



**GOVERNMENT OF INDIA
OFFICE OF THE DIRECTOR GENERAL OF CIVIL AVIATION
OPP SAFDARJUNG AIRPORT, NEW DELHI.**

**CIVIL AVIATION REQUIREMENTS
SECTION 7 – TRAINING AND LICENCING SERIES M PART I
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Subject: Cabin crew member training

1. Introduction

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 member shall complete a recurrent training programme annually.

This CAR is issued under the provisions of 29C and Rule 133A of the Aircraft Rules.

2. Applicability

These requirements are applicable to Scheduled, Non Scheduled Operators and other operators who carry Cabin crew member onboard aircraft.

3. Definitions Nominated Post Holders

3.1 a) Cabin Safety Training Manager (CSTM)

An operator shall nominate a Cabin Safety Training Manager who shall be responsible for Cabin crew member training and safety functions and approved by The Directorate General of Civil Aviation. The airline may also delegate all responsibilities to another qualified person as determined by Para 4.1 of this CAR who shall function in the absence of Cabin Safety Training Manager. The post holder shall function under the authority of the Director training.

b) Director Cabin Safety

Refer CAR Section 3 Series C Part II and Part III.

3.2 Cabin crew member

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

Note: The operator must determine the succession of an aircraft crew from flight crew to Cabin crew member for safety of operations.

3.3 Senior Cabin crew member (SCC)

The Senior Cabin crew member is a cabin crew who has overall responsibility for the conduct and coordination of cabin safety procedures applicable during normal operations and during abnormal and emergency situations for flights operated with more than one Cabin crew member.

The operator shall outline the selection and training process in their training manual based on Appendix 09.

3.4 Line Check Cabin crew member (LCCC)

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

The operator shall outline the selection and training process in their training manual based on Appendix 09

3.5 Safety and Emergency Procedures Instructor (SEP)

The person shall be responsible to impart effective and efficient SEP training to Cabin crew members and flight crew and conduct examination/assessment/Inflight proficiency checks for crew as required in this CAR/approved training manual of the operator.

The operator shall outline the selection and training process in their training manual based on Appendix 10

4 Minimum Qualifications/Requirement:

4.1 Cabin Safety Training Manager

The person should demonstrate a thorough understanding and knowledge of the administrative and practical responsibilities and procedures associated with the position and should have had;

For the Scheduled and Scheduled Commuter airline operator

- a) Experience as a Cabin crew member and
- b) SEP Instructor position for a minimum 3 years. In case of multi-fleet operators, if trained on type should have held such a position on at least one major type of aircraft and
- c) Shall have had experience in management and
- d) Shall be knowledgeable about applicable regulations and the operator's standard operating procedures.

Note: If not trained on type CSTM shall complete one day of familiarization training on at least one aircraft type with the operator.

For Non -Scheduled airline operator

- a) Experience as a Cabin crew member for 02 years and
- b) Shall have had experience in management. and
- c) Shall be knowledgeable about applicable regulations and the operator's standard operating procedures.

Note: (i) If not trained on type CSTM shall complete one day of familiarization training on at least one aircraft type with the operator

Note: (ii) For NSOP the positions of Director (Cabin Safety) Inflight Services and Cabin Safety Training Manager may be held by one person meeting the qualifications/ requirements, if the management structure is acceptable to DGCA.

- 4.1.1 Responsibilities of Cabin Safety Training Manager (CSTM)** may include but are not limited to, development of all safety training, development of safety and emergency procedures related documents, facilities and approvals from regulatory authorities. Training, assessment and release of Cabin crew member for flight operations, development of directives and notices, maintaining Cabin crew member training records; liaising with regulatory authorities. (Refer to ICAO 10002 Doc for details)

4.2 Director Cabin Safety (Inflight Services)

This post holder shall function under the authority of the Director Flight Operations. The

person so nominated should have had the qualifications and experience as mentioned in CAR Section 3 Series C Part II and Part III.(As applicable)

4.2.1 The Director Cabin Safety(Inflight Services) responsibilities may include, but are not limited to, reporting of Cabin crew member incidents and accidents, unruly passengers, etc. and Carriage of cabin crew complement and cabin documents as per requirements. It also includes oversight of cabin crew FDTL and their records, scheduling of cabin crew, periodic medical, Breath Analyzer and other related operational functions, liaising with regulatory authorities on all operational issues including cabin operation related audits/surveillances/inspection.

4.3 Cabin crew member

Minimum Qualifications of Cabin crew member should be

- a) is not less than 18 years of age.
- b) has passed 10+2 examination or an equivalent examination from a recognized Board or University.
- c) has passed an initial / recurrent medical examination or assessment at intervals and as per standards as prescribed by DGCA.
- d) remains medically fit to discharge the duties specified in the Operations Manual; and
- e) is competent to perform the duties as Cabin crew member as specified in the Operations Manual
- f) the ability to read, speak, write and understand a designated common language by the operator to ensure appropriate communication with both crew members and passengers
- g) the ability to retrieve safety and emergency equipment and to open and close overhead bins on the aircraft, from a standing position

4.4 Senior Cabin crew member (SCC)

Any Cabin Crew Member who has a minimum of one year of continuous flying experience during the preceding year, or has completed two SEP recurrent training endorsements, shall be nominated as a senior cabin crew member (SCC) for an assigned flight after successfully completing the training specified in Appendix 9.

A minimum of two familiarization flights (sectors) as SCC under the supervision by LCCC or Safety and Emergency Procedures (SEP) Instructor shall be completed before exercising the privileges of Senior Cabin Crew Member on the new type.

4.5 Line Check Cabin crew member (LCCC)

Any Cabin crew member who has a minimum of one year of flying experience as Senior Cabin crew member may be approved as Line Check Cabin crew member. The Line Check Cabin crew member shall be trained as per Appendix 9.

4.6 Safety and Emergency Procedures Instructor (SEP Instructor)

Prior to the issuance of a Safety and Emergency Procedures (SEP) Instructor qualification (i.e., approval)

- a) The candidate should hold, or have previously held a Cabin crew member qualification, and
- b) The candidate shall have minimum of three years of experience as Cabin Crew Member with an Indian/Foreign operator, or shall have previously held SEP Instructor approval with another operator or a contracting state, subject to completion of the applicable type training and the training specified in Appendix 10.
- c) Generic training for aircraft with an AUW less than 5700 kg can be conducted by any approved SEP Instructor.

4.7 First Aid Instructor

Shall be:

- a) A doctor holding MBBS degree or
- b) BSc. Nursing degree and registered Nurse or
- c) Paramedic with recognized First Aid training or
- d) Emergency Medical Technician or
- e) Advance Care Paramedics

5 Cabin crew Training Programme

The following different types of training that should be provided, as a minimum, (As applicable) to Cabin crew members. For cabin crew all SEP training (excluding familiarization flights) hours per day shall not be more than 08 hrs. inclusive of assessment.

- a) Initial training
- b) Aircraft type training
- c) Differences training
- d) Recurrent training
- e) Refresher training
- f) Transition training
- g) Extended recurrent training
- h) Senior Cabin crew member (SCC) and Line Check Cabin Crew (LCCC)
- i) Safety and Emergency Procedures (SEP) Instructor training
- j) Practical Drills
- k) Aircraft visit
- l) Familiarization flight

For assessment purposes the pass percentage for trainings shall be 70%. Written assessment, if in classroom for training purposes may be in physical or digital/online form. The process for digital/online assessment shall be approved by DGCA.

In case the operator opts for Manufacturer based training, the duration specified by the manufacturer will be acceptable.

5.1 Initial Training

Initial training is required for person who have not previously operated as Cabin crew member or Cabin crew member who have been absent from active flying duties for more than 36 months shall undergo Initial training.

The objective of initial training is to ensure that each trainee acquires the competencies, knowledge and skills required to perform the duties and responsibilities related to the safety of passengers and flight during normal, abnormal, and emergency situations. Cabin crew member trainees must complete the initial training before they are assigned duties as Cabin crew members.

The Initial Training shall be conducted as per Appendix 1.

5.2 Aircraft type training

Aircraft type training is required to gain a qualification on the aircraft type and its Variants that the Cabin crew member will be assigned on (e.g. B777 or A330).

Aircraft Type Training shall be conducted as per Appendix 2.

5.3 Differences training

Differences training is required to gain competency before the Cabin crew member is assigned to duty on an aircraft that has differences from the variants that the crew member is previously qualified on. Examples of different variants include a B777-200 vs. B777-300 or an A330-200 vs. A330-300.

The Differences Training shall be conducted as per Appendix 3.

5.4 Aircraft visit

The purpose of an aircraft visit is to familiarize each Cabin crew member with the aircraft environment and its equipment the visit is typically conducted onboard a stationary aircraft. Aircraft visits should be conducted by Safety and Emergency Procedures (SEP) Instructor and in accordance with a syllabus specified in the training manual.

The Aircraft Visit shall be conducted as per Appendix 7.

5.5 Familiarization Flight

Each Cabin Crew Member trainee with no previous comparable operating experience should undergo familiarization flights on commercial sectors consisting of a minimum of 4 sectors.

For additional aircraft type training the cabin crew member trainee is required to undergo 02 sectors of flight for familiarization purposes. Familiarization flights may be carried out on any variant.

The familiarization flights should be completed within 30 days of fulfilling the requirements of the ground-training portion of the operator's training programme as per the training requirements mentioned in Appendix 1 of this CAR. In case of delay in the completion of 04 flights within 30 days, an additional 02 sectors shall be carried out for every 30 days or part thereof. During the familiarization flight, the Cabin crew member trainee should be additional to the minimum number of operating Cabin crew members

The familiarization flight should be conducted under supervision by Safety and Emergency Procedures Instructor/LCCC/SCC. It should be structured and involve the Cabin crew member trainee in the participation in safety-related inflight duties.

For aircraft with a seating capacity up to 19 seats, a minimum of one familiarization flight shall be conducted.

The ratio of the Safety and Emergency Procedures (SEP) Instructor, Line Check Cabin Crew Member (LCCC), or Senior Cabin Crew Member (SCC) conducting Cabin Crew Member familiarization flights on a single sector shall be based on the flight time, as follows:

- a) Up to 1 hour of flight time 1:1
- b) More than 1 up to 4 hours of flight time 1:2 and;
- c) More than 4 hours of flight time 1:6

Note: The Cabin Crew Competency Card shall be updated, issued and carried by the cabin crew upon the successful completion of familiarization flight.

5.5.1 Annual Proficiency Check (APC) shall be conducted once in 12 months to check the competency of the Cabin Crew Member. The Annual Proficiency Check should be conducted by a Line Check Cabin Crew Member (LCCC) or a Safety and Emergency Procedures (SEP) Instructor.

The first Annual Proficiency Check shall be conducted within 12 months from the date of last familiarization flight.

For the purpose of Annual Proficiency check, the Cabin crew member undergoing the check may be part of the minimum crew required to operate the flight and the Line Check Cabin crew/SEP Instructor conducting the check may not be a part of the minimum crew for that flight.

If the cabin crew, who is part of minimum crew complement required to operate the flight or series of flight fails the Annual proficiency check in any sector of series of flight, the cabin crew may continue to operate a flight or series of flight provided the cabin crew is changed at the first available opportunity or arrival at base, whichever is earlier.

The ratio of Line Check cabin crew / SEP Instructor conducting Cabin crew member Annual proficiency checks on a single sector shall depend upon the flight time:

- a) Up to 1 hour of flight time 1:1
- b) More than 1 to 4 hours of flight time 1:2
- c) More than 4 hours of flight time 1:6

5.6 Recurrent Training

- (i) Recurrent training is conducted annually to ensure the continued maintenance of the competencies, knowledge, and skills of Cabin Crew Members through a series of hands-on exercises, simulated exercises, etc.
- (ii) The general training elements, such as first aid, as well as training elements specific to each aircraft type on which the Cabin Crew Member is assigned duties.

The validity of recurrent training is 12 months. Where recurrent training is completed within the 3 months preceding its expiry, the subsequent validity will be 12 months from the original date of expiry.

5.6.1 Extended Recurrent Training

An operator shall ensure that each Cabin Crew Member who has been absent from all flying duties for a period of more than 12 months and upto 36 months, and still remains within the validity period of the previous training, completes the extended recurrent training specified in the Training Manual.

Recurrent Training and extended recurrent training shall be conducted as per Appendix 4.

5.7 Refresher Training

An operator shall ensure that each Cabin Crew Member who has been absent from all flying duties from 3 months upto 6 months, and still remains within the validity period of the previous Initial, Type, or Recurrent Training, shall undergo Refresher Training as specified in the Training Manual.

The Refresher Training shall be conducted as per Appendix 5.

5.8 Transition Training

Transition Training is for Cabin crew member who are qualified on the aircraft type, but from a different operator. If drills/training such as (DG, AVSEC, Door Trainer, Fire Drill, escape Slide Drill, Slide Raft Drill, Raft Drill and First aid) are within the validity period, on the same type of aircraft, such trainings may not be repeated until the next expiry date.

The Transition Training shall be conducted as per Appendix 6.

5.9 Senior Cabin crew member (SCC) and Line Check Cabin Crew (LCCC)

The training for Senior Cabin Crew Members (SCC) and Line Check Cabin Crew Members (LCCC) shall be conducted as per Appendix 9.

5.10 Safety and Emergency Procedures Instructor

The person shall be responsible to impart effective and efficient Safety and Emergency Procedures (SEP) training to Cabin Crew Members and Flight Crew. The Safety and Emergency Procedures (SEP) Instructor shall conduct examinations/assessments of Cabin Crew Members and Flight Crew, as required in this CAR or the operator's approved Training Manual. In addition, the SEP Instructor will carry out surveillance, familiarization flights, and proficiency checks as per the operator's approved safety programme.

The training for Safety and Emergency Procedures Instructor shall be conducted as per Appendix 10.

The recurrent training of Safety and Emergency Procedures Instructor shall be conducted as per Appendix 4

5.11 Practical Training

Practical training is intended to provide trainees with the skills necessary to perform their duties and responsibilities.

The Practical Trainings shall be conducted as per Appendix 8.

6 Training facilities and Devices

6.1 Facilities and equipment for classroom-based training

6.1.1 General.

Whenever the operator utilizes training facilities an approval shall be obtained for the facility, equipment (door and fire trainer) and the personnel utilized for training 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 facility/device is unserviceable for a period of more than six months re-approval by DGCA shall be required. Training may include the use of mock-up facilities, video presentations; computer based training and other types of training.

6.1.2 Classroom facilities

The space for each adult in a classroom will be from 1.4m² to 6.7m². Each trainee's workspace should include space to house trainee's work surface, any additional equipment, the chair, space for chair pushback and maneuverability. (Refer ICAO Manual for guidelines)

6.1.3 The learning environment

It will be ensured that temperature should be comfortable, ventilation should be adequate, lighting should be adequate and training equipment should be adequate.

6.1.4 Use of instructional aids

Instructional aids may include the use of Computer-Based Training (CBT). Where CBT and e-learning are utilized, they should be supported by instructor. Competency-Based Training and Assessment, within the framework of the training syllabus and training duration, may be conducted.

6.2 Trainee to instructor ratio

The trainee to instructor ratio shall be limited to 25:1.

6.3 Representative training devices

Representative training devices may be used as an alternative to the use of actual aircraft and safety and emergency equipment, as approved by the DGCA.

The operator may have an aircraft mockup for training purposes e.g. situation management (normal and emergency).based on the type of aircraft.

6.4 Safety and emergency equipment

Safety and emergency equipment used on the operator's aircraft should be available during training according to the applicable training session.

6.5 Emergency exit trainer

All Operators may provide training to its crew on the door trainer for the type of aircraft instead of an actual aircraft under the supervision of the supervision of a SEP Instructor.

The emergency exit trainer should:

- a) Replicate the size, weight, and operating characteristics of the exit of the aircraft type on which the Cabin Crew Member will operate (e.g., the direction of movement of the handles);
- b) Be designed so that the representative exit can be operated in normal and emergency modes, particularly in relation to the method of operation and the forces required to operate them.
- c) When a representative training device does not replicate the actual aircraft exit operating characteristics, any differences between the operating characteristics of the actual aircraft exit and those of the emergency exit trainer should be highlighted during training. (For example, operator has B787 and have B787 door trainer which may be slightly different from the actual aircraft door.)

6.6 Slide Drill

- a) For initial training each Cabin crew member shall slide down an evacuation slide from a height representative of the aircraft main door (deck) sill height under the supervision of SEP Instructor.
- b) In case of multi fleet operator, the slide drill training may be conducted on the highest slide (for initial and subsequent slide drill trainings) and training should address any difference in operation, features of other aircraft slides.

6.7 Fire-fighting

Practical fire and smoke training must be conducted under the supervision of SEP instructor who has the knowledge, ability and experience to conduct such training shall be conducted in a confined area to simulate cabin fire and smoke-filled conditions, with the cabin crew member donning of PBE and its restriction in communication.

The device used for a simulated fire-fighting exercise should include aircraft provisions as found on board an aircraft, such as seats, galley units, lavatories, panels, overhead bins and waste bins. Fire-fighting equipment and the restraints used should be representative to those installed on an aircraft with respect to weight, dimensions, controls, types and operations. In the absence of such 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, smoke of the non-toxic kind and appropriate firefighting equipment. Necessary approval shall be obtained from DGCA and appropriate local authority, wherever applicable.

6.8 Water Survival

The training shall be conducted under the supervision of a Safety and Emergency Procedures (SEP) Instructor at a water body /pool; in a minimum depth of 06 feet. The size of the pool must be large enough for the Raft to be maneuvered 360 degrees.

For training of Cabin crew member, largest raft (similar weight, dimensions, appearance and features) may be used for water survival training. In case of more than one aircraft type with the operator, training should address any differences in the operation of the raft through classroom/videos etc. including survival equipment.

6.9 Use of other operator training facilities

Where an operator arranges to use training devices/facilities/on type SEP Instructors owned by another operator, the training must comply with the approved training programme, same type of aircraft and operating procedures of the operator whose crew are being trained. (To be incorporated in the Cabin Crew Training Manual.)

If significant differences exist in the cabin layout or safety and emergency equipment, such training should be restricted accordingly.

7. Cabin crew Training Manual

All operators shall prepare a Cabin Crew Training Manual as part of Operations Manual Part D. The Training Manual shall detail the training programme for Cabin Crew Member and shall be approved by the DGCA.

Guidance on the preparation of the Training Manual and the training programme is provided in ICAO Doc 10002, Cabin Crew Safety Training Manual.

8. SEP Manual

The operator shall prepare a SEP Manual on procedures as part of Operations Manual Part B on different types of aircrafts and accepted by DGCA. The content of the manual should be based on manufacturer recommendations, DGCA CAR and procedures approved by DGCA. The SEP Manual shall also contain Quick Reference Handbook and Human Factors and procedures accepted by DGCA.

One SEP manual shall be readily available on board the aircraft easily accessible to the cabin crew.

9. Expatriate Crew – Training Program

The training of the expatriate Crew shall commence only after the 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.

10. Training Records

The operator should maintain all initial qualification training records for its Cabin crew member. Recurrent training records for all trainings shall be maintained for a minimum period of 03 years. Operator may maintain the records in physical or electronic form easily accessible to DGCA inspections.

11. New Aircraft addition by the operator:

If the operator inducts a new aircraft type, the SEP type training obtained at the manufacturer facility/DGCA approved facility shall be accepted.

12. Cabin Crew Competency Card

To facilitate inspection by the Authorized Officers and to carry out cabin crew duties, cabin crew must carry their Competency card issued by the Operator whenever they are operating a flight.

Cabin Crew Competency Card shall be issued by the operator after successful completion of initial training (including familiarization flight) by the individual and updated from time to time as per the training undergone. For the purpose of familiarization flight, the cabin crew shall carry the provisional competency card with the word “provisional” written at the top. It is the responsibility of the individual crew and the operator to ensure that all the entries are correct and valid. The Cabin Crew Competency Card is to be carried by the individual crew at all times in hard copy while on duty.

For digital /soft copy requirements the operators may seek approval from DGCA on satisfactory submission of documents.

Note: Reference may be made to ICAO Doc 10002 Cabin Safety Training Manual for this CAR.

(Vir Vikram Yadav)
Director General of Civil Aviation

Appendix 1

Initial Training

12.1 Initial training is accomplished through classroom instruction and additionally computer-based training (CBT) complemented by a series of hands-on and simulated exercises such as first Aid and Fire-Fighting. Cabin crew member trainees must complete initial training before they are assigned duties as Cabin crew.

12.2 The training should be modular and include at least the following elements in the following table. Modules can be followed in any sequence.

Table 1.3

	Topics
Initial Training	Aviation Indoctrination, Roles, Duties and responsibilities, Safety procedures
	Aircraft type training (in continuation from start to finish)
	Aircraft Visit
	Practical training
	Dangerous goods
	Human performance CRM
	Cabin health and first aid
	Duties and responsibilities related to aviation security.(AVSEC)

Note: First time Cabin crew and those who have been absent from active flying duties for more than 36 months shall undergo Initial training.

Appendix 2

Aircraft Type Training

The training shall include, but is not limited to, the following elements, as applicable to the particular aircraft.

Table 2.2

Topics	
Aircraft Type Training	Aircraft description
	Cabin configuration (number and distribution of Cabin crew member seats and number of passenger seats
	Cabin layout (interior design, stowage compartments such as overhead bins, and closets, etc.);
	Galleys, lavatories, flight deck familiarization and egress
	exits (type, number, location and operation);
	Assisting evacuation means (slide, slide-raft, life raft, rope, etc.)
	Safety and emergency equipment, including location and operation
	Aircraft systems relevant to Cabin crew member duties;
	Normal, abnormal and emergency procedures;
	Air conditioning, ventilation, and pressurization systems;
	Communication systems and associated signaling panels
	control panels
	Electrical system (galley, lavatory, in-flight entertainment system, in-seat electrical system, circuit breaker panels, etc.
	Evacuation alarm system
	Fire prevention system
	Lighting system (interior, exterior and emergency lights)
	Oxygen system (cabin and flight deck);
	Smoke detection system and smoke removal, water and waste systems

2.3 The training should emphasize on the following:

- a) Installed Emergency Locator Transmitter (ELT);
- b) Normal procedures and the related hands-on and/or simulated exercises;

- c) Abnormal and emergency procedures and the related hands-on and/or simulated exercises;
- d) Design-related elements that may impact on normal and/or emergency procedures (stairs, smoke curtain, non-forward facing passenger seats, cargo areas if accessible from the passenger compartment during flight, etc.). This training and the associated checking should be accomplished through classroom instruction, CBT as well as hands-on and simulated exercises with the representative training device capable of reproducing the appropriate environment/equipment characteristics, or on an actual aircraft.

2.4 Type training must be completed before being first assigned to operate as a Cabin crew member on an Aircraft type.

S. No	Training	Aircraft Seating	Training Duration	Aircraft Visits
1	Type Training	1-19	18 hours	1
2		20-80	30 hours	1
3		81 and above	42 hours	1

Note:

- i. Practical Drills duration is additional to Type training
- ii. Aircraft Visit duration is additional to Type training.
- iii. Manufacturer type training duration shall be acceptable if training is conducted from manufacturer.

2.5. Initial Training may include more than one aircraft type training consecutively, including variants, limited to 02 types of aircraft.

Appendix 3

Differences Training

- 3.1** The Differences training and the associated checking should be accomplished through classroom instruction, CBT, as well as hands-on and simulated exercises with a representative training device capable of reproducing the appropriate aircraft environment/equipment characteristics, or on an actual aircraft.
- 3.2** The training should include, the following as a minimum, as applicable to the particular aircraft.

Table 3.3

Topics	
Differences Training	exits (type, number, location and operation)
	assisting evacuation means slide, slide-raft, life raft, rope, etc.
	safety and emergency equipment, including location and operation
	aircraft systems relevant to Cabin crew member duties
	normal procedures and the related hands-on and/or simulated exercises
	abnormal and emergency procedures and the related hands-on and / or simulated exercises
	design-related elements that may impact on normal and / or emergency procedures (stairs, smoke curtain, social areas, non-forward facing passenger seats, cargo areas if accessible from the passenger compartment during flight

Duration

3.4 Training for Cabin crew member to qualify on a variant of the Aircraft type.

	Training Duration	Aircraft Visit
Differences Training in Variants	04 Hours or as duration specified by the manufacturer either on aircraft or classroom whichever is higher.	1 (in addition to classroom training). Note: If differences are on doors/exits only visit on the door trainer may be conducted instead of on the aircraft.
Between multi aisle aircrafts of the same manufacturer	08 hrs. in classroom or as per the duration specified by the manufacturer whichever is higher.	01

Appendix 4

Recurrent Training

4.1 An operator shall ensure that Recurrent Training includes both theoretical and practical instruction, as well as assessment of the theoretical and practical aspects of the training.

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

Recurrent Training Syllabus for cabin crew

Topics	
Recurrent	Exits (type, number, location and operation)
	Safety and emergency equipment, including location and operation;
	Aircraft systems relevant to the Cabin crew member duties
	Normal procedures and the related hands-on and / or simulated exercises,
	Abnormal and emergency procedures and the related hands- on and / or simulated exercises:
	Crew Resource Management;
	Passenger handling and crowd control;
	Review of recent incidents and/or accidents pertinent to aviation/operator
	First aid

- 4.3 Duration:** Recurrent training is mandatory for all Cabin crew member within a period of 12 consecutive months; and for Cabin crew member who have been absent from active flying duties for more than 6 months upto 12 months. Training for Cabin crew member who have been absent from active flying duties for more than 12 months upto 36 months shall undergo extended recurrent training.

Recurrent Training	Training Duration	
	Aircraft 1-80 seats	12 Hours
	Aircraft 81 seats and above	18 Hours
Additional 03 hours for each additional aircraft type approved.		

Extended Recurrent Training	Aircraft 1-80 seats	18 Hours
	Aircraft 81 seats and above	24 Hours
Additional 03 hour for each additional aircraft type approved.		

4.4 Recurrent training Syllabus for Safety and Emergency Procedures (SEP) Instructor

Topics	
Recurrent Training	Review of Normal and emergency safety procedures
	Review of Aircraft system Review of recent incidents and/or accidents pertinent to aviation/operator
	Review of Circulars, CAR, Cabin Safety Manuals, announcements, Safety and emergency procedures, training modules
	Company policies related to cabin safety

4.5 Duration: Recurrent training is mandatory for all Safety and Emergency Procedures Instructor within a period of 12 consecutive months. Training for cabin crew Instructors who have been absent from training for more than 12 months up to 36 months will have to go through extended recurrent training.

Recurrent Training	Training Duration	
	Aircraft 1-80 seats	06 Hours
	Aircraft 81 seats and above	12 Hours
Additional 03 hours for each additional aircraft type approved.		
Extended Recurrent Training	Training Duration	
	Aircraft 1-80 seats	12 Hours
	Aircraft 81 seats and above	18 Hours
Additional 03 hours for each additional aircraft type approved		

Appendix 5

Refresher Training

- 5.1** An operator shall ensure that when a cabin crew member has been absent from all flying duties, from 3 months up to 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:
- Completes refresher training on the type; or
 - Operates 4 re-familiarization sectors as an additional Cabin crew member (not part of the normal cabin crew complement).
- 5.2** Refresher training should include the following as a minimum, as applicable to the particular aircraft type

Table 5.3

Topics	
Refresher Training	Evacuation procedures including crowd control techniques
	Review of the door operating procedure and demonstration using audio-visuals aids including normal and emergency modes, including failure of power assist systems where fitted.
	The location and handling of emergency equipment, Including oxygen systems, and the donning of life jackets, portable oxygen and protective breathing equipment.
	Latest circulars/instructions issued by DGCA, operator and the manufacturer.

- 5.12 Duration:** Cabin crew member who require refresher training but are within the validity of recurrent training will undergo as a minimum duration.

Refresher Training	Training Duration
	03 hours for each aircraft type approved.

Appendix 6

Transition Training

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

Table 6.1

Topics	
Transition Training	Differences in normal and emergency operating Procedures on aircraft type e.g. Doors and exits, Safety and emergency equipment, First Aid and Standard operating procedures
	Operators Policies and procedures.
	Crew Resource Management: Completes the Operator's CRM training.

6.2 Duration: Training for Cabin crew member who are qualified on the aircraft type, but from a different operator and within the validity of previous trainings:

Transition Training	Training Duration	
	Aircraft 1-80 seats	12 Hours
	Aircraft 81 and above	18 Hours on single type including 1 Aircraft Visit

Appendix 7

Aircraft Visit

7.1 The aircraft visit should provide an overview of the aircraft's exterior, interior, and systems, including the following, if applicable to the particular aircraft type:

Table 7.1

Topics	
Aircraft visit	aircraft description
	cabin configuration (number and distribution of Cabin crew member seats and number of passenger seats)
	cabin layout (interior design, stowage compartments such as overhead bins, and closets, etc.);
	Galleys, lavatories, flight deck familiarization and egress
	exits (type, number, location and operation);
	assisting evacuation means (slide, slide-raft, life raft, escape rope etc)
	Safety and emergency equipment, including location and operation
	aircraft systems relevant to Cabin crew member duties
	Air conditioning, ventilation, and pressurization systems;
	communication systems and associated signaling panels
	control panels
	Electrical system (galley, lavatory, in-flight entertainment system, in-seat electrical system, circuit breaker panels, etc)
	evacuation alarm system
	Fire prevention system
	Lighting system (interior, exterior and emergency lights);
	Oxygen system (cabin and flight deck);
	Smoke detection system and smoke removal, water and waste systems
	Cargo areas if accessible from the passenger compartment during flight.

7.3 The operator shall conduct an aircraft visit on type as per the above.

Appendix 8

Practical training

8.1 Water Survival Training

- a) Operator is required to conduct wet drills, these should be carried out in a body of water or pool of 6 feet at least to realistically perform the simulated exercise. A life raft/slide raft exercise should be conducted using life-saving equipment that is representative to that installed on the aircraft with respect to weight, dimensions, appearance, features and operation. The slide raft/raft should be able to turn 360 degree.
- b) Such drill should be conducted once in every 36 months

8.2 Survival Training

An operator shall ensure that survival training is appropriate to the areas of operation, (e.g. polar, desert, jungle or sea) such topic can be covered in a class room training or CBT

8.3 Fire and Smoke Practical Training

- a) A simulated fire-fighting exercise should be conducted in a confined area, to simulate cabin fire, and under the supervision of an instructor. The device used for a simulated fire-fighting exercise should include aircraft furnishings as found on board an aircraft, such as seats, galley units, lavatories, panels, overhead bins and waste bins. Fire-fighting equipment and the restraints used should be representative to those installed on an aircraft with respect to weight, dimensions, controls, types and operations.
- b) Each Cabin crew member extinguishing a fire characteristic of an aircraft interior fire except that, in the case of Halon extinguishers, Fire extinguishers used for live fire-fighting should be charged with the appropriate agent or with an environmentally friendly agent.
- c) The donning and use of protective breathing equipment by each Cabin crew member in an enclosed, smoke-filled simulated environment however the smoke should be non-toxic type.
- d) Such drill should be conducted once in every 36 months and to be accomplished during Type training via CBT if difference in equipment exists.

8.4 Operation of Doors and Exits

- a) The operator shall provide training to Cabin crew members on an emergency exit trainer instead of on an actual aircraft.
- b) The emergency exit trainer shall replicate the size, weight and operating characteristics of the exit of the aircraft type on which the Cabin crew member will operate; (e.g. direction of movement of handles); and be designed so that the representative exit can be operated in normal and emergency modes, particularly in relation to method of operation and forces required to operate them.
- c) Such drill in the aircraft or emergency exit trainer on type should be conducted once in every 36 months. This is also to be accomplished during Initial and type training.

8.5 Evacuation Slide Training

An operator shall ensure that:

- a) For initial training each Cabin crew member shall slide down an evacuation slide from a height representative of the aircraft main door (deck) sill height under the supervision of SEP Instructor
- b) The slide is fitted to an aircraft or a representative training device.
- c) Such drill should be conducted once in every 36 months

Note:

For aircraft with seating capacity up to 19 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.

Para 8.5 to be read in conjunction with Para 6.6 of the main content

8.6 Safety Equipment

- a) Safety and emergency equipment used on the operator's aircraft should be available during training, according to the applicable training session and of the same type.
- b) Training for each piece of equipment should be based on the following , if applicable:
 - General description;;
 - Use;
 - Location(s);
 - Pre-flight serviceability check(s);
 - Removal from stowage;

- Operation;
 - Conditions for operation;
 - Operational limitations and duration of use;
 - Operation under adverse conditions;
 - Precautions for use; and
 - Post-use procedures (including relocation of equipment, if applicable).
- c) Safety and emergency equipment may include, but is not limited to:**
- Portable fire extinguishers;
 - Axe;
 - Protective gloves;
 - Smoke goggles;
 - Protective breathing equipment (PBE);
 - Portable oxygen equipment (bottles, passenger mask, full face mask, flight deck oxygen mask); emergency flashlight;
 - Megaphone;
 - Adult/child and infant life jackets, or other individual flotation device;
 - Baby survival cots; (Bassinettes)
 - Life raft;
 - Survival kit;
 - Installed/portable emergency signaling system (e.g. beacon, emergency locator transmitter, radio locator beacon);
 - Child restraint systems;
 - Extension seat belt;
 - Restraining device;
 - First-aid kit, universal precaution kit, and medical kit;
 - Automated external defibrillator and associated equipment (CPR masks, shields, resuscitator bags, etc.)

8.7 Passenger Briefing/Safety Demonstrations

An operator shall ensure that training is given in the preparation of passengers for normal and emergency situations.

- In an emergency during flight, passengers are instructed in such emergency action as may be appropriate to the circumstances.
- Over wing exit window/emergency exit door passengers briefing prior to each take-off.
- Selection and briefing of Able bodied passengers.

Appendix 9

Senior Cabin crew member (SCC) & Line Check Cabin crew member (LCCC)

9.1 Senior Cabin crew member (SCC)

a) Training for Senior Cabin crew member (SCC) should include the following:

Pre-flight Briefing:	• Operating as a crew; • Allocation of Cabin crew member stations and responsibilities; & • Consideration of the particular flight including: • Aircraft type; • Equipment; and • Categories of passengers, including the disabled, infants and stretcher cases;
Co-operation within the crew:	• Discipline, • responsibilities and • chain of command; • Importance of co-ordination and communication; and • Pilot incapacitation;
Review of operators' requirements and legal requirements:	• Passengers safety briefing, safety cards; • Securing of galleys; • Stowage of cabin baggage; • Electronic equipment; • Procedures when fueling with passengers on board; • Turbulence; • Death on board; • Inoperative system procedures; and • Documentation;
Accident and incident reporting	
FDTL and rest requirements.	

The training should also include:	• Passenger as a resource to assist in an emergency situation. Situation management training. Disruptive passenger management.
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9.2 Line Check Cabin crew member

Prior to the issuance of a Line Check Cabin Crew qualification (e.g., a certificate or authorization), all candidates should hold a valid Senior Cabin Crew Member (SCC) qualification, for which the privilege to examine is being sought

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

Topics	
Line Check Cabin Crew Member	Application of assessment methodologies – clarify and communicate the assessment process, ensure the crew under assessment is ready, observe behaviors and monitor performance, allow trainees to self – correct
	Conduct Objective Assessments - ensure a level of knowledge and skill that achieves an appropriate level of safety, apply performance standards fairly and in accordance with the performance criteria, confidently make decision on the outcome of the task
	Provide clear and Concise Feedback- ensures that the crew under assessment fully comprehends the assessment, apply appropriate corrective actions, provide positive reinforcement/feedback
	Documentation Training and Performance Reports- Submit accurate, timely evaluation forms, report clearly and accurately on the performance of the individual, confidentiality.

Appendix 10

10. Safety and Emergency Procedures Instructor

10.1 The Safety and Emergency Procedures Instructor training and qualification shall include the following (1st time SEP Instructor approval)

The person shall go through a Train The Trainer course. Same is not to be applicable for an approved Safety and Emergency Procedures Instructor.
The person shall complete (undergo) one Initial training (Appendix 1) Practical drills such as firefighting, ditching and slide drill only to be observed.
The Safety and Emergency Procedures Instructor shall then conduct one SEP classroom batch (Type and basic indoctrination) under supervision of approved Safety and Emergency Procedures Instructor on type followed by One SEP classroom module to be observed by Cabin Safety Inspector for an assessment while the instructor is conducting his/her class and assess his/her ability to conduct the class effectively. Demonstration of proficiency on the aircraft type shall be conducted by Cabin Safety Inspector.
If satisfactory, then an approval shall be accorded for the period of 5 years.
If the performance is unsatisfactory, the instructor shall be assessed again after 1 month. The request for the same shall be made by the operator.
In case of repeated failure, the instructor may be assessed after 3months. The operator shall maintain the record of all the classes (including its performance) while requesting for the review.
The Safety and Emergency Procedures Instructor shall undergo annual recurrent on type. Duration and syllabus of annual recurrent training shall be as per Appendix 4.

10.2 Safety and Emergency Procedures Instructor - Renewal with the same operator and same type

Renewal Requirements:

- i. For renewal of instructor approval, an application may be made to the cabin safety division of the DGCA 3months prior to expiry of the previous validity with minimum two SEP training details conducted in the preceding 1 year and valid annual recurrent.
- ii. Demonstration of proficiency on the aircraft type to be conducted by CSTM.
- iii. On submission of satisfactory documents by operator, an approval shall be accorded by DGCA for the period of 5 years.
- iv. If the performance is unsatisfactory, the instructor shall be assessed again after 15 days. In case of repeated failure, the instructor may be assessed after 1 month. The operator shall maintain the record of all the classes (including its performance) while requesting for the review.

10.3 Safety and Emergency Procedures Instructor Approval (change of aircraft/Operator)

The person has a valid SEP approval and getting trained on another aircraft type or with the same/different-operator or rejoins the same operator, the training programme shall include but not limited to.

Training for Approved Safety and Emergency Procedures Instructor		
S.no	Aircraft Type	Process
1	Same type with different operator (within the validity of Recurrent Training)	Undergo Transition Training followed by Demonstration of proficiency on the aircraft type to be conducted by CSTM. Upon Satisfactory submission of documents approval will be given by DGCA for 05 years.
2	Same type Lapsed Recurrent with same operator (12 th upto 36 th months)	Undergo extended recurrent Training; followed by Demonstration of proficiency on the aircraft type to be conducted by CSTM –
3	Same type Lapsed Recurrent with different operator (12 th upto 36 th months)	Undergo Transition and extended recurrent Training; followed by Demonstration of proficiency on the aircraft type to be conducted by CSTM. Upon Satisfactory submission of documents approval will be given by DGCA for 05 years.
4	Same type Lapsed Recurrent from any operator (36 months above)	Undergo Type training followed by Demonstration of proficiency on the aircraft type conducted by CSI. Upon Satisfactory submission of documents approval will be given by DGCA for 05 years.
5	Different Type (any operator)	Undergo Type training excluding (practical drills such as firefighting, ditching and slide drill to only be observed) followed by Demonstration of proficiency on the aircraft type to be conducted by CSI DGCA. Upon Satisfactory submission of documents approval will be given by DGCA for 05 years.

If the performance is unsatisfactory, the instructor shall be assessed again after 15 days. The request for the same shall be made by the operator.

In case of repeated failure, the instructor may be assessed after 1 months. The operator shall maintain the record of all the classes (including its performance) while requesting for the review.

Note 1: Safety and Emergency Procedures Instructor may undergo Cabin crew and Safety and Emergency Procedures Instructor recurrent concurrently.

Note 2: If the SEP Instructor is not satisfied with the assessment by the operator, an appeal may be made to Director, FSD, DGCA within 30 days of declaration of the result for consideration.

If considered appropriate after scrutiny cabin safety inspector may be nominated by DGCA for re-evaluation.

Appendix 11

CABIN CREW COMPETENCY CARD

(OPERATOR NAME) NAME: _____ **EMP NO:** _____

SCC: _____ **(Date) AIRCRAFT TRAINING**

AIRCRAFT TYPE	TYPE OF TRAINING	TRAINING COMPLETION DATE	VALIDITY
	INITIAL TYPE/TRANSITION		
	Recurrent		
	TYPE		
	Recurrent		
	TYPE		
	Recurrent		

TRAINING

TYPE OF TRAINING	VALIDITY	
DITCHING DRILL		
FIRE & SMOKE DRILL		
SLIDE DRILL		
EMERGENCY EXIT TRAINER	Aircraft Type	Validity
INITIAL CRM		
JOINT CRM		
DGR		
AVSEC		

FAMILIARIZATION FLIGHTS (Last Sector)/ANNUAL PROFICIENCY CHECK

DATE	FLIGHT NO	SECTOR	NAME OF SCC/LCCC/SEP INSTRUCTOR

MEDICAL CHECK VALIDITY:

BREATH ANALYZER RECORD:

Signature of Cabin crew member:

Name & Signature of Post Holder Cabin Safety Training:

Note:

- Holder is responsible for the renewal of the certificate on or before the expiry date.
- This certificate must be signed and carried while on duty.
- Initial type training entry in Cabin crew Competency Card after completion of familiarization flights.

Appendix 12

E Learning Guidelines and Module

1. E-learning content may be developed according to a set of learning objectives and can be delivered using different media elements, such as text, graphics, audio and video etc. It should provide as much learning support as possible (through explanations, examples, interactivity, feedback, glossaries, etc.), in order to make learners self-sufficient.
2. E-learning content for individual study can be integrated with Initial/ recurrent training, the e-learning module shall be a maximum of 06 hrs. Assessment shall be conducted on completion of recurrent training.
3. 24/7 technical support and link should be available to crew members via phone, email and other means etc.
4. Competency management- Tracking of crew member's activity and attendance, storage of training history/ progress, management of class rosters etc.
5. Operator should develop validation method to establish a performance baseline from which to measure the effectiveness of the ground training proposed. Examples of performance baseline include average training hours a trainee spends in learning a certain subject, pass-fail rates for tests of training content etc.
6. The topics as given below, can be developed as part of an integrated e-learning program for Initial Training:
 - a) Aviation terminology
 - b) Theory of flight
 - c) Physiology of flight
 - d) Aircraft Physical description
 - e) Operator's carriage policies
 - f) Apron Safety
 - g) Case studies, Review of incidents and accidents
7. The topics as given below, can be developed as part of an integrated e-learning program for recurrent Training:
 - a) Roles and responsibilities
 - b) Crew co-ordination and Communication
 - c) Equipment over view
 - d) Case studies
 - e) Review of incidents and accidents, case studies
 - f) Aircraft systems relevant to the Cabin crew member duties
 - g) Passenger handling and crowd control
8. E-learning programme system / process shall be approved by DGCA and the method of implementation should be detailed in the cabin crew training programme/ manual.