(v) signals when activated;

(vi) shut off/re-set; and

(vii) care after activation.

(f) Describe cabin crew member cabin positions, in all configurations, for both pre-flight passenger safety demonstrations and emergency landing briefings.

(g) Describe the aircraft's flotation characteristics as well as the different aircraft attitudes possible as a result of accidents/incidents on landing and water and any effect on exit usability.

2.2.6.2 Galleys

(1) Training objective

The cabin crew member will be able to identify the components of the galley and describe the operation and procedures relating to their use.

(2) General

(a) Identify the components of the galley, e.g. ovens trolleys, 2 electrical panels.

(b) Describe the operation of each of these components.

(c) Identify the safety procedures associated with each of the galley components.

(d) Identify the safety implications of "safe work" practices in the galleys and ways to achieve this.

(e) Identify the potential hazards of spills and leaks in galleys and describe the procedures for dealing with them.

(f) Describe what is meant by "water shut-off valves" in the galley and identify the responsibility of cabin crew members regarding these.

(g) Identify the function of circuit breakers in electrical panels and describe the procedures for tripped circuit breakers including reset and crew communication procedures. Describe the potential hazards to flight safety if circuit breaker procedures are not followed.

(h) Identify the flight crew procedures for dealing with any electrical malfunctions in the galley.

(i) Describe the procedures for reporting unserviceabilities in the galleys and who is responsible for reporting them. Include the importance of communicating this information to the new cabin crew in case of a crew change.

(j) Identify the types of restraint devices in galleys (and in the cabin for gallery equipment). Identify the restraint devices for portable equipment, i.e. trolleys/carts etc. Include descriptions on how to use them, when they are to be used and the person responsible for securing galley equipment. Describe the procedures and precautions for securing trolleys and galley equipment in case of in-flight turbulence.

(k) Identify the procedures for securing galley curtains and the position they must be secured in for take-off and landing and at station stops with passengers on board.

(l) Identify the approved stowage for excess galley equipment and supplies, especially during takeoff and landing, and the approved location for garbage. Include the importance of keeping exit areas and emergency equipment stowage clear of obstruction and accessible.

(m) Where galleys are located on the lower deck include the following –

(i) Policies and procedures relating to lower deck galleys;

(ii) maximum number of persons allowed in the lower deck galley;

(iii) communication procedures with lower galley crew member; and

(iv) escape routes from the lower deck galley.

(n) Identify the procedures relating to lifts, e.g. cart-lifts/dumb-waiter how and when they are to be operated, safety features and alternate procedures if lift becomes unserviceable.

(o) Describe circumstances when galley power may be disrupted, e.g. during engine shutdown or taxi.

(p) Outline crew member responsibilities to ensure that all equipment is available and in good working order, and properly secured when not in use.

2.2.6.3 Communication system

(1) Training objective

The cabin crew member will be able to describe the communication system on board and be able to use it effectively in any on board situation.

(2) General

(a) Describe the components of the communication systems for flight crew communication and communication to the passengers.

(b) Describe the procedures for using each of these components in normal and emergency situations and inoperative/unserviceable procedures.

(3) Interphone

(a) Describe the following points related to the cabin interphone –

(i) Location of the handsets and controls;

(ii) when would it be used/not used;

(iii) what is the established call priority, describe the priority of system operation (override calling priority).

(iv) identify the response to flight deck calls;

(v) identify interphone protocol;

(vi) describe and demonstrate use of the interphone;

(vii) identify accompanying chimes, lights and other signals;

(viii) describe the reset procedures after use;

(ix) describe the interphone procedures; normal, emergency; and

(x) describe alternate procedures in case of system failure.

(4) Public address system

(a) Describe the following points relating to the public address system –

(See paragraph 3.2.1.1 for public address system and interphone system drill.)

(i) Location of the PA microphones and controls;

(ii) what is the established PA priority;

(iii) describe and demonstrate use of the PA;

(iv) identify accompanying chimes, lights and other signals;

(v) describe the reset procedures after use;

(vi) describe the normal and emergency PA procedures; and

(vii) describe alternate procedures in case of system failure.

(5) Passenger call system

(a) Describe the components location, operation and procedures associated with passenger call system.

(b) Identify the cabin crew responsibilities relating to passenger call system.

(6) Entertainment system

(a) Describe the components, location, operation and procedures of the on board entertainment system.

(b) If the entertainment system is being used for passenger safety briefings, identify alternate procedures if the system fails.

(c) List the safety procedures associated with the entertainment system, e.g. stowing of screens for take-off and landing.

(7) Automatic announcement system

(a) Describe the automatic announcement system.

(b) Identify the information it is programmed for.

(c) Describe when it is used and what it is used for.

(d) Describe how the system is programmed and activated and who is responsible for this.

(e) Describe the procedures for using the automatic announcement system and alternate procedures in case of system failure.

2.2.6.4 Lighting system

(1) Training objective

The cabin crew member will be able to identify the different components of the interior and exterior lighting systems and be able to use them effectively in any situation.

(2) General

(a) Describe the components of the interior and exterior lighting systems on board including fixed and portable components.

(b) Describe the function of each of the components of the lighting system.

(c) Describe the controls for the different components of the lighting system, including location and operation. Identify the person responsible for controlling each of them.

(d) Describe the features of each component when used in normal and emergency situations.

(e) Describe the procedures for use of each of the components of the lighting system in normal and emergency situations.

(f) Describe the alternate procedures for use in case of system failure.

(g) Describe the duration of components of the emergency lighting system.

(h) Identify the responsibilities for activating components of the lighting system in normal and emergency situations.

2.2.6.5 Water and waste systems

(1) Training objective

The cabin crew member will be able to identify the components of water and waste system and be able to implement the correct procedures relating to these systems.

(2) General

(a) Identify the components of the water and waste system on board.

(b) Describe the location of the different components of the water and waste system including any cabin controls or gauges.

(c) Identify the potential threat to flight safety in case of large leaks of either the water or the waste system.

(d) Describe the cabin crew responsibilities for the operation/malfunctions of the water and waste system.

(e) Describe the shut-off valves, importance, location, operation and identification.

2.2.6.6 Heating and ventilation systems

(1) Training objective

The cabin crew member will be able to identify the components of the heating and ventilation systems and be able to implement correct procedures relating to these systems.

(2) General

(a) Describe the components and operation of the heating and ventilation system.

(b) Identify the location of the heating and exhaust vents which cabin crew members need to be aware of.

(c) Describe the location of the controls and control panels for the heating and ventilation system, the procedures for use and the person responsible for monitoring.

(d) Describe the cabin crew responsibilities for the oxygen system.

(e) Identify how the system is activated, duration of oxygen flow and flow rates. Include how to activate flow to each individual mask and ways to verify that oxygen is flowing to an individual mask.

2.2.6.7 Oxygen systems

(1) Training objective

The cabin crew member will be able to recognise the components of the fixed oxygen systems and be able to use the systems effectively in any on board situation.

(2) General

(a) Describe the components of the oxygen systems on board the aircraft, including flight deck, cabin sources, toilets and galleys.

(b) Describe when each of the oxygen system components is used. Include description of use for first aid, decompression and supplemental purposes.

(c) Identify the location of the components of the oxygen system including the location of O_2 masks and spares.

(d) Describe the cabin crew responsibilities for the oxygen system.

(e) Identify how the system is activated, duration of oxygen flow and flow rates. Include how to activate flow to each individual mask and ways to verify that oxygen is flowing to an individual mask.

(f) Identify alternate procedures to access oxygen mask when the system fails.

(g) Describe the flight crew communication procedures required to activate the oxygen system.

2.2.6.8 Exits

(1) Training objective

The cabin crew member will be able to identify the features of different types of exits, and be able to effectively use them in any on board situation.

(2) General

(a) Identify each of the different types of cabin and flight deck exits on board the aircraft.

(b) Identify and describe the features of each of the exits.

(c) Identify what the normal function of the exit, i.e. boarding, service, emergency use only.

(d) Identify safety precautions associated with exit operation. Include potential hazards, e.g. inadvertent slide deployment, injury to flight crew and ground personnel, etc.

(e) Identify the MEL relief given to operators when a door or slide is in-operative. Outline the conditions for this relief to be granted and the procedures which must be followed

(3) Normal operations

(a) Describe the procedures for operating the exit in normal mode including arming/disarming and opening/closing.

(b) Identify the precautions associated with using this exit in normal mode/ situations.

(c) Identify who is responsible for operating the exit in normal situations.

(d) Describe the flight crew communication and coordination procedures, including any established signals associated with exit operation in normal situations. Identify the person responsible for ensuring that this communication occurs and the importance of this communication for flight safety.

(4) Non-routine

(a) Identify what is meant by abnormal/non-routine operation of the operation exit.

(b) Describe the features of the exit associated with abnormal/non-routine operation.

(c) Describe the procedures for abnormal/non-routine operation exits, including who is responsible for the exit operation, flight crew communication and flight crew coordination procedures.

(d) Identify any precautions for abnormal/non-routine operation of this exit.

(e) Describe the door reset procedures.

(5) Emergency operation

(a) Identify what is meant by emergency operation of the exit.

(b) Describe the features of the exit associated with emergency operation.

(c) Describe the procedures for operating the exit in emergency mode.

(d) Identify the precautions for using this exit in emergency situations.

(e) Describe any alternate procedures for use of this exit if it becomes unserviceable.

(f) Identify who is responsible for operating the exit in emergency situations.

(6) Airstairs

(a) Define what is meant by airstairs and identify their location.

(b) Describe the features of the airstairs relating to normal, abnormal/non-routine and emergency use.

(c) Describe the procedures for operating the airstairs in normal, abnormal/non-routine and emergency situations. Identify the cabin crew member responsibility for airstair operation.

(d) Identify the precautions relating to use of the airstairs.

(e) Describe the flight crew communication and the coordination procedures whenever the airstairs are being used.

2.2.6.9 Unique features

(1) Training objective

The cabin crew member will be able to recognise the unique features of this aircraft type or differences within the type as a result of interior configuration or manufacturer series differences.

(2) General

(a) Identify any features, procedures and/or equipment unique or different to each aircraft in the operator's detection systems or interior doors/ latches.

(b) Describe each of the differences, their impact on the operator's standard operating procedures and the importance to flight safety of cabin crew members being familiar with them.

(c) Describe the cabin crew member's responsibility to maintain proficiency with all aircraft safety and emergency equipment and systems.

(d) Identify the function of circuit breakers in electrical panels and describe the procedures for tripped circuit breakers including reset and flight crew communication procedures. Describe the potential hazards to flight safety if circuit breaker procedures are not followed.

3. Practical training course

3.1 Practical training syllabus

The practical training course must consist of the following drills and checks –

(1) Public address system and interphone system drill;

(2) passenger briefing drill;

(3) aircraft exit operation drill;

(4) evacuation drill[LS1];

(5) life raft drill;

(6) aircraft slide drill;

(7) fire fighting drill;

(8) oxygen equipment drill;

(9) pre-flight check;

(10) pre-take-off check;

(11) pre-landing check;

(12) post landing check; and

(13) pilot incapacitation drill.

3.2 Contents of training syllabus

3.2.1 Drills

3.2.1.1 Public address system and interphone system drill

(1) General

(a) Relaying information to fellow flight crew members and to passengers is an important safety component of the cabin crew member's duties.

(b) The PA system and interphone system are tools for relaying safety information, thus using the systems correctly and effectively increases the probability of the message being received and understood.

(2) Equipment criteria

At least one public address system and one interphone system representative of the systems installed in the operator's aircraft must be used for the drill.

(3) Performance criteria

Each cabin crew member will demonstrate communications techniques on a public address system and an interphone system and perform the following –

(a) Remove the PA microphone/hand-set from its stowage;

(b) activate the PA system and (if applicable) verity that it is activated;

(c) deliver at least one published safety or emergency announcement;

(d) de-activate/reset the system after use;

(e) re-stow the handset/microphone after use;

(f) remove the interphone handset from its stowage;

(g) activate, select station;

(h) communicate with receiving station;

(i) de-activate/reset system after use; and

(j) re-stow the handset/microphone after use.

(4) Evaluation criteria

Cabin crew member performance will be observed, rated and debriefed according to –

(a) correct operation of the systems;

(b) message clarity (i.e. well-paced, modulated, good volume, confidence, authority and sincerity);

(c) appropriate usage of announcement (i.e. terminology, pronunciation); and

(d) follows operator's procedures (i.e. identifies station/name etc.).

3.2.1.2 Passenger briefing drill

(1) Equipment criteria

Demonstrate equipment representative of all of the equipment used on the aircraft in the operator's fleet.

(2) Performance criteria

Each cabin crew member will perform each of the following –

(a) Pre-flight safety briefing to a special attention passenger (i.e. blind, physically disabled or an unaccompanied minor);

(b) individual briefing to an ABP (i.e. exit operation, crowd control, assisting a special attention passenger, assistance on the ground, life raft removal and launching); and

(c) perform a full passenger pre-flight safety demonstration (i.e. signs, seat belts, exits, oxygen, life jacket, floor level lighting, safety features card etc.).

(3) Evaluation criteria

Cabin crew member performance will be observed, rated and debriefed according to –

(a) completeness of briefing content (i.e. all relevant points included);

(b) effective usage of communication techniques (i.e. clarity, comprehension, absence of jargon for special attention and ABP briefing);

(c) correctly modified in accordance with requirements of the individual to whom briefing is being delivered;

(d) proper usage of eye contact and body language;

(e) correct usage and simulation of the operation of each piece of demonstration equipment;

(f) synchronises demonstrations with announcement;

(g) displays confidence and leadership;

(h) displays openness and ability to answer questions; and

(i) verifies that briefing points were understood.

3.2.1.3 Aircraft exit operational drill on each aircraft type

(1) Equipment criteria

(a) Each drill will be performed using the appropriate aircraft or an approved training device.

(b) Individual aircraft exits may be substituted by an approved equivalent. Exits equipped with slides must include an equivalent slide or a mock-up or training device where the drag of the simulated slide is the same as the original equipment.

(2) Normal door operation performance criteria

Each cabin crew member will operate each floor level exit for each aircraft in the normal mode and perform the following –

(a) Identify the signal and the conditions under which that exit may be opened/closed;

(b) assess the exterior and interior conditions for obstacles or hazards to persons or the exit during opening/closing (e.g. loading bridge, stairs, barrier straps/cords, equipment);

(c) identify the signal for arming and disarming sequence for the exit;

(d) perform the arming and disarming sequence for the exit;

(e) verify the exit mode as armed and disarmed by completing appropriate checks (i.e. visual checks, physical checks, crosschecks, response to interphone call);

(f) open and close the exit (in the normal (disarmed) mode);

(g) engage and release exit locking mechanisms and verity functioning of locking mechanisms (i.e. gust lock);

(h) install and remove the barrier strap for that exit; and

(i) perform the opening/closing follow-up checks for that exit (i.e. alignment of markings, closed/locked indicators etc.).

(3) Emergency door operation performance criteria

Each cabin crew member will operate each floor level exit type, for each aircraft type, in the emergency mode and perform the following –

(a) Recognise the signal for or the conditions under which the exit is to be opened in the emergency mode;

(b) verify the exit is in the correct mode;

(c) assess conditions outside the exit to determine exit usability (i.e. clear of obstruction, fire, aircraft attitude);

(d) position escape device (if applicable);

(e) open the exit in the armed mode and secure the exit in the fully open position;

(f) pull the manual inflation handle(s) and verify deployment, inflation (i.e. ramp, slide);

(g) assume and maintain appropriate protective body and hand positions; and

(h) physically identify release handle(s) (i.e. slide disconnect, ventral stairs, etc.)

(4) Cabin window exit performance criteria

Each cabin crew member will operate each cabin window or hatch exit type, for each aircraft type and perform the following –

(a) Recognise the signal for or the conditions under which the exit is to be opened;

(b) assess conditions outside the exit to determine exit usability (i.e. clear of obstruction, fire, aircraft attitude);

(c) open and correctly stow the exit;

(d) verbally describe correct exit placement following removal, if the training procedures differ from the operational procedures;

(e) pull the manual inflation handle(s) and verify deployment, inflation (i.e. ramp, slide);

(f) assume and maintain appropriate protective body and hand positions;

(g) access escape tapes or escape ropes; and

(h) access release handle(s) (i.e. slide disconnect, tailcone jettison, etc.)

(5) Evaluation criteria

Cabin crew member performance will be observed, rated and debriefed according to the following –

(a) Acknowledgement and timely response to signals;

(b) assesses conditions outside the exit to determine exit usability (i.e. clear of obstruction, fire, aircraft attitude);

(c) correct usage of exit operating mechanisms including hand and body position;

(d) usage of proper terminologies and procedures;

(e) correctly positions escape device;

(f) secures exit in the fully opened position or ensures correct stowage position of exit door, window or hatch;

(g) pulls manual inflation handle(s) and verifies deployment, inflation of (i.e. ramp, slide);

(h) assumes and maintains appropriate protective hand and body positions;

(i) correctly access escape tapes or ropes;

(j) correctly access release handle(s) (e.g. slide disconnect, tailcone jettison, ventral stairs); and

(k) correctly applies procedures (i.e. positioning of arm-rests and tray tables.)

(6) Airstair operation performance criteria

(a) For each aircraft type equipped with airstairs not integral to the exit and not used for evacuation, each crew member will perform the following –

(i) apply the correct procedures to ensure that the exit with the airstairs is in the appropriate mode, e.g. locked or unlocked;

(ii) select the appropriate airstair controls and deploy/retract the airstairs; and

(iii) verify that the airstairs are fully extended/retracted and lock them into position.

(b) Demonstrate the correct extension/retraction of handrails, assist handles (if applicable).

(c) Demonstrate any additional features that are associated with the airstairs, e.g. treat lights.

Note: *Paragraph (6) is a recommended subject.*

3.2.1.4 Evacuation drill

(1) General

(a) Evacuations are emergency situations which cabin crew members must effectively manage using their knowledge of procedures and the resources available to them. Skills are developed through practice.

(b) It is recognised that on aircraft with more than one cabin crew member, an evacuation will likely involve multiple exits and cabin crew members. Therefore, where a drill is performed on an aircraft with more than one cabin crew member, the drill scenario will involve a "typical" number of cabin crew members. Where a cabin simulator is used to conduct the drills, the number of cabin crew members who could participate at anytime will be appropriate to the cabin simulator configuration.

(c) Each cabin crew member will assume an actual crew position and will perform the designated evacuation responsibilities for that position. Where a double cabin crew member seat is available and would normally be occupied by two crew members the drill will be conducted to reflect this reality;

(d) A cabin crew member who is to qualify on aircraft operating with more than one cabin crew member must perform at least one drill with additional trainees.

(e) It is recommended that a demonstration be completed by an instructor prior to cabin crew member conduct of evacuation drills. This will allow the crew member to see theory put to practice.

(2) Simulation scenarios

(a) An evacuation drill is a training and evaluation scenario which must portray an operational flight and include abnormal and emergency occurrences and interactions amongst cabin crew members (if applicable), flight crew members and passengers.

(b) A drill scenario should not incorporate excessive or multiple related variables that would overload a flight crew member, but not limited so that there is reduced value to the exercise. The variables should differ in sequence from one drill to the next and can include but are not limited the following –

(i) Unserviceable exits;

(ii) inflation devices that fail or only partially inflate;

(iii) aircraft attitude which necessitates a decision to use the exit or redirect passengers;

(iv) poor visibility (i.e. darkness or smoke);

(v) incapacitated flight crew members;

(vi) exits which become unusable during the evacuation;

(vii) special needs passengers (i.e. elderly, handicapped etc.);

(viii) passengers in panic (i.e. positive, negative, false leadership);

(ix) failure of aircraft emergency systems (i.e. lighting, evacuation signal, communication etc.);

(x) decompression; and

(xi) exits which require the use of non-standard "commands" (i.e. ramp with slide, tailcone, ventral stairs etc.)

(3) Unprepared land and unprepared water evacuation drill performance criteria

Each cabin crew member will perform at least one land and one unprepared water evacuation drill that incorporates the procedures pertinent to a specific exit and perform the following –

(a) Secure themselves in a cabin crew member seat;

(b) recognise that an emergency situation is developing and react appropriately to the drill scenario;

(c) apply all applicable commands;

(d) recognise when and how to initiate the evacuation (i.e. commands, evacuation horn etc.);

(e) activate emergency lights and evacuation horn;

(f) assess conditions inside and outside the exit to determine exit usability throughout the evacuation;

(g) locate and don life jacket and command passengers as appropriate;

(h) prepare and open exit;

(i) secure exit in fully open position or ensure correct stowage;

(j) pull inflation handle(s) and ensure deployment, inflation of ramp, slide;

(k) assume appropriate protective position;

(l) initiate passenger evacuation;

(m) final cabin and flight deck checks and remove required emergency equipment;

(n) exit aircraft/trainer correctly;

(o) access location of escape tapes or escape ropes; and

(p) access release handle(s) (i.e. slide disconnect, ventral stairs, tailcone jettison etc.)

(4) Evaluation criteria

Cabin crew member performance will be observed, rated and debriefed according to –

(a) correct usage seat mechanism, restraint system and brace position as appropriate for seat direction, location and drill scenario;

(b) correct and timely reaction to emergency situations;

(c) consistent usage of appropriate terminologies (i.e. commands, ABP briefings) with clear, positive, authoritative communication techniques, appropriate for drill scenario;

(d) activates emergency lights, evacuation horn;

(e) selects appropriate exit for the evacuation scenario and the aircraft type;

(f) assesses conditions inside and outside the exit to determine exit usability throughout evacuation (i.e. clear of obstruction, fire, aircraft attitude, flow rate, slide conditions, etc.);

(g) preparation and correct operation of exit;

(h) secures exit in the fully open position or ensures correct stowage;

(i) pulls inflation handle(s) and verifies deployment, inflation of ramp, slide;

(j) correctly accesses escape tapes or escape ropes;

(k) assumes and maintains appropriate protective body and hand positions;

(l) effective usage of able-bodied persons for special needs passengers (i.e. assisting outside aircraft and directing people away from the aircraft or onto flotation devices, crowd control etc);

(m) adequacy of cabin checks, removal of equipment and additional supplies as scenario and operator procedures dictate;

(n) correctly accesses release handle(s) (i.e. slide disconnect, ventral stairs, tailcone jettison, etc);

(o) correctly applies procedures as related to scenario; and

(p) consequences of errors.

(5) Crew prepared land and ditching evacuation drill performance criteria

Each cabin crew member must participate in at least one prepared land evacuation drill and at least one ditching drill and perform the following –

(a) Recognise the in-flight emergency signal from the flight deck and react according to procedures;

(b) prepare passengers, cabin and self according to procedures and scenario;

(c) select and brief able-bodied passengers to assist as required: opening non-crewed exits, removal, launching life rafts, crowd control, buddy-up with special needs passengers, assisting outside aircraft and directing people away from the aircraft or onto rafts;

(d) recognise the emergency brace and evacuation signals and react accordingly;

(e) prepare and operate exits;

(f) evacuate passengers;

(g) final cabin and flight deck checks, remove required emergency equipment;

(h) evacuate aircraft/trainer; and

(i) demonstrate post evacuation procedures.

(6) Evaluation criteria

Cabin crew member will be observed, rated and debriefed according to the contents of paragraph (5) and the following –

(a) Correct application of emergency landing preparation procedures;

(b) awareness of and appropriate response to passenger behaviour, exit/slide condition, passenger flow rates, interior and exterior condition changes;

(c) communication acknowledgement;

(d) problem identification and alternate solutions;

(e) accuracy in briefing of ABPS;

(f) adequacy of cabin checks, removal of equipment and additional supplies as scenario and operator procedures dictate; and

(g) drill participants will demonstrate duties/responsibilities that must be completed following the evacuation scenario, (i.e. equipment responsibilities, life-raft/dinghy duties, head count, flotation responsibilities, protection from the elements, location (i.e. movement of passengers to a safe area), first aid etc. according to operator's procedures;

(h) consequences of error.

3.2.1.5 Life raft drill

(1) Equipment criteria

(a) Life raft drill must be conducted using life saving equipment that is similar to or representative of that installed in the aircraft with respect to weight, dimensions, appearance, features and operations.

(b) Rafts may be substituted where they are much the same with respect to weight, dimensions, appearance, features and operations and differences training has been provided.

(2) Performance criteria

(a) Each cabin crew member will perform the following –

(i) Access the raft compartment and experience the difficulty associated with moving the weight of a packaged life raft within a space representative of the aircraft aisle;

(ii) examine all features of a fully inflated raft;

(iii) board raft(s); assist persons into raft;

(iv) access the inflation lanyard (dinghy);

(v) access the slide raft quick release mechanism while verbally describing the procedure to release the life raft from the aircraft; and

(vi) examine the life raft survival kit and components, review operation of all components.

(b) Each cabin crew member will participate in the following –

(i) Launching, inflating and disconnecting raft(s) either actual or by video;

(ii) righting overturned rafts (if applicable);

(iii) effective raft management (i.e. distribution of passengers, deploying sea anchor, etc.);

(iv) erecting the raft canopy;

(v) raft maintenance;

(vi) distribution of duties to passengers; and

(vii) discuss the hazards associated with moving a packaged life raft (inadvertent inflation, passenger movement and panic.)

3.2.1.6 Life jacket drill

(1) Equipment criteria

Life jackets used for this drill must be representative of type carried on the operator's fleet.

(2) Performance criteria

Each cabin crew member will perform the following –

(a) Remove life jacket from closed pouch;

(b) don life jacket and inflate using automatic inflation of at least one chamber;

(c) partially inflate second chamber of life vest orally;

(d) practice deflation technique;

(e) locate and review light activation;

(f) locate whistle; and

(g) fit life jacket.

3.2.1.7 Aircraft slide drill

(1) Equipment criteria

The evacuation slide must be representative of the type installed in the aircraft with respect to the following categories –

(a) Inflatable, double lane slides;

(b) inflatable slide and ramp combinations;

(c) inflatable, single lane slides; and

(d) non-inflatable slide.

(2) Performance criteria

(a) View a video with slide inflation sound which depicts the slide, slide ramp activation and inflation both externally from a side angle and a slide base angle and internally from the cabin crew member protected position.

(b) Each cabin crew member will perform an aircraft slide drill according to the following –

(i) Slide down an inflatable slide from each of the categories and physically inspect all features; or

(ii) slide down an inflatable slide form one of the categories and physically inspect features, and for each other category, locate and touch the manual inflation handle and a slide release from a position at the door sill area.

(c) Each cabin crew member will perform an aircraft non-inflatable slide drill according to the following –

(i) Access and retrieve the evacuation slide, if not door mounted;

(ii) attach the evacuation slide clips to the appropriate "D" rings on the door frame(s);

(iii) position the slide at exit(s); and

(iv) slide down the slide.

3.2.1.8 Fire fighting drill

(1) General

(a) Drill scenarios will provide each cabin crew member with the opportunity to merge procedural knowledge with practical skills. Their ability to successfully react to different fire situations will enhance their level of confidence and their ability to deal with fire in flight.

(b) Cabin fire fighting drills may include class A, B, C fires in the following locations –

(i) Cabin area (i.e. under seat, overhead bin, closet);

(ii) galley area (i.e. garbage bin, upper electrical panel, oven);

(iii) confined area (i.e. waste bin, lavatory); and

(iv) hidden (i.e. behind panels.)

(2) Equipment criteria

(a) Fire fighting drills will be conducted using furnishings representative of those found on the operator's aircraft, such as seats, galley units, panels, waste bins etc.

(b) Fire fighting equipment and the brackets used for restraint must be representative of those installed in the aircraft with respect to weight, dimensions, controls, types and operations. Fire extinguishers used for live fire fighting must be charged with an environmentally friendly agent. Protective Breathing Equipment (P.B.E.) consisting of a portable oxygen bottle and full

face mask must be fully operational and charged with oxygen. Self contained P.B.E. may be substituted with a training smoke hood which is not operational.

(3) Equipment practice

Each cabin crew member will practice the following –

(a) Remove from stowage, don and activate protective breathing equipment and practice communications;

(b) remove from stowage and operate each type of fire extinguisher and associated attachments (i.e. extinguisher fitted with hose attachment, extension/wand, etc.);

(c) don each piece of protective clothing; and

(d) initiate fire fighting procedures including intervention involving one or more flight crew members, or a passenger.

(4) Live fire fighting

Each cabin crew member must demonstrate the effectiveness of a fire extinguisher correctly applied to an actual fire while wearing P.B.E.

(5) Fire fighting/cabin performance criteria

Each cabin crew member will demonstrate the ability to carry out fire fighting procedures in a cabin environment as a primary fire fighter and perform the following –

(a) Recognise that there is a potential fire situation (e.g. smoke-detector signal or unusual fumes, odours);

(b) locate the source of fire;

(c) apply communication/coordination procedures;

(d) select and remove the nearest appropriate fire extinguisher and (if applicable) other fire fighting equipment.

(e) inform, assist and control passengers;

(f) operate the extinguisher; and

(g) monitor for re-ignition, and apply post-fire follow-up procedures.

(6) Evaluation criteria

Cabin crew member performance will be observed, rated and debriefed according to –

(a) Recognition or identification of the problem;

(b) correctly locates the source of the fire (i.e. tactile search, use of crash axe, etc);

(c) effective communication/coordination procedures throughout the drill (i.e. notifying fellow flight crew members of the situation, establish and maintain communication with the flight deck, providing clear, concise information to the pilot-in-command, advice assistance to passengers, etc);

(d) responds in a timely manner;

(e) correct usage of fire fighting equipment consistent with the type of fire, location of the fire and maximum effective position of the fire extinguisher;

(f) undertake further action as required; and

(g) undertake further action as required; and

(7) Class B main deck (combi configuration) fire fighting drill performance criteria

(Reserved.)

3.2.1.9 Oxygen equipment drill

(1) Equipment drill

(a) The equipment must be identical to that installed in the aircraft with respect to dimensions, appearance, features, controls, charge duration, operation and brackets used for restraint.

(b) The following drill does not need to be completed using each type of portable oxygen bottle installed in the aircraft provided the procedures, brackets, oxygen mask tubing, fittings and the means to activate the oxygen flow are the same from one bottle to the other. Where types differ, the drill must be repeated with the appropriate equipment.

(2) Portable oxygen bottle performance criteria

Each cabin crew member will use each portable oxygen bottle type and perform, according to the operator's procedures, the following –

(a) Remove bottle from the bracket stowage;

(b) retrieve oxygen mask and hose, attach it to the high and low outlet, if applicable;

(c) use the carrying strap;

(d) prepare the "passenger" for receiving oxygen;

(e) prepare the cabin for oxygen administration (i.e. no smoking area);

(f) turn on the oxygen and test for flow, position and secure the mask to the passenger's face;

(g) secure the oxygen bottle and position it to monitor the supply; and

(h) recognise when oxygen is no longer required and apply procedures for shutting off the supply and restowing the oxygen mask and bottle.

(3) Fixed first aid oxygen performance criteria

Each cabin crew member will perform the following –

(a) Coordinate and communicate with crew members as appropriate;

(b) activate the oxygen system;

(c) retrieve the mask and hose and attach to the system outlet and adjust for desired flow rate;

(d) reset the oxygen system; and

(e) prepare the cabin for oxygen administration (i.e. no smoking in area.)

3.2.2 Checks

3.2.2.1 Pre-flight check

(1) Training objective

The cabin crew member will perform a pre-flight check.

(2) Equipment criteria

Demonstration equipment representative of the equipment used on the aircraft.

(3) Performance criteria

(a) Each cabin crew member will perform the following safety equipment checks to ensure that all equipment is available, serviceable and correctly secured according to the cabin plan –

(i) Correct amount of equipment on board;

(ii) the equipment is properly secured;

(iii) the equipment is properly sealed, where sealing is required; and

(iv) the equipment is operable.

(b) Each cabin crew member will perform the following exit checks –

(i) The emergency escape slide pressures are correct; and

(ii) the door power assist gauge pressure is correct.

(c) Each cabin crew member will perform the following cabin readiness checks –

(i) Cabin interphone and PA are functioning correctly;

(ii) cabin and emergency lighting is satisfactory;

(iii) security of the cabin, e.g. storage of all articles;

(iv) toilets and galleys for safety, security and operability.

(4) Evaluation criteria

Cabin crew member performance will be observed, rated and de-briefed accordingly.

3.2.2.2 Pre-take off check

(1) Training objective

The cabin crew member will perform a cabin check before take-off.

(2) Equipment criteria

Demonstration equipment representative of the equipment used on the aircraft.

(3) Performance criteria

Each cabin crew member will perform the following pre-take-off checks –

(a) Seat belts fastened;

(b) seat backs in upright position;

(c) tray tables stowed;

(d) arm rests set;

(e) cabin baggage correctly stowed (overhead bins closed and exits clear);

(f) mothers with babies correctly seated;

(g) electronic devices identified and passengers briefed accordingly;

(h) foot rests correctly stowed;

(i) ABPs overwing exits briefed;

(j) cutlery and crockery removed from cabin;

(k) cabin lighting set;

(l) music system switched off;

(m) galley equipment secured;

(n) toilets clear, functioning and locked;

(o) window shades retracted;

(p) main exit doors (armed and cross-checked);

(q) flight deck communication made (cabin sterile);

(r) head count; and

(s) no smoking announcement made.

Note: *Paragraph (r) is a recommended item.*

(4) Evaluation criteria

Cabin crew member performance will be observed, rated and de-briefed accordingly.

3.2.2.3 Pre-landing check

(1) Training objective

The cabin crew member will perform a cabin check prior to landing.

(2) Equipment criteria

Demonstration equipment representative of the equipment used on the aircraft.

(3) Performance criteria

Each cabin crew member will perform the following pre-landing checks –

(a) Passengers to return to original seats announcement;

(b) seat belts fastened;

(c) seat backs in the upright position;

(d) tray tables stowed;

(e) arm rests set;

(f) carry-on baggage correctly stowed (overhead bins closed and exits clear);

(g) passengers briefed on the use of electronic equipment;

(h) footrests correctly stowed;

(i) ABPs at emergency exits briefed;

(j) cutlery and crockery removed from cabin;

(k) cabin lighting set;

(l) galley equipment secured;

(m) toilets clear and locked;

(n) window shades retracted;

(o) main exit doors (armed and cross-checked);

(p) flight deck communication made (cabin sterile); and

(q) no smoking announcement made.

(4) Evaluation criteria

Cabin crew member performance will be observed, rated and de-briefed accordingly.

3.2.2.4 Post landing check

(1) Training objective

The cabin crew member will perform a cabin check after landing.

(2) Equipment criteria

Demonstration equipment representative of the equipment used on the aircraft.

(3) Performance criteria

Each cabin crew member will perform the following post-landing checks –

(a) Passengers remain seated announcement made;

(b) flight crew remain seated announcement made (unless attending to safety related activity);

(c) disarm main exit doors when announcement is made and cross-checked; and

(d) check that stairs/airbridge is in position.

(4) Evaluation criteria

Cabin crew member performance will be observed, rated and de-briefed accordingly.

3.2.2.5 Pilot incapacitation drill

(1) Training objective

The cabin crew member will apply the procedures relating to incapacitated pilot.

(2) General

For each aircraft where the operation of the pilot seats is significantly different, each cabin crew member will –

(a) pull the pilot away from the flight controls and correctly fasten and lock the restraint system; and

(b) position the pilot seat using the controls, i.e. horizontal, vertical, recline.

(3) Performance criteria

(a) Apply flight crew coordination and flight crew communication procedures to assist the remaining flight deck crew.

(b) Administer first aid as necessary.

Note: *Paragraph 3.2.2.5 is a recommended subject.*

4. Aviation security

4.1 Introduction to operator security

(1) Training objective

The cabin crew member will be aware of the minimum aviation security standards prescribed by the Authority and organisation policies/procedures as they relate to the flight crew of an aircraft.

(2) General

(a) Requirement for cabin crew members to comply with minimum aviation security standards prescribed by the Authority and organisation security policies/procedures

(b) An overview of passenger screening, carry-on baggage screening, checked baggage security, mail/cargo security as it relates to cabin crew members.

(c) Responsibilities of holders of airport restricted areas passes including the requirement to challenge persons in restricted areas who are not wearing passes.

(d) Protection of cabin crew members' personal belongings.

(e) Flight crew baggage – identification/procedures.

(f) Protection of organisation property – manuals, procedures, uniforms, passes, videos, identification and inadvertent communication of information.

(g) An overview of the regulations pertaining to operator security and the minimum aviation security standards and other aeronautical legislation pertaining to security issues, prescribed by the Authority.

4.2 Passenger security

(1) Training objective

The cabin crew member will be familiar with the handling of unruly or violent passengers and the carriage of persons in custody.

(2) General

(a) Pilot-in-command's authority.

(b) Restraint of passengers.

(c) Crew procedures for passenger restraint.

(d) Procedures on the ground.

(e) Assault by passengers on cabin crew members.

(f) Passenger restraining equipment.

(g) Disruptive/intoxicated passengers.

(h) Carriage of persons in custody/deportees.

(i) Measures relating to VIP passengers.

4.3 Security of the aircraft

(1) Training objectives

The cabin crew member will be able to identify key elements relating to the security of the aircraft.

(2) General

(a) Communication between cabin crew members of possible threats to security.

(b) Pre-flight checks/inspection of an aircraft prior to departure (cabin).

(c) Admittance to the flight deck-operating crew, passengers and Authority inspectors.

(d) Measures to prevent unauthorised access to aircraft not in service.

(e) Security measures relating to catering.

(f) Post-flight checks/inspections of an aircraft after landing (cabin).

4.4 Management of security incidents

(1) Training objective

Cabin crew members will have an understanding of the roles and responsibilities of airport operators, police and other agencies in the management of security incidents.

(2) General

(a) An understanding of the role and responsibilities of aerodrome operators, police and other agencies in the management of a security incident.

(b) Requirement to report incidents and procedures.

(c) Information required at time of reporting a security related incident.

4.5 Definitions

(1) Training objective

The cabin crew member will be knowledgeable in the terms used in aviation security.

(2) General

Knowledge of the following terms –

(a) Bomb threat;

(b) disembarking/evacuation;

(c) explosives disposal expert;

(d) firearms;

(e) hijacking;

(f) peace officer;

(g) restricted area;

(h) sabotage;

(i) sterile area; and

(j) weapon.

4.6 Bomb threats – aircraft on the ground

(1) Training objective

The cabin crew member will be aware of the procedures to be followed in the event of a bomb threat to an aircraft while it is still on the ground.

(2) General

(a) Crew advisory/briefing.

(b) Disembarkation/evacuation.

(c) Search of the aircraft after disembarkation/evacuation.

(d) Re-entering the aircraft.

(e) Communication with passengers.

(f) Communication with authorities and organisation.

4.7 Bomb threat – aircraft in flight

(1) Training objective

The cabin crew member will be aware of the procedures to be followed in the event of a bomb threat to an aircraft while in flight.

(2) General

(a) Pilot-in-command responsibilities.

(b) Crew advisory/briefing.

(c) Communication with passengers.

(d) Search of the aircraft while in flight.

(e) Awareness of components of an explosive device.

(f) Locating a suspect device.

(g) Protecting a suspect device.

(h) Awareness of procedure employed when moving a suspect device.

(i) Areas of lowest risk for relocating of suspect device.

(j) Disposal of suspect device overboard.

(k) Disembarkation/evacuation upon landing.

(l) Re-entering the aircraft.

(m) Communication with authorities and organisation.

4.8 Hi-jacking

(1) Training objective

The cabin crew member is familiar with tactics and policies to be implemented in the event of a hi-jack.

(2) General

(a) Crew-advisory/briefing.

(b) Company policies.

(c) General tactics.

(d) Tactics specific to on-flight.

(e) Tactics specific to on-ground.

(f) Coded signals.

(g) Conclusion of hi-jack incident.

(h) Communication with authorities and organisation.

(3) Application for cabin crew member licence

(a) Application form for cabin crew member licence

Application form for cabin crew member licence referred to in CAR 64.02.5, is contained in Annexure B.

(b) Skill test

The skill test report referred to in CAR 64.02.5 is contained in Annexure C.

(4) Issuing of cabin crew member licence

The form for a cabin crew member licence referred to in CAR 64.02.6 is contained in Annexure D.

5. First aid

5.1 Principles of first aid

5.1.1 Training objective

The cabin crew member will be able to define/demonstrate the principles of first aid required to effectively handle an in-flight medical emergency situation.

5.1.2 Syllabus

Responsibility of cabin crew member and equipment and materials.

5.1.2.1 Objectives of first aid

(1) State three objectives of first aid –

(a) To preserve life;

(b) to prevent the condition from worsening; and

(c) to promote recovery –

(i) airway;

(ii) breathing;

(iii) circulation –

- Heart
- Bleeding

5.1.2.2 Responsibility of cabin crew member

(1) Hazards – are there any to you or passenger/s.

(2) Decide as far as possible what the problem or cause is.

(3) Give appropriate first aid care.

(4) Communicate with the pilot-in-command, giving all information gained, with an update at regular intervals.

5.1.3 First aid equipment and materials

(1) Describe how, when and why to use –

(a) surgical gloves;

(b) supplemental oxygen cylinder and face mask; and

(c) first aid materials.

(2) State the disposal procedures for –

(a) body fluids, bagged and labelled; and

(b) contaminated first aid material.

(3) Describe the on board sources of first aid materials and conditions for use –

(a) first aid kit;

(b) medical kit; and

(c) improvised materials carried on the aircraft.

5.2 In-flight medical emergency scene management

5.2.1 Training objective

The cabin crew member will be able to define/demonstrate the in-flight medical emergency scheme management required to effectively handle in-flight emergency situation.

5.2.2 Syllabus

Emergency scene management

5.2.2.1 Emergency scene

(1) Describe “Priority Action Approach”.

(a) H - Hazards.

(b) H - Hello.

(c) H - Help.

(d) A - Airway.

(e) B - Breathing.

(f) C - Circulation

(i) Heart

(ii) Bleeding

(2) Describe the three possible sources of help in an in-flight emergency situation –

(a) Medical personnel on board;

(b) crew members; and

(c) passengers.

(3) State the authorities that must be notified of an in-flight emergency.

(a) Senior cabin crew member; and

(b) pilot-in-command: ground advanced life-support system.

(4) State the administrative procedures to be completed following an in-flight emergency –

(a) Report forms –

(i) medical kit;

(ii) first aid kit; and

(iii) name and address of doctor in attendance or anyone providing assistance.

(5) Describe the effect of the aircraft environment on an in-flight emergency situation –

(a) cabin configuration of aircraft;

(b) number of cabin crew members on board;

(c) turbulence;

(d) distance to ground life-support system; and

(e) cabin altitude.

(6) Demonstrate with a simulated casualty the management on an in-flight emergency situation.

(a) Priority Action Approach (HHH ABC) –

(i) conscious casualty; and

(ii) unconscious casualty.

5.3 Casualty assessment and movement/positioning

5.3.1 Training objective

The cabin crew member will be able to define/demonstrate the casualty assessment and movement/positioning required to effectively handle an in-flight medical emergency situation.

5.3.2 Syllabus

5.3.2.1 Examine and assess a casualty

(1) Define history, signs and symptoms and describe their use.

(2) Name the vital signs and describe their use –

(a) Respiration;

(b) pulse;

(c) level of consciousness;

(d) skin colour and temperature;

(e) pupils;

(f) movement;

(g) sensation; and

(h) pain.

(3) State how a medical alert device can assist in assessing a casualty's conditions.

(4) Describe how to examine and assess a casualty –

(a) Primary examination; and

(b) secondary examination –

(i) conscious casualty; and

(ii) unconscious casualty

5.3.2.2 Move and positioning a casualty

(1) State the preferred location for first aid administration in each aircraft interior configuration.

(2) Demonstrate with a simulated casualty and blankets the moving and positioning for first aid.

(3) State the specific conditions when a casualty should not be moved –

(a) Head and spinal injuries;

(b) space limitations in the aircraft; and

(c) apparent death.

Note: *Refer to individual organisation policies*

5.4 Artificial respiration – adult

5.4.1 Training objective

The cabin crew member will be able to define/demonstrate the artificial respiration (adult) required to effectively handle an in-flight medical emergency situation.

5.4.2 Syllabus

5.4.2.1 Respiratory emergencies

(1) State causes of respiratory emergencies –

(a) Airway obstruction;

(b) lack of oxygen;

(c) dysfunction of lungs and heart; and

(d) allergic reaction – define signs and symptoms.

(2) State the time when brain damage may result from lack of oxygen.

5.4.2.2 Mouth-to-mouth direct method of artificial respiration

(1) State when mouth-to-mouth artificial respiration (adult) should be initiated.

(2) State when the carotid pulse is taken and rechecked during mouth-to-mouth artificial respiration for an adult.

(3) Describe the characteristics of the resting pulse of a health adult –

(a) Average pulse rate;

(b) normal range of pulse rates; and

(c) quality of the pulse.

(4) State the rate of normal respiration for an adult.

(5) Demonstrate, on a mannequin (adult) or on a simulated casualty (adult) mouth-to-mouth artificial respiration for a minimum of one minute or 12 to 15 consecutive ventilations; using the head tilt-chin method to open the airway and a face mask with an oxygen port and a one-way valve and oxygen.

(6) Demonstrate, on a mannequin (adult) or on a simulated casualty (adult), with the assistance of passengers, the technique for ventilations prior to moving a casualty and every 15 seconds thereafter until the casualty is positioned.

(7) Describe how to administer oxygen to an adult.

(8) State the procedures required to deal with the following complications of artificial respiration –

(a) Gastric distension; and

(b) vomiting during artificial respiration.

5.4.2.3 Mouth-to-mouth direct method of artificial respiration – casualty with a suspected neck injury.

(1) State when the jaw thrust without head tilt method should be used to open the airway.

(2) Describe how to perform the jaw thrust without head tilt method and the technique to seal the nose for ventilations.

(3) Describe how to take a radial pulse.

(4) State why and when the application of a cervical collar is required.

(5) Describe the application of a commercial cervical collar if applicable on aircraft and the preparation and application of immobilisation.

5.4.2.4 Follow-up care – restored breathing

(1) State when and why the recovery position is used.

(2) State location(s) in the aircraft for the recovery position.

(3) Demonstrate the recovery position on a simulated, conscious or unconscious, breathing casualty without suspected neck injury who is lying on their back.

5.5 Artificial respiration – child and infant

5.5.1 Training objective

The cabin crew member will be able to define/demonstrate artificial respiration (child and infant) required to effectively handle an in-flight medical emergency situation.

5.5.2 Syllabus

5.5.2.1 Artificial respiration – child

(1) Define the term “child” as it applies to first aid.

(2) State the differences in the rate and force of ventilations between an adult and a child.

(3) State the resting pulse range for a healthy child.

(4) Demonstrate on a mannequin (child or adult) or on a simulated casualty the techniques of mouth-to-mouth artificial respiration for a minimum of one minute or 15 consecutive cycles.

(5) Describe how to administer oxygen to a child.

5.5.2.2 Mouth-to-mouth and nose method of artificial respiration – infant

(1) Define the term “infant” as it applies to first aid.

(2) State when and where the brachial pulse is taken and rechecked during mouth-to-mouth-and-nose artificial respiration.

(3) State the resting pulse range for a healthy infant.

(4) State the rate and the force of ventilations for an infant.

(5) Demonstrate, on an infant mannequin if available, the mouth-to-mouth-and-nose method of artificial respiration for a minimum of one minute or 20 consecutive ventilations, using the head tilt-chin lift method to open the airway.

(6) Describe how to administer oxygen to an infant.

5.6 Choking – Adult, child and infant

5.6.1 Training objective

The cabin crew member will be able to define/demonstrate the choking procedure for adult, child and infant required to effectively handle an in-flight emergency situation.

5.6.2 Syllabus

5.6.2.1 Causes of choking

(1) State causes of choking in an adult, child and infant –

(a) Food;

(b) foreign objects;

(c) excessive consumption of alcoholic beverages; and

(d) fluid.

5.6.2.2 Recognise choking

(1) Describe the signs of choking for an adult, child and infant –

(a) Partial airway obstruction; and

(b) complete airway obstruction.

5.6.2.3 Choking adult and child

(1) State the first aid for choking for an adult and child casualty with partial airway obstruction –

(a) Good air exchange; and

(b) poor air exchange.

5.6.2.4 Describe the methods by which a conscious choking adult and child can assist themselves.

5.6.2.5 Demonstrate the first aid for a complete airway obstruction on a simulated, choking adult and child casualty when the adult or child is –

(1) conscious;

(2) conscious who becomes unconscious; and

(3) found unconscious.

5.6.2.6 State two instances when chest thrusts should be used on an adult casualty –

(1) Advanced pregnancy; and

(2) markedly obese.

5.6.2.7 State how to perform chest thrusts on a woman casualty in the advanced stages of pregnancy or a markedly obese casualty –

(1) Conscious; and

(2) unconscious.

5.6.2.8 Choking infant

Demonstrate, on an infant mannequin if available, the first aid for an airway obstruction when an infant is –

(1) conscious;

(2) conscious who becomes unconscious; and

(3) found unconscious.

5.6.2.9 Follow-up care – complete airway obstruction

Describe the follow-up care for a complete airway obstruction when first aid has been administered to –

(1) an adult;

(2) a child; and

(3) an infant.

5.6.2.10 Allergic reaction

(1) Define allergic reaction.

(2) Describe the signs and symptoms –

(a) Facial swelling;

(b) colour, cyanosed;

(c) tongue protruding;

(d) noisy obstructed breathing;

(e) shock;

(f) breathing stops.

5.6.2.11 Describe the treatment –

(1) Call for on board medical assistance, if any;

(2) give oxygen;

(3) ensure and maintain airway;

(4) leave in sitting position;

(5) loosen tight clothing; and

(6) monitor.

5.6.2.12 Respiratory emergencies

State the signs and symptoms of the following respiratory emergencies –

(1) Breath shortage (dyspnoea);

(2) asthma; and

(3) emphysema.

5.6.2.13 First aid – Respiratory emergencies

State the first aid for a casualty who is suffering from breath shortage, asthma and emphysema –

(1) Give oxygen;

(2) assist in taking prescribed medication; and

(3) call for medical assistance.

5.7 Shock, unconsciousness, fainting, stroke and seizures

5.7.1 Training objective

The cabin crew member will be able to define/demonstrate the procedures for shock, unconsciousness, fainting and seizures required to effectively handle an in-flight emergency situation.

5.7.2 Syllabus

(1) Shock.

(2) Shock positions.

(3) Levels of consciousness.

(4) Unconscious casualty.

(5) Fainting.

(6) First aid–fainting.

(7) Recognise a stroke.

(8) First aid–stroke.

(9) Epileptic seizure.

(10) First aid–epileptic seizure.

(11) Convulsions–children and adults.

(12) First aid–convulsions–children and adults.

5.7.2.1 Shock

(1) Define shock.

(2) State causes of shock.

(3) List the signs and symptoms of shock.

(4) Treatment.

5.7.2.2 Shock positions

Name the position of choice to lessen the severity of shock for a conscious casualty with each of the following conditions –

(1) Nausea and vomiting;

(2) chest injuries;

(3) heart attack; and

(4) pelvic injury.

5.7.2.3 Levels of consciousness

(1) State the three responses used for assessing the levels of consciousness –

(a) Response to voice;

(b) response to touch; and

(c) response to pain.

(2) State the conditions that may cause a loss of consciousness –

(a) Stroke;

(b) heart attack;

(c) head injuries;

(d) epilepsy;

(e) convulsions;

(f) diabetes;

(g) fainting; and

(h) shock.

(3) State the importance of monitoring the changes in the casualty's level of consciousness.

5.7.2.4 Unconscious casualty

(1) Describe the first aid for an unconscious casualty –

(a) Breathing;

(b) not breathing; and

(c) deep state of unconsciousness (coma).

(2) State the first aid for an unconscious, breathing casualty in shock.

5.7.2.5 Fainting

(1) Define fainting.

(2) State the cause of fainting.

(3) Describe the signs and symptoms of an impending faint.

5.7.2.6 First aid–fainting

Describe the first aid for person who –

(1) feels faint; or

(2) has fainted.

5.7.2.7 Recognise a stroke

(1) Define a stroke.

(2) List the signs and symptoms of a stroke.

5.7.2.8 First aid–stroke

State the first aid for a stroke –

(1) Place casualty into the most comfortable position;

(2) give oxygen;

(3) protect paralysed parts of the body;

(4) call for medical assistance; and

(5) monitor.

5.7.2.9 Epileptic seizure

(1) Define epilepsy.

(2) List the signs and symptoms of an epileptic seizure.

5.7.2.10 First aid–epileptic seizures

State the first aid for an epileptic seizure.

5.7.2.11 Convulsions – children and adults

(1) State a common cause of convulsions in children.

(2) List the signs and symptoms of convulsions in children and adults.

5.8 Heart attack

5.8.1 Training objective

The cabin crew member will be able to define/demonstrate the procedures for heart attack required to effectively handle an in-flight emergency situation.

5.8.2 Syllabus

5.8.2.1 Heart attack

(1) Describe briefly the anatomy and physiology of the heart.

(2) Define a heart attack.

(3) List the signs and symptoms of a heart attack.

5.8.2.2 First aid–heart attack

State the first aid for a heart attack

(1) Leave patient in semi-sitting position;

(2) reassure;

(3) give oxygen;

(4) loosen tight clothing;

(5) do not allow casualty to walk around;

(6) give shock treatment;

(7) monitor; and

(8) if cardiac arrest occurs, perform CPR.

5.9 Wounds and bleeding

5.9.1 Training objective

The cabin crew member will be able to define/demonstrate the procedures for wounds and bleeding to effectively handle an in-flight emergency situation.

5.9.2 Syllabus

5.9.2.1 External and internal bleeding

(1) Define a wound

(a) Describe 6 types of wounds.

(b) List 2 dangers of wounds.

(2) Define external and internal bleeding.

(3) List the signs and symptoms of internal bleeding.

(4) Define the three types of bleeding and the signs of each –

(a) Arterial;

(b) venous; and

(c) capillary.

5.9.2.2 Contamination and infection of wounds

(1) Name measures to prevent further contamination and infection of wounds.

(2) State how to clean a minor wound –

(a) Demonstrate the use of roller bandages; and

(b) demonstrate the use of slings.

5.9.2.3 Control external bleeding from wounds

(1) Describe the first aid for a wound with –

(a) slight bleeding; and

(b) severe bleeding (give oxygen if showing signs of shock).

(2) Describe the signs of inadequate distal (away from) circulation to the extremities –

(a) Skin temperature;

(b) colour; and

(c) pulse.

(3) Demonstrate, on a simulated casualty, the techniques to control severe bleeding from a wound on the inside of the forearm using dressing and two triangular bandages.

(4) Demonstrate how to improve impaired distal circulation when a limb is bandaged.

5.9.2.4 External bleeding from a wound – embedded object

(1) Describe the first aid for a wound with an embedded object when the protrusion is –

(a) short; and

(b) long.

(2) Describe the techniques for the control of bleeding form a wound with a short embedded foreign object in the lower leg using dressings, a ring pad and a triangular bandage.

5.9.2.5 First aid – internal bleeding

Describe the first aid for internal bleeding –

(1) Give oxygen;

(2) place casualty into the shock position if injuries and aircraft configuration permit;

(3) prevent shock from worsening; and

(4) call for medical assistance.

5.9.2.6 First aid–nose bleed

Describe the first aid for bleeding from the nose.

5.9.2.7 First aid–protruding intestines

Describe the procedure for handling protruding intestines –

(1) Don't touch protruding intestines;

(2) don't push back into body;

(3) cover with wet sterile dressings; and

(4) don't move casualty unnecessarily.

5.9.2.8 Tourniquets

(1) State the dangers.

(2) State the responsibilities of the first aider if tourniquet is used.

(3) Advise against use.

5.10 Fractures, dislocations and sprains

5.10.1 Training objective

The cabin crew member will be able to define/demonstrate the procedures for fractures, dislocations and sprains to effectively handle an in-flight emergency situation.

5.10.2 Syllabus

5.10.2.1 Fractures

(1) List the causes of fractures.

(2) Define classifications of fractures –

(a) Closed fracture;

(b) open fracture; and

(c) complicated.

(3) List the signs and symptoms of a fracture.

5.10.2.2 Rules of first aid–fractures

State the general rules of first aid for fractures –

(1) Support; and

(2) immobilise.

5.10.2.3 Immobilise a fracture of the forearm

Demonstrate, on a simulated casualty, the immobilisation of a closed fracture of the forearm using three triangular bandages and short, padded splint or an improvised, padded splint.

5.10.2.4 Immobilise a fracture of the lower leg

Describe the immobilisation of a closed fracture of the lower leg using six triangular bandages and either two padded, wooden splints or the good leg as a splint.

5.10.2.5 Immobilise a fracture of the femur

(1) List the factors that increase the seriousness of a fracture of the femur/hip.

(2) Describe the immobilisation of a closed fracture of the femur/hip using a long, padded splint, padding and seven triangular bandages.

5.10.2.6 Immobilise a fracture of the clavicle

Describe the immobilisation of a fracture of the clavicle using two triangular bandages.

5.10.2.7 Joint injuries

(1) Define two types of joint injuries –

(a) Dislocation; and

(b) sprain.

(2) List the signs and symptoms of a –

(a) dislocation; and

(b) sprain.

5.10.2.8 First aid – joint injuries

State the principles of first aid for a –

(1) dislocation; and

(2) sprain.

5.10.2.9 Immobilise joint injuries

(1) Describe the techniques for support and immobilisation of a dislocated shoulder using padding and three triangular bandages and the application of cold packs/ice packs.

(2) Demonstrate, on a simulated casualty, the techniques for support and immobilisation of a sprained ankle using a blanket/cushion and two triangular bandages and the application of cold packs/ice packs.

5.11 Burns

5.11.1 Training objective

The cabin crew member will be able to define/demonstrate the procedures for burns to effectively handle an in-flight emergency situation.

5.11.2 Syllabus

5.11.2.1 Burns

(1) List the types of burns –

(a) Dry burns: heat, fire, hot metal, friction;

(b) scalds: steam, hot water, hot oil/fat;

(c) cold burns: liquid nitrogen/oxygen;

(d) chemical burns: acids, alkalis;

(e) electrical burns; and

(f) radiation burns.

(2) State the classification of burns –

(a) Superficial–reddening of skin;

(b) partial–blistering; no loss of skin; and

(c) full thickness–loss of skin and possibly underlying tissue and muscle.

5.11.2.2 First aid – burns

(1) Describe the first aid for burns –

(a) Electrical burns; and

(b) other types.

(2) List critical burn areas –

(a) Face (lung involvement);

(b) hands and feet;

(c) genitals; and

(d) circumferential burns.

(3) State dangers of burns –

(a) Shock; and

(b) infection.

5.12 Miscellaneous conditions I

5.12.1 Training objective

The cabin crew member will be able to define/demonstrate the procedures to effectively handle miscellaneous conditions in an in-flight emergency situation.

5.12.2 Syllabus

5.12.2.1 Head injury

(1) Define three types of head injuries –

(a) Concussion;

(b) compression; and

(c) skull fracture.

(2) Describe how to recognise the three types of head injuries by –

(a) history;

(b) signs; and

(c) symptoms.

(3) Name the injury that is most commonly associated with a head injury (neck, spinal).

5.12.2.2 First aid – head injury

(1) Describe the first aid for a scalp wound with an underlying fracture of the skull, using large dressing and a triangular bandage.

(2) Describe the best position for conscious/unconscious casualty with head injury.

5.12.2.3 Spinal injury

Describe how to recognise a spinal injury by –

(1) history;

(2) signs; and

(3) symptoms.

5.12.2.4 Unconscious casualty – suspected spinal injury

(1) State the principal of first aid for a spinal injury.

(2) State under what conditions a casualty with a suspected spinal injury should be moved.

(3) Describe the necessary when moving a casualty with a suspected spinal injury within the limitations of an aircraft configuration.

5.12.2.5 Acute abdominal distress (acute abdomen)

(1) Define acute abdominal distress (acute abdomen).

(2) Describe the signs and symptoms of an acute abdomen.

(3) Describe the phenomenon of the referred pain.

(4) State two causes of an acute abdomen –

(a) Acute appendicitis; and

(b) ectopic pregnancy.

5.12.2.6 Acute abdominal distress

Describe the first aid for an acute abdominal distress –

(1) Call for medical assistance;

(2) give nothing by mouth –

(a) food and drink; or

(b) medication for pain or sedative.

(3) place casualty in the position of most comfort;

(4) prevent shock from worsening; and

(5) give oxygen.

5.12.2.7 Poison emergencies

(1) List the four ways that poison can gain entry into the body.

(2) List the signs and symptoms of poisoning by ingestion.

5.12.2.8 First aid – poison by ingestion

State the first aid for a conscious casualty when a poison has been ingested –

(1) Vomiting included;

(2) vomiting not included;

(3) give oxygen; and

(4) call for medical assistance.

5.12.2.9 Diabetic emergencies

(1) Define diabetic emergency.

(2) State how the history of an incident helps to identify a diabetic emergency –

(a) Conscious casualty; and

(b) unconscious casualty (check medic alert disc).

(3) List the signs and symptoms of a diabetic emergency.

5.12.2.10 First aid – diabetic emergencies

State the first aid for a diabetic emergency.

5.13 Miscellaneous conditions II

5.13.1 Training objective

The cabin crew member will be able to define/demonstrate the procedures to effectively handle miscellaneous conditions in an in-flight emergency situation.

5.13.2 Syllabus

5.13.2.1 Earache (Barotrauma)

State the signs and symptoms of earache –

(1) Pain, increasing during descent of aircraft;

(2) dizziness;

(3) loss of hearing; and

(4) possible rupture of eardrum.

5.13.2.2 Sinusitis

State the signs and symptoms of sinusitis –

(1) Headache;

(2) pain increasing during descent of aircraft;

(3) possible nosebleed; and

(4) dizziness.

5.13.2.3 First aid – earache and sinusitis

(1) Describe the first aid for an earache –

(a) Assist in taking prescribed medication if necessary; and

(b) valsalva manoeuvre, chewing, swallowing, yawning.

(2) Describe the first aid for sinusitis –

(a) assist in taking prescribed medication.

5.13.2.4 Hyperventilation

(1) Define hyperventilation.

(2) State the signs and symptoms of hyperventilation –

(a) Marked anxiety;

(b) short of breath;

(c) dizziness and light headedness; inability to concentrate;

(d) feeling of unreality;

(e) tingling, pins and needles in extremities;

(f) an awareness of heart beating very fast; and

(g) yawning, sighing.

5.13.2.5 First aid – hyperventilation

Describe the first aid for hyperventilation –

(1) Try to talk the passenger into slowing his respiration rate;

(2) have the passenger breath into an oxygen mask that is not receiving oxygen flow, or into a vomit bag; and

(3) do not give oxygen.

5.13.2.6 Air sickness

(1) State the causes of air sickness –

(a) Turbulence;

(b) poor ventilation;

(c) digestive disorders; and

(d) unpleasant odours.

(2) List the signs and symptoms of air sickness –

(a) Nausea and vomiting;

(b) dizziness;

(c) pale, clammy skin; and

(d) fainting

5.13.2.7 First aid – air sickness

Describe the first aid for air sickness –

(1) Assist in taking medication;

(2) provide fresh air;

(3) recline the passengers seat;

(4) place a cool, damp cloth over the passenger's eyes;

(5) dispose of any vomitus in an appropriate manner; and

(6) clean and deodorise area as required.

5.14 Aviation medicine (physiology of flight)

5.14.1 Training objective

The cabin crew member will be able to identify and describe the most common physiological effects of flight in pressurised and non-pressurised aircraft including likely causes, recognition and ways to minimise these effects.

5.14.2 Syllabus

5.14.2.1 General

(1) Describe the physiology of respiration and circulation.

(2) Identify the body's requirement for oxygen and the potential for flight crew member incapacitation due to lack of oxygen.

(3) Describe the most common physiological effects of altitude and the pressurised cabin, including but not limited to dehydration, effects of trapped gases and water retention.

5.14.2.2 Effect of altitude

(1) Define what is meant by decompression sickness and describe the physiological effects of pressure changes on gases in the body. Define "safe" times between scuba-diving and flight.

(2) Define what is meant by hypoxia, the hazards associated with it, signs and symptoms, ways to detect it and minimise its effects.

(3) Define "Time of Useful Consciousness" and factors affecting it.

(4) Identify persons most susceptible to the effects of hypoxia.

(5) Describe the effects of altitude on night vision and the impact this has on flight safety and personal safety.

5.15 CPR – Adult, child and infant

5.15.1 Training objective

The cabin crew member will be able to define/demonstrate the procedures required to effectively handle cardiopulmonary resuscitation on adult, child and infant in an in-flight medical emergency.

5.15.2 Syllabus

5.15.2.1 Cardiac arrest

(1) List 3 common causes of cardiac arrest –

(a) Heart attack;

(b) electric shock; and

(c) asphyxia.

(2) State the signs and symptoms of cardiac arrest.

5.15.2.2 One-rescuer CPR adult, child and infant

(1) State when CPR is required for cardiac arrest.

(2) Define the terms "child" and "infant" as they apply to CPR.

(3) Describe one-rescuer CPR for adult, child and infant casualties –

(a) When to start/when to stop;

(b) techniques;

(c) sequencing; and

(d) timings

(4) Demonstrate on a mannequin (adult) one-rescuer CPR for a minimum of one minute or four cycles of 15 compression's and 2 ventilations to Resuscitation Council standards which are in accordance with the standards of the Heart Foundation.

(5) Demonstrate, on mannequin (child or adult), one-rescuer CPR or a child for a minimum of one minute of 10 continuous cycles of 5 compression's and 1 ventilation as above which are in accordance with the standards of the Heart Foundation.

(6) Demonstrate, on an infant mannequin if available, one-rescuer CPR for a minimum of one minute or 10 continuous cycles of 5 compression's and 1 ventilation which are as above in accordance with the standards of the Heart Foundation.

(7) State the minimum time for pulse assessment when giving CPR to a casualty in hypothermia.

5.16 Emergency childbirth

5.16.1 Training objective

The cabin crew member will be able to define/demonstrate the procedures required to effectively handle emergency childbirth in an in-flight medical emergency situation.

5.16.2 Syllabus

5.16.2.1 Childbirth – imminent

(1) List three signs that indicate the beginning of labour.

(2) State four things of imminent delivery.

5.16.2.2 Preparations – emergency delivery

(1) List the materials that will assist a First Aider in an emergency delivery.

(2) State how to prepare the expectant mother for an emergency delivery.

5.16.2.3 First aid – emergency delivery

(1) Describe the role of the person administering first aid in an emergency delivery –

(a) Normal delivery;

(b) delivery with complications –

(i) umbilical cord;

(ii) placenta; and

(iii) haemorrhage.

(2) State how to care for the new-born baby.

(3) State how to care for the placenta and umbilical cord following delivery.

(4) Describe how to care for the mother following delivery until medical aid is obtained.

Note: *Should the decision be made to cut the umbilical cord, sterile equipment must be used.*

5.17 Death on board

5.17.1 Training objective

The cabin crew member will be knowledgeable about and in a position to effectively handle death on board.

5.17.2 Syllabus

5.17.2.1 Death on board

(1) Describe the procedures for notifying authorities.

(2) Describe the procedure for the deceased's valuables and documentation.

(3) Handling of the body according to organisation directives.

5.18 Self medication

5.18.1 Training objective

The cabin crew member will understand the dangers of self medication and their side effects.

5.18.2 Syllabus

Background knowledge

(1) Normal physiological and neurophysiological functions of aircrew is mandatory if flight safety is to be achieved.

(2) Taking medication alters or changes physiological and neuro-physiological reaction and functioning.

(3) Disease and/or medication is usually incompatible with flight safety.

(4) A flight crew member using any medication (prescription or over the counter) that alters flight skills should not be allowed to perform flight duties.

(5) Regarding flight safety, consider the effects of the –

(a) disease/ailment;

(b) main pharmacological action of the mediation used; and

(c) pharmacological side effect.

(6) Never underestimate the medico-legal implications of all medication in aircraft accidents and incidents.

(7) During every flight there is the possibility that at any moment with no prior warning the aircrew might have to use their –

(a) concentration abilities;

(b) best attention allocation properties;

(c) critical judgement capabilities;

(d) decision taking abilities;

(e) clear sensory and motor functioning.

5.19 Frostbite, hypothermia

5.19.1 Training objectives

The cabin crew member will be able to define/demonstrate the procedures required to effectively handle frostbite and hypothermia in an in-flight medical emergency situation.

5.19.2 Syllabus

5.19.2.1 Cold injuries

(1) Name the signs and symptoms of –

(a) superficial frostbite; and

(b) deep frostbite.

(2) List signs and symptoms of the progressive stages of hypothermia.

5.19.2.2 First aid – cold injuries

(1) State the first aid for –

(a) superficial frostbite;

(b) deep frostbite; and

(c) hypothermia.

(2) State the minimum time for pulse assessment in a casualty with severe hypothermia.

5.20 Hypothermia

5.20.1 Training objective

The cabin crew member will be able to define/demonstrate the procedures required to effectively handle hypothermia in an in-flight medical emergency situation.

5.20.2 Syllabus

5.20.2.1 Heat illnesses

(1) State four conditions that cause heat illnesses.

(2) List four safety measures to prevent heat illnesses.

(3) List the signs and symptoms of –

(a) heat cramps;

(b) heat exhaustion; and

(c) heat-stroke –

(i) classic heat-stroke; and

(ii) exertional heat-stroke.

5.20.2.2 First aid – heat illnesses

State the first aid for –

(1) heat cramps;

(2) heat exhaustion; and

(3) heat-stroke.

5.21 Toothache

5.21.1 Training objective

The cabin crew member will be able to define/demonstrate the procedures required to effectively handle toothache in an in-flight medical emergency situation.

5.21.2 Syllabus

5.21.2.1 Toothache

List the signs and symptoms of a toothache –

(1) pain;

(2) swelling; and

(3) localised heat.

Note: *Often associated with sinusitis–referred pain.*

5.21.2.2 First aid – toothache

(1) Describe the first aid for a toothache –

(a) Call for medical assistance; and

(b) prevent shock from worsening.

(2) Describe the care for a knocked-out tooth –

(a) Do not handle the tooth by the root;

(b) gently replace the tooth into the socket if the casualty refuses to have the tooth replaced –

(i) place the tooth in a moistened gauze or a cup of water;

(ii) seek medical aid as soon as possible.

5.21.2.3 Environment – passengers with respiratory problems

Describe the precautions to be taken when the interior of aircraft has been sprayed with disinfectants or insecticides.

5.22 Most commonly used medication

5.22.1 Training objective

The cabin crew member will understand the 6 most commonly used medication available.

5.22.2 Syllabus

5.22.2.1 Analgesics (painkillers, antihistamines, anti-allergic, anti congestants, blocked nasal passages).

(1) Drowsiness.

(2) Euphoria.

(3) Visual disturbances.

(4) Impaired judgement.

5.22.2.2 Appetite suppressants

(1) Alteration of higher cognitive skills.

(2) Depression.

5.22.2.3 Anti-acids

(1) Difficulty in eye focussing.

(2) Various nervous system effects.

5.22.2.4 Anti nausea drugs

(1) Sedation and drowsiness.

(2) Tremors.

(3) Low blood pressure.

(4) Heart rhythm disturbance.

(5) Dizziness.

5.22.2.5 Anti diarrhoea

(1) Brain function suppression.

(2) Visual disturbances.

5.22.2.6 Anti hypertensive drugs (for high blood pressure)

(1) Heart rate disturbances.

(2) Dizziness.

(3) Possible loss of consciousness.

5.22.2.7 Flight environment changes

(1) Pressure changes

(2) Temperature changes.

(3) Hyporic changes.

(4) Vestibular function changes (normal turn and bank and G-forces effects on the balance organs).

(5) Vibration.

5.22.2.8 Social chemical substances

(1) Nicotine.

(2) Alcohol.

(3) Caffeine.

5.22.2.9 Recommendations

(1) Don't use over the counter medication on flight duty unless you have cleared it with your designated aviation medical examiner.

(2) Avoid taking different types of medications simultaneously.

(3) If taking "allowable" medication while on flight duty, monitor your performance and skills continuously and ask colleagues to co-monitor your performance.

(4) If temporarily on medication which makes grounding mandatory, remember that the body should be clear of all that medicine. This may take several days after the last dosage has been taken.

Notes –

1. EQUIPMENT AND PROCEDURES CRITERIA

Training programme content and delivery must be consistent with the amount and type of equipment carried on the operator's aircraft and the operator's procedures that have been published. This should be as practical as possible.

2. REGULATORY APPROVAL PROCESS

Any organisation conducting cabin crew member training must be approved by the Executive Director in terms of Part 141.

5.23 Identification and management of suspected case of communicable disease

a) Identify symptoms and signs of communicable diseases ;

b) Describe procedures to be followed when using and distribution of personal protective equipment by the cabin crew managing a suspected case of communicable disease and passengers in the vicinity of the index case;

c) State the management of communicable disease by cabin crew when relocating suspected case;

d) Describe procedures to be followed by cabin crew while cleaning areas occupied by the suspected traveller;

e) Describe the process to be followed when handling body fluids, management of a damp and humid mask;

f) Describe procedures to be followed while disposing suspected contaminated supplies and equipment;

g) Describe which passenger are issued with a passenger locator forms and a and the reason why these documents have to be handed over to public health authorities.

5.24 Definitions

Any word or expression to which a meaning has been assigned in the Civil Aviation Act of 2016 and the Civil Aviation Regulations of 2017, bears, when used in the publication, the same meaning unless the context indicates otherwise, and –

"anatomy" means what the body consists of;

"barotraumas" means trauma involving changes in air pressure;

"brachial" means artery on upper inner arm or brachial pressure point;

"cardiac arrest" means a heart that has stopped;

"CPR" means cardio pulmonary resuscitation;

"carotid" means artery in the neck on either side of airway;

"cervical" means neck;

"distal" means a point on an extremity further away from the trunk;

"fracture" means break in the bone;

"femoral" means artery in the groin or femoral pressure point;

"gastric" means stomach;

"history" means what happened before, or to cause the problem;

"physiology" means how the body works;

"radial pulse" means wrist pulse;

"respiration" means breathing;

"signs" means what you see on the person; and

"symptoms" means what the person feels and describes.

64.02.3 THEORETICAL KNOWLEDGE EXAMINATION

1. Examination

An applicant for a cabin crew member licence must pass a written theoretical knowledge examination on –

(1) safety and emergency procedures –

(a) standard safety procedures;

(b) standard emergency procedures; and

(c) cabin crew manual; and

(2) particulars of aircraft type –

(a) aircraft systems;

(b) aircraft exits;

(c) safety and emergency equipment; and

(d) normal, abnormal, alternate and emergency operating limitations relating to safety and emergency equipment.

2. Retesting after failure

(1) The pass mark for any written examination referred to in NAMCAR 64.02.3 is 75%.

(2) A candidate who fails with a mark of between 71% and 74%, may apply in writing for a re-mark within 30 days from the date of receiving the examination results, on payment of the appropriate fee.

If the re-mark is successful, the fee will be refunded.

(3) A candidate who fails with a mark of above 68%, may apply to be entered for the following examination sitting.

(4) A candidate who fails with a mark of between 60% and 68%, has to wait for six months before applying to enter again.

(5) A candidate who fails with a mark of less than 60%, will have to wait for 12 months before applying to enter again.

64.02.4 SKILL TEST

1. Procedures

The procedures referred to in NAMCAR 64.02.4 are the tests of the drills and checks as contained in NAM-CATS 64.02.2;

Skill Test Form No: FSS PEL 64-20.

64.02.5 APPLICATION FOR CABIN CREW MEMBER LICENCE

1. Application form

The application form for the issuing of a cabin crew member licence, is contained in Form No: FSS PEL 64-02

2. Skill test report

The skill test report that must accompany an application for the issuing of a cabin crew member licence, is contained in Form No: FSS PEL 64-20

64.03.1 REQUIREMENTS FOR TYPE RATING

1. Training

The theoretical and practical training required for issuing a type rating for a cabin crew member, is the training contained in TS 64.02.2 in respect of the specific type of aircraft that the cabin crew member is required to be rated on.

2. Theoretical knowledge examination

The theoretical knowledge examination requirement is contained in TS 64.02.3.

64.03.4 SKILL TEST

1. Procedures

The procedures referred to in NAMCAR 64.03.2 are the tests for the drills and checks as contained in NAM-CATS 64.02.2;

Skill Test Form No: FSS PEL 64-20.

64.03.3 APPLICATION FOR TYPE RATING

1. Application form

The application form for the issuing of a cabin crew type rating, is contained in Form No: FSS PEL 64-03

2. Skill test report

The skill test report that must accompany an application for the issuing of a cabin crew member licence, is contained in Form No: FSS PEL 64-20

64.03.6 RENEWAL

1. Proficiency check

The proficiency check required for the renewal of a type rating is the skill test referred to in TS 64.02.4. The skill test report to be provided to the Executive Director for the reissuing of type rating is form FSS PEL 64-20

2. Application form

The application form for the renewal of a cabin crew type rating is contained in Form No: FSS PEL 64-04.

64.03.7 RE-ISSUE

1. Skill test

The proficiency check required for the renewal of a type rating is the skill test referred to in TS 64.02.4. The skill test report to be provided to the Executive Director for the reissuing of type rating is form FSS PEL 64-20.

2. Application form

The application form for the re-issue of a cabin crew type rating is contained in Form No: FSS PEL 64-04.

Annexure A

CABIN CREW MEMBER LOGBOOK

Year		Aircraft		Pilot-in-command	Details of flight Route	Duration of flight		Remarks
Day	Month	Type	Registration marks			Hours	Minutes	
					Totals brought forward	.....	.....	.....
.....	.....	.....	.....	.....	.....	.....	.....	.....
.....	.....	.....	.....	.....	.....	.....	.....	.....
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Totals carried forward								

Annexure B

Holistic descriptors

Proficient speakers must:

a) communicate effectively in voice-only (telephone/radiotelephone) and in face-to-face situations;

b) communicate on common, concrete and work-related topics with accuracy and clarity;

c) use appropriate communicative strategies to exchange messages and to recognize and resolve misunderstandings (e.g. to check, confirm, or clarify information) in a general or work-related context;

d) handle successfully and with relative ease the linguistic challenges presented by a complication or unexpected turn of events that occurs within the context of a routine work situation or communicative task with which they are otherwise familiar; and

e) use a dialect or accent which is intelligible to the aeronautical community.

Annexure C

LEVEL	PRONUNCIATION **Assumes a dialect and/or accent intelligible to the aeronautical community.**	STRUCTURE **Relevant grammatical structures and sentence patterns are determined by language functions appropriate to the task.**	VOCABULARY	FLUENCY	COMPREHENSION	INTERACTIONS
Expert 6	Pronunciation, stress, rhythm, and intonation, though possibly influenced by the first language or regional variation, almost never interfere with ease of understanding.	Both basic and complex grammatical structures and sentence patterns are consistently well controlled.	Vocabulary range and accuracy are sufficient to communicate effectively on a wide variety of familiar and unfamiliar topics. Vocabulary is idiomatic, nuanced, and sensitive to register.	Able to speak at length with a natural, effortless flow. Varies speech flow for stylistic effect, e.g. to emphasize a point. Uses appropriate discourse markers and connectors spontaneously.	Comprehension is consistently accurate in nearly all contexts and includes comprehension of linguistic and cultural subtleties.	Interacts with ease in nearly all situations. Is sensitive to verbal and non-verbal cues and responds to them appropriately.
Extended 5	Pronunciation, stress, rhythm, and intonation, though influenced by the first language or regional variation, rarely interfere with ease of understanding.	Basic grammatical structures and sentence patterns are consistently well controlled. Complex structures are attempted but with errors which sometimes interfere with meaning.	Vocabulary range and accuracy are sufficient to communicate effectively on common, concrete, and work-related topics. Paraphrases consistently and successfully. Vocabulary is sometimes idiomatic.	Able to speak at length with relative ease on familiar topics but may not vary speech flow as a stylistic device. Can make use of appropriate discourse markers or connectors.	Comprehension is accurate on common, concrete, and work related topics and mostly accurate when the speaker is confronted with a linguistic or situational complication or an unexpected turn of events. Is able to comprehend a range of speech varieties (dialect and/or accent) or registers.	Responses are immediate, appropriate, and informative. Manages the speaker/listener relationship effectively.
Operation	Pronunciation, stress,	Basic grammatical	Vocabulary range and	Produces stretches of	Comprehension is	Responses are usually

al **4**	rhythm, and intonation are influenced by the first language or regional variation but only sometimes interfere with ease of understanding.	structures and sentence patterns are used creatively and are usually well controlled. Errors may occur, particularly in unusual or unexpected circumstances, but rarely interfere with meaning.	accuracy are usually sufficient to communicate effectively on common, concrete, and work-related topics. Can often paraphrase successfully when lacking vocabulary in unusual or unexpected circumstances.	language at an appropriate tempo. There may be occasional loss of fluency on transition from rehearsed or formulaic speech to spontaneous interaction, but this does not prevent effective communication. Can make limited use of discourse markers or connectors. Fillers are not distracting.	mostly accurate on common, concrete, and work related topics when the accent or variety used is sufficiently intelligible for an international community of users. When the speaker is confronted with a linguistic or situational complication or an unexpected turn of events, comprehension may be slower or require clarification strategies.	immediate, appropriate, and informative. Initiates and maintains exchanges even when dealing with an unexpected turn of events. Deals adequately with apparent misunderstandings by checking, confirming, or clarifying.

LEVEL	PRONUNCIATION Assumes a dialect and/or accent intelligible to the aeronautical community.	STRUCTURE Relevant grammatical structures and sentence patterns are determined by language functions appropriate to the task.	VOCABULARY	FLUENCY	COMPREHENSION	INTERACTIONS
Preoperational 3	Pronunciation, stress, rhythm, and intonation are influenced by the first language or regional variation and frequently interfere with ease of understanding.	Basic grammatical structures and sentence patterns associated with predictable situations are not always well controlled. Errors frequently interfere with meaning.	Vocabulary range and accuracy are often sufficient to communicate on common, concrete, or work-related topics, but range is limited and the word choice often inappropriate. Is often unable to paraphrase successfully when lacking vocabulary.	Produces stretches of language, but phrasing and pausing are often inappropriate. Hesitations or slowness in language processing may prevent effective communication. Fillers are sometimes distracting.	Comprehension is often accurate on common, concrete, and work related topics when the accent or variety used is sufficiently intelligible for an international community of users. May fail to understand a linguistic or situational complication or an unexpected turn of events.	Responses are sometimes immediate, appropriate, and informative. Can initiate and maintain exchanges with reasonable ease on familiar topics and in predictable situations. Generally inadequate when dealing with an unexpected turn of events.
Elementary 2	Pronunciation, stress, rhythm, and intonation are heavily influenced by the first language or regional variation and usually interfere with ease of understanding.	Shows only limited control of a few simple memorized grammatical structures and sentence patterns.	Limited vocabulary range consisting only of isolated words and memorized phrases.	Can produce very short, isolated, memorized utterances with frequent pausing and a distracting use of fillers to search for expressions and to articulate less familiar words.	Comprehension is limited to isolated, memorized phrases when they are carefully and slowly articulated.	Response time is slow and often inappropriate. Interaction is limited to simple routine exchanges.

Pre-elementary 1	Performs at a level below the Elementary level.	Performs at a level below the Elementary level.	Performs at a level below the Elementary level.	Performs at a level below the Elementary level.	Performs at a level below the Elementary level.	Performs at a level below the Elementary level.