Cabin Safety Operations Requirements

First edition

December 2022

Military Aviation Authority

Royal Thai Air Force

ISSUE APPROVAL

The Military Aviation Authority (MAA) is responsible under section 37.8 of Royal Thai Air Force Operational Standardization B.E.2564 for issuing regulations, requirements, standards and practical guidance to ensure conformity with and timely International standards.

The Cabin Safety Operations Requirements is the means MAA uses to meet its responsibilities under the Royal Thai Air Force Operational Standardization B.E.2564 for promulgating military aviation safety standards of flight operations.

The Cabin Safety Operations Requirements is issued and amended under the authority of the Director of Military Aviation Authority, Royal Thai Air Force.

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TABLE OF CONTENTS

TABLE OF CONTENTS iii
LIST OF EFFECTIVE PAGES iv
RECORD OF REVISION v
REVISION HIGHLIGHTS vi
ABBREVIATIONS vii
LIST OF DEFINITIONS viii
CABIN SAFETY OPERATIONS 1
1. CABIN CREW 1
2. CABIN SAFETY MANAGEMENT 6
3. SAFETY BRIEFING 10
4. CABIN CREW DUTIES 13
5. SAFETY, EMERGENCY AND SURVIVAL EQUIPMENT 15
6. ABNORMAL AND EMERGENCY PROCEDURES 16
APPENDIX 19

LIST OF EFFECTIVE PAGES

Title	Page	Rev.	Date
Table of Contents	iii	No.00	1 Dec 2022
List of Effective Pages	iv	No.00	1 Dec 2022
Records of Revision	v	No.00	1 Dec 2022
Revision Highlights	vi	No.00	1 Dec 2022
Abbreviations	vii	No.00	1 Dec 2022
List of Definitions	vii	No.00	1 Dec 2022
Cabin Safety Operations	1	No.00	1 Dec 2022
1. Cabin Crew	1	No.00	1 Dec 2022
2. Cabin Safety Manager	6	No.00	1 Dec 2022
3. Safety Briefing	10	No.00	1 Dec 2022
4. Cabin Crew Duties	13	No.00	1 Dec 2022
5. Safety Emergency And Several	15	No.00	1 Dec 2022
6. Abnormal And Emergency Procedures	16	No.00	1 Dec 2022
APPENDIX	19	No.00	1 Dec 2022

RECORD OF REVISION

Revision No.	Issue Date	Date Inserted	Inserted by
Original	1 Dec 2022	1 Dec 2022	MAA

REVISION HIGHLIGHTS

Section	Description of Change
All	New issue

ABBREVIATIONS

A/C	Aircraft
AED	Automated External Defibrillator
CBT	Computer Based Training
CPR	Cardio Pulmonary Resuscitation
CRM	Crew Resource Management
ELT	Emergency Locator Transmitter
ICAO	International Civil Aviation Organization
ID	Identification Card
LMS	Learning Management System
MAA	Military Aviation Authority
MSA	Minimum Safe Altitude
PBE	Protective Breathing Equipment
PED	Portable Electronic Device
PRM	Passenger with Restricted Mobility
SEP	Safety Emergency Procedures
TV	Television

LIST OF DEFINITIONS

The following definitions are intended to clarify certain specialized terms used in this document.

Aerodrome means a defined area on land (including any building, installation and equipment) used or intended to be used either wholly or in part for the arrival, departure and surface movement of aircraft.

Aeroplane means a power-driven heavier-than-air aircraft, deriving its lift in flight chiefly from aerodynamic reactions on surfaces which remain fixed under given conditions of flight.

Aircraft means any machine that can derive support in the atmosphere from the reactions of the air other than the reactions of the air against the earth's surface.

Approval means an authorization granted by the Authority for:

(a) The transport of dangerous goods forbidden on passenger and/or cargo aircraft where the Technical Instructions state that such goods may be carried with an approval; or

(b) Other purposes as provided for in the Technical Instructions.

Authority means The Military Aviation Authority, Royal Thai Air Force.

Cabin Crew Member means a crew member who performs, in the interest of safety of passengers; duties assigned by the Squadron or the Pilot-in-Command of the aircraft, but does not include a flight crew member.

Dangerous Goods means articles or substances which are capable of posing a hazard to health, safety, property or the environment and which are shown in the list of dangerous goods in the Technical Instructions or which are classified according to those Instructions.

Duty means any task that flight or cabin crew members are required by the operator to perform, including, for example, flight duty, administrative work, training, positioning and standby when it is likely to induce fatigue.

Emergency Locator Transmitter (ELT) means a generic term describing equipment which broadcasts distinctive signals on designated frequencies and, depending on application, may be automatically activated by impact or be manually activated. An ELT may be any of the following;

(a) Automatic fixed ELT (ELT(AF)). An automatically activated ELT which is permanently attached to an aircraft.

(b) Automatic portable ELT (ELT(AP)). An automatically activated ELT which is rigidly attached to an aircraft but readily removable from the aircraft.

(c) Automatic deployable ELT (ELT(AD)). An ELT which is rigidly attached to an aircraft and which is automatically deployed and activated by impact, and, in some cases, also by hydrostatic sensors. Manual deployment is also provided.

(d) Survival ELT (ELT(S)). An ELT which is removable from an aircraft, stowed so as to facilitate its ready use in an emergency, and manually activated by survivors.

Flight Crew means a crew member, including the pilot, flight engineer, flight navigator and flight radio operator who is charged with duties essential to the operation of an aircraft during a flight duty period.

Flight Time - Aeroplanes means the total time from the moment an aeroplane first moves for the purpose of taking off until the moment it finally comes to rest at the end of the flight.

Note:- *Flight time as here defined is synonymous with the term "block to block" time or "chock to chock" time in general usage which is measured from the time an aeroplane first moves for the purpose of taking off until it finally stops at the end of the flight.*

Ground Handling means services necessary for an aircraft's arrival at, and departure from, an airport, other than air traffic services.

Human Factors Principles means principles which apply to aeronautical design, certification, training, operations and maintenance and which seek safe interface between the human and other system components by proper consideration to human performance.

Human Performance means human capabilities and limitations which have an impact on the safety and efficiency of aeronautical operations.

In-Charge Cabin Crew Member means cabin crew leader who has overall responsibility for the conduct and coordination of cabin procedures applicable during normal operations, and abnormal and emergency situations for flights operated with more than one cabin crew member.

Night means the hours between the end of evening civil twilight and the beginning of morning civil twilight or such other period between sunset and sunrise, as may be prescribed by the appropriate authority.

Operation An activity or group of activities which are subject to the same or similar hazards and which require a set of equipment to be specified, or the achievement and maintenance of a set of pilot competencies, to eliminate or mitigate the risk of such hazards.

Operations Manual means a manual containing procedures, instructions and guidance for use by operational personnel in the execution of their duties.

Pilot-In-Command The pilot designated by the operator, or in the case of general aviation, the owner, as being in command and charged with the safe conduct of a flight.

Safety Management System means a systematic approach to managing safety, including the necessary organizational structures, accountabilities, responsibilities, policies and procedures.

Special Categories Passengers means persons who need special conditions, assistance, or equipment when travelling by air. These may include but are not limited to:

(a) Infants;

(b) Unaccompanied children;

(c) Persons with disabilities;

(d) Persons with mobility impairments;

(e) Persons on stretchers; and

(f) Inadmissible passenger, deportees, or persons in custody.

CABIN SAFETY OPERATIONS

Introduction and Applicability

Cabin safety contributes to the prevention of accidents and incidents, protection of the aircraft's occupants, through proactive safety management, including hazard identification, safety risk management and the increase of survivability in the event of an emergency situation. Traditionally, the role of cabin crew members focused on the evacuation of an aircraft in the event of an accident. However, cabin crew members also play an important proactive role in managing safety, which can contribute to the prevention of incidents and accidents. Training is necessary to prepare cabin crew members to conduct their safety-related duties and responsibilities during normal day-to-day flights and essential to enable them to recognize and act on any abnormal or emergency situation.

The ICAO Cabin Crew Safety Training Manual (Doc 10002) provides guidance related to cabin crew training requirements found in Annex 6 - Operation of Aircraft, Part I - International Commercial Air Transport - Aero planes.

1. CABIN CREW

1.1 Age/Medical Requirements

1.1.1 A cabin crew member should be at least 18 years of age and have passed an initial medical examination or assessment and been found medically fit to discharge the duties specified in the operations manual. A squadron must ensure that cabin crew members remain medically fit to discharge such duties. Medical examinations or assessments are required to be renewed on an annual basis.

1.1.2 The initial medical examination or assessment, and any re-assessment, of cabin crew members should be conducted by Royal Thai Air Force Institute of Aviation Medicine. The squadron should maintain a medical record for each cabin crew member.

1.1.3 The following medical requirements are applicable to cabin crew members:

(a) Good general health;

(b) Freedom from any physical or mental illness which might lead to incapacitation or inability to perform cabin crew duties;

(c) Normal cardiorespiratory function;

(d) Normal centre nervous system;

(e) Adequate visual acuity - 6/9 with or without glasses and free from severe colour blindness which may interferes with the recognition of colour coded cabin signs;

(f) Adequate hearing;

(g) Normal weight (i.e. Ability to move comfortably down the aisle and to be able to exit from the smallest secondary cabin emergency exit);

(h) Normal function of ear, nose and throat; and

(i) Normal height (i.e. Able to stand in the aircraft, reach safety equipment and open and close overhead bins).

1.2 In-Charge Cabin Crew Member

1.2.1 Whenever more than one cabin crew member is carried on a flight, the squadron must nominate a crew-in-charge. The in-charge cabin crew member will be responsible to the Pilot-in-Command for the conduct and co-ordination of the cabin safety and emergency procedures specified in the operations manual.

1.2.2 The squadron shall not appoint a person to the post of in-charge cabin crew member unless that person has at least one year's experience as an operating cabin crew member and has completed an appropriate course of training.

1.2.3 The squadron shall establish procedures to select the next most suitably qualified cabin crew member to operate as in- charge cabin crew member in the event of the nominated in-charge cabin crew member becoming unable to operate. Such procedures must be acceptable to the Authority and take into account the cabin crew member's operational experience.

1.3 Cabin Crew Complement

1.3.1 The squadron shall not operate an aeroplane with a maximum approved passenger seating configuration of more than 19, when carrying one or more passengers, unless the number of cabin crew members carried on board is not less than the greatest of the following:

a) One cabin crew member for every 50, or fraction of 50, passenger seats installed on the same deck of the aeroplane; or

b) For an aeroplane with a single aisle, one cabin crew member for each pair of directly opposing floor level exits, and for an aeroplane with more than one aisle, one cabin crew member for each floor level exit; or

c) The number of cabin crew members determined by the manufacturer during certification of the aeroplane, whether by an emergency evacuation demonstration or by analysis, except if the maximum approved passenger seating configuration is less than the manufacturer's certificated maximum passenger seating capacity by at least 50 seats, the required cabin crew

complement may be reduced by one for every whole multiple of 50 seats by which the operator's maximum seating configuration falls below the manufacturer's certificated maximum passenger seating capacity.

1.3.2 In addition to the required cabin crew complement calculated in paragraph 1.3.1 above, the MAA may, at its discretion, require the squadron to include additional cabin crew members for flights such as Ultra Long-Range Operations.

1.3.3 Notwithstanding paragraph 1.3.1, in the event of unforeseen circumstances, when a cabin crew member is incapacitated, the squadron may operate the aeroplane with one cabin crew member less than the required cabin crew complement subject to the following conditions:

(a) The flight is departing from a location where no qualified replacement is reasonably available;

(b) At least one cabin crew member is required for every 50, or fraction of 50, passengers present on the same deck of the aircraft;

(c) The flight shall be limited to one sector;

(d) Procedures ensuring that an equivalent level of safety is achieved with the reduced number of cabin crew, in particular for the evacuation of passengers, are established in the operations manual. This may also include reseating of passengers;

(e) All cabin crew are trained and made familiar with the procedures for reduced cabin crew operation;

(f) If the incapacitated crew is the in-charge cabin crew member, the next most qualified cabin crew shall be appointed as the in-charge cabin crew member for that sector;

1.3.4 Notwithstanding paragraph 1.3.3 (c), the MAA may approve operation of the flight with reduced cabin crew for up to two consecutive sectors, subject to conditions as he thinks fit, upon his being satisfied that such operation is conducted in a safe and proper manner.

1.3.5 Subject to paragraph 1.3.6, the squadron need not comply with the requirements in paragraph 1.3.1 for the following types of flights:

(a) Test flights;

(b) Functional check flights;

(c) Base training flights; and

(d) Delivery flights.

1.3.6 For flights described in paragraph 1.3.5, all persons carried on board shall be briefed on safety, emergency and evacuation procedures. In addition, for flights described in paragraph 1.3.5 where more than 19 persons are carried on board (excluding the flight crew), the squadron shall determine the minimum number of cabin crew members required to affect a safe and expeditious evacuation of the aeroplane. At least one cabin crew shall be carried on board such flights.

1.3.7 When scheduling cabin crew for flights, rostering procedures should take into account the experience of each cabin crew to ensure that there is an even spread of experienced cabin crew members on all flights.

1.4 Operation on more than one type or variant

1.4.1 Cabin crew may operate up to three aircraft types provided that safety and emergency equipment and emergency procedures are similar.

1.4.2 For the purposes of paragraph 1.4.1, variants of a particular aircraft type are considered to be different types if they are not similar in all of the following aspects:

(a) Emergency exit operation;

(b) Location and type of safety and emergency equipment; and

(c) Emergency procedures.

1.4.3 Factors taken into consideration by the MAA to permit cabin crew to operate up to 3 aircraft types would include but not limited to the following:

(a) Additional training for the in-charge cabin crew member;

(b) A minimum experience level of cabin crew comprising the minimum crew complement;

(c) Restriction of the number trainee cabin crew carried on all flights;

(d) Meeting a recency requirement as agreed with the authority on all aircraft types;

(e) No change fleet assignment within the same day except for flight disruptions; and

(f) Arrangements made for cabin crew to review the characteristics of the aircraft type to be operated on during pre-flight crew briefing e.g. viewing of a video tape.

1.5 Cabin Crew Training and Checking

Statutory Requirements

1.5.1 The Military Aviation Authority (MAA) requires all squadrons to ensure that all flight crew and cabin crew are properly instructed in their duties, responsibilities and the relationship of such duties to the operation as a whole. The squadrons who carry cabin crew onboard the aircraft, are required to develop a suitable training programmed for their crew members. Statutory requirements relating to the training, testing and

periodical checking of flight crew and cabin crew are prescribed, which its primary purpose is to indicate the arrangements considered necessary to secure an adequate standard of compliance with the statutory provisions.

1.5.2 The cabin crew and the cabin crew safety instructor training and checking programme shall be developed and documented by the squadrons. The training and checking manual can form part of the operations manual or be a separate document. It shall contain information, procedures and instructions to cabin crew with respect to the safe operation of all aircraft types and classes. The degree and scope of instruction that is outlined in the manual will depend on the number of aircraft, size, complexity and composition of the organization.

The manual shall also outline procedures and give guidance to all personnel involved in the training and checking responsibilities. It must address the qualifications, training and standardization requirements of its training and checking personnel. This will include the selection criteria and minimum experience requirements for all positions that form part of the squadrons training and checking structure. Guidance to the squadrons on what information must be included in the cabin crew training and checking manual is outlined in Appendix : Guidelines for Cabin Crew Training and Checking.

1.6 Supernumerary Flying/Familiarization Flights

Unless otherwise agreed by the MAA, cabin crew will normally be expected to fly in a supernumerary role on a passenger flight within a period of 30 days on successful completion of their aircraft type specific training. This is prior to operating as a fully qualified crew. Passengers may not be able to distinguish between such trainees and fully trained cabin crew and in an emergency may expect to receive guidance and assistance from anyone wearing a crew uniform. The squadron shall therefore ensure that before undertaking supernumerary duties, cabin crew have successfully completed the training and checking. The supernumerary cabin crew shall not be counted as part of the minimum crew complement.

1.7 Cabin Crew Uniforms

1.7.1 The squadron shall provide crew uniforms which readily distinguish the wearer as a member of the cabin staff. The uniform to be worn by operating cabin crew shall be such as not to impede the performance of their duties as required for the safety of passengers and flight during operations and shall allow passengers to identify the operating cabin crew including in an emergency situation.

1.7.2 The squadron shall exercise care in the provision of cabin crew footwear. Appropriate footwear shall be worn during take-off, landing, and emergency situations to avoid damage to slides and to offer protection to the cabin crew.

1.7.3 All ornaments worn around the neck and unconcealed by clothing have the potential to snag and hamper movement. These items may be a cause of injury to the wearer. Both the restriction of movement and the risk of injury that may occur when neck chains or scarfs are worn have the potential to inhibit crews from carrying out their duties. Operators must therefore instruct crews to remove unconcealed neck ornaments when on board aircraft. If there is a requirement that ID cards must be displayed, other forms of attachment must be used, care being taken to ensure that this does not present a risk of snagging.

1.8 Safety and Emergency Procedures (SEP)

On each flight, every cabin crew shall have access to a current version of every part of the Safety and Emergency Procedures (SEP) or other manuals which is relevant to his/her duties on the flight.

1.9 Signs, Markings and Placards

The squadron should ensure that signs, markings and placards include the following characteristics, in order to be deemed suitable:

(a) Be legible;

(b) Be clearly visible;

2. CABIN SAFETY MANAGEMENT

2.1 Pre-departure Procedures

2.1.1 The squadron should establish check- in procedures. Emphasis should be placed on the need for these personnel to identify and resolve potential difficulties in seat allocation (see also paragraphs 2.2 and 2.3), excess carry-on baggage, the carriage of dangerous goods, drunken or unruly passengers, including boarding refusal, before passenger embarkation begins. This is of particular importance at overseas departure points.

2.1.2 Similar instructions and training should also be given to cabin crew to deal with cabin safety related problems which may have been missed at check-in.

2.2 Seat Allocation

2.2.1 The following types of passengers should not be seated where they could obstruct floor level emergency exits, impede the crew in their duties, obstruct access to emergency equipment or hinder aircraft evacuation:

(a) Passengers with Restricted Mobility (hereinafter referred to as “PRMs”), which shall include persons with a physical or intellectual disability and persons who are impaired due to any other cause;

(b) Elderly or frail person who appear to be not capable of operating or assisting with the operation of exit;

(c) Accompanied and unaccompanied children and infant;and

(d) Obese passengers.

2.2.2 Special Categories passengers shall be allocated seats in pre-assigned locations designated by the squadron and agreed to by the Authority.

2.3 Seat Allocation at Self-Help Exits

2.3.1 Seats which form the access route from the cabin aisle to these exits should only be allocated to passengers who appear capable of operating and/or assisting with the operation of the exit. Check-in staff shall be mindful of this requirement.

2.3.2 On no account should the types of passengers listed in paragraph 2.2.1 be allocated seats which form the access route from the cabin aisle to these types of exit. Preference should be given, where possible, to seating non-operating crew at these locations.

2.4 Drunken Passengers

2.4.1 The squadron shall not permit a person to enter any aircraft when appeared to be intoxicated or drunk.

2.4.2 The squadron are to provide instructions, advice and training to all relevant staffs on dealing with passengers who have been drinking excessively. Such advice should include when to deny boarding rights and reiterate the pilot-in-command's prerogative to exercise the powers, as conferred by the Authority regulatory requirements to protect the safety of the aircraft and passengers.

2.4.3 Drunken passengers constitute not only a possible source of annoyance to fellow passengers but also a hazard to flight safety. Potentially hazardous incidents should be reported in the incident occurrence report.

2.5 Stowage of Cabin Baggage

2.5.1 Cabin baggage may only be stowed in approved locations. Operators should provide clear and unequivocal advice on which areas are approved.

2.5.2 Overhead lockers and other stowage must be clearly placarded with weight limitations and enclosed by latched doors or load bearing nets as appropriate. Cabin crew must be made aware of the need to ensure that limitations are not exceeded.

2.5.3 Under seat stowage may only be used if the seat is equipped with a restraint bar and the baggage is of a size to fit under the seat.

2.5.4 Baggage must not be stowed in toilets, immediately forward or aft of bulkhead, or in such a manner that it will impede access to emergency equipment. Particular attention must be paid to maintaining the integrity of all evacuation routes.

2.6 Stowage of Catering Supplies and Crew Effects

2.6.1 All catering supplies, blankets, pillows, newspapers, etc. are to be securely stowed in approved areas for take-off and landing.

2.6.2 Similarly, crew effects, including baggage and clothing, must be stowed in approved areas. Particular care must be taken to ensure that doors and exits, including operating handles, are not obstructed nor ready access to emergency equipment precluded.

2.7 Carriage of Aerosols

2.7.1 Advice and instructions should be provided to crew on the carriage of aerosols. In particular, the potential fire hazard posed, and how this may be obviated by careful stowage should be emphasized.

2.7.2 Unless it is unavoidable, aerosols should not be used for dispensing air fresheners, insecticides or other similar agents.

2.8 Portable Electronic Devices (PED)

2.8.1 The operator shall not permit the use of a PED on board an aircraft except as provided for in paragraphs 2.8.2 and 2.8.3.

2.8.2 An operator may permit the use of a PED on board an aircraft:

(a) If the PED is an unintentionally transmitting PED or an intentionally transmitting PED with its transmitting function disabled, when the aircraft is operating at an altitude of above 10,000ft;

(b) After the aircraft has exited the runway upon landing;

(c) If it is a PED that has very low power consumption, such as a heart pacemaker, hearing aid or digital watch; or

(d) If it is a medical PED, such as an automated external defibrillator or a portable oxygen concentrator, that has been approved for use in the aircraft.

2.8.3 The squadron may permit the use of a PED on board an aircraft in the following circumstances if he has obtained the approval of the Authority under paragraph 2.8.6:

(a) Unintentionally transmitting PED or intentionally transmitting PED with transmitting functions disabled, when the aircraft is operating at an altitude of 10,000ft or lower; or

(b) Intentionally transmitting PED with transmitting functions in active mode when the aircraft is operating at an altitude above 10,000ft.

2.8.4 Notwithstanding paragraphs 2.8.2 and 2.8.3:

(a) The squadron shall not permit the use of a PED for voice communications on board an aircraft except when the aircraft has exited the runway upon landing;

(b) The squadron shall not permit the use, or shall terminate any permitted use, of a PED on board an aircraft when its use may interfere, or is suspected of interfering, with the performance of the navigation and communication systems of the aircraft.

2.8.5 The squadron shall ensure that when any PED is used on board an aircraft:

(a) The use of the PED will not interfere with the performance of the aircraft's navigation and communications systems

(b) There are established procedures for ensuring that the use of the PED complies with paragraph 2.8; and

(c) Crew members are assigned responsibilities and trained for ensuring the safe use and stowage of the PED. Should a PED initiate a fire, the cabin crew can expeditiously identify the incident, take appropriate firefighting action, and monitor the device for possible re-ignition. Squadron should have dedicated resources to provide firefighting materials in the cabin and train cabin crew on how to properly respond to a PED fire.

2.8.6 The squadron shall inform the passengers of the permissible times, conditions and limitations for the use of PED.

2.8.7 Notwithstanding any use of PED permitted by the squadron, the pilot- in-command has the right to terminate the use of any PED.

2.8.8 The squadron shall obtain an approval from the Authority if it provides or intends to provide a PED as part of its In-Flight Entertainment or other services on board the aircraft.

2.8.9 For the purpose of this paragraph:

(a) An intentionally transmitting PED means a PED that intentionally transmits electromagnetic signals; and

(b) An unintentionally transmitting PED means a PED that emits electromagnetic signals as a by-product of its operation.

2.9 Spillage of Drinks in Flight Deck

There is an obvious potential for a major incident to occur when such items as conductive liquids in open containers, cutlery, etc.; are mishandled on aircraft flight decks. All squadrons are requested to review their procedures for handling drinks and other items in and around the flight deck, as appropriate. Clear advice should be given to all crew on

how best to route drinks when passing them about, so as to avoid any risk of accidental spillage on to electrical equipment.

2.10 Safety on the Ramp

The squadron is required to provide procedures on the following:

(a) Use of air bridges and other means of embarkation/disembarkation for the purposes of evacuation of passengers.

(b) Allocation of responsibilities between ground handling personnel and cabin crew for passenger safety during embarkation and disembarkation to ensure their individual emergency procedures are compatible and effective.

(c) Appropriate training must also be provided to all ground personnel who are required to operate the aircraft door on the ramp.

2.11 Use of Cabin Crew Seat by a Person Other than a Cabin Crew

2.11.1 The squadron shall not permit a cabin crew seat to be occupied by a person other than a cabin crew except in accordance with 2.11.2 below.

2.11.2 The squadron may permit a person other than a Cabin Crew to occupy a Cabin Crew Seat for landing only if:

(a) The number of cabin crew manning emergency exits falls below the minimum cabin crew complement during flight due to unexpected crew incapacitation; or

(b) During a declared emergency where the person is an able-bodied passenger displaced from a passenger seat to a cabin crew seat in order to enhance evacuation management. This person must be briefed on the necessary safety procedures, including activation of the exit door, etc., before being permitted to occupy a cabin crew seat and to assist in evacuation management.

2.12 Egress and Evacuation Routes

The squadron shall ensure that the passenger's egress and evacuation routes are free of obstructions during take-off and landing.

3. SAFETY BRIEFING

3.1 Passenger Briefing

3.1.1 Passengers are to be given a pre-departure briefing, without distraction by other cabin activities. The briefing should cover all relevant points appropriate to the aircraft type and operation being undertaken. Briefings are to be given in English or Thai. The following points must also be highlighted in the demonstration or video:

(a) Seat belt operation;

(b) Location of emergency exits, including any unserviceability;

(c) Life-jacket operation, where required; and

(d) Operation of drop-out oxygen, where required.

Passengers' attention must be drawn to smoking restrictions; when appropriate, the availability of infant life-jackets or flotation device; the need for children's and babies' oxygen masks to be fitted after those of their accompanying elders; and advice on wearing seat belts at all times.

3.1.2 The location of floor lighting systems must be included in the briefing and, where possible, the system should be activated for a few seconds.

3.1.3 Passenger's attention should be drawn to the safety card and mention made of the instructions for operating any types of exits doors.

3.1.4 Attention should also be drawn to restrictions on the use of personal electronic devices, including mobile telephones. This is to be repeated prior to landing.

3.1.5 Where briefings are given by the use of a video presentation, cabin crew must monitor screens to ensure that each passenger receives a full briefing. In larger aircraft, it is preferable that cabin crew should also physically indicate the nearest available exit to the passenger during the briefing. Where passengers have not received, or cannot receive (because of location), a full briefing by video, individual briefings must be given.

3.1.6 The squadron should ensure that their crew drills include a procedure for passengers to be warned of impact so that they can adopt the brace position at the appropriate time before impact.

3.1.7 Special personalized briefings for handicapped passengers (e.g. the blind, the hearing impaired and to a passenger who is responsible for another person on board (e.g. infants) should also be carried out).

3.1.8 Prior to landing, another passenger briefing must also be carried out to cover the following:

(a) Carry-on baggage stowage.

(b) Seat belt requirements.

(c) The use and stowage of PEDs; and

(d) Correct stowage of passenger seat features (e.g., tray tables, armrests, TV monitors, and etc.)

3.1.9 The squadron shall ensure that in an emergency during flight, passengers are instruct in such emergency action as may be appropriate to the circumstances.

3.1.10 The squadron shall ensure that, during taxi, take-off and landing and whenever considered necessary by reason of turbulence or any emergency occurring during flight, all passengers on board an aeroplane shall be secured in their seats by means of the seat belts and/or harnesses, when provided.

3.2 Passenger Safety Cards

3.2.1 The passenger safety briefing must be supplemented with a pictorial safety notice relevant to the type of aircraft and its safety equipment (passenger safety card). Information contained in the card must be lodged with the Authority.

3.2.2 The card is to be designed and produced as an entity separate from any other literature. It should be located so that each seated passenger can readily see and identify it. A distinctive message that it contains safety information should be placed at the top of the card.

3.2.3 Equipment and operating methods should be depicted pictorially, using internationally recognized symbols wherever possible. The card should include colours to draw the attention of the passengers (e.g. green for means of escape and positive instructions). Any wording should be kept to a minimum.

3.2.4 Passenger safety cards must provide the following information:

(a) Seat belts and/or shoulder harnesses - instructions for fastening, adjusting and unfastening;

(b) Useable exit location - routes to exits should be indicated for crash landing and ditching. This includes over wing emergency exits where the emergency escape routes from the cabin, via the wing to the ground should also be clearly depicted;

(c) Exit operation - for all types of exit fitted. Illustrations should depict the operation with the direction of the movement of exits and handles clearly indicated;

(d) Use of evacuation slides - depicting the correct method of use, inflation and detachment, the manual inflation handle and discarding high heeled shoes;

(e) Brace positions - for all types of seat orientation and pitch in use of the aircraft;

(f) Oxygen masks - instructions of locating, donning, and adjusting the mask; initiating oxygen flow. Instructions should be given that masks should be fitted to children only after their guardians have fitted their own;

(g) Life-jackets – location, removal from stowage, removal from container and inflation. The card must show that, excepting children, the life-jackets must not be inflated within the cabin;

(h) Life-raft - location, removal, preparation for use; inflation and launching. Launching locations should be indicated;

(i) Smoking restrictions;

(j) PED restrictions;

(k) Correct stowage of passenger's seat feature (e.g. tray tables, armrests, TV monitors, and etc.)

(l) Emergency floor path lighting systems;

(m) Cabin baggage stowage in approved locations during taxi, take-off, and landing; and

(n) Use of child restraint systems for safety of infants and small children (if applicable).

4. CABIN CREW DUTIES

4.1 Pre-flight Briefings

4.1.1 Cabin crew shall be given a safety briefing prior to the commencement of any flight or a series of consecutive flights, after each full rest period. Consideration shall be given to the following:

(a) Areas dedicated to pre-flight briefings usage that afford privacy for each individual briefing shall be provided;

(b) Access to the relevant safety and emergency procedure manual and current safety notices must be available;

(c) Cabin crew shall answer satisfactorily at least one question on aircraft safety (e.g. emergency drills, safety and emergency equipment location and usage, etc.) Or one on first aid;

(d) The allocation of cabin crew to specific seats in the passenger compartment, where applicable, shall take due account of the need to ensure the conduct of safety-related duties;

(e) Safety reminders that address any recent changes to safety-related issues or any perennial problems shall be given; and

(f) Action to be taken by the in-charge cabin crew member, if it becomes apparent that any crew member displays inadequate knowledge of safety-related issues.

4.2 Allocation of Cabin Crew Stations

Arrangements should be made, preferably during rostering, to ensure an even spread of experienced cabin crew through the aircraft. The in-charge cabin crew members should allocate duties and positions on the day with this in mind. The in-charge cabin crew member must occupy an approved crew seat for all take-offs and landings.

4.3 In-Charge Cabin Crew Member Seating

When the assigned crew station of the in-charge cabin crew member does not allow immediate access to the flight deck, squadrons must specify drills which reflect the following:

(a) The cabin crew seated closest to the flight deck should be responsible for communicating with the flight deck crew in the event of any emergency on take-off or landing; and

(b) Emergency evacuation procedures should require in-charge cabin crew member to remain at his or her station and to control and operate the emergency exits.

4.4 Checking of Safety and Emergency Equipment

Cabin crew operating a flight must ensure all the safety and emergency equipment carried on board the aircraft is in working condition and that their location and complement are in accordance with the operations manual. The checking of safety and emergency equipment is also to be carried out whenever there is a change of crew.

4.5 Embarkation and Disembarkation of Passengers

Instructions should be available to crews for marshalling of passengers at stations where ground handling staff are unavailable.

4.6 Arming and Disarming Slides

Slides should be armed as soon as obstructions to their deployment (steps, jetties, etc.) are removed and clear. Slides should remain armed after landing until aircraft comes to complete stop and command received. Crews should be aware of the dangers of accidental deployment.

4.7 Duties Prior to Take-off and Landing

4.7.1 Each cabin crew member assigned to emergency evacuation duties shall occupy an approved cabin seat in the passenger cabin during take-off and landing. Cabin crew should remain at their stations with their seat belts and safety harness, fastened, except when performing duties related to the safety of the aircraft and passengers.

4.7.2 The squadron shall not permit a cabin crew seat to be occupied during take-off and landing by a person other than a functional cabin crew member unless otherwise approved by the Authority.

4.7.3 All catering and other equipment shall be stowed prior to take-off and landing.

4.7.4 All items of galley electrical equipment should be switched off prior to take-off and landing.

4.7.5 The squadron shall ensure that at any time when the aircraft is on the ground, provision for the safety and rapid evacuation of the passengers in an emergency is maintained.

4.8 Cabin Lights and Window Shades for Take-off and Landing

The dimming of interior cabin lights particularly when taking- off and landing at night and stowing of passengers' window shade in the open position (when applicable) for take-off and landing shall be carried out.

4.9 Refueling Operations with Passengers on Board

4.9.1 When squadrons wish to refuel aircraft with passengers on board, instructions should be issued to crews. Instructions should cover at least the following points:

(a) Aircraft steps and jetties and cabin crew positions;

(b) Smoking prohibition;

(c) Briefing to passengers on restrictions on use of electrical equipment, no smoking rule, etc.;

(d) Slide arming and clearance area;

(e) Ensure seat belt signs are off to facilitate sudden evacuation; and

(f) Ensure cabin safety lighting is switched on.

4.10 Flight Crew and Cabin Crew Liaison

4.10.1 Squadron's instructions should be clear on the need for good liaison to exist between flight and cabin crew.

4.10.2 A means must be established for the conduct of liaison. Such liaison should extend until after the aircraft has arrived at its final destination where, for instance, cabin safety equipment defects may need to be attended to.

4.11 Carry-on Baggage

The squadron shall ensure that all baggage carried onto an aeroplane and taken into the passenger cabin is adequately and securely stowed.

4.12 Child Restraint Systems

The squadron should ensure that babies under two years of age and small children are best protected and secured in a child restraint system appropriate for their weight and height and tailored to be suitable for the operator's safe operations. Information on policies and procedures related to the use of such devices should be provided to parents, cabin crew and ground personnel.

5. SAFETY, EMERGENCY AND SURVIVAL EQUIPMENT

5.1 Provision of Oxygen Equipment

5.1.1 The amount of oxygen to be carried and the number of passengers for whom suitable masks must be made available vary with operating altitude, attainable rate of descent and Minimum Safe Altitude (MSA).

5.1.2 Information and instructions must be provided by the operator to his operating staff to ensure that flights may be conducted in accordance with the relevant legislation. Any aircraft which is not correctly equipped must be appropriately restricted in its use, e.g. by imposition of operating altitude or route restrictions, until such time as an appropriate scale of oxygen and equipment is fitted or repairs effected.

Note:- *Information on the dangers of explosion caused by the proximity of any oxygen equipment, including therapeutic oxygen, to any naked flame or incipient fire must be stressed.*

5.1.3 The squadron shall establish the procedures to ensure the use of cabin crew and passenger oxygen in the event of loss of pressurization.

5.1.4 Where a Pre-recorded Announcement facility is fitted, operators should review post decompression procedures and public address announcements to ensure that passengers receive information relevant to the use of the oxygen system as soon as possible after a decompression.

5.2 Re-stowage of Oxygen Masks

It is recommended that cabin crew do not attempt to re-stow oxygen masks after deployment. Damage to the equipment and possibly cabin crew injury may result. Re-stowage of such equipment should be undertaken by maintenance personnel only.

5.3 Waste Containment

5.3.1 All receptacles for towels, paper and other waste are to be constructed of materials resistant to fire as required by the relevant airworthiness requirements.

5.3.2 Waste bags do not need to be approved by the Authority. It is, however, the responsibility of the squadron to control the quality of their waste bags in order that resistance to fire is maintained. The fire containment must be demonstrated with a test.

5.3.3 Waste bags may only be stowed in toilet compartments during the final phases of flight, provided that they contain low density waste such as paper and plastic cups.

6. ABNORMAL AND EMERGENCY PROCEDURES

6.1 Turbulence

6.1.1 If turbulence is forecast, the Pilot-in-Command should brief cabin crew member prior to departure.

6.1.2 When turbulence is encountered, the Pilot-in-Command should direct appropriate action via the in-charge cabin crew member.

6.1.3 If in-flight service is to be discontinued, whenever possible, without imperiling personal safety, cabin crew should undertake to ensure that service equipment is

secured and passengers are seated with their seatbelts fastened.

6.1.4 Cabin crew should take their seats and fasten their seat harness as soon as possible.

6.2 Cabin Fires

6.2.1 Cabin crew must continually survey the aircraft cabin and galley areas for potential and existing fires.

6.2.2 Additionally, a frequent check of toilet areas must be undertaken, ensuring in particular that smoke sensors remain unblocked. These checks should be conducted every 20-30 minutes.

6.2.3 On detecting a fire and/ or smoke, the flight crew must be informed immediately of its location, source and severity and be kept informed as the situation develops.

6.2.4 After a fire has been extinguished, the area around it must be monitored for potential re-ignition.

6.3 Oven Fires

6.3.1 Oven fires can be caused by a variety of factors, and the dangers of which would be minimized by thorough inspections of ovens both for cleanliness and for the presence of foreign objects.

6.3.2 The primary hazard from an oven fire occurs when the door of a heated oven is opened. The introduction of outside oxygen can cause a flash fire. In dealing with an oven fire or oven overheat, the following procedure are recommended:

(a) Isolate the electrics and keep the door closed. In most incidents, the fire will self- extinguish;

(b) Monitor the situation. Have a fire extinguisher, fire gloves and Protective Breathing Equipment (PBE) at hand; and

(c) If the situation worsens, or it is thought that fire still exist in the oven, open the oven door just enough to insert the nozzle of the fire extinguisher. Insert the nozzle of the fire extinguisher and discharge a small amount of the extinguisher; consideration should be given to donning PBE and fire gloves prior to opening the oven door. Close the oven door and monitor the oven. Repeat this procedure if necessary.

6.4 Precaution on the Use of Therapeutic Oxygen

The use of therapeutic oxygen whilst fire-fighting is extremely hazardous since therapeutic oxygen may itself feed the fire, thus resulting in severe injuries to the crew member wearing the equipment. Additionally, therapeutic oxygen equipment only provides a low supplemental oxygen flow which will afford little relief in a smoke-laden atmosphere.

6.5 Pressurized Cabins - Use of Exits

6.5.1 Problems can occur if an exit is forced open when the aeroplane has not been fully depressurized. The exit will rapidly open, with the associated danger that the person operating the exit may be ejected from the cabin with possible serious consequences. Residual pressurization may result from system malfunction or incorrect application of procedures.

6.5.2 Prevention of accidents and incidents involving aeroplane pressurization requires correct actions to be taken by both flight deck crew and cabin crew. Operators are required to ensure flight deck crew and cabin crew are able to recognize any indication that the aeroplane is pressurized and that any attempt to open the exits should only be made when complete depressurization has been achieved. Indication of a pressurization problem might be evident by system design or by abnormally high operating loads on the exit handle.

APPENDIX

GUIDELINES FOR CABIN CREW TRAINING AND CHECKING

1 INTRODUCTION

The Military Aviation Authority (MAA) requires all squadrons to establish and maintain a training programme,to be completed by all persons before being assigned as a cabin crew member to familiarize themselves with the aviation environment and to acquire sufficient knowledge and proficiency required to perform the duties and discharge the responsibilities related to the safety of passengers and flight during normal, abnormal and emergency operations.

Training required shall include theoretical and practical training and related examination that the applicants shall undergo to demonstrate that they have attained the level of knowledge and proficiency required. In addition, the training programme shall be:

(a) Provided by training organizations or commercial air transport operators approved to do so by the competent authority;

(b) Performed by personnel suitably experienced and qualified for training elements to be covered; and

(c) Conducted according to a training programme and syllabus documented in the organization's approval. The content of this chapter is adaptable and operators should tailor it to suit their operations.

2 CONDUCT OF TRAINING COURSES AND ASSOCIATED CHECKING

2.1 Equipment and Procedures

The following definitions apply for the purpose of training programmes, syllabi and the conduct of training and checking on equipment and procedures:

(a) 'Safety equipment' means equipment installed/carried to be used during day-to-day normal operations for the safe conduct of the flight and protection of occupants (e.g. seat belts, child restraint devices, safety card, safety demonstration kit).

(b) 'Emergency equipment' means equipment installed/carried to be used in case of abnormal and emergency situations that demand immediate action for the safe conduct of the flight and protection of occupants including life preservation (e.g. drop-out oxygen, crash axe, fire extinguisher, protective breathing equipment, manual release tool, slide-raft).

(c) 'Normal procedures' means all procedures established by the squadron in the operations manual for day-to-day normal operations (e.g. pre-flight briefing of cabin crew, pre-flight checks, passenger briefing, securing of galleys and cabin, cabin surveillance during flight)

(d) 'Emergency procedures' means all procedures established by the squadron in the operations manual for abnormal and emergency situations. For this purpose,'abnormal' refers to a situation that is not typical or usual, deviates from normal operation and may result in an emergency.

2.2 Training Methods, Training Facilities and Devices

2.2.1 The squadron shall establish training methods that take into account the following:

(a) Training should include the use of cabin training devices, audio-visual presentations, computer-based training and other types of training, as most appropriate to the training element; and

(b) A reasonable balance between the different training methods should be ensured so that the cabin crew member achieves the level of proficiency necessary for a safe performance of all related cabin crew duties and responsibilities.

2.2.2 When assessing the representative training devices to be used, the squadron should:

(a) Take into account that a representative training device may be used to train cabin crew as an alternative to the use of the actual aircraft or required equipment;

(b) Ensure that those items relevant to the training and checking intended to be given accurately represent the aircraft or equipment in the following particulars:

(i) Layout of the cabin in relation to doors/exits, galley areas and safety and emergency equipment stowage as relevant;

(ii) Type and location of passenger seats and cabin crew stations;

(iii) Doors/exits in all modes of operation, particularly in relation to the method of operation, mass and balance and operating forces, including failure of power- assist systems where fitted; and

(iv) Safety and emergency 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); and

(c) Ensure that those items relevant to the training and checking intended to be given accurately represent the aircraft or equipment in the following particulars:

(i) Door/exit arming/disarming;

(ii) Direction of movement of the operating handle;

(iii) Direction of door/exit opening;

(iv) Power-assist mechanisms; and

(v) Assisting evacuation means such as slides and ropes.

(d) Take into account that differences in exit operating characteristics between actual aircraft exits and the emergency exit trainer can be of critical importance during an emergency evacuation, especially as this may lead the cabin crew members to an incorrect assessment of the serviceability of the exit and/or to incorrectly operate that exit. When a representative training device does not replicate the actual aircraft exit operating characteristics, any differences between the operating characteristics of the actual aircraft exits and those of the emergency exit trainer shall be highlighted during training.

2.2.3 For classroom-based training, the operator shall take into account the following:

(a) General space requirements

In planning for space requirements, consideration should be given to the following:

(i) The trainee's work station;

(ii) The area required for hands-on exercises;

(iii) The instructor work stations; and

(iv) The storage area.

(b) Classroom facilities

The size of classrooms is dependent on the following:

(i) Number of trainees in a class;

(ii) Trainee work station size;

(iii) Class configuration;

(iv) Size of aisles;

(v) Use of media (in particular projected media); and

(vi) Hands-on exercises (if applicable).

(c) The learning environment

The key to a good learning environment is the elimination of discomforts and other undesirable characteristics. A good learning environment includes the following:

(i) The temperature should be comfortable;

(ii) Ventilation should be adequate;

(iii) Lighting should be of adequate level for work or viewing;

iv) Distracting sound should be kept to a minimum;

(v) Work are as should be aesthetically pleasing;

(vi) Work stations, including chairs, should be comfortable;

(vii) Work space should be adequate;

(viii) Work area should be clean;

(ix) Training equipment should be adequate;

(x) Visual media should be visible from all angles and seats; and

(xi) Audio media should be audible to all present.

(d) Use of instructional aids

(i) Instructional aids include the use of CBT, can be used in a classroom setting or as part of distance learning.

(ii) CBT can provide dynamic and interactive tools to address specific portions of a training programme. CBT is predominantly relevant for knowledge objectives. A knowledge objective relates to the recall of facts, the identification of policies, rules or procedures; generally committing concepts to memory. CBT is less appropriate for evaluating hands-on motor skills or soft skills. CBT provides flexibility, allowing trainees to study at their own pace and according to their schedule. When exploring the possibility of CBT, the operator should give consideration to the technology accessible and the equipment that is required to deliver the training.

(iii) Instructor and/or technical support are recommended for CBT. If the squadron chooses to conduct the CBT as part of distance learning, the review/testing of material delivered should be considered in a classroom environment. Regardless of the method used for CBT (classroom vs. distance learning), the training programme should contain a means of testing or evaluation to ensure training effectiveness, currency, and that training objectives have been met.

(iv) CBT should be accompanied by a learning management system (LMS). Consideration should be given to the design of the programme and to each individual module. These should be maintained accordingly.

(v) Any squadron without CBT may apply any other means of teaching aids training. The training programme should contain means of testing or evaluation to ensure training effectiveness, currency, and that training objectives have been met.

2.2.4 Safety and emergency equipment

Safety and emergency equipment used on the operator's aircraft shall be available during training, according to the applicable training session. Training for each piece of equipment should be based on the following, if applicable:

(a) General description;

(b) Use;

(c) Location(s);

(d) Pre-flight serviceability check(s);

(e) Removal from stowage;

(f) Operation;

(g) Conditions for operation;

(h) Operational limitations and duration of use;

(i) Operation under adverse conditions;

(j) Precautions for use; and

(k) Post-use procedures (including relocation of equipment, if applicable).

Emergency and survival equipment may include, but not limited to:

(a) Installed/portable emergency signaling system (e.g. Emergency Locator Transmitter, Radio Locator Beacon);

(b) Child restraint systems;

(c) Extension seat belt;

(d) Restraint device;

(e) Medical kit and its contents;

(f) Automated External Defibrillator (AED) and associated equipment (CPR masks, shields, resuscitator bags, etc.); and

(g) Any other equipment (including any additional equipment suited to the likely environment e.g. Arctic gear).

Equipment that is removed from operation, or other representative training equipment considered acceptable by the Authority, can be used for training purposes. The squadron shall ensure that the training equipment, its components and features necessary to conduct effective training are in good condition.

2.2.5 Use of other operator training devices

(a) Where an squadron 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.

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

2.3 Fire Fighting and Water Survival

2.3.1 A simulated firefighting exercise shall be conducted in a confined area, to simulate cabin fire, and under the supervision of an appropriate 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 shall be representative to those installed on an aircraft with respect to weight, dimensions, controls, types and operations.

2.3.2 Fire extinguishers used for live fire-fighting should be charged with the appropriate agent or with an environmentally friendly agent.

2.3.3 Wet drills should be carried out in a body of water or pool of sufficient depth to realistically perform the simulated exercise.

2.3.4 A life 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 rafts may be substituted if the equipment used is similar with respect to weight, dimensions, appearance, and features. In such cases, training must address any differences in the operation of the raft.

2.4 Checking

2.4.1 Checking required for each training course shall be accomplished by the method appropriate to the training element to be checked. These methods include:

(a) Practical demonstration;

(b) Computer-based assessment;

(c) In-flight check; and

(d) Oral or written test.

2.4.2 Training elements that require individual practical participation may be combined with practical checks.

3. RECOMMENDATIONS FOR MANAGEMENT ASPECTS OF THE CABIN SAFETY TRAINING PROGRAMME

3.1 Overview

Cabin crew training managers, training programme developers, instructors and evaluators are integral to successful training programmes and the development of competent cabin crew members. These professionals shall possess a good understanding of the learning process and how to positively influence human behaviour. Training development and continued evaluation of training programmes are also needed to obtain quality training. Therefore, squadrons shall establish qualifications for key personnel and implement a process for the continuous improvement of training programmes.

The cabin crew safety training manager shall be appointed by the squadron,and the responsibilities may include the following:

(a) Assuring a current and approved cabin crew safety training programme;

(b) Assuring training equipment and facilities meet the required standards;

(c) Providing advice into the development of safety and emergency procedures;

(d) Providing advice into the development of directives and notices to cabin crew members;

(e) Supervising cabin crew training personnel and ensuring that the appropriate training and guidance is provided.

(f) Assuming responsibilities delegated by the relevant management;

(g) Supervising the training of cabin crew members, in accordance with the approved training programme;

(h) Maintaining cabin crew training records;

(i) Determining the training strategy;

(j) Liaising with other company departments to ensure that cabin safety objectives are met;

(k) Liaising with regulatory authorities;

(l) In his/her absence, delegating all responsibilities to another adequately qualified person as determined by the operator; and

(m) Administering and communicating as necessary to fulfill the foregoing responsibilities.

3.2 Cabin Crew Instructor/Evaluator

3.2.1 The squadrons are required to qualify and assign different individuals to fulfill the distinct roles of cabin crew instructors and evaluator. If this is not the case, both the roles of the instructor and evaluator may be assigned to the same individual. However, there should be a clear distinction in the competencies required to perform the respective duties (i.e. instructor/evaluator). If the instructor also performs the role of an evaluator on trainees that he/she instructed, he/she should remain impartial during the assessment.

3.2.2 Prior to the issue of a cabin crew instructor qualification (e.g. certificate or authorization), all candidates should hold a cabin crew qualification, for which the privilege to instruct is being sought

3.2.3 Prior to the issue of a cabin crew evaluator qualification (e.g. certificate or authorization), all candidates should hold a cabin crew qualification, for which the privilege to examine is being sought.

3.2.4 Qualified and authorized instructors may be assigned to carry out instruction, and

auditing duties to determine that all required performance standards have been satisfactorily achieved.

3.2.5 Qualified and authorized evaluator may be assigned to carry out assessments, and auditing duties to determine that all required performance standards have been satisfactorily achieved. The evaluator is responsible for making a determination of the actual standards attained and any recommendation for corrective action, if necessary.

3.2.6 Prior to an organization authorizing the provision of instruction, instructors shall undergo a selection process designed to assess that the individual's knowledge, capability and competency are suitable for the instructor's role and to determine the person's motivation. In addition, selection of an instructor shall be based on criteria intended to define a proven capability in the subject for which he/she expects to instruct, in accordance with the competencies described in Chapter 6 of this document.

3.2.7 Prior to an organization authorizing the provision of examination, evaluators should undergo a selection process designed to assess that the individual's knowledge, capability and competency are suitable for the evaluator's role and to determine the person's motivation. In addition, selection of an evaluator should be based on criteria intended to define a proven capability in the subject for which he/she intends to evaluate.

3.2.8 Training programmes for the instructor/evaluator role shall focus on development of the competencies listed in Chapter 6 of this document. The competency framework consists of competency units, competency elements, and performance criteria. The competency framework for instructors/evaluators of cabin crew shall be based on the following competency units:

(a) Manage safety of the training environment;

(b) Prepare the training environment;

(c) Manage and support the trainee;

(d) Conduct training;

(e) Perform trainee assessment;

(f) Perform course evaluation; and

(g) Continuously improve performance.

3.2.9 All instructors/evaluators shall receive recurrent training and be re-assessed annually by qualified personnel determined by squadron according to a documented training and assessment process acceptable to the authority, implemented by the training organization, or at intervals.

3.3 Cabin Crew Training Records

3.3.1 The squadron shall have and maintain a system for the management and control of all training records to ensure the content and retention of such records to ensure records are subjected to standardized processes for:

(a) Identification;

(b) Legibility;

(c) Maintenance;

(d) Retrieval;

(e) Protection and security; and

(f) Disposal, deletion (electronic records) and archiving.

3.3.2 When utilizing an electronic system for the management and control of training records, the operator ensures the system provides for a scheduled generation of back-up record files.

3.3.3 The squadron shall maintain the following records for all of its cabin crew members. The training record shall include, but not limited to:

(a) Training (trainees' attendance, competency assessments, test records, course content, etc.);

(b) Aircraft qualifications (including familiarisation visits and flights, as applicable); and

(c) Special qualifications, if applicable (e.g. AED training, in-charge cabin crew member qualification, etc.).

3.3.4 The squadron shall maintain the following training programme materials:

(a) Current training programme contents and lesson plans;

(b) Validation of training programme and results; and

(c) An annual programme update/review.

4. CABIN CREW TRAINING PROGRAMMES

The following different types of training that shall be provided, as a minimum (as applicable), to cabin crew members.

(a) Initial Training;

(b) Aircraft Type Specific Training/Operator Conversion Training;

(c) Recurrent Training;

(d) Differences Training; and

(e) In-Charge Cabin Crew Training and its Recurrent

4.1 Initial Training

4.1.1 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. The initial training shall be accomplished through classroom instruction and additionally (if applicable) computer-based training (CBT) complemented by a series of hands-on and simulated exercises such as first aid, firefighting and water survival training. Cabin crew trainees must complete initial training before they are assigned duties as cabin crew members.

4.1.2 The initial training shall be modular and include at least the following elements in the following table. Modules can be followed in any sequence.

CABIN CREW INITIAL TRAINING
Minimum Topics to Cover
Aviation Indoctrination; Aviation Security; Crew Co-ordination; Aeromedical Aspects and First Aid; Rescue Breathing and Practical Cardio Pulmonary Resuscitation; Fire and Smoke Training; Water Survival Training; Survival and the Use of Survival Equipment Training; Human Factors and Crew Resource Management (CRM) Training; Aerodrome Emergency Services; Dangerous Goods Training, Prohibited and Dangerous Items; Safety Management System Training; Cabin Crew General and Services Duties and Responsibilities; Abusive Passengers; Handling Unaccompanied Minors; Trafficking in Persons; Seat Allocation; Flight Time Limitations;

Aircraft Safety on the Ramp; Passenger Briefing; Cabin Baggage and Cabin Clutter; Brace Positions; Evacuation Procedures and Emergency Situations; Crowd Control; and Pilot Incapacitation.

Table 1 CABIN CREW INITIAL TRAINING

4.2 Aircraft Type Specific Training/ Conversion Training

4.2.1 Aircraft Type Specific Training/ Conversion Training shall include, but not limited to, the elements in the following table, if applicable to the particular aircraft.

CABIN CREW AIRCRAFT TYPE SPECIFIC TRAINING / CONVERSION TRAINING
Minimum Topics to Cover
Emergency and Survival Equipment; Fire and Smoke Training; Protective Breathing Equipment; Practical Training; Pilot Incapacitation; Passenger Briefing on Self Help Exits; Cabin Baggage and Cabin Clutter; Brace Positions; Aircraft Familiarization Visits; and Familiarization Flights.

Table 2 CABIN CREW AIRCRAFT TYPE SPECIFIC TRAINING/CONVERSION TRAINING

4.2.2 Aircraft Type Specific Training/Conversion 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 (if applicable), cargo areas if accessible from the passenger compartment during flight (if applicable), etc.) This training and associated checking shall be accomplished through classroom instruction, CBT (if applicable) 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; and

(e) This training shall be completed before being first assigned to operate as a cabin crew member on an aircraft type.

4.3 Recurrent Training

4.3.1 Recurrent training is conducted annually to ensure the maintenance of competencies, knowledge and skills through a series of theoretical and practical training, hands-on exercises, written exam, etc. relevant to each aircraft type on which the ground instructor will be imparting training.

4.3.2 The recurrent training is mandatory for all cabin crew within a period of 12 consecutive months; and for a cabin crew who have been absent from active flying duties for more than3 months up to 12 months.

4.3.3 The recurrent training validity is 12 months. If carried out in 2 months preceding the expiry, the subsequent validity will be 12 months from the original expiry.

4.3.4 The training shall include the following elements in the following table as a minimum, as applicable to the particular aircraft:

CABIN CREW RECURRENT TRAINING
Minimum Topics to Cover

The Annual Emergency Survival Test, which shall include but not limited to;

Human Performance and reinforcement of Crew Resource Management;

Aspects of emergency and survival appropriate to the aircraft type;

Crowd control techniques;

Pilot incapacitation;

Location and use of emergency survival equipment;

Appropriate drills and procedures; and

First aid.

Periodic Practice

Once annually, cabin crew are to demonstrate their competence in carrying out the following practical drills:

Use of emergency and lifesaving equipment required to be carried;

Use of each type extinguishers and protective breathing equipment carried on board the aircraft(s) to be operated;

Touch drills and the use of emergency exits in normal and emergency mode;

First aid, practical rescue breathing and Cardio Pulmonary Resuscitation;

Use of first aid and universal precaution kits.

Once every 36-months period, cabin crew are to demonstrate their competence in carrying out the following practical drills:

Use of emergency evacuation slide representative to the highest of the A/C main deck;

Boarding a slide raft/life raft with a life jacket representative to the actual equipment on board the aircraft(s) to be operated.

Security recurrent training; and

Dangerous goods recurrent training and testing.

Safety Management System Training;

Table 3 CABIN CREW RECURRENT TRAINING

4.4 Differences Training

4.4.1 Cabin crew differences training and the associated checking shall be accomplished through classroom instruction, CBT (if applicable), 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.

4.4.2 The programme and syllabus of the differences training should take into account the cabin crew member's previous training as documented in his/her training records.

4.4.3 When developing the training programme and syllabus for differences training, the operator should consider the non-mandatory (recommendations) elements for the relevant type that are provided in the data established in accordance with regulations.

4.4.4 Aircraft differences training shall be conducted according to a syllabus and include the use of relevant equipment and emergency procedures and practice on a representative training device or on the actual aircraft.

4.4.5 The training shall include the following elements in the following table as a minimum, as applicable to the particular aircraft:

CABIN CREW DIFFERENCES TRAINING
Minimum Topics to Cover
Doors/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 crew duties and responsibilities; Normal procedures and the related hands-on and/or simulated exercises; Abnormal and emergency procedures and the related hands-on and/or simulated exercises;and Designed-related elements that may impact on normal and/or emergency procedures (stairs, smoke curtain, social areas, non-forward-facing passenger seats (if applicable), cargo areas if accessible from the passenger compartment during flight (if applicable), etc

Table 4 CABIN CREW DIFFERENCES TRAINING

4.5 In-Charge Cabin Crew Training and Its Recurrent

4.5.1 The in-charge cabin crew member (also referred to as cabin leader, lead cabin crew member, onboard leader, senior cabin crew member, etc.) is a cabin crew leader who has overall responsibility for the conduct and coordination of cabin procedures applicable during normal operations, abnormal and emergency situations for flights operated with more than one cabin crew member.

4.5.2 In multi-cabin crew operations, an in-charge cabin crew member shall be designated by the operator. The in-charge cabin crew member has the responsibility to the flight crew for coordination of normal, abnormal and emergency procedures specified in the operations manual and for managing situations with the other cabin crew members. Prior to being designated as an in-charge cabin crewmember, the following criteria should be met:

(a) Minimum experience considered acceptable; and

(b) Successful completion of the operator's in-charge cabin crew member training.

4.5.3 Squadrons are to ensure that in-charge cabin crew members maintain the required skills and remain proficient on the duties and responsibilities specific to that role. In order to achieve this goal, cabin crew members designated as in-charge cabin crew shall receive recurrent training. The delivery methods used may vary. An operator may develop a standalone in- charge cabin crew member recurrent training programme or embed aspects of this programme as part of its recurrent training programme.

4.5.4 If the squadron chooses to develop a standalone recurrent training programme specific for in-charge cabin crew members, this should be conducted in addition to the regular annual recurrent training required for all cabin crew. It is required that this training programme be provided annually.

4.5.5 In-charge cabin crew training shall include the following elements in the following table as a minimum.

IN-CHARGE CABIN CREW TRAINING
Minimum Topics to Cover in Initial In-Charge Cabin Crew Training
Pre-flight briefing; Communication and cooperation with the crew; Review of legal and operator's requirements; Accident and incident reporting systems and requirements; Human factors and Crew Resource Management; Flight and duty time limitations and rest requirements; Safety on the ramp; Aircraft diversion involving emergency first aid cases; Minimum Equipment List; Aviation Security; Use of Automated External Defibrillators (if carried); and Leadership skills.
Minimum Topics to Cover in Recurrent In-Charge Cabin Crew Training
All topics covered during the initial in-charge cabin crew training; and Management of emergency scenarios.

Table 5 IN-CHARGE CABIN CREW TRAINING