



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
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Sub: Cabin Crew Training

1. Introduction

1.1 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.

1.2 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 onboard aircraft.

3. Definitions

3.1 Post Holder –Cabin Safety Training

A person responsible for cabin crew training and safety functions nominated by the airline and accepted by DGCA. The airline shall also nominate an alternate.

Note: Director In-Flight Services or equivalent shall be responsible for all aspects related to cabin crew operations.

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.

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

3.3 Senior Cabin Crew (SCC)

The Senior Cabin Crew is a senior 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.

3.4 Line Check Cabin Crew

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

3.5 Safety and Emergency Procedures (SEP) Instructor

SEP Instructor shall be responsible to impart effective and efficient SEP training to 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 Post Holder – Cabin Safety Training

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

- (a) Shall have held senior cabin crew (SCC) position for minimum 2 years on the type of aircraft within the last 5 years. In case of multi-fleet operators should have held such position on at least one major type.
- (b) Shall have had experience in management.
- (c) Shall have had experience in instructional and training skills.
- (d) Shall be knowledgeable about applicable regulations and operator's standard operating procedures.

4.2 Cabin Crew

Minimum Qualifications of Cabin Crew should be

- (a) is not less than 18 years of age;
- (b) has passed 10+2 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 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 open and close overhead bins on the aircraft, from a standing position

4.3 Senior Cabin Crew

Any cabin crew who has a minimum of one year of continual flying experience or 02 SEP recurrent training endorsement shall be nominated as Senior Cabin Crew (SCC) for an assigned flight after completion of training as per Appendix 9.

For aircraft registered in India for public transport of passenger, the operator shall nominate a senior cabin crew (SCC) 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. The Senior Cabin Crew(SCC)shall be responsible to the PIC of the aircraft for the conduct and coordination of normal and emergency procedures as specified in the Training manual.

4.4 Line Check Cabin Crew

Any cabin crew who has a minimum of one year of flying experience as SENIOR CABIN CREW(SCC) may be approved as Line Check Cabin Crew. The Line Check Cabin Crew shall be trained as per Appendix 9.

4.5 SEP Instructor

(a) Cabin crew with experience of 3 years with Indian/Foreign carriers or a person who has held SEP Instructor approval with another operator from or Contracting State subject to type training and

(b) Has completed the training as per Appendix 10.

4.6 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

5. Cabin Crew Training Programmes

The following different types of training that should be provided, as a minimum, (As applicable) to cabin crew members. The training hrs per day shall be 06hrs out of which 04hrs shall be for instructional training.

(a) Initial training;

(b) Aircraft type training;

(c) Differences' training;

(d) Aircraft visit;

- (e) Familiarization flight;
- (f) Recurrent training;
- (g) Refresher training;
- (h) Transition training;
- (i) Extended recurrent training
- (j) Senior Cabin Crew (SCC) and Line Check Crew training
- (k) SEP Instructor training
- (l) Practical training

5.1 Initial Training

Initial training is required for the persons who have not previously operated as a cabin crew member. The goal of initial training is to ensure that each trainee acquires the competencies, knowledge and skills required to perform the duties and responsibilities related to the safety of passengers and flight during normal, abnormal and emergency situations. Cabin crew trainees must complete 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 model and its Variants that the cabin crew member will be assigned on (e.g. B777 or A330). Aircraft type training will be part of Initial Training.

Aircraft Type Training shall be conducted as per Appendix 2.

5.3 Differences training

Differences training is required to gain competence before the cabin crew member is assigned to duty on an aircraft that has differences from the model or variants that the crew member is previously qualified on. Examples of different models include an Airbus A320 vs. A340 or a Boeing B737 vs. B777. 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. Each cabin crew trainee having no previous comparable operating experience should participate in a visit to an aircraft prior to participating on a familiarization flight. The visit is typically conducted on board a stationary aircraft. Aircraft visits should be conducted by suitably qualified persons and in accordance with a syllabus described in the training manual.

The Aircraft Visit shall be conducted as per Appendix 7.

5.5 Familiarization Flight

Each cabin crew trainee having no previous comparable operating experience should undergo a familiarization flight consisting of at least 4 sectors as described below. The familiarization flight should be completed within 30 days of fulfilling the requirements of the ground-training portion of the operator's training programme. During the familiarization flight, the cabin crew trainee should be additional to the minimum number of operating cabin crew members the familiarization flight should be conducted under supervision. It should be structured and involve the cabin crew trainee in the participation of safety-related pre-flight, in-flight, pre-landing and post-flight duties. Familiarization flights may be carried out on any variant.

For aircrafts with seating capacity up to 19 seats, a minimum of 01 familiarization flight shall be carried out.

Proficiency check shall be conducted once in 12 months to check the competency of the cabin crew. Proficiency check should be conducted by check cabin crew / SEP instructor.

5.6 Recurrent Training

Recurrent training is conducted annually to ensure the maintenance of competencies, knowledge and skills through a series of hands-on exercises, simulated exercises, written exam, etc. for general training elements such as first-aid as well as for training elements relevant to each aircraft type on which the cabin crew member will be assigned duties.

Recurrent training validity is 12 months. If carried out in 3 months preceding the expiry, the subsequent validity will be 12 months from the original expiry.

The 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 for more than 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.

The Refresher Training shall be conducted as per Appendix 5.

5.8 Transition Training

Training for cabin crew who are qualified on the aircraft type, but from a different operator. And If drills/training such as (DG, AVSEC, Fire Drill, Slide Drill and First aid) are within the validity period and certificates of previous trainings are furnished by the operator, 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(SCC) and Line Check Crew

The training for senior cabin crew (SCC) & Line Check Crew shall be conducted as per Appendix 8.

5.10 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.

The training for SEP Instructor shall be conducted as per Appendix 9.

5.11 Practical Training

Practical Trainings are intended to provide the trainee with the skills necessary to perform their responsibilities and duties.

The Practical Trainings shall be conducted as per Appendix 10.

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 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. 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.

6.1.3 The learning environment.

It will be ensured that temperature should be comfortable, ventilation should be adequate, lighting should 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) in which case, CBT should be supported by instructors.

6.2 Trainee to instructor ratio

The trainee to instructor ratio shall be limited to 20:1.

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

6.4 Safety and emergency equipment

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

6.5 Emergency exit 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.

6.6 Fire-fighting

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 smoke filled conditions, with the cabin crew donning of PBE and its restrictions in communication. 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 fire fighting equipment. Necessary approval shall be obtained from DGCA and appropriate local authority wherever required.

6.7 Water Survival

The training shall be conducted at a water body /pool; in a minimum depth of 07 feet. The size of the pool must be large enough for the Raft to be maneuvered 360 degrees.

6.8 Use of other operator training facilities

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

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

7. Cabin Crew Training Manual

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

Note: Guidance for details of training programme are given in ICAO Doc 10002 Cabin Safety Training.

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 contents of the manual should be based on manufacturer recommendations, DGCA CAR and procedures approved by DGCA. The SEP Manual may also contain Quick Reference Handbook and Human Factors and procedures approved by DGCA.

One SEP manual shall be available on board. This manual shall be prepared as per the guidance given in SEP Manual template on DGCA web site.

9. 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.

10. Training Records

The operator should maintain all training records for its cabin crew members for a minimum period of 03 years.

11. 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.

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Initial Training

1.1 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 trainees must complete initial training before they are assigned duties as cabin crew members.

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

Table 1.0

	Topics
Initial training	Aviation indoctrination
	Duties and responsibilities
	Normal, abnormal and emergency procedures
	Aircraft type training
	Dangerous goods
	Human performance CRM
	Cabin health and first aid
	Duties and responsibilities relating to aviation security.(avsec)

Note: Cabin crew who have been absent from active flying duties for more than 36 months will have to go through Initial training.

Appendix 2

Aircraft Type Training

2.1 This training should include, but is not limited to, the following elements, if applicable to the particular aircraft.

Table 2.0

Topics	
Aircraft Type Training	aircraft description
	cabin configuration (number and distribution of cabin crew 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 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	

2.2 The training should emphasize on the following:

- A. Installed emergency locator transmitter;
- 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

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

- 2.3** Type training must be completed before being first assigned to operate as a cabin crew member on an Aircraft type.

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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 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 3.0

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 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

Recurrent Training

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

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

Table 4.0

Topics	
Recurrent Training	Exits (type, number, location and operation)
	Safety and emergency equipment, including location and operation;
	Aircraft systems relevant to the cabin crew 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, including:
	i) fire-fighting class room training and (including a live fire-fighting exercise); ii) smoke in the cabin; iii) decompression; iv) evacuation on land and on water planned and unplanned class room (including a wet drill); and v) flight and cabin crew member incapacitation;
	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 within a period of 12 consecutive months; and for cabin crew who have been absent from active flying duties for more than 6 months up to 12 months. Training for cabin crew who have been absent from active flying duties for more than 12 months up to 18 months will have to go through extended recurrent training.

Refresher Training

5.1 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:

- Completes refresher training on the type; or
- Operates 4 re-familiarization sectors as additional cabin crew (not part of the normal crew complement)

5.2 An operator shall ensure that when cabin crew has been absent from all active flying duties for a period 3 months up to 6 months, refresher training on the type will be undertaken prior to operating as a cabin crew. Refresher training should include the following as a minimum, as applicable to the particular aircraft:

Table 5.0

Topics	
Refresher Training	Evacuation procedures including crowd control techniques;
	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;
	The location and handling of emergency equipment, including oxygen systems, and the donning of lifejackets, portable oxygen and protective breathing equipment.
	Latest circulars/instructions issued by DGCA, operator and the manufacturer.

5.3 Duration: Cabin crew who require refresher training but are within the validity of recurrent training will undergo as a minimum duration the following;

Transition Training

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

Table 6.0

Topics	
Transition Training	Emergency procedures including pilot incapacitation;
	Evacuation procedures including crowd control techniques;
	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.
	The location and handling of emergency equipment, including oxygen systems, and the donning of lifejackets, portable oxygen and protective breathing equipment.
	Operators Policies and procedures.
	Crew Resource Management: Completes the Operator's CRM training

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

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:

Table 7.0

Topics	
Aircraft visit	aircraft description
	cabin configuration (number and distribution of cabin crew 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 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.

7.2 An 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 sufficient depth 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. And the same should be able to turn 360 degree.
- b) Such drill should be conducted once in every 36 months on each type of slide raft/Life raft and to be accomplished during Initial, Type/Conversion training.

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 Initial and Type/Conversion training.

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 should

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 should be conducted once in every 36 months as part of recurrent/extended recurrent and Refresher training. This is also to be accomplished during Initial and Type/Conversion training.

8.5 Evacuation Slide Training

- a) An operator shall ensure that:
- Each cabin crew member shall slide down an evacuation slide from a height representative of the aircraft main door sill.
 - The slide is fitted to an aircraft or a representative training device.
 - Such drill should be conducted once in every 36 months on an aircraft type and to be accomplished during Initial and Type/Conversion training.

Note: For aircrafts 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.

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); g) 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.); and

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 passengers briefing prior to each take-off.
- Selection and briefing of Able bodied passengers.

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Senior Cabin Crew (SCC)

9.1 Senior Cabin Crew (SCC)

a) Training for Senior Cabin Crew(SCC) should include:

Pre-flight Briefing:	<ul style="list-style-type: none"> • Operating as a crew; • Allocation of cabin crew stations and responsibilities; & • Consideration of the particular flight including: <ul style="list-style-type: none"> ○ Aircraft type; ○ Equipment; and ○ Categories of passengers, including the disabled, infants and stretcher cases;
Co-operation within the crew:	<ul style="list-style-type: none"> • Discipline, responsibilities and chain of command; • Importance of co-ordination and communication; and • Pilot incapacitation;
Review of operators' requirements and legal requirements:	<ul style="list-style-type: none"> • Passengers safety briefing, safety cards; • Securing of galleys; • Stowage of cabin baggage; • Electronic equipment; • Procedures when fuelling with passengers on board; • Turbulence; • Death on board; • In operative system procedures ; and • Documentation;
Human Factors	<ul style="list-style-type: none"> • Crew Resource Management:
Accident and incident reporting	
FDTL and rest requirements.	
The training should also include:	<ul style="list-style-type: none"> • Passenger as a resource to assist in an emergency situation. Situation management training. Disruptive Passenger management.

9.2 Line Check Cabin Crew

- a) Prior to the issue of a line check crew qualification (e.g. certificate or authorization), all candidates should hold a SENIOR CABIN CREW(SCC) qualification, for which the privilege to examine is being sought.
- b) Any crew with 1 year operating experience as SENIOR CABIN CREW(SCC), selected based on the operator's prerequisites as laid down in the approved training manual. Before being released as Line Check Cabin Crew.

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

Topics	
Line Check Cabin Crew	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 (if applicable),
	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.

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SEP Instructor

10.1 SEP Instructor training and qualification shall include the following:

Topics	
SEP Instructor	The person shall go through a Train The Trainer course. Same is not be applicable for a person already holding a valid SEP approval from a different operator.
	Observes one SEP classroom session and conducts one SEP classroom session under supervision followed by;
	One SEP classroom session 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.
	Viva on the aircraft type to be conducted by Cabin Safety Inspector
	If the person has a valid SEP approval or a SEP instructor on another aircraft type with a different operator, then courses like AVSEC, DG, if valid may not be repeated.
	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 3 months. The operator shall maintain the record of all the classes (including its performance) while requesting for the review.
	For renewal of instructor approval, an application may be made to the cabin safety division of the DGCA 3 months prior to expiry of the previous validity with details of training conducted on a quarterly basis for preceding 2 years.
For renewal of approval, a viva by Cabin Safety Inspectors will be conducted and on successful evaluation, the approval shall be renewed for 5 years from the date of previous validity.	

Cabin Crew Competency Card- Format

Cabin Crew Competency Card
(Operator Name)

NAME: _____

EMP NO : _____ CARD NO: _____

Aircraft Training

Aircraft Type	TYPE OF TRAINING	VALIDITY

Drills Training

TYPE OF TRAINING	VALIDITY
<u>DGR</u>	
<u>AVSEC</u>	
<u>DITCHING DRILL</u>	
<u>FIRE & SMOKE DRILL</u>	
<u>SLIDE DRILL</u>	
<u>EMERGENCY EXIT TRAINER</u>	
<u>CRM/JOINT CRM</u>	
<u>MEDICAL CHECK</u>	

DATE	FLIGHT NO	SECTOR	FAM FLT/ PROF CHK	CHECKED BY

Breath Analyser Record:

Signature of Cabin Crew :

Signature of Post Holder Cabin Safety Training:

Note:

1. Holder is responsible for the renewal of the certificate on or before the expiry date.

2. This certificate must be signed and carried whilst on duty

DRAFT