



GOVERNMENT OF INDIA
OFFICE OF THE DIRECTOR GENERAL OF CIVIL AVIATION
TECHNICAL CENTRE, OPP SAFDURJUNG AIRPORT, NEW DELHI.

CIVIL AVIATION REQUIREMENTS
SECTION 7 – TRAINING AND LICENCING
SERIES 'M', PART I

ISSUE II, DATED 15TH MARCH 2010

EFFECTIVE: FORTHWITH

F. No. AV.15011/3/2008-AS

Subject: Cabin Crew Training.

1.0 Introduction

- 1.1 Cabin Crew are required on board aircraft to ensure passenger safety.**
The effectiveness of cabin crew in fulfilling their safety-related duties can only be attained through proper and effective training.
- 1.2 Training may never duplicate all the types of situations that may confront cabin crew in the performance of their duties on board an aircraft. Nevertheless, training can instil the basic knowledge, skills, attitudes and confidence that will allow cabin crew to handle emergencies.
- 1.3 Cabin Crew are unique among airline personnel because they essentially have two distinct responsibilities on board an aircraft.
- The most important, but least visible, responsibility of cabin crew is that which concerns the safety of passengers and the aircraft cabin. This is a major responsibility and requires that they undergo specialized and thorough training not only to gain a sound knowledge of their safety-related responsibilities but also to instil in them complete confidence and provide them with the authority needed in performing their duties.
 - The second and most visible duty of cabin crew is the role they play as their airline's public relations officers, attending to passengers' needs and, in general, creating a favourable impression of their airline through friendly and efficient service.
- 1.4 Regardless of other duties and responsibilities of cabin crew, from the regulatory point of view, the major function of cabin crew on board an aircraft is to ensure passenger safety by preventing and managing adverse situations, which may develop in the aircraft cabin, and to provide guidance to all persons on board during an emergency.

1.5 ICAO Annex 6 and Rule 38 (b) — requires that an operator shall establish and maintain a training programme, approved by the State of the Operator, to be completed by all persons before being assigned as a cabin crew member. Cabin crew shall complete a recurrent training programme annually.

1.6 This CAR is issued under the provisions of Rule 133A of the Aircraft Rules for guidance and strict compliance.

2.0 Applicability

2.1 These requirements are applicable to Scheduled, Non Scheduled Operators and other operators who carry cabin crew for onboard duties.

3.0 Definitions

3.1 Cabin Crew Nodal Officer

A person responsible for cabin crew training and cabin crew operations nominated by the airline and accepted by the Directorate General Civil Aviation.

3.2 Cabin Crew

A crew member other than a flight crew member detailed to carry out such duties as may be assigned, in the interests of safety of the passengers, by the operator or the pilot in command of the aircraft.

3.3 Cabin Crew Incharge(CCIC)

An operator shall nominate a CCIC whenever more than one cabin crew is assigned, who is entrusted with the responsibility of leading the team of cabin crew on board the aircraft. However, if a single flight sector is of duration more than 6 hours the CCIC shall be in addition to the minimum cabin crew required for the aircraft type operated. The Cabin Crew Incharge shall be responsible to the commander of the aircraft for the conduct and coordination of normal and emergency procedures as specified in the Training Manual/Operations Manual.

3.4 Check Cabin Crew

A cabin crew with relevant experience identified and trained by the airline to carry out periodic checks on the online cabin crew, surveillance of cabin.

3.5 Type of Aircraft/ Aircraft Variant

For the purpose of cabin crew training and operations, variants of an aircraft type are considered to be different types if they are not similar in all of the following aspects (refer 10.1):

- i. Emergency exits operations.

- ii. Location and type of safety equipment.
- iii. Emergency Procedures.

4.0 Minimum requirements/Qualifications for Cabin Safety Personnel

4.1 Cabin Crew

4.1.1 The following requirements, applicable to cabin crew, are indicative of the minimum qualifications:

Table 4.1.1

S.No	Requirements	Details
1.	Education	Has passed 10+2 examination from a recognized Board or University.
2.	Age	Minimum age of 18 years
3.	Height	Able to reach safety equipment and open and close overhead bins in the aircraft from a standing position; and feet firmly placed on floor when seated on the jump seat (brace position).

4.1.2 Medical Standards

A cabin crew shall undergo Medical Examination for aircrew at the time of induction. Repeat medical examination shall be carried out at the interval of two years up to the age of forty years and subsequently medical examination shall be carried out at an interval of one year. Cabin crew is required to be physically active, mentally alert and comfortable in aircraft environment/emergencies. These shall be the guiding principle for medical assessment of the cabin crew. Medical assessment requirement will be published by DGCA.

4.2 Cabin Crew Incharge

Any cabin crew who has a total flying experience of four years including 1 year on the aircraft type and demonstrates good leadership qualities shall be designated as Cabin Crew Incharge after successful completion of the training programme in accordance with Para 7.0 and the assessment prescribed in Para 9.0.

4.3 Check Cabin Crew

A Cabin Crew Incharge with an operating experience of 1 year in this capacity shall be designated as check cabin crew after undergoing one day orientation course on auditing principles/line checks. The privilege of check cabin crew includes conduct of check flights for other line cabin crewmembers/cabin crew incharge, conduct surveillance flights on aircrafts. These privileges shall be exercised only during the currency of their qualification on the respective aircraft type.

4.4 **Safety and Emergency Procedures (SEP) Instructor**

1. Engineering Graduate; or
2. 02 year of experience as Check Cabin Crew/ 03 years of experience as Cabin Crew Incharge.
3. For aircrafts with seating capacity up to 20 seats, a cabin crew with continuous ten years experience on commercial aircraft.

4.5 **Cabin Crew CRM Instructor**

DGCA approved SEP Instructor with a minimum of 02 years of teaching experience or a pilot CRM instructor; successfully undergone an approved CRM facilitator course may be approved to act as CRM facilitator for cabin crew after assessment by the Training Organization/DGCA.

4.6 **First Aid Instructor**

Shall be a doctor holding MBBS degree and familiar with the aircraft environment; preferably Post Graduate in Aviation Medicine.

5.0 **Cabin Crew Manuals**

- 5.1 All operators shall prepare a Training Manual. The manual shall detail the training programme for Cabin Safety Personnel. This manual shall be approved by DGCA.
- 5.2 The operator shall prepare a Cabin Crew SEP Manual. This manual should be based on the Training Manual/ procedures prescribed by the manufacturer, DGCA, procedures evolved by the organization.
- 5.3 The operator shall prepare Quick Reference Handbook outlining various SEP procedures for quick reference by the Cabin Crew. Each cabin crew shall carry an updated copy of the QRH during conduct of each flight.
- 5.4 Three controlled Copies of Cabin Crew SEP Manual shall be submitted along with the Training Manual to the DGCA. Two cabin crew SEP manuals shall be available on board; one in the cockpit and the other shall be placed at a designated place in the cabin for easy access.
- 5.5 Cabin Crew SEP Manual and QRH shall be prepared as per the guidance given in Appendix "B" to this CAR.

6.0 **Training Programmes**

- 6.1 Applications for approval of training programmes should indicate:
 1. Training facilities, training setup and audio-visual aids to be utilised during training
 2. Number of aircraft visits and details of the training activities for each visit
 3. Mode of assessments which will result in the issue of the proof of successful completion.

6.2 The operator shall ensure 95% attendance in each module of various training. The absenteeism shall be covered by holding additional classes as applicable for the concerned trainee. The operator shall also maintain a record to this effect.

6.3 Course structure shall be prepared as per the guidance given in Appendix "A" to this CAR.

The operator shall have procedures in place for training related to cabin crew in the area of Cabin Safety. Below mentioned are the minimum requirements, however the operator may increase the programmed hours to cater for the complexities of the aircraft type and this shall include:

Table 6.0

S.No	Training	Training Duration			Applicability	Course Structure as per Appendix "A"
1	Initial Training	Aircraft with seating capacity:			1. For new entrant. 2. Crew absent from active flying duties for more than consecutive 18 months (the training duration may be reduced to 10 days subject to currency of other qualifications such as AVSEC).	Para A-1.0
1-20 seats		21-80 seats	81 and above seats			
20 programmed days/120 hours.	20 programmed days/120 hours.	22 programmed days/132 hours.				
2	(a) Type/ Conversion Training	03 programmed days/18 hours.	10 programmed days/60 hours.	13 programmed days/80 hours.	Type training must be completed before being: 1. First assigned to operate as a	Para A-2.0

	(b) Subsequent Conversion Training	Including SEP Training	Including SEP Training	Including SEP Training	operate as a cabin crew member on an Aircraft type. 2. Crew absent from flying duties for consecutive 18 months. A Conversion course must be completed before being assigned to operate another aircraft type with the same operator. However, a cabin crew converting to another aircraft type with a different operator shall undergo Type Training as specified in Point 2(a). There shall be a minimum period of 06 months between two Type/conversion trainings.	
3	Recurrent Training	03 programmed days/18 hours. Including SEP Training	04 programmed days/24 hours. Including SEP Training	05 programmed days/30 hours. Including SEP Training	Mandatory training for all cabin crew within a period of 12 consecutive months; and For cabin crew who has been absent from active flying duties for more than 6 months up to 12 months.	Para A-4.0
		02 programmed days/ 12 hours.	02 programmed days/ 12 hours.	04 programmed days/ 24 hours.	Additional 04 hours for each additional aircraft type approved.	
4	Extended Recurrent Training	04 programme d days/ 24 hours.	04 programmed days/ 24 hours.	05 programmed days/ 30 hours.	Training for cabin crew who has been absent from active flying duties for more than 12 months up to 18 months.	To be defined in the Cabin Crew Training Manual based upon Table A-4.0
		Additional 04 hours for each additional aircraft type approved.				
5	Differences Training	01 programmed day/ 6 hours or as specified by the manufacturer			Training for cabin crew to qualify on a variant of the Aircraft type.	Para A- 2.0
6	Refresher Training	02 programmed day/ 12 hours. Additional 04 hours for each additional aircraft type approved.			Training for cabin crew who is absent from active flight duties from 3 months up to 6 months but are within the validity of the previous training.	Para A- 5.0

7	Transition Training	05 programmed days/ 30 hours	Training for cabin crew who are qualified on the aircraft type, but from a different operator and within the validity of previous trainings.	Para A-6.0
8	Practical Training	As per Operator's Training Manual	Emergency drill requirements to be accomplished during : 1. Initial and Type/Conversion Training. 2. Recurrent Training at intervals not exceeding 3 years.	Para A-4.3 and A-7.0

Note: Conversion training as per Point 2(b) shall be conducted where the operator has other aircrafts by the same manufacturer i.e. the cabin layout, systems, exit operation and disposition of emergency equipments are essentially the same however they are not considered as a variant. *For example, an operator training cabin crew rated on Airbus A-320 provides conversion training for the cabin crew to be rated on Airbus 330.*

For all other cases of conversion with the same operator, the duration of training shall be mentioned in the Training Manual for the approval of DGCA. The training duration can be increased by DGCA depending upon the complexity of the aircraft and type of conversion being conducted.

6.4 Aircraft visits

The aircraft visit should provide an overview of the aircraft's exterior, interior and systems including the following:

- a. Interphone and public address systems;
- b. Evacuation alarm systems;
- c. Emergency lighting;
- d. Smoke detection systems;
- e. Safety/emergency equipment;
- f. Flight deck including demonstration of Procedure for handling incapacitated crew;
- g. Cabin crew stations;
- h. Toilet compartments;
- i. Galleys, galley security and water shut-off;
- j. Cargo areas if accessible from the passenger compartment during flight;
- k. Circuit breaker panels located in the passenger compartment;
- l. Crew rest areas;
- m. Exit location, operation and its environment;

Table 6.4

S.No.	Training	Number of aircraft visits	
1	Initial Training	01	
2	(a) Type/Conversion Training	Aircrafts up to 80 seats	Aircrafts with 80 and above seats
		02	03
	(b) Subsequent Conversion Training	01	02
3	Recurrent Training	Optional	
4	Extended Recurrent Training	01	
5	Differences Training	01	
6	Refresher Training	01	
7	Transition Training	01	

Note: i) The number of hours utilised for aircraft visits should not be calculated towards the programmed hours mentioned for each of the above trainings in Table 6.0.

ii) Number of aircraft visits shall be determined depending upon the complexity and size of the aircraft during the approval of the Training programme.

6.5 Familiarisation Flights

An operator shall ensure that, after the completion of type/conversion training, each cabin crew member undertakes familiarisation flights prior to operating as one of the minimum number of cabin crew (Refer Appendix "A" Para A-3.0).

7.0 Cabin Crew Incharge

7.1 Minimum duration of the training shall be 05 programmed days/30 hours.

Training for Cabin Crew Incharge should include:

Table 7.0

S.No.	Topics
1	Pre-flight Briefing: a. Operating as a crew; b. Allocation of cabin crew stations and responsibilities; and c. Consideration of the particular flight including: i) Aircraft type; ii) Equipment; and iii) Categories of passengers, including the disabled, infants and stretcher cases;
2	Co-operation within the crew: a. Discipline, responsibilities and chain of command; b. Importance of co-ordination and communication; and c. Pilot incapacitation;
3	Review of operators' requirements and legal requirements:

	<ul style="list-style-type: none"> a. Passengers safety briefing, safety cards; b. Securing of galleys; c. Stowage of cabin baggage; d. Electronic equipment; e. Procedures when fuelling with passengers on board; f. Turbulence; g. Death on board; h. Inoperative system procedures ; and i. Documentation;
4	<p>Human Factors and Crew Resource Management: An operator shall ensure that all relevant elements in Table 8.0, Column (a) are integrated into the training and covered to the level required by Column (e), Cabin Crew Incharge Course.</p>
5	Accident and incident reporting; and
6	Flight and duty time limitations and rest requirements.
7	<p>The training to include:</p> <ul style="list-style-type: none"> a. Situation management training. b. Passenger as a resource to assist in an emergency situation. c. Disruptive Passenger management.

7.2 In case of induction of new aircraft type/startup airline the qualification requirement of Cabin Crew Incharge shall be decided in consultation with DGCA however, as a general guidance Cabin Crew Incharge deployed for the operation shall have a minimum of 01 year of operating experience as a Cabin Crew Incharge and have undergone a conversion course with a score of 90% in the written examination.

7.3 An operator shall establish procedures to select the next most suitably qualified cabin crew member taking account of cabin crew member's operational experience, to operate as Cabin Crew Incharge in the event of the nominated Cabin Crew Incharge becoming unable to operate. Such procedures must be acceptable to DGCA and reflected in the Training Manual.

8.0 **CRM Training**

8.1 **Introduction**

Crew Resource Management (CRM) should be the effective utilisation of all available resources (e.g. crew members, aircraft systems, and supporting facilities) to achieve safe and efficient operation.

(1) The objective of CRM should be to enhance the communication and management skills of the crew member, as well as the importance of effective co-ordination and two-way communication between all crew members.

(2) CRM training should reflect the culture of the operator, the scale and scope of the operation together with associated operating procedures and areas of operation which produce particular difficulties.

8.2 General Principles for CRM Training for Cabin Crew

- (1) Cabin crew CRM training should focus on issues related to cabin crew duties. The co-ordination of the tasks and functions of flight crew and cabin crew shall also be addressed.
- (2) Operators shall provide combined training for flight crew and cabin crew at the earliest but not later than 2 years after the completion of Initial Training. This training shall be carried out by cabin crew CRM instructor and flight crew CRM instructor. This is of particular importance for experienced cabin crew members.
- (3) CRM principles shall be integrated into relevant parts of cabin crew training.
- (4) CRM training should include group discussions and the review of accidents and incidents (case based studies).
- (5) Whenever it is practicable to do so, relevant parts of CRM training should form part of the training conducted in cabin mock-ups or aircraft.
- (6) Introductory CRM Course and Operator's CRM Training may be combined.

Following elements of CRM shall be included in each type of training:

Table 8.0

Training Elements (a)	Introductory CRM Course (b)	Operator's CRM Training (c)	Annual Recurrent CRM Training (d)	Cabin Crew Incharge Course (e)
General Principles				
Human factors in aviation, General instructions on CRM principles and objectives	In depth	Not required	Not required	Overview
Human performance and limitations				
From the perspective of the individual cabin crew member				
Personality awareness, human error and reliability, attitudes and behaviors, self-assessment	In depth	Not required	Overview	Not required

Stress & stress management				
Fatigue and vigilance				
Assertiveness				
Situation awareness, information acquisition and processing				
From the perspective of the whole aircraft crew				
Error prevention & detection	Not required	In-depth	Overview	Reinforcement (relevant to the CCIC duties)
Shared situation awareness, information acquisition & processing				
Workload management				
Effective communication and coordination between all crew members including the flight crew as well as inexperienced cabin crew members, cultural differences				
Leadership, co-operation, synergy, decision-making, delegation				
Individual and team responsibilities, decision making, and actions				
Identification & management of the passenger human factors : crowd control, passenger stress, conflict management, medical factors				
Specifics related to aircraft types (narrow / wide bodies, single / multi deck), flight crew and cabin crew composition and number of passengers		Relevant to the type(s)		
From the perspective of the operator and the organization				
Company safety culture, SOPs, organizational factors, factors linked to the type of operations	Not required	In depth		Reinforcement (relevant to the

Effective communication and coordination with other operational Personnel, ground services and any other agency			Overview	Cabin Crew Incharge duties)
Participation in cabin safety incident and accident reporting	Not required	In depth	Overview	Reinforcement (relevant to the Cabin Crew Incharge duties)
Case based studies		Required	Required	

Note: For aircrafts with seating capacity up to 20 seats Operators CRM may be omitted.

8.3 Introductory CRM Course

The Introductory CRM Course should provide cabin crew members with a basic knowledge of Human Factors relevant to the understanding of CRM. Cabin crew members from different operators may attend the same Introductory CRM Course provided that operations are similar.

8.4 Operator's CRM Training

Operator's CRM training should be the application of the knowledge gained in the Introductory CRM Course to enhance communication and co-ordination skills of cabin crew members relevant to the operator's culture, aircraft type operated and type of operation. CRM relevant to the aircraft type should be integrated into all appropriate phases of the operator's Type/conversion training on the specific aircraft type. CRM should be the application of the knowledge gained in previous CRM training on the specifics related to aircraft type, including, narrow/wide bodied aircrafts, single/multi deck aircrafts, and flight crew and cabin crew composition.

8.5 Annual Recurrent Training

CRM training should be integrated into all appropriate phases of the recurrent training and may include stand-alone modules. Annual Recurrent CRM Training should include areas as identified by the operator's accident prevention and flight safety programme.

8.6 CRM Training for Cabin Crew Incharge

CRM training for Cabin Crew Incharge should be the application of knowledge gained in previous CRM training and operational experience relevant to the specific duties and responsibilities of a cabin crew incharge. The cabin crew incharge should demonstrate ability to manage the operation and take appropriate leadership/management decisions.

8.7 Co-ordination between flight crew and cabin crew training departments

There should be an effective liaison between flight crew and cabin crew training departments. Provision should be made for flight and cabin crew instructors to observe and comment on each other's training. Consideration should be given to creating flight deck scenarios on video for playback to all cabin crew during recurrent training, and to providing the opportunity for cabin crew, particularly cabin crew incharge, to participate in flight crew exercises.

9.0 Assessment

9.1 An operator shall ensure that during or following completion of the training required by Para 6.0 and 7.0, each cabin crew member undergoes assessment covering the training received in order to verify proficiency in carrying out normal and emergency safety duties. These assessments must be performed by qualified personnel.

9.2 The assessment should be accomplished by the method appropriate to the type of training in accordance with Table 9.0 below:

Table 9.0

S.No	Training	Practical Demonstration	In-flight Proficiency Checks	Oral and Written Test
1	Initial Training	✓	X	✓
2	Type/conversion Training/Subsequent conversion Training	✓	X	✓
3	Recurrent Training	✓	X	✓
4	Extended Recurrent Training	✓	✓	✓
5	Differences Training	✓	X	✓
6	Refresher Training	✓	✓	✓
7	Transition Training	✓	✓	✓
8	Practical Training – Emergency Drills	✓	X	X
9	Cabin Crew Incharge Training	✓	✓	✓

Note: In-flight checks shall be carried out either by an approved SEP instructor or a check cabin crew. All in-flight checks should be carried out immediately after the training.

9.2.1 Every cabin crew shall be subjected to at least 1 In-flight Proficiency check in a period of 12 months.

9.3 For each cabin crew the minimum pass requirement shall be 80%. Both in Oral and written test for all the courses, wherever assessment is prescribed.

9.4 **Unsatisfactory Performance**

1. Each cabin crew failing in DGCA written or oral test shall undergo a 05 day corrective Training and assessment by the Instructor before re-approval from DGCA.
2. For any subsequent failure after re-assessment; operator shall prescribe a procedure in the Training Manual for appropriate action.
3. For failures in assessment; operator shall prescribe a procedure in the Training Manual for appropriate action.

10.0 Operation on More Than One Type or Variant

10.1 An operator shall ensure that each cabin crew member does not operate on more than three aircraft types. However they may operate on variants.

10.1.1 When determining similarity of exit operation the following factors should be assessed to justify the finding of similarity:

- a. Exit arming/disarming;
- b. Direction of movement of the operating handle;
- c. Direction of exit opening;
- d. Power assists mechanisms;
- e. Assist means, e.g. evacuation slides.

Self-help exits, for example Type III and Type IV exits, need not be included in this assessment.

10.1.2 When determining similarity of location and type of portable safety equipment the following factors should be assessed to justify the finding of similarity:

- a. All portable safety equipment is stowed in the same, or in substantially the same location;
- b. All portable safety equipment requires the same method of operation;
- c. Portable safety equipment includes:
 - i. Fire fighting equipment;
 - ii. Protective Breathing Equipment (PBE);
 - iii. Oxygen equipment;
 - iv. Crew lifejackets;
 - v. Torches;
 - vi. Megaphones;
 - vii. First aid equipment;
 - viii. Survival equipment and signalling equipment;
 - ix. Other safety equipment where applicable.

10.1.3 Type specific emergency procedures include, but are not limited, to the following:

- a. Land and water evacuation;
- b. In-flight fire;
- c. Decompression;
- d. Pilot incapacitation.

- 10.2 When changing aircraft type or variant during a series of flights, the cabin crew safety briefing should include a representative sample of type specific normal and emergency procedures and safety equipment applicable to the actual aircraft type to be operated.

11.0 Training Records

- 11.1 An operator shall:
- (1) Maintain records of all training and assessment required by Para 6.0, 7.0 and 9.0; and
 - (2) Make the records of all initial, type/conversion and recurrent training and assessment available, to the concerned cabin crew on request during change of employment.
- 11.2 An operator shall maintain training records of all the trainings and assessments undertaken by the cabin crew and instructors during the period of their service with the operator till 2 years after they have relinquished/retired from the service.

12.0 Expatriate Crew – Training Program

The training of the expatriate crew shall be commenced only after necessary clearances for foreign personnel seeking employment in India are obtained. The expatriate crew shall be subjected to a full aircraft type, initial training which shall include First Aid, Human Factors and Crew Resource Management as per approved syllabus. No expatriate cabin crew member shall be used for operation on the domestic flights.

13.0 Training Facilities

13.1 Approval of Training Equipment and of Personnel conducting Training and Testing of such Equipment:

Whenever the operator utilizes training facilities an approval shall be obtained for the facility, equipments and the personnel utilized for training/ maintenance from the DGCA, before commencing the training. The operator shall also evolve a maintenance programme to keep the facility operational. A log to this effect shall be maintained. If the device is unserviceable for a period of more than six months re-approval by DGCA shall be required.

13.2 Classrooms

The classroom should be such that each student is allowed reasonable working area. The overall size of the classroom shall be determined by multiplying the expected number of students by 1.5 square meters. All rooms should be well lit and ventilated, and kept at a comfortable working temperature. The minimum furniture needed is a suitable white board, and, for each student, a desk or table and chair. The classroom should have required training aids like a film projection medium (OHP) with a supply of motion pictures on all aspects of emergency escape and survival procedures. All the

emergency equipments carried on board for each type of aircraft. The maximum permissible class strength shall be 25.

13.3 Training Methods

Training may include the use of mock-up facilities, video presentations; computer based training and other types of training. A reasonable balance between the different training methods should be achieved.

13.4 Representative Training Devices

13.4.1 A representative training device may be used for the training of cabin crew as an alternative to the use of the actual aircraft or required equipment.

Only those items relevant to the training and testing intended to be given should accurately represent the aircraft in the following particulars:

- a. Layout of the cabin in relation to exits, galley areas and safety equipment stowage;
- b. Type and location of passenger and cabin crew seats;
- c. Where practicable, exits in all modes of operation (particularly in relation to method of operation, their mass and balance and operating forces) including failure of power assist systems where fitted; and
- d. Safety equipment of the type provided in the aircraft (such equipment may be 'training use only' items and, for oxygen and protective breathing equipment, units charged with or without oxygen may be used).

13.4.2 Door Trainer

The use of modern training and simulator systems such as Emergency Evacuation and Door Trainers provides an acceptable level of practical experience expected in actual occurrences. All operators may provide training to its crew on the door trainer for the type of aircraft instead of on an actual aircraft.

13.4.3 Aircraft Mockup

On a larger aircraft with seating capacity of 250 or more, operator may have an aircraft mockup for training purposes.

13.4.4 Fire and Smoke Training Facilities

Practical fire and smoke training must be conducted under the supervision of an instructor who has the knowledge, ability and experience to conduct such training. Such training shall be conducted in a confined area to simulate cabin fire and preferably smoke filled conditions, with the cabin crew donning the P.B.E and its restrictions in communication. In the absence of such a facility

with the operator, training may be carried out in other approved facilities of other operators.

The facility should be equipped with sufficient fire prevention aids and fire fighting equipments. Necessary approval shall be obtained from DGCA and appropriate local authority wherever required.

13.4.5 Water Survival Training Facilities

The training shall be conducted at a water body /pool; in a minimum depth of 6 feet.

14.0 Training Program – Instructors

The personnel appointed as instructors shall undergo following minimum training programme. The Nodal Officer shall assess the Instructors on their competency and proficiency prior to their approval as Instructors by the DGCA.

14.1 **SEP Instructor**

SEP Instructor shall be responsible to impart effective and efficient SEP training to cabin crew and cockpit crew. The SEP instructor shall conduct examination/assessment for cabin safety personnel as required in this CAR/approved training manual of the operator. In addition she/he will carry out surveillance as per the operator's safety program.

Table 14.1

S.No	Education	Experience	Qualification Process
1.	Bachelors degree in Engineering	N/A	1. Attend and successfully complete an Initial and Type training with 90 % marks in the written exam. 2. Successfully pass the aircraft and class room viva conducted by DGCA. 3. 01 years of understudy.
2.	Experienced Cabin Crew	02 year of experience as Check cabin crew/03 years of experience as Cabin Crew Incharge	1. Attend and successfully complete an Initial and Type Training with 90 % marks in the written exam 2. Successfully pass the aircraft viva conducted by DGCA. 3. 06 months of understudy.

Note: A personnel desiring to be SEP Instructor on aircraft of seating capacity up to 20 seats may undergo Instructor Training Program at the manufacturer training facility after approval from DGCA in lieu of above mentioned qualifying program.

On successful completion of Understudy period the instructor shall appear for DGCA Board Viva/Presentation before being granted approval as instructor. The board shall consists of a minimum of three members including the Cabin Crew Nodal Officer of the respective airline and other officers from the DGCA, headed by an officer of rank not lesser than Deputy Director.

14.1.1 The concept of understudy is to ensure that each and every instructor undergoes a fixed number of qualification hours thereby acquiring a standard proficiency in conducting classes for the cabin crew. The operator shall maintain records of activities of an instructor during the understudy period.

Understudy for Engineering Graduate (total 01 year):

Table 14.1.1(a)

S.No	Time Period	Action Required
1.	First 03 months	Fly on a regular basis with a valid SEP card in order to gain an in depth knowledge of cabin crew working.
2.	03 months to 06 months	Undergo a Train the Trainer programme and acquire relevant skills like – the art of presentation, course content development, development of various training modules. Assist the other instructors in module preparation, training plan, and question bank preparation.
3.	06 months to 12 months	Deliver classroom lectures on each training module to the satisfaction of Nodal officer for a batch under 100% supervision. The performance of the instructor and the batch shall be recorded. Once cleared by the DGCA/nodal officer he/she shall deliver an entire Initial Batch under periodic supervision. Such programmes shall be intimated to DGCA in advance to enable cabin safety inspectors to assess the performance.

Understudy for Cabin Crew (graduates/10+2; total 6 months):

Table 14.1.1(b)

S.No	Time Period	Action Required
1	06 months	Undergo a Train the Trainer programme and acquire relevant skills like – the art of presentation, course content development, development of various training modules. Assist the other instructors in module preparation, training plan, and question bank preparation. Deliver classroom lectures on each training module to the satisfaction of Nodal officer for a batch with 100% supervision. The performance of the instructor and the batch shall be recorded. Once cleared by the DGCA/nodal officer he/she shall deliver an entire Initial Batch under periodic

		supervision. Such programmes shall be intimated to DGCA in advance to enable cabin safety inspectors to assess the performance.
--	--	---

- Note: i) Modules shall be prepared of the Initial Training, Type/Conversion Training and Recurrent Training as a minimum requirement. Any subsequent modules may be prepared as required.
- ii) For any deviation from the above training program the operator should specify equivalent training program covering the above time period and including atleast 01 Initial batch with 100% supervision in their respective Training Manuals.

14.1.2 Unsatisfactory Performance

1. Initial Viva-Voce: Reappear after corrective training of atleast 15 days. An instructor performing unsatisfactory in the second VIVA shall undergo entire ab-initio course before he can be re-assessed.
2. DGCA Board Viva/Presentation: Reappear after corrective training of atleast 30 days. An instructor performing unsatisfactory in second attempt shall be required to repeat the qualifying program from Ab-initio course.

14.2 **Subsequent Approvals on Additional Aircraft Type**

- (i) For subsequent approvals on additional aircraft, a DGCA approved Instructor shall successfully complete Conversion Course with 90 % marks in written examination.
- (ii) Successfully pass the aircraft viva/Practical examination conducted by the DGCA.
- (iii) If the operator inducts a new aircraft type, the training obtained at the manufacturer facility/DGCA approved facility will be accepted.

14.3 **Instructor Re-approval**

For all such cases where an approved instructor seeks employment in another airline or other type of operators the training programme shall include

Table 14.3

S.NO	Aircraft Type	Course of action
1.	Same type	Transition Training followed by a classroom viva conducted by the nodal officer of the Airline. The final approval shall be given by the DGCA.
2.	Different type	Conversion Training followed by an aircraft viva conducted by the DGCA

14.4 **Cabin Crew CRM Instructors**

- 14.4.1 The operator should ensure that all personnel conducting relevant training are suitably qualified to integrate elements of CRM into all appropriate training programmes. A training and standardisation programme for CRM instructors should be established.

14.4.2 Cabin crew CRM instructors should:

- a. Have suitable experience of commercial air transport as a cabin crew member or approved SEP Instructor; and
- b. Have received instruction on Human Factors Performance Limitations; and
- c. Have completed an Introductory CRM Course and the Operator's CRM training; and
- d. Have received instructions in training skills in order to conduct CRM courses; and
- e. Be supervised by suitably qualified CRM instructors when conducting their first CRM training course.

14.4.3 An experienced non-cabin crew CRM instructor may continue to be a cabin crew CRM instructor, provided that the provisions of Para 14.4.2 b) to e) are satisfied and that a satisfactory knowledge has been demonstrated of the nature of the operation and the relevant specific aircraft types. In such circumstances, the operator should be satisfied that the instructor has a suitable knowledge of the cabin crew working environment.

14.4.4 Instructors integrating elements of CRM into conversion, recurrent training, or Cabin Crew Incharge Member training, should have acquired relevant knowledge of human factors and have completed appropriate CRM training.

14.5 **AVSEC Instructor**

The nominated approved instructor shall successfully complete the AVSEC Instructor Training Program and shall be approved by the Cabin Safety Directorate to impart aviation security training.

14.6 **DGR Training – Instructor**

As detailed in Section 11 Series C Part I.

14.7 **Annual Refresher**

All SEP and Cabin Crew CRM Instructors shall undergo Annual Refresher of 2 programmed days/12 hours followed by an examination with a passing score of 90%. The continuation of approval will depend upon the successful completion of the Refresher Course.

15.0 **SEP CARD**

To facilitate inspection by the Authorized Officers, all crews must carry their certificate of proficiency issued by the Operator whenever they are operating a flight (SEP card).

SEP Card shall be issued by the operator after successful completion of initial training by the individual and updated from time to time as per the training undergone. It is the responsibility of the individual crew and the operator to

ensure that all the entries are correct and valid. To be carried by the individual crew at all times whilst on duty. The SEP Card shall be prepared as per the guidance given in Appendix "C" to this CAR.

Sd/-
(A.K. Chopra)
Joint Director General of Civil Aviation

CABIN CREW COURSE STRUCTURE

A-1.0 Initial Training

A-1.1 An operator shall ensure that each cabin crew member successfully completes initial training, in accordance with the Table A-1.0 given below, and the assessment prescribed in this CAR, Para 9.0 before undertaking type/conversion training.

An operator shall ensure that all elements of initial training are conducted by suitably qualified persons and should include:

Table A-1.0

S.No.	Topics
1	<p>Duties and responsibilities An operator shall ensure that each cabin crew member receives training on:</p> <ul style="list-style-type: none"> (a) The importance of cabin crew performing their duties in accordance with the Training Manual/Operation Manual; (b) Continuing competence and fitness to operate as a cabin crew member with special regard to flight and duty time limitations and rest requirements; (c) An awareness of the aviation regulations relating to cabin crew and the role of the Authority; (d) General knowledge of relevant aviation terminology, theory of flight, Phases of flight, Sterile flight deck, passenger distribution, meteorology and areas of operation; (e) Pre-flight briefing of the cabin crew and the provision of necessary safety information with regard to their specific duties; (f) The importance of ensuring that relevant documents and manuals are kept up-to date with amendments provided by the operator; (g) The importance of identifying when cabin crew members have the authority and responsibility to initiate an evacuation and other emergency procedures; and (h) The importance of safety duties and responsibilities and the need to respond promptly and effectively to emergency situations covering silent review to be done by Cabin Crew during take-off and landing.
2	<p>Communication An operator shall ensure that, during training, emphasis is placed on the importance of effective communication between cabin crew and flight crew including technique, common language and terminology.</p>
3	<p>Passenger handling An operator shall ensure that training for passenger handling includes the following:</p> <ul style="list-style-type: none"> (a) Advice on the recognition and management of passengers

	<p>who are, or become, intoxicated with alcohol or are under the influence of drugs or are aggressive;</p> <p>(b) Methods used to motivate passengers and the crowd control necessary to expedite an aircraft evacuation;</p> <p>(c) Regulations covering the safe stowage of cabin baggage (including cabin service items) and the risk of it becoming a hazard to occupants of the cabin or otherwise obstructing or damaging safety equipment or aircraft exits;</p> <p>(d) The importance of correct seat allocation with reference to aircraft mass and balance. Particular emphasis shall also be given on the seating of disabled passengers, and the necessity of seating able-bodied passengers adjacent to unsupervised exits;</p> <p>(e) Duties to be undertaken in the event of encountering turbulence including securing the cabin;</p> <p>(f) Conditions and Precautions to be taken when live animals are carried in the cabin, Aircraft Rule 24C and Carriage of Blind passengers travelling with see-eye dog.</p>
<p>4</p>	<p>Medical aspects and First Aid</p> <p>An operator shall ensure that medical and first aid training includes the following subjects:</p> <p>(a) Physiology of flight including oxygen requirements and hypoxia;</p> <p>(b) Medical emergencies in aviation including:</p> <ul style="list-style-type: none"> (i) Asthma; (ii) Choking; (iii) Heart attacks; (iv) Stress reactions and allergic reactions; (v) Shock; (vi) Stroke; (vii) Epilepsy; (viii) Diabetes; (ix) Air sickness; (x) Hyperventilation; (xi) Gastro-intestinal disturbances; and (xii) Emergency childbirth; <p>(c) Practical cardio - pulmonary resuscitation by each cabin crew member having regard to the aircraft environment and using a specifically designed dummy;</p> <p>(d) Basic first aid and survival training including care of:</p> <ul style="list-style-type: none"> (i) The unconscious; (ii) Burns; (iii) Wounds; and (iv) Fractures and soft tissue injuries; <p>(e) Travel health and hygiene including:</p> <ul style="list-style-type: none"> (i) The risk of contact with infectious diseases especially when operating into tropical and sub-tropical areas. Reporting of infectious diseases protection from infection and avoidance of water-borne and food-borne illness. Training shall include the means to reduce such risks; (ii) Hygiene on board;

	<ul style="list-style-type: none"> (iii) Death on board; (iv) Handling of clinical waste; and (v) Alertness management, physiological effects of fatigue, sleep physiology, circadian rhythm and time zone changes; (f) The use of appropriate aircraft equipment including first aid kits, emergency medical kits, first aid oxygen and emergency medical equipment.
5	Security procedures, AVSEC Training including the provisions of ICAO/BCAS.
6	Dangerous Goods training as prescribed in Section 11 Series C Part I.
7	<p>Fire and Smoke <u>Procedural Training</u></p> <p>An operator shall ensure that fire and smoke training includes:</p> <ul style="list-style-type: none"> (a) Emphasis on the responsibility of cabin crew to deal promptly with emergencies involving fire and smoke and, in particular, emphasis on the importance of identifying the actual source of the fire; (b) The importance of informing the flight crew immediately, as well as the specific actions necessary for co-ordination and assistance, when fire or smoke is discovered; (c) The necessity for frequent checking of potential fire-risk areas including toilets, and the associated smoke detectors; and (d) The classification of fires and the appropriate type of extinguishing agents and procedures for particular fire situations, the techniques of application of extinguishing agents, the consequences of misapplication, and of use in a confined space.
8	<p>Water Survival Training</p> <p>An operator shall ensure that water survival training includes the actual donning and use of personal flotation equipment in water by each cabin crew member. Before first operating on an aircraft fitted with life-rafts or other similar equipment, training must be given on the use of this equipment, as well as actual practice in water.</p>
9	<p>Survival Training</p> <p>An operator shall ensure that survival training is appropriate to the areas of operation, (e.g. polar, desert, jungle or sea).</p>
10	<p>Crew Resource Management</p> <p>An operator shall ensure that CRM training satisfies the following:</p> <ul style="list-style-type: none"> (a) Introductory CRM Course: <ul style="list-style-type: none"> (i) An operator shall ensure that a cabin crew member has completed an Introductory CRM Course before being first assigned to operate as a cabin crew member. Cabin crew who are already operating as cabin crew members in commercial air transportation and who have not previously completed an introductory course, shall complete an Introductory CRM Course. (ii) The training elements in this CAR, Table 8.0 Column (a) shall be covered to the level required in Column (b), Introductory CRM Course.

A-2.0 Type/Conversion, Subsequent Conversion and Differences Training

Table A-2.0

S.NO.	TOPIC
1	<p>General An operator shall ensure that:</p> <p>(a) During Type/conversion and differences training, training is given on the location, removal and use of all safety and survival equipment carried on the aircraft, aircraft systems as well as all normal and emergency procedures related to the aircraft type, variant and configuration to be operated.</p>
2	<p>Fire and Smoke <u>Practical Training</u> An operator shall ensure that:</p> <p>(a) Each cabin crew member is given realistic and practical training in the use of all firefighting equipment including protective clothing representative of that carried in the aircraft. This training must include:</p> <p>(i) Each cabin crew member extinguishing a fire characteristic of an aircraft interior fire except that, in the case of Halon extinguishers, an alternative extinguishing agent may be used; and</p> <p>(ii) The donning and use of protective breathing equipment by each cabin crew member in an enclosed, preferably simulated smoke-filled environment.</p>
3	<p>Operation of Doors and Exits An operator shall ensure that:</p> <p>(a) Each cabin crew member operates and actually opens each type or variant of normal and emergency exits in the normal and emergency modes, including failure of power assist systems where fitted. This is to include the action and forces required to operate and deploy evacuation slides. This training shall be conducted in an aircraft or representative training device; and</p> <p>(b) The operation of all other exits, such as flight deck windows is demonstrated.</p>
4	<p>Evacuation Slide Training An operator shall ensure that:</p> <p>(a) Each cabin crew member descends an evacuation slide from a height representative of the aircraft main deck sill height;</p> <p>(b) The slide is fitted to an aircraft or a representative training device.</p>
5	<p>Evacuation Procedures and Other Emergency Situations An operator shall ensure that:</p> <p>(a) Emergency evacuation training includes the recognition of planned or unplanned evacuations on land or water. This training must include recognition of when exits are unusable or when evacuation equipment is unserviceable; and</p> <p>(b) Each cabin crew member is trained to deal with the following:</p> <p>(i) An in-flight fire, with particular emphasis on identifying</p>

	<p>the actual source of the fire; (ii) Severe air turbulence; (iii) Sudden decompression, including the donning of portable oxygen equipment by each cabin crew member; and (iv) Other in-flight emergencies including Bomb Threat and Hi-Jack.</p>
6	<p>Crowd Control An operator shall ensure that training is provided on the practical aspects of crowd control in various emergency situations, as applicable to the aircraft type. This training should include:</p> <ul style="list-style-type: none"> (a) Communications between flight crew and cabin crew and use of all communications equipment, including the difficulties of co-ordination in a smoke-filled environment; (b) Verbal commands; (c) The physical contact that may be needed to encourage people out of an exit and onto a slide; (d) The re-direction of passengers away from unusable exits; (e) The marshalling of passengers away from the aircraft; (f) The evacuation of disabled passengers; and (g) Authority and leadership.
7	<p>Crew incapacitation <u>Pilot Incapacitation:</u> an operator shall ensure that each cabin crew member is trained in the procedure for flight crew member incapacitation and shall operate the seat and harness mechanisms. Training in the use of flight crew members' oxygen system and use of the flight crew members' check lists, where required by the operator's SOP's, shall be conducted by a practical demonstration. <u>Cabin Crew Incapacitation:</u> an operator shall ensure that each cabin crew member is trained in the procedure for cabin crew member incapacitation during normal and emergency procedures.</p>
8	<p>Safety Equipment An operator shall ensure that each cabin crew member is given realistic training on, and demonstration of, the location and use of safety equipment including the following:</p> <ul style="list-style-type: none"> (a) Slides, and where non self-supporting slides are carried, the use of any associated ropes; (b) Life-rafts and slide-rafts, including the equipment attached to, and/or carried in, the raft; (c) Lifejackets, infant lifejackets and flotation cushions; (d) Dropdown oxygen system; (e) First-aid oxygen; (f) Fire extinguishers; (g) Fire axe or crow-bar; (h) Emergency lights including torches; (i) Communications equipment, including megaphones; (j) Survival packs, including their contents; (k) Pyrotechnics (Actual or representative devices); (l) First-aid kits, emergency medical kits, their contents and emergency medical equipment; and

(m) Other cabin safety equipment or systems where applicable.	
9	<p>Passenger Briefing/Safety Demonstrations An operator shall ensure that training is given in the preparation of passengers for normal and emergency situations.</p> <p style="margin-left: 40px;">(a) In an emergency during flight, passengers are instructed in such emergency action as may be appropriate to the circumstances.</p> <p style="margin-left: 40px;">(b) Overwing passengers briefing prior to take-off.</p> <p style="margin-left: 40px;">(c) Selection and briefing of Able bodied passengers.</p>
10	<p>Crew Resource Management An operator shall ensure that:</p> <p style="margin-left: 40px;">(a) Each cabin crew member before being first assigned to duties completes the Operator's CRM training as per Table 8.0 of this CAR.</p>

A-3.0 Familiarisation

A-3.1 New entrant cabin crew:

Each new entrant cabin crew member having no previous comparable operating experience should:

- a. Participate in a visit to the aircraft to be operated; and
- b. Participate in familiarisation flights of 4 sectors as described in paragraph A-3.3 below.
- c. For aircrafts with seating capacity up to 20 seats, a minimum of 01 familiarisation flight shall be carried out as described in paragraph A-3.3 below.

A-3.2 Cabin Crew Operating on a Subsequent Aircraft Type:

A cabin crew member assigned to operate on a subsequent aircraft type with the same operator should participate in a familiarisation flight as described in paragraph A-3.3.

A-3.3 Familiarisation Flights

1. During familiarisation flights, the cabin crew member should be additional to the minimum number of cabin crew.
2. Familiarisation flights should be conducted under the supervision of the Cabin Crew Incharge.
3. Familiarisation flights should be structured and involve the cabin crew member in the participation of safety related pre-flight, in-flight and post-flight duties.
4. Familiarisation flights should form part of the training record for each cabin crew member.

A-4.0 Recurrent Training

A-4.1 An operator shall ensure that each cabin crew member undergoes recurrent training, covering the actions assigned to each crew member in normal and emergency procedures and drills relevant to the type(s) and/or variant(s) of aircraft on which they operate in accordance with Table A-4.0 below.

A-4.2 An operator shall ensure that the recurrent training includes theoretical and practical instructions, and assessment on the theoretical and practical aspect.

The programme of training shall include the following:

Table A-4.0

S.No.	Topic
1	Emergency procedures including pilot incapacitation;
2	Evacuation procedures including crowd control techniques;
3	Touch-drills by each cabin crew member for opening normal and emergency exits for passenger evacuation;
4	The location and handling of emergency equipment, including oxygen systems, and the donning by each cabin crew member of lifejackets, portable oxygen and protective breathing equipment (PBE);
5	Medical aspects and first aid, first aid kits, emergency medical kits, their contents and emergency medical equipment;
6	Stowage of articles in the cabin;
7	Security procedures (as applicable);
8	Incident and accident review;
9	Appropriate Civil Aviation Requirements; including FDTL, FTL & rest requirements;
10	Latest circulars/instructions issued by DGCA, operator and the manufacturer; and
11	Crew Resource Management. An operator shall ensure that CRM training satisfies the following: <ul style="list-style-type: none"> (i) The training elements in CAR Table 8.0, Column (a) shall be covered to the level required by Column (d), Annual Recurrent CRM Training. (ii) The definition and implementation of this syllabus shall be managed by a cabin crew CRM instructor. (iii) When CRM training is provided by stand-alone modules, it shall be conducted by at least one cabin crew CRM instructor.

A-4.3 Drills

Table A-4.3

Emergency drill requirements to be accomplished during Initial; Type/Conversion Training and recurrent training at intervals not exceeding 3 years. In practical training each cabin crew member must:	
1	Each cabin crew member operating and actually opening each type or variant of normal and emergency exit in the normal and emergency modes, including failure of power assist systems where fitted. This is to include the action and forces required to operate and deploy evacuation slides. Each cabin crew member descends an evacuation slide from a height representative of the aircraft main deck sill height. This training shall be conducted in an aircraft or representative training device; (Refer Para A-7.3 and A-7.7)
2	Demonstration of the operation of all other exits including flight deck windows;
3	Each cabin crew member being given realistic and practical training in the use of all fire-fighting equipment, including protective clothing, representative of that carried in the aircraft. This training must include: <ul style="list-style-type: none"> (i) Each cabin crew member extinguishing a fire characteristic of an aircraft interior fire except that, in the case of Halon extinguishers, an alternative extinguishing agent may be used; and (ii) The donning and use of protective breathing equipment by each cabin crew member in an enclosed, preferably simulated smoke-filled environment (Refer Para A-7.8) ;
4	Demonstration and use of the life-raft, or slide-raft, where fitted. Actual donning and use of personal flotation equipment in water by each cabin crew member (Refer Para A-7.5 and A-7.6) ; and
5	Observe the following drills: <ul style="list-style-type: none"> (a) Removal from the aircraft (or training device) and inflation of each type of life raft, if applicable; (b) Transfer of each type of slide/raft pack from one door to another; (c) Deployment, inflation and detachment from the aircraft (or training device) of each type of slide/ raft pack.

Note: For aircrafts with seating capacity up to 20 seats emergency drills may be conducted at DGCA approved facility and the arrangement for conducting such training at the approved facility shall be documented in the Training Manual.

A-5.0 Refresher Training

A-5.1 An operator shall ensure that each cabin crew member who has been absent from all flying duties from 3 months up to 6 months and still remains within the period of validity of the previous Initial/Type/Recurrent Training completes refresher training specified in the Training Manual as prescribed in Table A-5.0 below.

A-5.2 An operator shall ensure that when a cabin crew member has not been absent from all flying duties, but has not, during the preceding 6 months, undertaken duties on a type of aircraft as a cabin crew member, before undertaking such duties on that type, the cabin crew member either:

- (1) Completes refresher training on the type; or
- (2) Operates four re-familiarisation sectors.

Refresher training shall include at least the following:

Table A-5.0

S.No.	Topic
1	Emergency procedures including pilot incapacitation;
2	Evacuation procedures including crowd control techniques;
3	Review of the procedure and demonstration using audio-visual aids of the operation and actual opening of each type or variant of normal and emergency exit in the normal and emergency modes, including failure of power assist systems where fitted. This is to include the action and forces required to operate and deploy evacuation slides;
4	The location and handling of emergency equipment, including oxygen systems, and the donning of lifejackets, portable oxygen and protective breathing equipment.
5	Latest circulars/instructions issued by DGCA, operator and the manufacturer.

A-6.0 Transition Training

Duration: 5 programmed days/30 hours

Table A-6.0

S.No.	Topic
1	Emergency procedures including pilot incapacitation;
2	Evacuation procedures including crowd control techniques;
3	The operation and actual opening of each type or variant of normal and emergency exit in the normal and emergency modes, including failure of power assist systems where fitted. This is to include the action and forces required to operate and deploy evacuation slides. This training shall be conducted in an aircraft or representative training device.
4	The location and handling of emergency equipment, including oxygen systems, and the donning of lifejackets, portable oxygen and protective breathing equipment.
5	Operators Policies and procedures.
6	Crew Resource Management: (a) Completes the Operator's CRM training in accordance with Table 8.0 of this CAR.

A-7.0 Practical Training

Below mentioned are the minimum criteria for equipment and performance of the practical training and are intended to provide the trainee with the **skills** necessary to perform their responsibilities and duties.

A-7.1 Public Address System and Interphone System Drills

A-7.1.1 General

- i. Relaying information to fellow crew members and to passengers is an important safety component of the crew member's duties.
- ii. 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.

A-7.1.2 Equipment Criteria

At least one public address system and one interphone system of a type installed in the air operator's aircraft shall be used for the drills.

A-7.1.3 Performance Criteria

Each trainee shall demonstrate communications techniques on a public address system and an interphone system and perform the following:

- i. Remove the PA microphone/handset from its stowage;
- ii. Activate the PA system and (if applicable) verify that it is activated;
- iii. Deliver at least one published safety or emergency announcement;
- iv. De-activate/reset the system after use;
- v. Re-stow the handset/microphone after use;
- vi. Remove the interphone handset from its stowage;
- vii. Activate, select station;
- viii. Communicate with receiving station;
- ix. De-activate/reset the system after use; and
- x. Re-stow the handset/microphone after use.

A-7.2 Passenger Briefing Drills

A-7.2.1 Equipment Criteria

Demonstration equipment should be typical to all of the equipment used on the aircraft in the operator's fleet.

A-7.2.2 Performance Criteria

- i. Each trainee shall perform each of the following:
- ii. Pre-flight safety briefing to a special attention passenger (e.g. blind, person with a disability, unaccompanied minor);

- iii. Individual briefing to an ABP (e.g. exit operation, crowd control, assisting a special attention passenger, assistance on the ground, raft removal and launching); and
- iv. Perform a full passenger pre-flight safety demonstration (e.g. signs, seat belts, exits, oxygen, life jacket, floor level lighting, safety features card, etc.).

A-7.3 Aircraft Exit Operation Drills – Each Aircraft Type

A-7.3.1 Equipment Criteria

Each drill shall be performed using the appropriate aircraft or approved training device. Individual aircraft exits may be substituted by the approved equivalent as authorized in the training program.

A-7.3.2 Normal Door Operation Performance Criteria

Each trainee shall operate each floor level exit type, for each aircraft type, in the normal mode and perform the following:

- i. Identify the signal and the conditions under which that exit may be opened/closed;
- ii. 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);
- iii. Identify the signal for arming and disarming the exit;
- iv. Perform the arming and disarming sequence for the exit;
- v. Verify the exit mode as armed and disarmed by completing appropriate checks (e.g. visual checks, physical checks, cross-checks, response to interphone call);
- vi. Open and close the exit (in the normal [disarmed] mode);
- vii. Engage and release exit locking mechanisms and verify functioning of locking mechanisms (e.g. gust lock);
- viii. Install and remove the barrier strap for that exit; and
- ix. Perform the opening/closing follow-up checks for that exit (e.g. alignment for markings, closed/locked indicators, etc.).

A-7.3.3 Emergency Door Operation Performance Criteria

Each trainee shall operate each floor level exit type, for each aircraft type, in the emergency mode and perform the following:

- i. Recognize the signal for or the conditions under which the exit is to be opened in the emergency mode;
- ii. Verify the exit is in the correct mode;
- iii. Assess conditions outside the exit to determine exit usability (e.g. clear of obstruction, fire, and aircraft attitude);
- iv. Position escape device (if applicable);
- v. Open the exit in the armed mode and secure the exit in the fully open position;
- vi. Pull the manual inflation handle(s) and verify deployment, inflation (e.g. ramp, slide);
- vii. Assume and maintain appropriate protective body and hand positions; and
- viii. Access release handle(s) (e.g. slide disconnect).

A-7.3.4 Cabin Window Exit Performance Criteria

Each trainee shall operate each cabin window or hatch exit type, for each aircraft type and perform the following:

- i. Recognize the signal for or the conditions under which the exit is to be opened;
- ii. Assess conditions outside the exit to determine exit usability (e.g. clear of obstruction, fire, and aircraft attitude);
- iii. Open and correctly stow the exit (if applicable);
- iv. Verbally describe correct exit placement following removal, if the training procedures differ from the operational procedures, pull the manual inflation handle(s) and verify deployment, inflation (e.g. ramp, slide);
- v. Pull the manual inflation handle(s) and verify deployment, inflation (e.g. ramp, slide);
- vi. Assume and maintain appropriate protective body and hand positions;
- vii. Access escape tapes or escape ropes; and
- viii. Access release handle(s) (e.g. slide disconnect, tail cone jettison, etc.).

A-7.4 **Evacuation Drills**

A-7.4.1 General

- i. Evacuations are emergency situations which crew members must effectively manage using their knowledge of procedures and the resources available to them. Skills are developed through practice.
- ii. It is recognized that for aircraft with more than one crew member, an evacuation will likely involve multiple exits and crew members. Therefore, where a drill is performed on an aircraft with more than one crew member, the drill scenario shall involve crew members depending upon the minimum crew requirement and as specified by the operator.
- iii. Each trainee shall assume an actual crew position and shall perform the designated evacuation responsibilities for that position. Where a double cabin crew seat is available and would normally be occupied by two crew members the drill shall be conducted to reflect this reality.
- iv. A trainee who is to qualify on aircraft operating with more than one crew member shall perform at least one drill with additional trainees when conducting aircraft type training.
- v. **Demonstration should be completed by an instructor or by video demonstration prior to trainee conduct of evacuation drills.** This will allow the trainees to see theory put to practice.

A-7.4.2 Simulation Scenarios

- i. An evacuation drill is training and evaluation scenario, which must portray an operational flight and include abnormal and emergency occurrences and interactions amongst cabin crew members, flight crew members and passengers.
- ii. A drill scenario must not incorporate excessive variables that would overload a trainee, but not be 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 to the following:

- a. Unserviceable exits;
- b. Inflation devices that fail or only partially inflate;
- c. Aircraft attitude which necessitates a decision to use the exit or redirect passengers;
- d. Poor visibility (e.g. darkness, smoke);
- e. Incapacitated crew members;
- f. Exits which become unusable during the evacuation;
- g. Passengers with a special need (e.g. elderly, person with a disability, etc.);
- h. Passengers in panic (e.g. positive, negative, false leadership);
- i. Failure of aircraft emergency systems (e.g. lighting, evacuation signal, communication, etc.);
- j. Decompression; and
- k. Exits which require the use of non-standard "commands" (e.g. ramp with slide, etc.).

A-7.4.3 Unprepared Land & Inadvertent Water Contact Evacuation Drill Performance Criteria

Each trainee shall perform at least one land and one inadvertent water contact evacuation drill that incorporates the procedures pertinent to a specific exit and perform the following:

- i. Secure themselves in a cabin crew seat;
- ii. Recognize that an emergency situation is developing and react appropriately to the drill scenario;
- iii. Apply all applicable commands;
- iv. Recognize when and how to initiate the evacuation (e.g. commands, evacuation horn, etc.);
- v. Activate emergency lights, evacuation horn;
- vi. Assess conditions inside and outside the exit to determine exit usability throughout the evacuation;
- vii. Locate and don life jacket and command passengers as appropriate;
- viii. Prepare and open exit;
- ix. Secure exit in fully open position or ensure correct stowage;
- x. Pull inflation handle(s) and ensure deployment, inflation of ramp, slide;
- xi. Access escape tapes or escape ropes;
- xii. Access release handle(s) (e.g. slide disconnect, etc.);
- xiii. Assume appropriate protective position;
- xiv. Initiate passenger evacuation;
- xv. Final cabin, lavatory and flight deck checks and remove required emergency equipment;
- xvi. Exit aircraft/trainer correctly; and
- xvii. Demonstrate post evacuation procedures.

A-7.4.4 Crew Prepared Land & Ditching Evacuation Drill Performance Criteria

Each trainee shall participate as a crew member in at least one prepared Land evacuation drill and at least one Ditching drill and perform the following:

- i. Recognize the in-flight emergency signal from the flight deck and react according to procedures;
- ii. Prepare passengers, cabin and self according to procedures and scenario;
- iii. Select and brief able-bodied passengers to assist as required (e.g. opening un-assisted exits, removal, launching rafts, crowd control, buddy-up with special needs passengers, assisting outside aircraft and directing people away from the aircraft or onto rafts);
- iv. Recognize the emergency brace and evacuation signals and react accordingly;
- v. Prepare and operate exits;
- vi. Evacuate passengers;
- vii. Final cabin, lavatory and flight deck checks, remove required emergency equipment, and evacuate aircraft/trainer; and
- viii. Demonstrate post evacuation procedures.

A-7.5 Raft Drill

A.7.5.1 Equipment Criteria

The raft drill shall be conducted using life saving equipment that is identical to that installed in the aircraft with respect to weight, dimensions, appearance, features and operation. Rafts may be substituted where they are much the same with respect to weight, dimensions, appearance, features and operations and differences training have been provided.

A-7.5.2 Performance Criteria

Each trainee shall perform the following:

- i. Access the raft compartment, experience the difficulty associated with moving the weight of a packaged 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 raft release mechanism while verbally describing the procedure to release the life raft from the aircraft; and
- vi. Examine the life raft survival kit and review the operation of all components.

Each trainee shall participate in the following:

- i. Launching, inflating and disconnecting raft(s) either actual or by video;
- ii. Righting overturned rafts (if applicable), either actual or by video;
- iii. Effective raft management (e.g. distribution of passengers, deploying sea anchor, etc);
- iv. Erecting the raft canopy;
- v. Raft maintenance (e.g. leak stoppers/clamps, topping up buoyancy chambers, etc.);
- vi. Distribution of duties to passengers; and

- vii. Discuss the hazards associated with moving a packaged life raft through the cabin to an exit (e.g. inadvertent inflation, passenger movement and panic).

A-7.6 Life Jacket Drill

A-7.6.1 Equipment Criteria

Life Jackets used for this drill shall be identical to each model carried on the air operator's fleet.

A-7.6.2 Performance Criteria

- i. Each crew member shall perform the following:
 - a. Observe removal of life jacket from the stowage;
 - b. Don lifejacket;
 - c. Locate and review operation of inflation toggles;
 - d. Practice deflation technique;
 - e. Locate and review light activation; and
 - f. Locate whistle.
- ii. Observe the fitting of a life jacket for a child.
- iii. Review any design and/or operational differences for all other models of life jackets carried in the air operator's fleet.

A-7.7 Aircraft Slide Drill

A-7.7.1 Equipment Criteria

The evacuation slide shall be of a type installed in the aircraft.

A-7.7.2 Performance Criteria

Each trainee shall perform an aircraft inflatable slide drill according to the following:

- i. Locate and touch the manual inflation handle and the disconnect handle from a position at the door sill area; and
- ii. Slide down an inflatable slide from one of the categories for a particular aircraft, and for each other inflatable category view an approved video which depicts: the slide, slide/raft, ramp/slide activation and inflation both internally and externally; the video sequence shall also include: inflation sound, disconnect, and "alternate use" (apron) procedures.

A-7.8 Live Fire Fighting Drill

Each trainee shall demonstrate the effectiveness of a fire extinguisher correctly applied to an actual fire while wearing a Protective Breathing Equipment.

A-7.8.1 Fire Fighting – Cabin – Performance Criteria

Each trainee shall demonstrate the ability to carry out fire fighting procedures in a cabin environment as a primary fire fighter and perform the following:

- i. Recognize that there is a potential fire situation (e.g. smoke detector signal or unusual fumes, odours);
- ii. Locate the source of fire;
- iii. Apply communication/co-ordination procedures;
- iv. Select and remove the nearest appropriate fire extinguisher and (if applicable) other fire fighting equipment;
- v. Inform, assist and control passengers;
- vi. Operate the extinguisher; and
- vii. Monitor for re-ignition, and apply post-fire follow-up procedures.

A-7.9 **Oxygen Equipment Drill**

A-7.9.1 Equipment Criteria

- i. Drill shall be performed as per Para A-7.9.2 with equipment identical to that installed in the aircraft with respect to dimensions, appearance, features, controls, charge duration, operation and brackets used for restraint.
- ii. Where types differ, the drill shall be repeated with the appropriate equipment.

A-7.9.2 Portable Oxygen Bottle Performance Criteria

Each trainee shall use each portable oxygen bottle type according to the air operator's procedures and perform the following:

- i. Remove bottle from the bracket, stowage;
- ii. Retrieve oxygen mask and hose;
- iii. Attach it to the high and low outlets;
- iv. Use the carrying strap;
- v. Prepare the "passenger" for receiving oxygen;
- vi. Demonstrate :- Turning on the oxygen, positioning and securing the mask to the passenger's face;
- vii. Secure the oxygen bottle and position it to monitor the supply; and
- viii. Recognize when oxygen is no longer required and apply procedures for shutting off the supply and re-stowing the oxygen mask and bottle.

A-7.10 **Pilot Incapacitation Drill**

A-7.10.1 Procedures

For each aircraft where the operation of the pilot seats is significantly different, each crew member shall:

- i. Pull the pilot away from the flight controls and correctly fastens and locks the restraint system;
- ii. Position the pilot seat using the controls (e.g., horizontal, vertical, recline); and
- iii. Apply crew coordination and crew communication procedures to assist the remaining flight deck crew.

Appendix – B

CABIN CREW SEP MANUAL

The use of this material has been authorized; DGCA shall not be responsible for the manner in which the information is presented, nor for any interpretations thereof.

The information in this publication is to be considered solely as a guide and should not be quoted as or considered to be a legal authority. It may become obsolete in whole or in part at any time without notice.

INTRODUCTION

This manual outlines the minimum requirements for compliance with the regulations respecting the use of aircraft in airline operations, and contains:

PROGRAM CONTENT – Specifies the scope and specific information associated with each of the subjects.

When developing training programs for regulatory approval, the air operator shall incorporate the components from this template, which are applicable to their operation (e.g. aircraft type, model, series operated; applicable regulatory requirements/standards; safety and emergency equipment carried etc.).

PROGRAM OVERVIEW

- INITIAL TRAINING – The contents of Parts One to Six reflect minimum criteria and are intended to ensure that each trainee is provided with the **knowledge** necessary to fulfil the responsibilities and duties assigned in the interest of safety. This will primarily be accomplished through instruction.
- RECURRENT TRAINING – Designed to focus more upon the verification of the crew member's knowledge and skills than upon instruction and must be developed with three objectives:
 - i. Verification of knowledge;
 - ii. Instruction relating to new safety/emergency equipment and procedures, and air operator accident/incident review;
 - iii. Verification of skills.

TABLE OF CONTENTS

RECORD OF REVISIONS.....

LIST OF EFFECTIVE PAGES.....

PART ONE – AVIATION INDOCTRINATION.....

1.1 REGULATORY OVERVIEW.....

1.1.1 REGULATORY OVERVIEW.....

1.1.2 AVIATION REGULATIONS.....

1.2 AVIATION TERMINOLOGY.....

1.2.1 TERMINOLOGY.....

1.2.2 TERMS OF REFERENCE.....

1.3 THEORY OF FLIGHT.....

1.3.1 GENERAL AIRCRAFT DESCRIPTION.....

1.3.2 AERODYNAMICS OF FLIGHT.....

1.3.3 METEOROLOGY.....

1.4 PHYSIOLOGY OF FLIGHT.....

1.4.1 GENERAL.....

1.4.2 EFFECTS OF ALTITUDE.....

PART TWO – ROLES AND RESPONSIBILITIES.....

2.1 AIR OPERATOR.....

2.1.1 OPERATING REQUIREMENTS.....

2.1.2 OPERATIONS MANUAL/CABIN CREW MANUAL.....

2.2 CREW MEMBERS.....

2.2.1 GENERAL.....

2.3 DGCA – INSPECTORS.....

2.3.1 GENERAL.....

PART THREE – SAFETY PROCEDURES.....

3.1 CREW COORDINATION.....

3.1.1 GENERAL.....

3.1.2 CREW COORDINATION.....

3.2 COMMUNICATION.....

3.2.1 GENERAL.....

3.2.2 COMMUNICATION.....

3.2.3 PASSENGER ANNOUNCEMENTS.....

3.3 BRIEFINGS.....

3.3.1 CREW BRIEFINGS.....

3.3.2 PASSENGER BRIEFINGS.....

3.4 SAFETY CHECKS.....

3.4.1 GENERAL.....

3.5 PASSENGER HANDLING.....

3.5.1 GENERAL.....

3.5.2 PASSENGER BOARDING.....

3.6 PASSENGER AND CREW MEMBER SEATS AND RESTRAINTS....

3.6.1 PASSENGER SEATING.....	
3.6.2 CREW SEATING.....	
3.7 CARRY-ON BAGGAGE.....	
3.7.1 PASSENGER CARRY-ON BAGGAGE.....	
3.7.2 CREW CARRY-ON BAGGAGE.....	
3.8 ELECTRONIC DEVICES.....	
3.8.1 GENERAL.....	
3.9 SERVICE TO PASSENGERS ON THE GROUND.....	
3.9.1 GENERAL.....	
3.9.2 CREW RESPONSIBILITIES.....	
3.10 FUELLING WITH PASSENGER ONBOARD/BOARDING.....	
3.10.1 GENERAL.....	
3.10.2 CREW RESPONSIBILITIES.....	
3.11 PRE-TAKE-OFF AND PRE-LANDING.....	
3.11.1 CABIN PREPARATION.....	
3.11.2 CREW RESPONSIBILITIES.....	
3.11.3 ABNORMAL SITUATIONS.....	
3.12 APRON SAFETY.....	
3.12.1 HAZARD ON APRONS.....	
3.12.2 CREW RESPONSIBILITIES.....	
3.13 TURBULENCE.....	
3.13.1 GENERAL.....	
3.13.2 CREW RESPONSIBILITIES.....	
3.14 CREW MEMBER INCAPACITATION.....	
3.14.1 GENERAL.....	
3.14.2 PILOT INCAPACITATION.....	
3.14.3 CABIN CREW INCAPACITATION.....	
3.15 FLIGHT DECK PROTOCOL.....	
3.15.1 GENERAL.....	
3.16 FUEL DUMPING.....	
3.16.1 GENERAL.....	
3.17 POST-FLIGHT DUTIES.....	
3.17.1 DOCUMENTATION.....	
3.17.2 COMMUNICATION.....	
3.18 OXYGEN ADMINISTRATION.....	
3.18.1 GENERAL.....	
3.18.2 PROCEDURES.....	
PART FOUR – EMERGENCY PROCEDURES.....	
4.1 FIRE FIGHTING.....	
4.1.1 GENERAL.....	
4.1.2 CREW RESPONSIBILITIES.....	
4.1.3 PROCEDURES – CABIN.....	
4.1.4 PROCEDURES – EXTERNAL.....	
4.2 SMOKE/FUMES IN THE CABIN.....	
4.2.1 GENERAL.....	
4.2.2 CREW RESPONSIBILITIES.....	
4.3 RAPID DECOMPRESSION AND CABIN PRESSURIZATION PROBLEMS.....	
4.3.1 GENERAL.....	

4.3.2 CREW RESPONSIBILITIES.....

4.4 EVACUATIONS.....

4.4.1 GENERAL.....

4.4.2 CREW MEMBER RESPONSIBILITIES.....

4.4.3 EXTERNAL FACTORS.....

4.4.4 COMMUNICATION.....

4.4.5 BRACE POSITION.....

4.4.6 EXIT PROCEDURES.....

4.4.7 EVACUATION RESPONSIBILITIES.....

4.4.8 PREPARATION FOR EVACUATION.....

4.4.9 EVACUATION PROCEDURES.....

4.4.10 RAPID DEPLANEMENT.....

4.4.11 POST-EVACUATION.....

4.4.12 ACCIDENT/INCIDENT REVIEW.....

PART FIVE – EMERGENCY EQUIPMENT.....

5.1 EQUIPMENT OVERVIEW.....

5.1.1 GENERAL.....

PART SIX – AIRCRAFT SPECIFIC.....

6.1 PHYSICAL DESCRIPTION.....

6.1.1 GENERAL.....

6.1.2 EXTERIOR DESCRIPTION.....

6.1.3 INTERIOR DESCRIPTION.....

6.2 GALLEYS.....

6.2.1 GENERAL.....

6.3 COMMUNICATION SYSTEMS.....

6.3.1 GENERAL.....

6.3.2 INTERPHONE.....

6.3.3 PUBLIC ADDRESS SYSTEM.....

6.3.4 PASSENGER CALL SYSTEM.....

6.3.5 ENTERTAINMENT SYSTEM.....

6.3.6 AUTOMATIC ANNOUNCEMENT SYSTEM.....

6.4 LIGHTING SYSTEMS.....

6.4.1 GENERAL.....

6.5 WATER AND WASTE SYSTEMS.....

6.5.1 GENERAL.....

6.6 OXYGEN SYSTEMS.....

6.6.1 GENERAL.....

6.7 AIR CONDITIONING AND VENTILATION SYSTEMS.....

6.7.1 GENERAL.....

6.8 EXITS.....

6.8.1 GENERAL.....

6.8.2 NORMAL OPERATION.....

6.8.3 ABNORMAL OPERATION.....

6.8.4 EMERGENCY OPERATION.....

6.8.5 AIRSTAIRS.....

6.9 UNIQUE FEATURES.....

6.9.1 GENERAL.....

7.0 FIRST AID TRAINING.....
8.0 CREW RESOURCE MANAGEMENT
9.0 DANGEROUS GOODS TRAINING.....
10.0 CIRCULARS.....

QUICK REFERNCE HANDBOOK.....

RECORD OF REVISIONS

Issued To:	
-------------------	--

Instructions:

- Follow instructions on cover sheet with issued revision.
- Enter REVISION DATE as displayed on bottom of revised page(s).
- Enter your INITIALS following insertion and review.
- Questions or comments should be brought to the attention of your Regional Cabin Safety Inspector.

Revision	Revision Date	Initials
ORIGINAL ISSUE	2010	

PART ONE

AVIATION INDOCTRINATION

1.1 REGULATORY OVERVIEW

Scope: Regulatory Overview
Aviation Regulations

1.1.1 Regulatory Overview

- i. Identify international and national aviation regulatory authorities and describe their role especially as they relate to crew members. Describe how cabin crew members are required to comply with international regulations and penalties for breach of these regulations (e.g. company vs. individual liabilities).
- ii. Identify other regulatory authorities that crew members may be in contact with and describe their role in aviation (e.g. Customs, Police, Immigration, Health, Drug Enforcement).
- iii. Describe the aviation regulatory system in India and how it functions to draft regulations and standards, ensure compliance and investigate accidents and incidents.

1.1.2 Aviation Regulations

- i. Identify and describe the regulations governing cabin crew in India.
- ii. Identify aircraft rules in cabin safety and describe its effect on aviation safety.
- iii. Identify and describe the specific regulations applicable to crew members and cabin safety including but not limited to:
 - a) Seat Belts and Related Restraint Systems;
 - b) Life-Saving Equipment (e.g. life rafts, life jackets, survival kits);
 - c) Oxygen Equipment;
 - d) First Aid Kit and Physician Kit;
 - e) Minimum Equipment Lists;
 - f) Exit Row Seating;
 - g) Minimum Crew Requirements;
 - h) Passenger Safety Briefings
 - i) Passenger Safety Information Briefing Cards;
 - j) Carry-on Baggage;
 - k) Cabin Defect Log Book (or equivalent);
 - l) Liquor/Drugs;
 - m) Fuelling with passengers on board/boarding;
 - n) Survival Equipment;
 - o) Duty Time Limitations;
 - p) Crew Rest;
 - q) Smoking regulation;
 - r) ELTs and Fire Extinguishers;
 - s) Stowage of Equipment and Supplies;
 - t) Seatbacks and Chair Table Positioning.

1.2 AVIATION TERMINOLOGY

Scope: Terminology
Terms of Reference

1.2.1 Terminology

- i. Identify and define aviation terminologies common to the operator including terms relating to airports, ground operations and flight operations.
- ii. Describe the importance to flight safety of using correct terminology.

1.2.2 Terms of Reference

- i. Identify and describe the 24-hour clock and its application in aviation.
- ii. Describe what is meant by time zones and outline how to calculate elapsed time when crossing time zones.
- iii. Define what is meant by the International Date Line and describe its application in aviation.
- iv. Define what is meant by GMT/UTC and its application in aviation.
- v. List and identify the airport location identifiers used by the operator and describe how and why they are used.
- vi. Define and describe the phonetic alphabet and describe its importance in aviation-related communication.

1.3 THEORY OF FLIGHT

Scope: General Aircraft Description
Aerodynamics of Flight
Meteorology

1.3.1 General Aircraft Description

- i. Identify the main components of an aircraft and describe their function including but not limited to:
 - a) Wing – leading edge, trailing edge, wing tip, winglet;
 - b) Control systems – ailerons, flaps, rudder, elevator;
 - c) Tail – fixed vertical stabilizer, rudder, elevators; and
 - d) Miscellaneous – fuselage, undercarriage, main gear, nose wheel, chocks/blocks.
- ii. Define what is meant by aircraft operating abnormalities, which do not constitute an emergency (e.g. flap, landing gear, visible fluid leaks, etc.).

1.3.2 Aerodynamics of Flight

- i. Identify and describe the four forces acting on an aircraft in-flight.

- ii. Identify and describe the three axes of an aircraft and describe the movement around each.
- iii. Define what is meant by aircraft attitude.
- iv. Describe how lift is achieved.
- v. Describe how and when an aircraft is pressurized and how pressurization is maintained. Include a description of aircraft altitude and cabin altitude.
- vi. Identify the importance for crew members to be alert for abnormal aircraft functioning and how to recognize and report it to flight crew members.
- vii. Define what is meant by weight and balance (centre of gravity).

1.3.3 Meteorology

- i. Atmosphere- Layers, composition and properties of air.
- ii. Describe the effect of weather conditions on aircraft in flight (e.g. thunderstorms).
- iii. Describe the types of wind phenomena and their effect on aircraft in flight (e.g. CAT, jet stream, wind shear).

1.4 PHYSIOLOGY OF FLIGHT

Scope: General
Effects of Altitude

1.4.1 General

- i. Describe the physiology of respiration and circulation.
- ii. Identify the body's requirement for oxygen and the potential for crew member incapacitation due to lack of oxygen.
- iii. Describe the most common physiological effects of altitude and the pressurized cabin, including but not limited to: dehydration, effects of trapped gasses, etc.

1.4.2 Effects of Altitude

- i. Define what is meant by decompression sickness and describe the physiological effects of pressure changes on gases in the body.
- ii. Define what is meant by hypoxia, the hazards associated with it, signs and symptoms, ways to detect it and minimize its effects.
- iii. Define Time of Useful Consciousness and factors affecting it.
- iv. Identify persons most susceptible to the effects of hypoxia.

PART TWO

ROLES AND RESPONSIBILITIES

2.1 AIR OPERATOR

Scope: Operating Requirements
Operations Manual/Cabin Crew Manual

2.1.1 Operating Requirements

- i. Describe the air operator's operating policy as it relates to safety and requirement to maintain this safety emphasis.
- ii. Describe the relationship between regulatory requirements and the air operator's policy and procedures.
- iii. Describe the air operator's responsibility to conduct operations according to approved procedures.
- iv. Identify the requirement to have an organizational chart with clearly defined reporting responsibilities. Clearly outline the organizational links between pilots (Flight Operations) and cabin crew.
- v. Identify the requirement for the air operator to provide appropriate training ensuring crew member competency in safety and emergency duties relating to the carriage of passengers.
- vi. Identify the air operator's policy and procedures for the reporting of accidents and incidents. Include information regarding investigations and follow-up that may occur.
- vii. State the air operator's responsibility to ensure that whenever more than one cabin crew is carried, one cabin crew is designated as cabin crew in-charge.
- viii. Describe the air operator's responsibility to ensure that the minimum crew is carried.

2.1.2 Operations Manual/Cabin Crew Manuals

- i. Define Operations Manual and Cabin Crew Manuals. Describe the air operator's responsibility to develop and maintain operations manual and cabin crew manuals and for ensuring crew members are familiar with the portions relating to their duties.
- ii. Describe the contents of the Training Manual, Cabin Crew SEP Manual and the Quick Reference Handbook.
- iii. **Describe the requirement to have an up-to-date QRH during flight and SEP Manual readily available by each cabin crew.**
- iv. Describe the means used by the air operator's to update, revise and amend the Cabin Crew Manuals, and the requirement of the cabin crew to maintain an up to date manual at all times.

2.2 CREW MEMBERS

Scope: General

2.2.1 General

- i. Describe the responsibility of crew members to maintain knowledge of all safety and emergency procedures relating to their duties.
- ii. Identify the requirement for crew members to perform their duties in accordance with approved procedures.
- iii. Outline crew member responsibilities to ensure all flight documentation, publications, and manuals are up to date and readily available onboard and that crew members are familiar with their contents. Each cabin crew member shall ensure the following for their manuals:
 - a) A Record of Revisions is in the manuals tracking the amendments received and when they were inserted into the manuals; and
 - b) All amendments are reviewed and inserted in the appropriate section of the manuals and not in their issued format (e.g. stapled, cello-wrapped).
- iv. Identify the responsibility of crew members to report any onboard safety concerns to the pilot-in-command.
- v. Identify the requirement to keep all documentation relative to flight duties up to date at all times (e.g. passport, security pass).
- vi. Outline crew member responsibilities to ensure that all equipment is available, in good working order, and properly secured when not in use.
- vii. Identify the responsibility of crew members to report unserviceable equipment following established company procedures.
- viii. Identify the requirement for crew members to successfully complete required training and maintain qualifications.
- ix. Define the chain-of-command and describe the authority of the pilot-in-command and describe their importance relating to flight safety.
- x. Describe the responsibility to be aware of the duties and responsibilities of other crew members and be prepared to assume those duties, if necessary.
- xi. Define the procedure regarding attending and participating in crew briefings.
- xii. Define what is meant by "person carried for the completion of non-safety related duties" who are not a part of the minimum 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 crew members as per Operations Specifications. This includes Trainees on familiarization or Check flights.
- xiii. Identify the importance for crew members to be constantly alert and therefore prepared to handle any abnormal/emergency situation as it may occur.
- xiv. Identify the responsibility of the crew members to comply with and enforce regulatory requirements.

2.3 DGCA – INSPECTORS

Scope: General

2.3.1 General

- i. Identify the types of regulatory control exercises in areas of aviation safety.
- ii. Outline the authority of Director General Civil Aviation Safety Inspectors to inspect the operations of air operators.
- iii. Awareness of DGCA inspectors that crew may come into contact with in addition to Cabin Safety Inspectors (e.g. Air Safety Inspectors, Dangerous Goods) and inspections that may be carried out
- iv. Describe the procedure for the in-charge to advise the pilot-in-command whenever an Inspector has identified him/herself as being onboard, and conducting an inspection (DGCA Official Inspector Credentials).
- v. Define the requirement for Director General Civil Aviation Safety Inspectors 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.
- vi. Identify the circumstances under which a DGCA Inspector could occupy a flight deck observer seat or a cabin crew jump seat.

PART THREE

SAFETY PROCEDURES

3.1 CREW COORDINATION

Scope: General
Crew Coordination

3.1.1 General

- i. Describe the importance of common terminology.
- ii. Describe the importance of crew members being aware of other crew member's duties, responsibilities, workloads and expectations.
- iii. Outline the importance of pre-flight briefings to share relevant flight and safety information, outline expectations and develop communication channels.

3.1.2 Crew Coordination

- i. Describe the importance of crew coordination when applying approved procedures, especially in abnormal and emergency situations.
- ii. Outline the benefits of crew coordination on working environment and morale and the positive effect this has on flight safety.
- iii. Define teamwork and list ways this may be achieved.
- iv. Identify how poor crew coordination has contributed to aircraft accidents and incidents and outline strategies to improve crew coordination.

3.2 COMMUNICATION

Scope: General
Communication
Passenger Announcements

3.2.1 General

- i. Define normal, abnormal and emergency communication.
- ii. Describe the procedures for normal, abnormal and emergency communication and describe ways of communicating effectively in these situations (e.g. speed, volume, choice of words, enunciation, etc.).
- iii. Describe the importance of effective communication especially when dealing with abnormal and emergency situations.
- iv. Describe the responsibility of crew members to provide complete and accurate information to the pilot-in-command to assist in decision-making.

3.2.2 Communication

- i. 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.

- ii. Identify how poor communication has contributed to aviation accidents and incidents and discuss ways to minimize these communication deficiencies and strategies to improve crew coordination.

3.2.3 Passenger Announcements

- i. List the systems onboard for passenger announcements (e.g. PA, pre-recorded announcements, etc.).
- ii. Describe recommended passenger address techniques (e.g. how to hold the handset, volume, feedback in systems, etc.).
- iii. Describe when, and by whom cabin announcements must be made, and the minimum content of each announcement (e.g. cabin baggage, pre-departure safety, after take-off, etc.).
- iv. Identify the importance of listening to all announcements in the event that the announcement may contain emergency signals or information.

3.3 BRIEFINGS

Scope: Crew Briefings
Passenger Briefings

3.3.1 Crew Briefings

- i. Identify the importance of crew briefings including enhancing crew communication and coordination, establishing expectations and clarifying procedures.
- ii. Outline when crew briefings are required including normal, abnormal and emergency situations.
- iii. Identify the types of crew briefings (e.g. pilot/CCIC/other cabin crew).
- iv. Describe the topics to be covered in the crew briefing(s).
- v. Identify the crew member responsibility to ask questions if all the required information has not been given in a briefing or if the information is unclear.
- vi. Identify who is required to attend each type of crew briefing and their expected level of preparedness and participation.

3.3.2 Passenger Briefings

- i. Identify the requirement for passenger safety briefings prior to departure.
- ii. Identify the content of the mandatory announcements and when they must be performed:
 - a) Cabin baggage;
 - b) Pre-flight safety announcement/demonstration;
 - c) After take-off;
 - d) Enroute turbulence;
 - e) Pre-landing;
 - f) After landing;
 - g) Overwing/emergency exits passenger briefing;
 - h) Passenger travelling with an infant briefing and
 - h) Special attention passenger individual pre-flight briefing.

- iii. Identify the requirement to relay safety related messages to passengers (e.g. whenever flight conditions change, abnormal or emergency situations).
- iv. Identify the equipment used in a passenger safety briefing. Describe and demonstrate how the safety demonstration will be performed.
- v. Describe the crew member responsibility for passenger briefings (e.g. who performs the briefing).
- vi. Identify the means for gaining and maintaining passenger attention when delivering safety briefings, including eye contact, enthusiasm, clear words, and synchronized actions with announcement and with other crew members.
- vii. Describe the operator' 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 the case of equipment failure.
- viii. 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.
- ix. Identify and describe the briefing requirements for passengers seated on the exit rows including who briefs them.
- x. Identify and describe the briefing requirements for a passenger travelling with an infant including who briefs them.
- xi. Describe the company procedure and minimum content of short taxi announcements.

3.4 SAFETY CHECKS

Scope: General

3.4.1 General

- i. Identify the importance of safety checks and their impact on flight safety. Describe the procedures applied to complete cabin and passenger pre-flight, in-flight and pre-landing safety checks.
- ii. Identify the logbooks which are required on the aircraft and unserviceable tags (as applicable). Identify the procedures for recording information in them including when and by whom entries are to be made.
- iii. Define what is meant by the Minimum Equipment List and identify the cabin items which are included.
- iv. Identify the conditions which may have airworthiness implications and which should be brought to the immediate attention of the pilot-in-command (e.g. cracked windows, damaged door seals, excessive water spills or leaks, obvious structural damage).
- v. Identify the procedures for reporting, removing and repairing all unserviceable items as applicable.

3.5 PASSENGER HANDLING

Scope: General
Passenger Boarding

3.5.1 General

- i. Identify the requirement for passengers to comply with instructions of crew members.
- ii. Describe the types of passengers which may be carried including passengers who require special handling.
- iii. Describe the procedures for acceptance and carriage of the special attention passengers and items listed below:
 - a) Incubators;
 - b) Stretchers;
 - c) Persons with a disability unable to sit upright;
 - d) Persons travelling with medical oxygen;
 - e) Persons travelling with an attendant;
 - f) Child restraint systems;
 - g) Live animals and see-eye dogs;
 - h) Unaccompanied minors;
 - i) Prisoners; and
 - j) Unescorted and escorted deportees.For each of the above cases, identify special handling considerations, seating (including restrictions on different aircraft types), securing persons and equipment (as applicable) for all phases of flight, and safety briefings.
- iv. Identify the air operator's policy for accepting or denying boarding to passengers and who is responsible for making this decision.
- v. Outline the regulatory requirements regarding passengers who appear to be impaired due to alcohol or drugs, and the air operator's policies and procedures regarding alcohol service to passengers. Include crew responsibilities in serving passengers who appear to be impaired.

3.5.2 Passenger Boarding

- i. Define crew member responsibilities for passenger supervision while the aircraft is on the ground, including boarding, deplaning, and station stops. Include the number of crew members that must be present on the aircraft for the above.
- ii. Identify the importance of safety duties over service duties during passenger boarding.

3.6 PASSENGER AND CREW MEMBER SEATS AND RESTRAINTS

Scope: Passenger Seating
Crew Seating

3.6.1 Passenger Seating

- i. Outline the requirement for each person to have a seat with an individual seat belt.
- ii. Define exit row and describe the operator's policy and procedures regarding exit row seating, and who may not occupy seats in these rows.
- iii. Describe the procedures associated with the relocation of passengers in compliance with exit row seating policies.
- iv. Describe where special attention passengers may be seated, taking into consideration proximity to exits, availability of supplemental oxygen, ease of evacuation, etc.
- v. Identify the passenger seating restrictions on aircraft equipped with upper deck/lower deck passenger seating, where applicable.
- vi. Outline the seating restrictions regarding arm held infants.
- vii. Describe the procedures for the use of onboard sky cots, stating when these devices may be used, and restrictions regarding the occupant of the sky cot.
- viii. Describe the requirement for passengers to be seated in their assigned seats with seat belts fastened for taxi, take-off, landing and whenever advised by a crew member. Describe the required positioning of seats for take-off and landing.
- ix. 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.
- x. Identify any placards or signage associated with passenger seating and describe appropriate usage (e.g. "For Crew Use Only").

3.6.2 Crew Seating

- i. Identify the persons authorized to occupy any of the crew seats onboard and who has the authority to make this decision.
- ii. Identify the persons authorized to occupy any of the observer seats in the flight deck.
- iii. Describe the importance of ensuring serviceability of cabin crew seats, who is responsible to ensure this, and when to check serviceability.
- iv. Identify the components of a pre-flight serviceability check for a cabin crew seat (e.g. "sit and fit" to enable quick access).
- v. Describe the procedures to follow and the approved alternate seating in case of an unserviceable cabin crew seat.
- vi. Describe the requirements for cabin crew to be seated with restraint systems fastened for aircraft movement on the surface (except for safety related duties), for take-off, landing and turbulence and whenever directed to do so by the pilot-in-command or the cabin crew in-charge.
- vii. Identify the correct way to sit in a cabin crew seat including the preferred position of hands, feet, legs and head to ensure maximum protection (brace position).

- viii. Identify the rationale behind wearing the seat belt and shoulder harness and the hazards of improper use.
- ix. Identify any placards or signage associated with crew seating and describe appropriate usage (e.g. "For Crew Use Only").
- x. Identify the signals/verbal command for cabin crew members to take their assigned seats and to secure themselves. State who is responsible for giving these signals.

3.7 CARRY-ON BAGGAGE

Scope: Passenger Carry-on Baggage
Crew Carry-on Baggage

3.7.1 Passenger Carry-on Baggage

- i. Define carry-on baggage and describe the range of articles that are considered carry-on baggage by the air operator.
- ii. Describe carry-on baggage regulations and company procedures.
- iii. Identify the safety implications of improperly stowed carry-on baggage.
- iv. 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 compartments).
- v. Describe the procedures for stowing awkward types of carry-on baggage, example:
 - a) Strollers;
 - b) Musical instruments;
 - c) Canes, crutches, walking sticks; and
 - d) Diplomatic mail.
- vi. Describe the procedures for accepting carry-on baggage and procedures for non-acceptance.
- vii. Describe announcement to passengers regarding carry-on baggage, when it is made, who is responsible for making it and how often it is made.
- viii. Identify the crew responsibilities for ensuring that all carry-on baggage is correctly stowed when required and prior to door closing.
- ix. Outline the air operator's procedures for dealing with carry-on baggage that cannot be correctly stowed.
- x. Identify the importance of crew consistency in applying these requirements.
- xi. Outline the air operator's policies and procedures for the carriage of live animals in the passenger cabin.
- xii. Describe the crew responsibility for monitoring carry-on baggage.
- xiii. Describe the approved procedures for accepting and restraining seat-loaded baggage and cargo in the passenger cabin, and approved devices/equipment for accomplishing this.
- xiv. Describe the requirement to keep the exit areas clear and free from obstructions, such as carry-on baggage.
- xv. Describe the requirement to maintain clear access to emergency equipment.
- xvi. Describe safety precautions for cabin personnel when opening overhead bins, and when handling items of carry-on baggage in order to prevent personal injury.

3.7.2 Crew Carry-on Baggage

- i. Describe the policies and procedures for stowing crew baggage in the passenger cabin.
- ii. Identify the crew carry-on baggage stowage locations for each aircraft type.

3.8 ELECTRONIC DEVICES

Scope: General

3.8.1 General

- i. Define "electronic devices."
- ii. Identify the electronic devices most likely to be carried onboard aircraft.
- iii. List the potential hazards to flight safety associated with these electronic devices.
- iv. Describe the company policy/procedures relating to electronic devices and list exceptions to these regulations.
- v. Describe the conditions under which onboard phones provided by the operator are approved for use.
- vi. Identify the safety concerns associated with the use of electronic devices during critical phases of flight.
- vii. Outline the notification process to passengers regarding the use of electronic devices onboard aircraft and who is responsible for advising passengers.
- viii. Describe crew responsibilities for monitoring passengers to ensure that only acceptable electronic devices are used onboard and that passengers comply with the conditions of use.

3.9 SERVICE TO PASSENGERS ON THE GROUND

Scope: General
Crew Responsibilities

3.9.1 General

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

3.9.2 Crew Responsibilities

- i. Identify the need for crew communication and coordination whenever passenger service is being offered on the ground (e.g. crew to let pilot know service is taking place and pilot to let crew know how much time before aircraft movement on the surface).

- ii. State the requirement for the pilot-in-command to give crew adequate notice prior to aircraft movement so that equipment and supplies may be stowed and pre-take-off duties can be completed.
- iii. Describe the procedures for removing trolleys or serving carts from their stowed positions while aircraft is on the ground.

3.10 FUELLING WITH PASSENGER ONBOARD/BOARDING

Scope: General
Crew Responsibilities

3.10.1 General

- i. Describe fuelling and how fuelling may or may not occur (e.g. overwing refueling and refueling with an engine running).
- ii. List the potential hazards associated with fuelling aircraft to occupants and the aircraft.
- iii. Identify the types of fuelling procedures, which require that passengers and crew be off-loaded, and why the potential hazard is greater.
- iv. Describe the procedures and precautions for fuelling with passengers onboard/boarding.
- v. Define what is meant by designated evacuation exits during fuelling and the associated procedures on each aircraft type in the air operator's fleet.

3.10.2 Crew Responsibilities

- i. Identify crew responsibilities and communication when fuelling with passengers onboard/boarding.
- ii. Describe the fuel leak or spill procedures and identify the communication and coordination procedures crew members are responsible for.
- iii. Describe the procedures whenever fumes are detected in the cabin including crew communication and the decision to deplane passengers.

3.11 PRE-TAKE-OFF AND PRE-LANDING

Scope: Cabin Preparation
Crew Responsibilities
Abnormal Situations

3.11.1 Cabin Preparation

- i. List the preparations which must be completed to secure the cabin prior to aircraft movement on the surface, take-off and landing and identify crew responsibilities to do so.
- ii. Describe crew communication procedures prior to aircraft movement advising the pilot-in-command that all passengers are seated.

- iii. Describe the procedures in place to ensure that the cabin of the aircraft is secure prior door closing, and the commencement of aircraft movement on the surface, take-off/landing.
- iv. Describe the requirements and procedures for stowing equipment and securing galleys.

3.11.2 Crew Responsibilities

- i. Define "critical phases of flight," when this is in effect and the procedures associated with it.
- ii. Define "sterile flight deck," and associated procedures.
- iii. Identify the potential hazards to flight safety of violating the sterile flight deck rule with non-safety related issues.
- iv. Identify when crew members are required to violate the sterile flight deck rule. Describe the safety related information that should be conveyed and the need to be clear, concise, specific and timely.
- v. Define "silent review" and identify the components, when it must be done and who is required to complete it.
- vi. Describe take-off/landing stations and when they are required to be occupied.
- vii. Identify when crew members must have their seat belt and shoulder harnesses fastened at their station/seat.
- viii. Describe the signals used by the flight deck to advise cabin crew members that take-off/landing is imminent.

3.11.3 Abnormal Situations

- i. Define "rejected take-off," and describe the associated procedures.
- ii. Define "missed approach," and describe the associated procedures.

3.12 APRON SAFETY

Scope: Hazard on Aprons
Crew Responsibilities

3.12.1 Hazard on Aprons

- i. Identify the hazards associated with airport aprons (e.g. inadequate lighting, aircraft/ground service traffic, noise and weather).
- ii. Describe the hazards associated with traffic on the apron including aircraft movement, jet blast/exhaust vehicles.

3.12.2 Crew Responsibilities

- i. Identify the established procedures and requirements for movement across airport aprons (e.g. wearing high visibility jacket while walking on the Tarmac).
- ii. Describe the coordination required between crew members and ground staff to ensure passenger safety (e.g. stairs in place, props are secured) and ways to achieve it.

3.13 TURBULENCE

Scope: General
Crew Responsibilities

3.13.1 General

- i. Describe turbulence and the classifications of turbulence (e.g. light, moderate, and severe).
- ii. List the potential hazards to aircraft, crew and passengers in turbulence.

3.13.2 Crew Responsibilities

- i. Identify the importance of crew communication and crew coordination in conditions of turbulence and describe communication and coordination procedures.
- ii. Describe safety advice to passengers during turbulence.
- iii. Outline the crew member responsibilities to ensure that passengers comply with the requirements and procedures, and for crew members to comply with the regulation.
- iv. Outline crew member responsibilities when the Seat Belt Sign is on in-flight for turbulence. Include impact on in-flight services.

3.14 CREW MEMBER INCAPACITATION

Scope: General
Pilot Incapacitation
Cabin Crew Incapacitation

3.14.1 General

- i. Define what is meant by incapacitated crew members and identify possible causes (e.g. illness, injury, death, physical and mental incapacitation).
- ii. Identify the impact on flight safety of an incapacitated pilot or cabin crew member on different aircraft types in the fleet.
- iii. Identify the preferred locations for relocating incapacitated crew members on different aircraft in the air operator's fleet.
- iv. Identify how and where to secure an incapacitated crew member for landing or during periods of in-flight turbulence.
- v. Identify the crew communication procedures to advice of crew member incapacitation including flight deck/cabin, cabin crew in-charge/cabin crew.

3.14.2 Pilot Incapacitation

- i. Identify the assistance cabin crew members will be required to provide in the flight deck.
- ii. Describe the procedures for assisting an incapacitated pilot.

- iii. Describe and demonstrate the procedures for administering first aid oxygen to an incapacitated pilot.
- iv. Describe the procedures for removing an incapacitated pilot from the flight deck.

3.14.3 Cabin Crew Incapacitation

- i. Identify the crew coordination procedures to ensure that the safety and emergency duties of the incapacitated cabin crew member are assumed, and who is responsible for this decision.
- ii. Outline the procedures associated with incapacitated cabin crew members.

3.15 FLIGHT DECK PROTOCOL

Scope: General

3.15.1 General

- i. Identify the credentials/company policy for flight deck entry and describe the authority of the pilot-in-command to give permission for access to the flight deck.
- ii. Describe the policies and procedures for locking/unlocking the flight deck door.
- iii. Describe the components of flight deck protocol, including:
 - a) Coordinating flight deck entry with pilot-in-command and available oxygen masks (maximum numbers);
 - b) Supervising entry in flight deck;
 - c) Awareness of pilot(s) monitoring radio calls;
 - d) Meal service to pilots: different meals, ovens, times;
 - e) Passing of beverages;
 - f) Use of tray to pass beverages;
 - g) Insulate hot drinks; and
 - h) No alcohol to be served to pilots or flight deck visitors.
- iv. Identify crew communication and crew coordination procedures associated with flight deck visits.

3.16 FUEL DUMPING

Scope: General

3.16.1 General

- i. Define fuel dumping.
- ii. Describe the conditions under which fuel dumping may occur.
- iii. Identify the need for crew communication during fuel dumping and the responsibility of cabin crew members to report any unusual conditions to the pilot-in-command.

3.17 POST-FLIGHT DUTIES

Scope: Documentation
Communication

3.17.1 Documentation

Describe the safety related documentation procedures 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.)

3.17.2 Communication

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

3.18 OXYGEN ADMINISTRATION

Scope: General
Procedures

3.18.1 General

- i. Identify the physiological importance of oxygen.
- ii. List the circumstances when additional oxygen may be required (e.g. decompressions, medical emergencies).
- iii. Identify when oxygen must be available for passengers and crew, and the requirement to brief passengers on the availability of oxygen.
- iv. Describe in general terms the types of oxygen available on the air operator's aircraft including fixed and portable systems.

3.18.2 Procedures

- i. Describe procedures for use of the fixed cabin oxygen system.
- ii. Describe procedures for use of the portable oxygen system.
- iii. Describe procedures associated with using the flight deck oxygen system.
- iv. List the precautions whenever oxygen is being administered (e.g. no open flame, monitor supply, etc.).
- v. Describe the crew communication procedures in each circumstance when oxygen is being used.
- vi. Describe procedures for oxygen provided by passenger or operator for continuous use during flight.
- vii. Describe advice to passengers and who is responsible for briefing the passengers.
- viii. Describe how to administer oxygen to an adult, child and infant.

PART FOUR

EMERGENCY PROCEDURES

4.1 FIRE FIGHTING

Scope: General
Crew Responsibilities
Procedures – Cabin

4.1.1 General

- i. Identify the threat to safety from in-flight fires.
- ii. Identify hazards associated with onboard fires including toxicity of smoke/fumes, flammability of cabin materials, and variety of combustible materials.
- iii. Identify the impediments to fire fighting onboard aircraft including limited visibility due to smoke/fumes, fire fighting in confined space, difficulty in locating/accessing the source of the fire, limited resources to fight the fire and distance to suitable airport for landing.
- iv. Describe experience(s) with fire accidents/incidents. Identify the safety lessons learned as a result.
- v. Describe the requirements regarding fire safety (e.g. onboard smoke detectors, waste receptacle fire extinguishers, floor lighting, etc.).
- vi. Define fire chemistry, including the elements, which must be present for fire to occur (e.g. fuel, heat, oxygen, chemical reactions).
- vii. 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.
- viii. Describe importance of early detection and correct recognition.
- ix. Identify the characteristics and behaviour of fire (e.g. what you will see, how the fire will behave) in different cabin environments and fire propagation.
- x. Describe the means of fire/smoke detection (e.g. smell, auditory, visual, tactile).
- xi. Describe the chemical properties of each type of fire extinguisher, including hazards to occupants and aircraft systems and how it extinguishes fire.
- xii. Describe each piece of fire fighting equipment onboard (including protective breathing equipment, protective clothing) and include the following in the description:
 - a) Purpose;
 - b) Stowage, location, access, retrieval;
 - c) Serviceability;
 - d) Operation;
 - e) Duration;
 - f) Limitations;
 - g) Conditions of use; and
 - h) Care after use.

4.1.2 Crew Responsibilities

- i. Identify the responsibility for crew to maintain situational awareness and investigate immediately whenever an onboard fire situation is suspected and when an onboard fire detection system is activated.
- ii. Identify the importance and responsibility to be prepared to implement appropriate fire fighting procedures.
- iii. Define the specific crew member responsibilities for fire fighting onboard:
 - a) Fighting fire;
 - b) Back-up equipment/second fire fighter;
 - c) Communication; and
 - d) Passenger control.
- iv. List fire prevention measures and crew responsibilities for fire prevention including but not limited to:
 - a) Practicing and maintaining safe work habits;
 - b) Enforcing smoking regulations;
 - c) Monitoring cabin, lavatories, and cargo compartments (if applicable);
 - d) Awareness of popped circuit breaker procedures; and
 - e) Prompt investigation of fire detection alarms, unusual odours, heat build-up, deformation of aircraft components, etc.
- v. Describe the importance of crew coordination in fire fighting and identify ways that this may be achieved.
- vi. Describe the importance of crew communication in fire fighting and providing pilot-in-command with accurate information on fire source, location, extent/severity of fire/smoke, fire fighting actions.

4.1.3 Procedures – Cabin

- i. Describe the fire fighting procedures for specific types of fires (e.g. galley, oven, lavatory, electrical, upholstery, etc.).
- ii. Describe the techniques and procedures for fighting fires including finding the source of the fire, type of extinguisher to use, additional fire fighting equipment needed, techniques for using extinguishers, complications to fighting types of fires, limitations to fighting fires, post-fire procedures, crew communication, crew coordination procedures and passenger-handling.
- iii. Identify ways to maintain breathing comfort for cabin occupants.
- iv. Define flashover and flash-fire. Describe the cause of each and the conditions under which each is likely to occur.

4.2 SMOKE/FUMES IN THE CABIN

Scope: General
Crew Responsibilities

4.2.1 General

- i. Identify the possible sources of fumes and smoke in the cabin.

- ii. Describe the potential hazards to the aircraft and the occupants from smoke/fumes in the cabin.

4.2.2 Crew Responsibilities

- i. Describe the requirement of crew to be alert for smoke and fumes in the cabin (e.g. during fuelling).
- ii. List the 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.
- iii. Describe the procedures for dealing with smoke/fumes in the cabin including locating the source, notifying the pilot-in-command, crew coordination, ensuring passengers breathing comfort, preparation for rapid deplanement or evacuation.
- iv. 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.
- v. Describe how to recognize "condensation" in the cabin, its similarity to smoke and describe causes and the phases of flight when it may be visible.
- vi. Identify the advice to passengers in case of condensation in the cabin, who gives this advice, when it is given and the importance of communicating with passengers to minimize panic.

4.3 RAPID DECOMPRESSION AND CABIN PRESSURIZATION PROBLEMS (SLOW DECOMPRESSION)

Scope: General
Crew Responsibilities

4.3.1 General

- i. Define rapid decompression and cabin pressurization problems (slow decompression).
- ii. Identify the potential threat to flight safety caused by a rapid decompression.
- iii. Identify the potential causes of a rapid decompression (e.g. fuselage failure, air pack failure) and slow decompression (e.g. door seal leak, cracked window, system malfunction, etc.).
- iv. Describe the mechanical indications and physiological effects associated with each condition.
- v. Describe the effects of oxygen deficiency on human performance and identify the importance in recognizing these signs and symptoms in other crew members.
- vi. Identify the importance of blowout panels and where these may be located on each aircraft type in the air operator's fleet.
- vii. List the crew member procedures associated with a rapid decompression and slow decompression.
- viii. Describe the effects of a rapid decompression on any unsecured objects, or persons in the immediate area.

- ix. 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.
- x. Identify the likely cabin conditions in a rapid decompression and the ways crew members can ensure safety for themselves and passengers.

4.3.2 Crew Responsibilities

- i. Describe means and procedures for crew to passenger communication during a rapid decompression and slow decompression.
- ii. Identify the immediate actions crew members must take in the event of a rapid decompression.
- iii. Describe the 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.).
- iv. List the crew member duties in a post-decompression walk around and safety priorities.
- v. Identify the importance of crew coordination and methods of achieving this coordination.

4.4 EVACUATIONS

Scope:	General Crew Member Responsibilities External Factors Communication Brace Position Exit Procedures Evacuation Responsibilities Preparation for Evacuation Evacuation Procedures Rapid Deplanement Post-Evacuation Accident/Incident Review
---------------	---

4.4.1 General

- i. Define evacuation and rapid deplanement.
- ii. Identify the types of occurrences that may require evacuation or rapid deplanement, who is responsible for making this decision, and the factors to be considered when making this decision.
- iii. Define "prepared" and "unprepared" land evacuation.
- iv. Define "ditching" and "inadvertent water contact."
- v. Describe the conditions which may be associated/ expected with each type of emergency.
- vi. Define Able-Bodied-Person (ABP). Describe the types of persons a crew member would choose for an ABP.

4.4.2 Crew Member Responsibilities

- i. Define situational awareness and the responsibility of crew members to be situationally aware (e.g. unwarranted evacuations).
- ii. Identify the requirement of crew members to be aware of their duties and the duties of other crew members and what this means in an evacuation.
- iii. Describe the need to be prepared during critical phases of flight due to increased risk of accidents.
- iv. Describe the importance of silent review in preparing for a possible evacuation.
- v. Identify when crew members have the authority and the responsibility to initiate an evacuation. Include who is responsible for activating evacuation signals.
- vi. Describe the different types of passenger behaviour (e.g. passive, aggressive and hysteric) and identify effective ways of managing passenger behaviour in evacuations.
- vii. Identify the responsibility of crew members to provide leadership in an evacuation and list ways this may be achieved.

4.4.3 External Factors

- i. Identify how crew members can manage evacuations in adverse conditions (e.g. heavy smoke, darkness).
- ii. Describe the different aircraft attitudes possible as a result of accidents/incidents (e.g. gear collapse, off-runway, shift in centre of gravity).
- iii. Identify the factors that could adversely affect aircraft flotation in water landings (e.g. structural damage, weight, centre of gravity, outside conditions, etc.).
- iv. Describe the effect of environmental conditions in evacuations (e.g. strong winds, terrain, snow/ice).
- v. Identify the importance of time management in prepared and unprepared evacuations and how time affects survivability in different accident situations.

4.4.4 Communication

- i. Describe the importance of crew communication in an evacuation and the established communication signals for evacuations.
- ii. Identify the briefings required between flight deck and cabin crew in an emergency situation that may require an evacuation. Include the following information in the description:
 - a) Who is responsible to conduct briefing;
 - b) When and where to conduct the briefing;
 - c) What information is required; and
 - d) How to conduct the briefing including time management.
- iii. Identify the briefings required to prepare passengers in an emergency situation that may require an evacuation. Include the following information in the description:
 - a) Who is responsible to conduct briefing;
 - b) When and where to conduct the briefing;

- c) What information is required; and
- d) How to conduct the briefing including time management.

4.4.5 Brace Position

- i. Define brace position.
- ii. Identify the brace positions for crew members in forward or aft-facing seats, passengers (seat orientation as appropriate), including pregnant passengers, passengers with a disability, children and infants. Describe the effectiveness of each brace position and the importance of assuming the preferred brace position to minimize injury. Describe the effect of seat pitch on preferred brace positions.
- iii. Identify the signal(s) for assuming the brace position in emergency situations, when it is given, who is responsible for giving it and the crew responsibilities when the brace signal has been given.
- iv. Identify when crew members should assume the brace position if no signal has been given.

4.4.6 Exit Procedures

- i. Identify crew member responsibility to assess conditions prior to opening any exit.
- ii. Identify the evacuation procedures for each type of exit (i.e. doors, windows, hatches).
- iii. Describe the procedures to operate and use any evacuation aids (e.g. slides, ramps, ropes) that are provided on the aircraft. Include instructions on operation and use of these evacuation aids to passengers as applicable.
- iv. Identify the inflation times for the different evacuation aids (e.g. slides, ramps, slide/rafts). Describe how to recognize if an evacuation device is fully inflated.
- v. Describe alternate procedures if initial inflation fails and if the inflation fails during the course of the evacuation.
- vi. Describe the preferred techniques for special attention passengers using evacuation slides (e.g. passengers with a disability, passengers with escorts).
- vii. Describe purpose and procedures of protective position, including the use of assist handle and assist space or alternates as applicable (e.g. avoiding partial blockage of exit with body).
- viii. Describe the importance of maintaining a balanced flow of passengers to all available exits (e.g. to minimize evacuation time).

4.4.7 Evacuation Responsibilities

- i. Identify the shouted commands for each type of evacuation and describe the rationale behind each of the commands. Describe the ways to increase the effectiveness of commands (e.g. assertive, loud, positive, short, body language, phraseology, commands in unison, etc.).
- ii. Identify the responsibility of crew members to assist passengers and fellow crew members in an evacuation and any limitation to this responsibility. Outline the conditions when crew members should evacuate themselves.
- iii. Describe ways to assist incapacitated passengers and fellow crew members in evacuations.

- iv. 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.
- v. Identify the crew responsibilities for removal of equipment when they evacuate the aircraft and under what conditions this should be accomplished.

4.4.8 Preparation for Evacuation

Outlined below are steps involved for the preparation of an evacuation, including required communications between crew members and passengers. The evacuation of the aircraft when it is stopped is outlined in 4.4.9 below.

These steps are arranged in order of priority to allow the more important duties to be completed first, on a time available basis. If during any step the situation dictates that preparations must cease or that there is no more time available, the cabin crew must immediately proceed to Step (x) in the evacuation preparation list shown below and prepare themselves for the emergency landing. Each operator will develop their own procedures and commands as required by their operation.

The list below identifies, in order of importance, the cabin crew duties required to prepare the cabin, passengers and crew for an evacuation when time permits. Describe the procedures for each of the duties for a prepared evacuation on land and outline the differences for a ditching.

- i. CONDUCT BRIEFINGS
 - a) Pilot-in-Command to Cabin Crew In-charge
 - Nature of emergency
 - Land or water evacuation
 - Time available for preparation
 - Who will advise passengers and when
 - Any other information/instructions
 - b) Cabin Crew In-charge to cabin crew members
 - Information provided by PIC briefing
 - Preferred exits
 - Crew communication signals during preparation (i.e. thumbs-up/interphone)
 - Confirm cabin crew members assume position in cabin for announcement and emergency demonstration
 - c) Cabin Crew In-charge to Pilot-in-Command
 - Crew briefing completed
 - Update any information as required
 - d) Pilot-in-Command or Cabin Crew In-charge to Passengers
 - Nature of situation
 - Follow crew instructions
- ii. SECURE GALLEY & STOW EQUIPMENT
 - a) Re-stow meal trays, trolleys, serving utensils and equipment
 - b) Stow garbage
 - c) Close and lock compartment doors
 - d) Turn off circuit breakers, if applicable
- iii. CLEAR EXITS & ENSURE EXITS IN PROPER MODE

- iv. SECURE CABIN & BRIEF PASSENGERS (crew members to conduct cabin checks throughout process)
 - a) Position seat backs upright
 - b) Stow chair tables
 - c) Remove sharp objects
 - d) Remove high heeled shoes (if applicable to equipment)
 - e) Don warm clothing (inclement weather/ditching)
 - f) Secure baggage
 - g) Distribute infant life jackets (if applicable)
 - h) Don life jackets (If applicable)
 - i) Secure seat belts
 - j) Review brace position and when to assume
 - k) Review exit locations
 - l) Review floor proximity lighting
 - m) Advise to review safety instruction card
- v. BRIEF SPECIAL ATTENTION PASSENGERS
- vi. BRIEF ABP'S
 - a) Assisting Special Attention Passengers
 - How to best assist during evacuation
 - b) Operating unmanned exit
 - When to open exit
 - Assess for safe exit conditions
 - Exit opening procedure
 - Procedure if exit unsafe/unusable
 - Location and operation of slide, slide raft, life rafts, and/or stairs, escape ropes, etc.
 - c) Crowd Control
 - How to block
 - Assist at bottom of slide/stairs
- vii. COMPLETE FINAL CABIN CHECK
 - a) Ensure window shades are positioned up or down as appropriate
- viii. ADVISE PIC WHEN CABIN READY & OBTAIN TIME UPDATE
- ix. ADJUST CABIN LIGHTS
- x. CABIN CREW ASSUME BRACE POSITION IN ASSIGNED SEAT
 - a) Begin silent review
- xi. COMMENCE SHOUT COMMANDS WHEN REQUIRED
- xii. PERFORM ASSIGNED EVACUATION DUTIES

4.4.9 Evacuation Procedures

Describe the established evacuation procedures in order of priority, as shown in the Evacuation flow chart on the following page, for each of the following types of evacuations:

- i. Land – prepared;
- ii. Land – unprepared;
- iii. Ditching;
- iv. Inadvertent water contact;
- v. Evacuation at an airport gate/ramp jetway; and
- vi. Any other scenario applicable to the operator.

4.4.10 Rapid Deplanement

Describe the established procedures for rapid deplanement.

4.4.11 Post-Evacuation

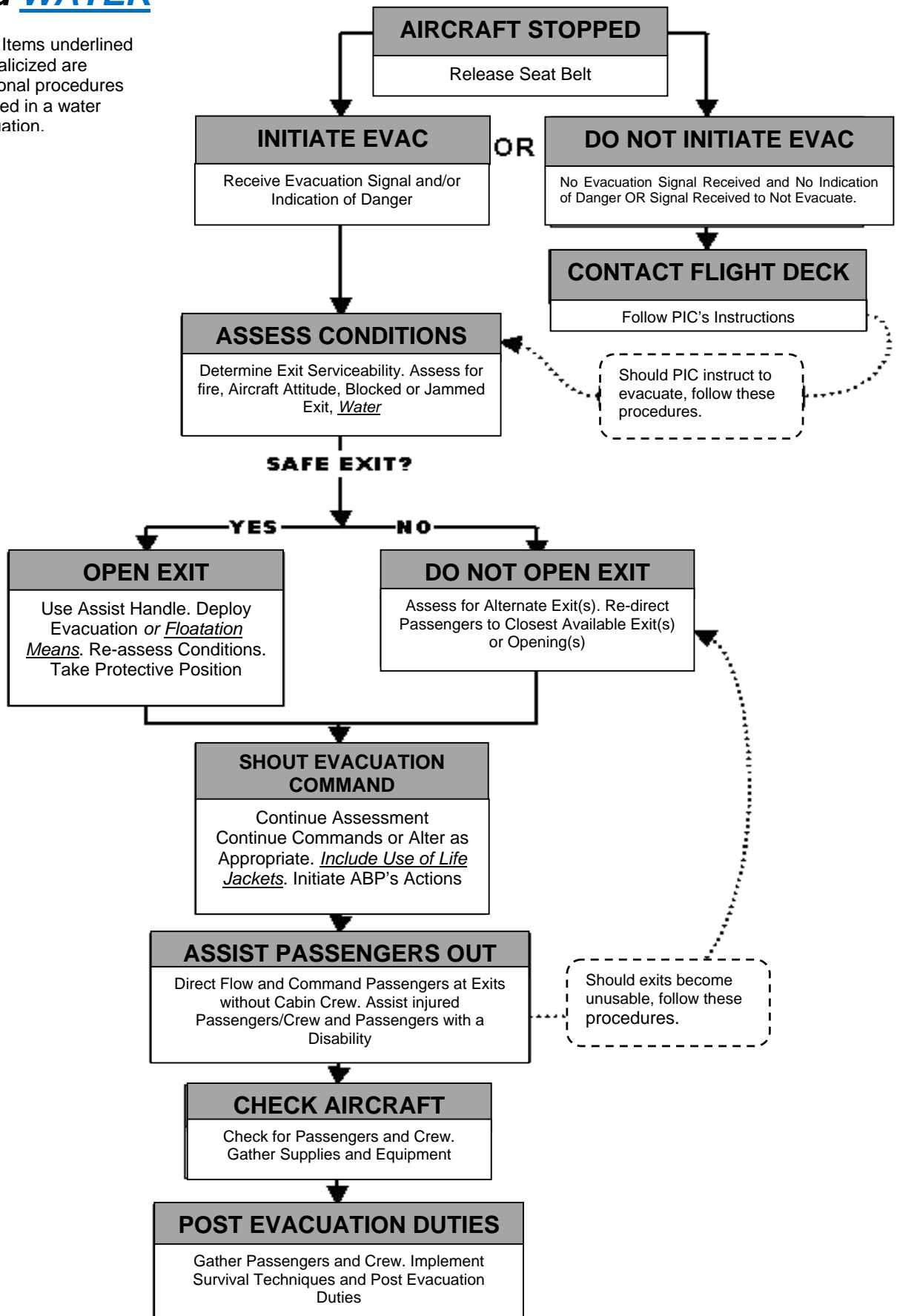
- i. Describe the responsibilities of crew members after an evacuation (e.g. grouping passengers, assisting with first aid, etc.).
- ii. Identify the supplies and equipment available after an evacuation that will provide assistance and enhance survivability (e.g. ELT, survival kit, blankets, megaphone, raft, life jackets, flashlight, food, water, axe, etc.).
- iii. Describe the type of assistance, which may be available at the various airports in the operator's route system. Include ways crew members can manage the evacuation to coordinate their actions with the ground rescue personnel.
- iv. Describe the different groups (e.g. media, legal, accident investigators) that will attempt to solicit information from cabin crew after an evacuation and outline the procedures for dealing with these groups.
- v. List the types of survival situations crew members may encounter as a result of an evacuation including wilderness, arctic, sea, desert, jungle survival as appropriate to the air operator's operation.
- vi. Identify the importance of post-crash procedures to increase survivability in each of the survival situations. Include the following:
 - a. Survival first aid;
 - b. Survival priorities;
 - c. Hazards inherent in different environments;
 - d. Survival skills for different environments;
 - e. Survival equipment and supplies carried on the aircraft; and
 - f. Signaling and recovery techniques.
- vii. Describe the search-and-rescue systems, their scope of operation and how they are able to locate downed aircraft.
- viii. 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.

4.4.12 Accident/Incident Review

- i. Describe the air operator's experience with accidents/incidents involving rapid deplanement and evacuations.
- ii. List both the positive and negative factors affecting survivability in evacuation such as fuselage break-up, smoke, fire, etc. It is acceptable to use the accident/incident data from other operators when the teaching points can be universally applied.

EVACUATION LAND and WATER

Note: Items underlined and italicized are additional procedures required in a water evacuation.



PART FIVE

EMERGENCY EQUIPMENT

5.1 EQUIPMENT OVERVIEW

Scope: General

5.1.1 General

- i. Define safety and emergency equipment.
- ii. Describe each piece of safety and emergency equipment the operator has available onboard each aircraft based on the following points:
 - a. General description;
 - b. Uses;
 - c. Location(s);
 - d. Pre-flight serviceability check(s);
 - e. Removal from stowage;
 - f. How to operate;
 - g. Operational limitations;
 - h. Precautions for use; and
 - i. Care after use.

PART SIX

AIRCRAFT SPECIFIC

6.1 PHYSICAL DESCRIPTION

Scope:	General
	Exterior Description
	Interior Description

6.1.1 General

- i. Identify the manufacturer.
- ii. Identify the model and series number of the aircraft, aircraft family.
- iii. Describe the aircraft type (e.g. wide-body, commuter).
- iv. Describe the performance features of the aircraft (e.g. range, cruising altitudes, cruising speeds).
- v. Identify the number of aircraft operator has in fleet, where they are based, their age, routes.

6.1.2 Exterior Description

- i. 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.
- ii. Identify all the exits on the aircraft, the air operator's way to refer to them and their principle uses (e.g. L1; main boarding door).
- iii. List and describe any distinguishing features (e.g. upper deck, winglets).
- iv. Identify exterior markings and features and their significance including but not limited to: tail/fin number, registration, navigation lights, landing lights, taxi lights, rotating beacon, strobe light(s), exits, etc.
- v. Identify the location of cargo compartment doors for each aircraft in the air operator's fleet and describe the procedure for opening the cargo compartment door as applicable.

6.1.3 Interior Description

- i. Describe the flight deck configuration including seats, special features.
- ii. Describe the cabin features of the aircraft including: crew and passenger seating, galleys, lavatories, cabin stowage areas, partitions, safety and emergency equipment locations, blow-out panels and any special features (e.g. crew rest areas). Include the following:
 - a) How many, locations, access, retrieval;
 - b) Special features of each;
 - c) Operation including description of controls;
 - d) Precautions, limitations and conditions of use;
 - e) Serviceability checks; and
 - f) Procedures for malfunction and care after use.
- iii. Describe the operation of each of the crew seats, cabin and flight deck, and when they are occupied. Include the correct operation of the restraint system

- for each seat; the correct method for securing it to minimize injury; and the assigned crew member take-off/landing stations.
- iv. Describe the fire detection systems onboard the air operator's aircraft relative to cabin crew procedures (e.g. in the passenger cabin, lavatories, crew rest facilities, and/or galleys, as applicable), and include the following in the description:
 - a) Location;
 - b) Serviceability;
 - c) Limitations;
 - d) Activation;
 - e) Signals when activated;
 - f) Shut-off/re-set; and
 - g) Care after activation.
 - v. Describe crew members cabin positions, in all configurations, for: pre-flight passenger safety demonstrations, and emergency landing briefings.
 - vi. Describe the aircraft's floatation characteristics, as well as the different aircraft attitudes possible as a result of accidents/incidents on land and water and any effect on exit usability.

6.2 GALLEYS

Scope: General

6.2.1 General

- i. Identify the components of the galley (e.g. ovens, trolleys, electrical panels).
- ii. Describe the operation of each of these components.
- iii. Identify the safety procedures associated with each of the galley components.
- iv. Identify the safety implications of "safe work" practices in the galleys and ways to achieve this.
- v. Identify the potential hazards of spills and leaks in galleys and describe the procedures for dealing with them.
- vi. Describe what is meant by "galley water shut-off valves" and identify the responsibility of crew members regarding these.
- vii. 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.
- viii. Identify the crew procedures for dealing with any electrical malfunctions in the galley.
- ix. Describe the procedures for reporting un-serviceabilities in the galleys and who is responsible for reporting them. Include the importance of communicating this information to the new crew in case of a crew change.
- x. Identify the types of restraint devices in galleys (and in the cabin for galley equipment). Identify the restraint devices for portable equipment (e.g. trolleys/carts, etc.). Include descriptions on how to use them, when they are to be used and who is responsible for securing galley equipment. Describe the procedures and precautions for securing trolleys/carts and galley equipment in case of in-flight turbulence.

- xi. 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 onboard.
- xii. Identify the approved stowage for excess galley equipment and supplies, especially during take-off and landing, and the approved location for garbage. Include the importance of keeping exit areas and emergency equipment stowage clear of obstruction and accessible.
- xiii. Where galleys are located on the lower deck include the following:
 - a. Policies and procedures relating to lower deck galleys;
 - b. Maximum number of persons allowed in the lower deck galley;
 - c. Communication procedures with lower galley crew members; and
 - d. Escape routes from the lower deck galley.
- xiv. Identify the procedures relating to lifts (e.g. cart-lifts) how and when they are to be operated, safety features, alternate procedures if lift becomes unserviceable.
- xv. Describe the circumstances when galley power may be disrupted (e.g. during engine start-up/shutdown, aircraft movement on the surface).

6.3 COMMUNICATION SYSTEMS

Scope:	General Interphone Public Address System Passenger Call System Entertainment System Automatic Announcement System
---------------	--

6.3.1 General

- i. Describe the components of the communication systems for crew communication and communication to the passengers.
- ii. Describe the procedures for using each of these components in normal and emergency situations and inoperative/unserviceable procedures.

6.3.2 Interphone

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.

6.3.3 Public Address System

Describe the following points relating to the public address system:

- 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 PA procedures; normal, emergency; and
- vii. Describe alternate procedures in case of system failure.

6.3.4 Passenger Call System

- i. Describe the components location, operation and procedures associated with the passenger call system.
- ii. Identify the crew responsibilities relating to passenger call system.

6.3.5 Entertainment System

- i. Describe the components, location, operation and procedures of the onboard entertainment system.
- ii. If the entertainment system is being used for passenger safety briefings, identify alternate procedures if the system fails.
- iii. List the safety procedures associated with the entertainment system (e.g. stowing of screens for take-off and landing).

6.3.6 Automatic Announcement System

- i. Describe the automatic announcement system.
- ii. Identify the information it is programmed for.
- iii. Describe when it is used and what it is used for.
- iv. Describe how the system is programmed and activated and who is responsible for this.
- v. Describe the procedures for using the automatic announcement system and alternate procedures in case of system failure.

6.4 LIGHTING SYSTEMS

Scope: General

6.4.1 General

- i. Describe the components of the interior and exterior lighting systems (e.g. Window lights, aisle lights etc.) onboard including fixed and portable components.
- ii. Describe the function of each of the components of the lighting system.
- iii. Describe the controls for the different components of the lighting system, including location and operation. Identify who is responsible for controlling each of them.

- iv. Describe the features of each component when used in normal and emergency situations.
- v. Describe the procedures for use of each of the components of the lighting system in normal and emergency situations.
- vi. Describe the alternate procedures for use in case of system failure.
- vii. Describe the duration of components of the emergency lighting system.
- viii. Identify the responsibilities for activating components of the lighting system in normal and emergency situations.

6.5 WATER AND WASTE SYSTEMS

Scope: General

6.5.1 General

- i. Identify the components of the water and waste system onboard.
- ii. Describe the location of the different components of the water and waste system including any cabin controls or gauges.
- iii. Identify the potential threat to flight safety in case of large leaks of either the water or the waste system.
- iv. Describe the crew responsibilities for the operation/malfunctions of the water and waste system.
- v. Describe the shut-off valves, importance, location, operation and identification.

6.6 OXYGEN SYSTEMS

Scope: General

6.6.1 General

- i. Describe the components of the oxygen systems onboard the aircraft, including flight deck and cabin.
- ii. Describe when each of the oxygen systems components is used. Include description of use for first aid, decompression and supplemental purposes.
- iii. Identify the location of the components of the oxygen system including the location of O₂ masks and spares.
- iv. Describe the crew responsibilities for the oxygen system.
- v. 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.
- vi. Identify alternate procedures to access oxygen masks when the system fails.
- vii. Describe the crew communication procedures required to activate the oxygen systems.

6.7 AIR CONDITIONING AND VENTILATION SYSTEMS

Scope: General

6.7.1 General

- i. Briefly describe air conditioning and ventilation systems.
- ii. Identify the location of the cabin vents of which crew members need to be aware.
- iii. Describe the location of the controls and control panels for the air conditioning and ventilation systems, the procedures for use and who is responsible for monitoring them.
- iv. Describe any crew communication and crew coordination procedures when using the air conditioning and ventilation systems.
- v. Identify conditions that may occur in the cabin associated with the system (e.g. condensation, fumes and residual oil smoke).

6.8 EXITS

Scope: General
Normal Operation
Abnormal Operation
Emergency Operation
Airstairs (as applicable)

6.8.1 General

- i. Identify each of the different types of cabin exits and flight deck escape routes onboard the aircraft.
- ii. Identify and describe the features of each of the exits and routes, and describe those designated as evacuation exits during fuelling.
- iii. Identify what the normal function of the exit/route (e.g. boarding, service, emergency use only).
- iv. Identify safety precautions associated with exit/route operation. Include potential hazards (e.g. inadvertent slide deployment, injury to crew and ground personnel, etc.).
- v. Identify the MEL relief given to operators when a door or slide is inoperative. Outline the conditions for this relief to be granted and the procedures which must be followed.

6.8.2 Normal Operation

- i. Describe the procedures for operating the exit in normal mode including arming/disarming and opening/closing.
- ii. Identify the precautions associated with using this exit in normal mode/situations.
- iii. Identify who is responsible for operating the exit in normal situations.

- iv. Describe the crew communication and coordination procedures, including any established signals associated with exit operation in normal situations. Identify who is responsible for ensuring that this communication occurs and the importance of this communication for flight safety.

6.8.3 Abnormal Operation

- i. Identify what is meant by abnormal operation of the exit.
- ii. Describe the features of the exit associated with abnormal operation.
- iii. Describe the procedures for abnormal operation of the exit, including who is responsible for the exit operation, crew communication and crew coordination procedures.
- iv. Identify any precautions for abnormal operation of the exit.
- v. Describe the door-reset procedures.

6.8.4 Emergency Operation

- i. Identify what is meant by emergency operation of the exit.
- ii. Describe the features of the exit associated with emergency operation.
- iii. Describe the procedures for operating the exit in emergency mode.
- iv. Identify the precautions for using the exit in emergency situations.
- v. Describe any alternate procedures for use of the exit in the event it becomes unserviceable.
- vi. Identify who is responsible for operating the exit in emergency situations.

6.8.5 Airstairs – as applicable

- i. Define what is meant by airstairs and identify their location(s).
- ii. Describe the features of the airstairs relating to normal, abnormal and emergency use.
- iii. Describe the procedures for operating the airstairs in normal, abnormal and emergency situations. Identify the crew member responsibility for airstair operation.
- iv. Identify the precautions relating to use of the airstairs.
- v. Describe the crew communication and the coordination procedures whenever the airstairs are being used.

6.9 UNIQUE FEATURES

Scope: General

6.9.1 General

- i. Identify any features, procedures and/or equipment unique or different to each aircraft in the air operator's fleet (e.g. electrical outlets, main deck cargo compartment, fire/smoke detection systems, interior doors/latches).
- ii. Describe each of the differences, their impact on the air operator's standard operating procedures and the importance to flight safety of crew members being familiar with them.
- iii. Describe the crew member responsibility to maintain proficiency with all aircraft safety and emergency equipment and systems.

PART TEN
CIRCULARS

Scope: Safety and Emergency procedures and new equipments till introduced in the manual.

10.1 Safety and Emergency procedures and new equipments

- i. Describe new procedures incorporated but not covered in the SEP manual
- ii. Describe each piece of safety and emergency equipment the operator has newly introduced onboard the aircraft based on the following points:
 - a. General description;
 - b. Uses;
 - c. Location(s);
 - d. Pre-flight serviceability check(s);
 - e. Removal from stowage;
 - f. How to operate;
 - g. Operational limitations;
 - h. Precautions for use; and
 - i. Care after use.

QUICK REFERENCE HANDBOOK

The Objective

To provide a standard quick reference for the crew on board, of all the basic information required by them in day-to-day operations and during an emergency.

The Requirement

To be carried on board by each cabin crew for every flight.

The Contents

The QRH shall essentially contain all policies and procedures that may be required in every day operations or during an emergency in a checklist format, thereby ensuring that the crew does not miss out any critical step during any procedural application. The operators may determine the number of chapters and the volume of the book; however, the following must be covered in the handbook. It is also recommended that the suggested sequencing is maintained to have a standard across all airlines and the crew is aware of the layout of the handbook irrespective of the operator. The handbook should also have thumb indexing for quick access to the relevant page.

1. Introduction
2. LEP
3. LOPA
4. Daily pre flight briefing checklist
5. Exit row seating criteria with briefings
6. Individual cabin crew responsibilities (work positions)
7. Cabin Fire fighting – checklist.
8. Lavatory fire (fire in an enclosed area) fighting – checklist
9. Handling disruptive/ Unruly passengers – checklist
10. Death on board procedures
11. Inoperative procedures (P.A, door, jump seat, lavatory)
12. Planned Emergency Evacuation (land, smoke filled cabin and water) – Checklist (work position wise)
13. Planned Emergency announcement (Senior Cabin Crew announcement to the passengers for land and water)
14. Unplanned emergency – checklist (for review purposes for briefing)
15. Post decompression walk around duties (work position wise)
16. Bomb Threat/ search and LRBL procedures - Checklist (work position wise)
17. Anti Hijack – checklist
18. Checklist for dangerous goods spillage.
19. Emergency commands
20. Emergency Equipments – Pre flight checks, use and after use
21. Unconscious passenger – line of treatment checklist
22. Line of treatment for nose bleeds, choking.
23. Heart attack / Angina – line of treatment checklist
24. Primary survey
25. CPR (1 man/ 2 man) steps
26. Birth on board procedures
27. List of medication along with usage.

Appendix – C

SAFETY AND EMERGENCY CARD - FORMAT

Front Page →



Airline's Logo

Intentionally Left Blank

**SAFETY AND EMERGENCY
PROCEDURES**

This is to certify that the holder of this certificate has successfully completed the SEP Training in accordance with CAR Section 7, Series M, part I and is qualified to Operate as a Cabin Crew.

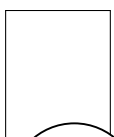
Nodal Officer

Name: _____

Staff No.: _____

Crew Status: Cabin Crew/
Cabin Crew Incharge/
Check Cabin Crew

Aircraft Rating:



Stamp
of
airline

Intentionally Left Blank

Signature of the Holder

Name: _____ Staff No.: _____

Training Duration		Type of Training & Aircraft type	Validity	Authorized Signatory
From	To			
				Stamp

Name: _____ Staff No.: _____

Training Duration		Type of Training & Aircraft type	Validity	Authorized Signatory
From	To			
				Stamp

Name: _____

DGR Training

Date	Validity	Authorized Signatory
		Stamp

Staff No.: _____

AVSEC Training

Training Duration		Validity	Authorized Signatory
From	To		
			Stamp

CIVIL AVIATION REQUIREMENTS
SERIES 'M' PART I

SECTION 7
15TH MARCH 2010

Name: _____
Ditching Drill

Date	Validity	Authorized Signatory
		Stamp

Staff No.: _____
Fire Drill

Date	Validity	Authorized Signatory
		Stamp

Name: _____
Escape Slide Drill

Date	Validity	Authorized Signatory
		Stamp

Staff No.: _____
Medical Check

Date	Validity	Authorized Signatory
		Stamp

Name: _____
Familiarization Flight/In-Flight Check

Date	Flt. No.	Sector	A/C type	Checked by

Important

It is the responsibility of Cabin Crew to maintain currency of SEP Card and keep abreast of Latest Circulars and Notifications.

Last Page →

<p>Safety and Emergency Procedures Certificate</p> <p>(Address of training division/section of the Airline, which has issued this certificate)</p>

1. The above SEP Card is foldable with only Front & Last pages visible (when folded).
2. "Intentionally Left Blank" Pages can be used to put additional information by the operator.
3. Trainings required to be conducted once in 36 months only are to be endorsed separately.
4. Page numbers are to be printed on each page.
5. DGCA authorized signatory shall write authorization reference number (allotted by DGCA) while signing the SEP card.
6. Handwritten entries to be kept at minimum for clarity of entries preferably for signature only.
7. White ink not to be used for correction. New entry to be made afresh.
8. Under "Type of training" title, entries can be made for Initial training/Type training/ Conversion training/Recurrent Training/ Differences Training/ Refresher Training/ Cabin Crew In-charge Training/Corrective Training. (if required) etc.
9. The Authorized Signatory for the purpose would mean Cabin crew Nodal Officer/Alternate Nodal officer or any other DGCA approved SEP Instructor authorized by the nodal officer. The list of all such authorized personnel shall be kept current and intimated to DGCA.

* * *