



**Instructions for Use:**

1. Job Aid should be given to the Operator when contact is made with NCAA Inspector for submission of the Cabin Crew Manual
2. Operator should insert where item is covered in the manual Page Reference column.
3. Insert Not Applicable (N/A) where item is not applicable to the operator
4. Inspector will initial where item is found in the Cabin Crew Manual and is found acceptable.
5. Where item not adequately covered the Accepted column will be left blank and remarks entered in the Remarks column for discussion with the Operator.
6. For further guidance refer to relevant Chapters in the Flight Operations Inspector Handbook

<b>CABIN CREW MANUAL INSPECTION JOB AID</b>			
<b>FSS-OPS-FORM 042</b>			
<b>Activity Tracking Reference</b>	<b>Inspector's Name</b>	<b>Date Document Submitted</b>	<b>Date of Evaluation</b>
<b>Name of Operator/Applicant</b>	<b>Title of Document</b>	<b>Aircraft Types</b>	<b>Contact Person and Phone No.</b>

*Each cabin crew (CC) manual required by Part 121 of the Namibia Civil Aviation Regulations should include necessary instructions and information for all personnel to perform their duties and responsibilities with a high degree of safety. These requirements shall be covered in the relevant sections of the Operator's Operations Manual Part A (which should be referenced)*

<b>DUTIES OF CABIN CREW</b>	<b>Manual Page</b>	<b>Accepted Initials</b>
1. Definition of a crew member. This should include a general statement of the operator's philosophy regarding CABIN CREW duties and responsibilities.		
<b>MANUALS</b>		
2. The manual must be easy to read		
3. The manual must be easy to revise		
4. The manual should contain procedures for processing revisions.		
5. Each crew member shall have a manual accessible while performing assigned duties.		
6. The manual should contain the stipulation that each cabin crew must have a manual readily available on board any flight in which he is assigned any duties.		

7. The manual must be up-to-date. This should be stated in the manual.		
<b>CREW PROCEDURES</b>		
8. Authority of the pilot-in-command.		
9. Method of designating succession of command.		
10. When applicable, equipment interchange should be in the manual.		

<b>ADMISSION TO THE FLIGHT DECK</b>	<b>Manual Page</b>	<b>Accepted Initials</b>
11. Persons who may be admitted to the flight deck are the following:		
12. Operating crew members		
(a) Representatives of the Authority responsible for certification, licensing or inspection, if this is required for the performance of their official duties; or		
(b) Individuals permitted by the operations manual under instructions contained therein		
<b>COCKPIT SECURITY PROCEDURE</b>		
13. Procedures for coordinating access to the cockpit through the interphone system		
14. Procedure for cockpit crew to identify cabin crew before allowing entry to flight deck.		
15. Locking of the cockpit door.		
16. Procedures for cockpit crew wishing to exit the cockpit.		
<b>STERILE COCKPIT PROCEDURE</b>		
17. Include a method of informing Cabin Crews that the flight is in a sterile cockpit time status.		
<b>COMMUNICATION WITH CREW</b>		
18. Normal methods of communication and co-ordination among crew members including establishing communication with the cockpit crew before or immediately after flight begins.		
<b>CREW CO-ORDINATION</b>		
19. General statement concerning the importance of crew co-ordination.		
20. Pre-flight crew briefings – crew and cabin crews		
21. The importance of, and procedures for, reporting in-flight irregularities and/or malfunction (mechanical, passenger, or other) to the cockpit must be in the manual.		
22. Crew co-ordination procedures to ensure that carry-on baggage has been properly stowed before the passenger loading door is closed.		
23. Crew co-ordination procedures to ensure the aircraft (including the cabin) is ready for movement on the surface for takeoff or landing.		
24. Crew co-ordination procedures for exit seating.		

<b>CABIN CREW</b>	<b>Manual Page</b>	<b>Accepted Initials</b>
25. Requirement for all Cabin Crew to be seated during movement on the surface unless performing safety-related duties.		
26. Number of Cabin Crew that must be on board when there are passengers on board the aircraft and it is parked at the gate. Method to identify cabin crew substitutes that might be used while the aircraft is parked at the gate.		
27. The specific number and location of Cabin Crew that must be on board before movement on the surface. Since this information should be given for each aircraft, it could be contained in the aircraft specific part of the manual.		
29. CABIN CREW duties and number of Cabin Crew required during refueling procedures.		

30. Policy of checking emergency equipment. When Cabin Crew are required to check, then specific responsibilities for specific equipment by aircraft type may be in the appropriate section of the manual.		
<b>PASSENGER INFORMATION</b>		
31. Briefing passengers before takeoff about the following: (a) Compliance with lighted signs, posted placards, and instruction of crew. Use of seatbelt. Demonstration of fastening and opening seat belt buckles.		
(b) That the Authority requires passenger compliance with lighted passenger information signs and crew member instructions concerning the use of seat belts.		
(c) No Smoking is allowed on board any aircraft. Smoke detectors are installed in the lavatories on board the aircraft. International law prohibits tampering with, or destroying smoke detectors.		
(d) Location of exits.		
(e) Location and use of required flotation equipment.		

	Manual Page	Accepted Initials
32. Exit seating reference to passenger information cards.		
33. A request that a passenger identify him if he or she: (a) Cannot meet selection criteria, (b) Has an indiscernible condition, (c) May suffer bodily harm, (d) Does not wish to perform those functions.		
34. Individual briefing of those who may need assistance and briefing of persons who may be attending these individuals.		
35. After takeoff briefing: (a) Briefing that notifies passengers to keep their seat belts fastened even when "seat belt" sign is off (to be given after takeoff and before or immediately after "seatbelt" sign has been turned off).		
<b>EXTENDED OVERWATERING BRIEFING</b>		
36. Include everything in Regulation 158 of the Civil Aviation (Operation of Aircraft) Regulations.		
37. Demonstrate donning and inflating life preserver.		
38. Brief on the location and operation of the following: (a) Adult life preservers, (b) Life rafts, (c) Other flotation means.		
<b>USE OF OXYGEN</b>		
39. Before flight is conducted above FL 250, crew members, shall explain the necessity of using oxygen and perform the following:		
40. Point out location of oxygen dispensing equipment.		
41. Demonstrate use of oxygen dispensing equipment.		
<b>ILLUMINATED SAFETY SIGNS</b>		
42. When a passenger safety information sign remains illuminated for a period of time, the crew should make periodic announcements.		
43. When a passenger continues not to obey a safety information sign, the pilot-in-command should be notified.		

<b>PASSENGER</b>	Manual Page	Accepted Initials
44. Disabled:		

(a) Exit seating applicable parts of the Regulations. This may include the location, operation, and procedures for use of the following:		
(i) On board wheelchair,		
(ii) Disabled equipped lavatories,		
(iii) Movable armrests.		
45. Infants and Children: (The manual should include the following concerning infants and children:		
(a) Procedures for restraining including location and actions during an emergency.		
(b) Information that if the parents have purchased a ticket and the infant seat device is approved, it must be allowed.		
(c) The fact that infants should be restrained in the restraint device during turbulence.		
<b>PASSENGER ISSUES</b>		
46. Serving alcohol,		
47. Reporting persons who cause a disturbance,		
48. armed passengers,		
49. Passengers who abuse a crew member,		
50. Interference with a crew member in the performance of duties,		
51. Passengers who are mentally retarded,		
52. Passengers who are emotionally disturbed,		
53. pregnant passengers,		
54. Non-language speaking passengers – refer to the exit seating rule,		
55. Stretcher patients,		
56. policy and procedures for non-compliance of smoking ban,		
57. Others.		
<b>SAFETY PROCEDURES</b>		
58. Restraint of galley equipment (including galley and ticket carts) for movement on the surface, takeoff, landing, and when not in use. This should include the fact that carts should be properly restrained when not in use.		
59. Proper stowage of cargo (including musical instruments and pet carriers) in the cabin.		

	Manual Page	Accepted Initials
60. Appropriate portions of carry-on baggage program.		
61. Management of boarding carry-on baggage. Each piece of carry-on baggage is properly stowed before the passenger loading door is closed. This includes the overhead bin and cabin cargo compartment doors.		
62. Approve stowage areas for carry-on baggage.		
63. Crew baggage stowage.		
64. Stowage of canes.		
65. Prohibition against stowage of trash or carry-on baggage in unauthorized receptacles such as lavatories or the cockpit.		
66. Prohibition against stowage non-safety articles with safety equipment.		
67. Need for tray table to be stowed for movement on the surface, takeoff, and landing. Movie screens that extend into the aisle must also be stowed for movement on the surface, takeoff, and landing.		
68. Need to stow Cabin Crews' restraint systems when not in use.		
<b>DOORS</b>		
70. Readying doors for movement on the surface, including general statement for responsibility for readying doors. Procedures for specific crewmembers at specific doors would probably be better included in aircraft section of the manual.		

71. Ensure that one door is ready for passengers egress when aircraft is parked at the gate.		
<b>DRUGS</b>		
72. Carriage of drugs,		
73. Use of drugs.		

<b>ELECTRONIC DEVICES:</b>	<b>Manual Page</b>	<b>Accepted Initials</b>
74. Procedures to follow when occupants use electronic devices and which devices are not allowed.		
<b>DANGEROUS GOODS</b>		
75. Identification of and, if they are going to be in the cabin, procedures for storage and handling.		
<b>LIGHTS</b>		
76. Flashlight holders and how used, if used.		
77. Operator's policy to ensure that each crewmember has a workable flashlight.		
78. Cabin light setting for take-off, landing, and forewarned (anticipated emergency evacuations and ditching).		
79. Specific aircraft light controls may be contained in the aircraft section of the manual.		
<b>TURBULENCE</b>		
80. Crew co-ordination in turbulence.		
81. Service procedures, especially of hot liquids, in turbulence.		
82. Passenger seat belt discipline in turbulence.		
<b>SURVIVAL</b>		
83. Information about survival in situations appropriate for operations such as water, mountains, desert, or jungle.		
<b>HIJACKING</b>		
84. Hijacking procedures should be developed with the assistance of the Security Inspector assigned to the operator, but the responsibility for the final acceptance of manual contents rests with the Operations Inspector. NOTE: Procedures contained in CABIN CREW manual may be very limited. These procedures may be a "coded" memory aid.		
85. A method of communication with other crew members when hijacking is either threatened or in progress. NOTE: Details may not be in the CABIN CREW manual.		
<b>WEAPONS</b>		
86. Security regulations and operator's procedures for the carriage of weapons.		
<b>ILLNESS/INJURY</b>		
87. Contents and procedures for use of first aid kit.		
88. Contents and procedures for use of medical kit.		
89. Recognition of common medical problems.		
90. First aid treatment that considers limited and special space for those problems in aircraft cabins.		

91. Use of first aid oxygen mask may be placed with procedures or with use of equipment. In this checklist, it is with oxygen equipment.		
92. Additional first aid.		
<b>OXYGEN: USE AND NEED</b>	<b>Manual Page</b>	<b>Accepted Initials</b>
93. Depressurization,		
94. Slow leaks,		
95. Rapid depressurization procedures, including the following:		

(a) Signs of a loss of cabin pressure,		
(b) Symptoms of hypoxia,		
(c) Crew co-ordination,		
(d) Cabin Crew actions, including the following:		
(i) donning the nearest oxygen mask,		
(ii) sitting down or holding on something solid and waiting for word from the flight deck before moving around,		
(iii) assisting passengers.		
96. Description of use of each type of portable oxygen bottle and mask. This is especially important with solid state (chemical) oxygen generators.		
97. Procedures for Cabin Crew to administer oxygen to self.		
98. Procedures for use of medical (passenger supplied) oxygen (must be under operator's maintenance program).		
99. Smoking is prohibited on any aircraft this needs to be particularly enforced when oxygen is being administered.		
<b>FIRE PREVENTION AND CONTROL</b>	<b>Manual Page</b>	<b>Accepted Initials</b>
100. Fire prevention procedures that at least include the following: Checking the lavatories before takeoff and periodically during flight.		
101. Periodic cabin checks.		
102. Use of circuit breakers located in the cabin (precautions against resetting).		

103. Proper stowage of article that could contribute to fire (such as matches).		
104. Checking of oven and over vents.		
105. Cabin Crew procedures for handling passengers.		
106. Fire control procedures should include fires occurring in the following locations:		
(a) on the ground,		
(b) outside the aircraft,		
(c) inside aircraft,		
(d) during flight.		
107. During fires inside the aircraft, fire control procedure should include the following:		
(a) Type of fire extinguisher or class of fire.		
(b) Use of protective breathing equipment (PBE).		
(c) Fire control when volatile fuel is involved (this may be included in hijacking or threatening passenger part of the manual.		
(d) Smoke control procedures.		
(e) Use of circuit breakers.		
(f) Fire in galley, including oven,		
(g) Fire in the lavatory or other confined spaces,		
(h) Light ballast fires.		
<b>EVACUATION PROCEDURES</b>	<b>Manual Page</b>	<b>Accepted Initials</b>
108. For each type of aircraft evacuation or ditching, the manual should at least include procedures and techniques regarding the following:		
(a) Crew co-ordination,		
(b) Giving commands to passengers,		
(c) Describing brace for impact positions,		
(d) Assessing condition,		
(e) Ensuring aircraft has come to a complete stop,		
(f) Evacuating persons and any of their attendants who may need assistance,		
(g) Redirecting passenger flow,		

(h) Caring for persons following accident.		
109. Un-forewarned (unanticipated aircraft evacuation or water landing) including the following: (a) Crew Co-ordination,		

(b) Commands given to passengers,		
(c) Initiation,		
(d) Actions at doors.		
110. Forewarned (anticipated aircraft evacuations or water landing) including the following: (b) Crew co-ordination,		
(b) Commands given to passengers,		
(c) Passenger preparation,		
(d) Cabin preparation,		
111. Unwarranted (unneeded) evacuation, passenger or crew initiated, including the following: (a) Crew co-ordination,		
(b) Stopping the evacuation.		

Air Operator: \_\_\_\_\_

Operations Inspector: \_\_\_\_\_  
(signature)

Date: \_\_\_\_\_

**CABIN CREW AIRCRAFT MANUAL**

This part of the form should be filled and signed out for each aircraft type/model.

AIRCRAFT TYPE/MODEL \_\_\_\_\_

<b>AIRCRAFT DESCRIPTION</b>	<b>Manual Page</b>	<b>Accepted Initials</b>
1. The manual should contain a description and/or diagram of each type/model of aircraft showing the items listed below. If the location of any of these items varies from one aircraft to another, aircraft registration numbers with specific location should be given.		
2. The assigned takeoff and landing location for each crewmember who might be assigned safety duties in the cabin should be clearly designated.		
3. The duties and duty station for each crewmember (including flight crew) during an evacuation or ditching should be given.		
4. If it is part of the operator's procedures, the pre-flight check of specific safety equipment should be given. This should include checking of placards.		
5. CABIN CREW location for performing safety demonstrations.		
<b>AIRCRAFT EMERGENCY EQUIPMENT</b>		
6. The emergency equipment location should be given for each type of aircraft; however, when equipment such as the first aid kit is the same from aircraft to aircraft, the description of the contents and the operation may be contained in the "general section" of the manual.		
(a) Each exit (clearly show what type of exit),		
(b) Each first aid kit,		
(c) Medical kit,		
(d) Portable lights/flashlight,		
(e) Each fire extinguisher by type,		
(f) Each portable Breathing Equipment (PBE),		
(g) Flotation equipment,		
(h) Over water equipment,		
(i) Survival kits and transmitters, if not attached to life raft,		
(j) Crash axe,		
(k) Megaphone,		
(l) Appropriate circuit breakers,		

(m) Portable oxygen,		
(n) Supplemental (ship's) oxygen,		
(o) Approved crew bag stowage areas.		

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AIRCRAFT TYPE/MODEL \_\_\_\_\_

<b>FLOOR LEVEL EXITS</b>	<b>Manual Page</b>	<b>Accepted Initials</b>
7. A description for operations and procedures at floor level exits should include the following:		
(a) Opening in normal mode,		
(b) Opening in emergency mode,		
(c) Ready for movement on the surface,		
(d) Ready for gate arrival,		
(e) Ready at gate, if appropriate.		
<b>EVACUATION SLIDES</b>		
8. A description of operation and procedures for evacuation slides/rafts, or ramps should include the following:		
(a) Emergency inflation,		
(b) Manual inflation.		
<b>WINDOW EXITS</b>		
9. A description of operations and procedures at window exits should include the following:		
(a) Opening exits,		
(b) Placement of window,		
(c) Recommended method of exiting window,		
(d) Use of life lines.		
<b>VENTRAL STAIRS</b>		
10. A description of the operation and procedures pertinent to ventral stairs should include the following:		
(a) Information regarding lowering or otherwise operating stairs in normal		

and emergency modes		
11. Information about stair use in evacuations.		
<b>TAILCONES</b>		
12. The information about the operation and procedures pertinent to tail-cones should contain the following:		
(a) Detailed description of the activation of the tail-cone.		
(b) Details of unusual environment factors that could affect crewmember performance in or around tail-cones.		
<b>COCKPIT EMERGENCY EXITS</b>		
13. Information about this equipment should describe or depict the opening and the use of any equipment that would assist in reaching the ground (such as escape ropes).		

This part of the form should be filled out and signed for each aircraft type/model.

AIRCRAFT TYPE/MODEL \_\_\_\_\_

This part of the form should be filled out and signed for each aircraft type/model.

<b>ESCAPE ROUTES OTHER THAN CABIN</b>	<b>Manual Page</b>	<b>Accepted Initials</b>
14. Information should show the method of reaching these exits, the opening and actions necessary exit.		
<b>OTHER EXITS</b>		
<b>DOOR SAFETY STRAPS</b> 15. Include both location and use in normal and emergency operations.		
<b>DOOR INOPERATIVE PROCEDURES</b>		
16. If this type of aircraft is allowed to operate with a door inoperative , the procedures to follow for the specific aircraft should be given.		
<b>CABIN CREW STATION</b>		
17. The Cabin Crew manual should contain a description of each type of Cabin Crew station, this description should include the following:  (a) The proper brace position for that station,		
(b) Information about the restraint system at that station and its use,		
(c) The safety equipment that a Cabin Crew can reach while seated at that station.		
<b>ELECTRICAL EQUIPMENT</b>		
18. The manual should contain information about circuit breakers, heat, or ventilation located in the cabin.  (a) Location,		
(b) Function,		
(c) Operation of the controls.		
<b>EMERGENCY LIGHTS</b>		
20. Location of emergency lights, emergency light switches, and procedures for use should be in the manual.		
21. Information about floor proximity lighting should give as appropriate to this type of aircraft.		

<b>SMOKE ALARMS</b>	<b>Manual Page</b>	<b>Accepted Initials</b>
29. The manual should be given the location of the smoke alarms. It should also contain information regarding the procedures to follow when a smoke alarm has been activated.		
<b>TRASH CONTAINER DOORS</b>		
30. The manual should contain information about the location, function, and proper operation of these doors.		
<b>UPPER/LOWER DECK</b>		
31. Some aircraft are multi-decked. When this is the case, information regarding safety equipment on those decks should be provided.		
<b>LIFTS</b>		
32. Multi-decked aircraft are usually equipped with personnel/galley lifts. Operation and function of the safety interlock system of these lifts should be described.		
<b>FLOTATION CUSHIONS</b>		
33. Location, function, and use of flotation cushions should be given.		
<b>LIFE PRESERVERS</b>		
34. Donning inflation, use, and activation light for each type of life preserver, including infant and child preservers, should be given. (If only one type is used, this information may have been given in the "general section" of the manual).		
<b>LIFERAFTS AND SLIDES USED IN FLOTATION</b>		
35. When the aircraft is equipped with life rafts, slide/raft packs, or slides used as flotation ramps, information about this equipment should include a description of the equipment, its contents, and at last the following:		12

(a) Transfer from one door to the next,		
(b) Inflation and launching,		
(c) Proper method of boarding passengers and crew,		
(d) Crew assignment during ditching and in the life raft.		

AIRCRAFT TYPE/MODEL \_\_\_\_\_

This part of the form should be filled out and signed for each aircraft type/model.

AIRCRAFT TYPE/MODEL \_\_\_\_\_

<b>PUBLIC ADDRESS AND INTERPHONE SYSTEMS</b>	<b>Manual Page</b>	<b>Accepted Initials</b>
22. A description of these systems that include their use in normal and emergency situation should be included		
<b>EVACUATION ALARMS</b>		
23. When evacuation alarms are present, information about their location, function, and operation should be given.		
<b>OXYGEN SYSTEMS</b>		
24. The manual should include the following information:		
(a) Location of oxygen dispensing units,		
(b) Information about additional drop-down masks,		
(c) Proper method of use,		
(d) Manual deployment,		
(e) If applicable, information about special characteristics of chemically generated devices, (such as heat generating properties)		
<b>PORTABLE OXYGEN EQUIPMENT</b>		
25. Description, location, and operation for each kind of portable oxygen dispensing unit and the masks should be given.		
<b>GALLEY RESTRAINT</b>		
26. Description of the location and operation of carry-on baggage restraints should be given when applicable. This would include use of restraint straps across a closet or securing an overhead bin.		
<b>CARRY-ON BAGGAGE RESTRAINT</b>		
27. Description of the location and operation of carry-on baggage restraints should be given when applicable. This would include use of restraint straps across a closet or securing an overhead bin.		
28. Stowage of items other than approved cargo compartments. Some airlines have as part of their carry-on procedures the fact that carry-on baggage may be stowed in a seat. If this is the case, the seats where it can be stowed and method of stowage should be included in the manual.		

This part of the form should be filled out and signed for each aircraft type/model.

AIRCRAFT TYPE/MODEL \_\_\_\_\_

**Remarks/observation:**

<b>INOPERABLE EQUIPEMENT</b>	<b>Manual Page</b>	<b>Accepted Initials</b>
36. Procedures to follow when a piece of required safety equipment is inoperable should be part of the manual.		
<b>FIRE EXTINGUISHER/PBE</b>		
37. The location of the equipment and any features that make use of operation unique to this aircraft		
<b>SMOKE BARRIERS</b>		
38. Some aircraft are equipped with smoke barriers, when this is the case, information about their location and use should be part of the manual.		
<b>FIRST AID/MEDICAL KITS</b>		
39. The location of the equipment and any features that make us unique to this aircraft should be given.		

Operator: \_\_\_\_\_ Signature \_\_\_\_\_ Date: \_\_\_\_\_  
(BLOCK)

Operations Inspector: \_\_\_\_\_ Signature \_\_\_\_\_ Date: \_\_\_\_\_  
(BLOCK)