



CIVIL AVIATION DIRECTIVE – 6009

CABIN CREW

CC

CIVIL AVIATION AUTHORITY OF MALAYSIA

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Introduction

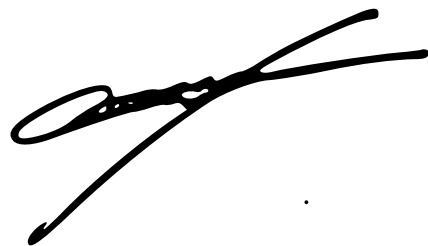
In exercise of the powers conferred by section 24O of the Civil Aviation Act 1969 (Act 3), the Chief Executive Officer makes this Civil Aviation Directive 6009 – Cabin Crew (CAD 6009 CC), pursuant to Regulation 51 and 52 of the Malaysian Civil Aviation Regulations (MCAR 2016)

This CAD contains the standards, requirements and procedures pertaining to the provisions for Cabin Crew.

This CAD has been prepared in accordance with related ICAO Annex and Doc, Civil Aviation Regulation 2016 (MCAR), CADs, ICAO Doc 10002 (ICAO Cabin Safety Training Manual), ICAO Doc 10086 (Manual on Information and Instructions for Passenger safety, ICAO Doc 10072 (Manual on the Establishment of Minimum Cabin Crew Requirements, ICAO Doc 10117 (Manual on the Legal Aspects of Unruly and Disruptive Passengers) adopted and adapted in various parts of Civil Aviation Regulations 2016 (MCAR) and related Civil Aviation Directives (CAD).

This Directive is published by the Chief Executive Officer under section 24(o) of the Civil Aviation Act 1969 (Act 3) and comes into effect on 01 April 2021.

Any person who contravenes any provision in this CAD commits an offence and shall on conviction be liable to the punishment under section 24(O) of the Civil Aviation Act 1969 (Act 3).



(Captain Chester Voo Chee Soon)
Chief Executive Officer
Civil Aviation Authority of Malaysia

Civil Aviation Directive components and Editorial practices

This Civil Aviation Directive is made up of the following components and are defined as follows:

Standards: Usually preceded by words such as “*shall*” or “*must*”, are any specification for physical characteristics, configuration, performance, personnel or procedure, where uniform application is necessary for the safety or regularity of air navigation and to which Operators must conform. In the event of impossibility of compliance, notification to the CAAM is compulsory.

Recommended Practices: Usually preceded by the words such as “*should*” or “*may*”, are any specification for physical characteristics, configuration, performance, personnel or procedure, where the uniform application is desirable in the interest of safety, regularity or efficiency of air navigation, and to which Operators will endeavour to conform.

Appendices: Material grouped separately for convenience, but forms part of the Standards and Recommended Practices stipulated by the CAAM.

Definitions: Terms used in the Standards and Recommended Practices which are not self-explanatory in that they do not have accepted dictionary meanings. A definition does not have an independent status but is an essential part of each Standard and Recommended Practice in which the term is used, since a change in the meaning of the term would affect the specification.

Tables and Figures: These add to or illustrate a Standard or Recommended Practice, and which are referred to therein, form part of the associated Standard or Recommended Practice and have the same status.

Notes: Included in the text, where appropriate, Notes give factual information or references bearing on the Standards or Recommended Practices in question but not constituting part of the Standards or Recommended Practices;

Attachments: Material supplementary to the Standards and Recommended Practices or included as a guide to their application.

It is to be noted that some Standards in this Civil Aviation Directive incorporates, by reference, other specifications having the status of Recommended Practices. In such cases, the text of the Recommended Practice becomes part of the Standard.

The units of measurement used in this document are in accordance with the International System of Units (SI) as specified in CAD 5. Where CAD 5 permits the use of non-SI alternative units, these are shown in parentheses following the basic units. Where two sets of units are quoted it must not be assumed that the pairs of values are equal and interchangeable. It may, however, be inferred that an equivalent level of safety is achieved when either set of units is used exclusively.

Any reference to a portion of this document, which is identified by a number and/or title, includes all subdivisions of that portion.

Throughout this Civil Aviation Directive, the use of the male gender should be understood to include male and female persons.



Record of revisions

Revisions to this CAD shall be made by authorised personnel only. After inserting the revision, enter the required data in the revision sheet below. The '*Initials*' has to be signed off by the personnel responsible for the change.

Rev No.	Revision Date	Revision Details	Initials



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1 General

1.1 Citation

- 1.1.1 These directives are the Civil Aviation Directives 6009 – Cabin Crew (CAD 6009 – CC), Issue 01/Revision 00, and comes into operation on 1 April 2021.
- 1.1.2 This CAD 6009 – CC, Issue 01/Revision 00 will remain current until withdrawn or superseded.

1.2 Applicability

- 1.2.1 This CAD applies to all Malaysian private and commercial aircraft operators, that operate with Cabin Crew either in or out of Malaysian airspace.
- 1.2.2 Additionally, this CAD applies to approved training organisations intending to provide training for Cabin Crew.
- 1.2.3 This CAD provides Directives for Cabin Crew members and personnel involved in the training and management of Cabin Crew members for the following;
- a) Approval of Cabin Crew training organisations;
 - b) Operator approval of Cabin Crew;
 - c) Training programmes for Cabin Crew;
 - d) Compilation of Operations Manual procedures; including
 - 1) Guidance material for Operations manual; and
 - 2) Crew Resource Management.
 - e) Attestation of Cabin Crew training;
 - f) Designated Examiner requirements.

1.3 Revocation

- 1.3.1 This CAD, revokes Subpart CC – Cabin Crew of 60OR-16 Organisation Requirements For air operators Issue 3 Amendment 1 dated 15 July 2019.

1.4 Definitions

Able-bodied passengers mean passengers who are clearly physically able and are willing to help Cabin Crew maintain good order and discipline on board the aircraft.

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.

Approved Training Organisation is a training organization who is registered and approved by CAAM to provide mandatory training.

Baggage means personal property of passengers or crew carried on an aircraft by agreement with the operator.



Cabin Crew member means a crew member who performs, in the interest of safety of passengers, duties assigned by the operator or the pilot-in-command of the aircraft.

Classroom training means In-person, instructor-led training which may include group exercises and interactive instructional sessions.

Cognitive means its pertaining to cognition. Knowing, perceiving, or conceiving as an act or faculty distinct from emotion and volition.

Competency element Are actions that constitutes a task that has a triggering event and a terminating event that clearly defines its limits, and an observable outcome.

Competency means combination of skills, knowledge and attitudes required to perform a task to the prescribed standard. Co-pilot. A licensed pilot serving in any piloting capacity other than as pilot-in-command but excluding a pilot who is on board the aircraft for the sole purpose of receiving flight instruction.

Computer-based training is training involving instructional aids, such as computers and tablets. Computer-based training may encompass the use of CD-ROMs as well as web-based training (commonly referred to as eLearning). Crew member. A person assigned by an operator to duty on an aircraft during a flight duty period.

Critical phases of flight mean the period of high workload on the flight deck, normally being the periods between the beginning of taxiing until the aircraft is on the route climb phase and between the final part of descent to aircraft parking.

Cruising level is a level maintained during a significant portion of a flight.

Dangerous goods are articles or substances which are capable of posing a risk 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.

Note 1. — Dangerous goods are classified in Annex 18 — The Safe Transport of Dangerous Goods by Air, Chapter 3. Defences. Specific mitigating actions, preventive controls or recovery measures put in place to prevent the realisation of a hazard or its escalation into an undesirable consequence.

Disinsection is the procedure whereby health measures are taken to control or kill insects present in aircraft, baggage, cargo, containers, goods and mail.

Duty period means a period which starts when a flight or Cabin Crew member is required by an operator to report for or to commence a duty and ends when that person is free from all duties.

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.

Embarkation means the boarding of an aircraft for the purpose of commencing a flight, except by such crew or passengers as have embarked on a previous stage of the same through-flight.

Emergency exit are door, window exit, or any other type of exit (e.g., hatch in the flight deck, tail cone exit) used as an egress point to allow maximum opportunity for cabin evacuation within an appropriate time period.

Emergency locator transmitter (ELT) is a generic term describing equipment which broadcast 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:

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

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

Automatic-deployable ELT (ELT(AD)) is 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.

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

Error means an action or inaction by an operational person that leads to deviations from organisational or the operational person's intentions or expectations.

Note 1. — See Attachment E of Annex 13 — Aircraft Accident and Incident Investigation for a description of operational personnel.

Error management is the process of detecting and responding to errors with countermeasures that reduce or eliminate the consequence of errors and mitigate the probability of further errors or undesired states.

Fatigue means a physiological state of reduced mental or physical performance capability resulting from sleep loss or extended wakefulness, circadian phase, or workload (mental and/or physical activity) that can impair a crew member's alertness and ability to safely operate an aircraft or perform safety-related duties.

Flight crew member means a licensed crew member charged with duties essential to the operation of an aircraft during a flight duty period.

Flight duty period means a period which commences when a flight or Cabin Crew member is required to report for duty that includes a flight or a series of flights and which finishes when the aeroplane finally comes to rest and the engines are shut down at the end of the last flight on which he is a crew member.

Flight simulation training device is any one of the following three types of apparatus in which flight conditions are simulated on the ground:

- a) A flight simulator, which provides an accurate representation of the flight deck of a particular aircraft type to the extent that the mechanical, electrical, electronic, etc. aircraft systems control functions, the normal environment of flight crew members, and the performance and flight characteristics of that type of aircraft are realistically simulated;
- b) A flight procedures trainer, which provides a realistic flight deck environment, and which simulates instrument responses, simple control functions of mechanical, electrical, electronic, etc. aircraft systems, and the performance and flight characteristics of aircraft of a particular class;

- c) A basic instrument flight trainer, which is equipped with appropriate instruments, and which simulates the flight deck environment of an aircraft in flight in instrument flight conditions.

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 1. — 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.

Hands-on exercise means an exercise on the use of equipment/aircraft systems that is conducted without a specific context.

Equipment that is removed from operation, or other representative training equipment considered acceptable by CAAM, can be used for the purposes of this training.

Human factors principles are 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.

Hypoglycaemic attack is pertaining to or characterised by hypoglycaemia: abnormal decrease in concentration of glucose in the circulating blood, e.g., less than the minimum of the normal range.

Hypothermia is a subnormal body temperature significantly below 37°C.

Hypoxia is a deficiency of oxygen in inspired gases, arterial blood or tissue, short of anoxia (almost complete absence of oxygen).

Improvised explosive device means a device placed or delivered and fabricated in an improvised manner incorporating explosives or destructive, lethal, noxious, pyrotechnic or incendiary chemicals designed to destroy, disfigure, distract or harass.

In-flight means the period from the moment all external aircraft doors are closed following boarding through the moment when one external door is opened to allow passengers to leave the aircraft or until, if a forced landing, competent authorities take over responsibility for the aircraft and individuals and property on the aircraft. For the purpose of the Tokyo Convention an aircraft is considered to be in flight from the moment when power is applied for the purpose of take-off until the moment when the landing run ends.

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 during abnormal and emergency situations for flights operated with more than one Cabin Crew member.

Lockdown is the condition of the flight crew compartment door being closed and locked securely, with no traffic permitted either in or out of the flight crew compartment.

Medical assessment is the evidence issued by a CAAM that the licence holder meets specific requirements of medical fitness Minimum equipment list (MEL). A list which provides for the operation of aircraft, subject to specified conditions, with particular equipment inoperative, prepared by an operator in conformity with, or more restrictive than, the master minimum equipment list (MMEL) established for the aircraft type.

Mock-up is a training device that is a partial, functional replica of an actual aircraft, without motion.

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

Operator is a person, organisation or enterprise engaged in or offering to engage in an aircraft operation.

Operator training division is a unit within an operator who provides in house mandatory training which is approved by CAAM.

Performance criteria means Simple, evaluative statements on the required outcome of the competency element and a description of the criteria used to judge whether the required level of performance has been achieved.

Person with disabilities means any person whose mobility is reduced due to a physical incapacity (sensory or locomotor), an intellectual deficiency, age, illness or any other cause of disability when using transport and whose situation needs special attention and the adaptation to the person's needs of the services made available to all passengers. 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.

Pressure-altitude is an atmospheric pressure expressed in terms of altitude which corresponds to that pressure in the Standard Atmosphere.

Prophylaxis is the prevention of disease or injury or a process which can lead to disease or injury.

Protective breathing equipment (PBE) is a breathing equipment providing full, sealed protection against smoke, fumes, etc., covering the head, the collar and upper shoulder area. Fifteen-minutes minimum oxygen supply per PBE is recommended.

Psychoactive substances are alcohol, opioids, cannabinoids, sedatives and hypnotics, cocaine, other psychostimulants, hallucinogens, and volatile solvents, whereas coffee and tobacco are excluded.

Remote on-board areas mean areas that are not in the passenger compartment but that are accessible to occupants, such as crew rest area(s), cargo area, or electronics compartment.

Rest period is a continuous and defined period of time, subsequent to and/or prior to duty, during which flight or Cabin Crew members are free of all duties.

Risk mitigation is the process of incorporating defences or preventive controls to lower the severity and/or likelihood of a hazard's projected consequence.

Safety management system is a systematic approach to managing safety, including the necessary organisational structures, accountabilities, policies and procedures.

Safety risk means the predicted probability and severity of the consequences or outcomes of a hazard.

Simulated exercise are exercises representing a full context scenario (e.g., aircraft evacuation) where Cabin Crew apply the operator's procedures and associated crew responsibilities for dealing with the specific situation. This is typically conducted in a representative training device capable of reproducing the appropriate environment/equipment

characteristics (e.g., cabin, flight deck, accessible cargo compartment, crew rest area, etc.), or on an actual aircraft.

Simulator is an apparatus which provides an accurate representation of the flight deck and/or cabin of a particular aircraft type to the extent that the mechanical, electrical, electronic, etc., aircraft systems control functions, the normal environment of flight crew members and/or Cabin Crew members and the performance and characteristics of that type of aircraft are realistically simulated.

Special categories of passengers mean 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 passengers, deportees or persons in custody.

State of the Operator is the State in which the operator's principal place of business is located or, if there is no such place of business, the operator's permanent residence.

Sterile flight deck means during critical phases of flight and all flight operations (except cruise) conducted below 10 000 feet, no crew member may engage in any activity or conversation that is not required for safe operation of the aircraft. Non-essential cockpit-cabin communication is prohibited during this period.

Technical Instructions are the technical Instructions for the Safe Transport of Dangerous Goods by Air (Doc 9284), approved and issued periodically in accordance with the procedure established by the ICAO Council.

Threat levels are a series of four defined threat levels of passenger disturbances, established so as to give common definition and thereby understanding to all concerned parties as to what is occurring on the aircraft:

Level 1 — Disruptive behaviour (suspicious or verbally threatening);

Level 2 — Physically abusive behaviour;

Level 3 — Life-threatening behaviour;

Level 4 — Attempted breach or actual breach of the flight crew compartment.

Threat are events or errors that occur beyond the influence of an operational person, increase operational complexity and must be managed to maintain the margin of safety.

Note 1. — See Attachment E of Annex 13 — Aircraft Accident and Incident Investigation for a description of operational personnel.

Threat and error management (TEM) is an overarching safety concept regarding aviation operations and human performance.

Threat management is the process of detecting and responding to threats with countermeasures that reduce or eliminate the consequences of threats and mitigate the probability of errors or undesired states.



Tokyo Convention is the Convention on Offences and Certain Other Acts Committed on Board Aircraft signed at Tokyo on 14 September 1963.

Unstaffed exit means emergency exit for which no Cabin Crew member has been positioned for the flight.

1.5 Abbreviations

ACFM	=	Aviation Terminology & Cabin Familiarisation
ATO	=	Approved Training Organisation
BLS	=	Basic Life Support Certification Course
CAAM	=	Civil Aviation Authority Malaysia
CAD	=	Civil Aviation Directives
CAGM	=	Civil Aviation Guidance Material
CBT	=	Computer Based Training
CCPM	=	Cabin Crew Policy Manual
CCSTM	=	Cabin Crew Safety Training Manager
CCTM	=	Cabin Crew Training Manual
CRM	=	Crew Resource Management
CSE	=	Cabin Safety Examiner
DG	=	Dangerous Goods
DGR	=	Dangerous Goods Regulation
ELT	=	Emergency Locator Transmitter
FCOM	=	Flight Crew Operating Manual
FRLS	=	Life Support Training
FTL	=	Flight Time Limitation
ICAO	=	International Civil Aviation Organisation
ICC	=	In-Charge Cabin
IQP	=	Initial Qualifying Programme
MCAR	=	Malaysian Civil Aviation Regulations
MED	=	Medical
PBE	=	Protective Breathing Equipment
RQP	=	Re-Qualification Programme (<i>for instructors</i>)
SEP	=	Safety Emergency Procedures
SEPM	=	Safety & Emergency Procedures Manual
SMS	=	Safety Management System
SNY	=	Supernumerary
SPM	=	Sijil Pelajaran Malaysia
SRN	=	Staff registered nurse
TEM	=	Threat and error Management

1.6 Cabin Operations manual

1.6.1 General

1.6.1.1 The cabin operations manual consists of

- a) Safety & Emergency Procedures Manual (SEPM)
- b) Cabin Crew Policy Manual (CCPM)
- c) Cabin Crew Training Manual (CCTM)
- d) Aviation Terminology & Cabin Familiarisation Manual (ACFM).

1.6.1.2 CAGM 6009 – CC Appendix 1 provides guidance on the compilation of the cabin operations manuals including required portions of Cabin Health & First Aid, Human Performance & Limitations incl. CRM, DGR and related procedures on transportation of dangerous goods, Aviation Security and SMS (cabin).

1.6.1.3 An operator may develop and publish in its cabin operations manuals, policies, methods, procedures, or checklists that the operator finds necessary for the type of operations conducted by the Cabin Crew.

1.6.1.4 These policies, methods, procedures and checklist, however, must comply with MCAR and be consistent with safe operating procedures/practices.

1.6.1.5 Operators are advised to be innovative and progressive in developing such policies, methods, procedures and checklist.

1.6.1.6 Operator must ensure that the operator's material complies with MCAR requirements, is consistent with safe operating procedures/practices, and is based on sound rationale or demonstrated effectiveness.

1.6.1.7 For guidance on legislation covering acts and offences, as well as elements of an administrative sanction's regime, to operators in implementing measures to prevent and deal with unruly and disruptive passenger incidence, operators are to refer to ICAO DOC 10117.

2 Cabin Crew General Requirements.

2.1 Application and issuance of Attestation

2.1.1 Authority to act as a Cabin Crew member

2.1.1.1 A person shall not act as a Cabin Crew member unless they:

- a) hold a valid attestation as specified in 2.1.4.
- b) comply with the requirements of 2.3.2, and the applicable requirements of CAD 1004 – MEDICAL (MED).

2.1.1.2 The contents of an attestation are outlined in 8.1(Attachment A).

2.1.2 Minimum qualifications

2.1.2.1 The applicant for an attestation shall meet the minimum qualification as follows:

- a) a minimum age requirement (at least 18 years old).
- b) high school diploma (SPM) or an equivalent diploma.
- c) the ability to read, speak, write and understand a designated common language (English) to ensure appropriate communication with both Cabin Crew members and passengers.
- d) the ability to retrieve safety and emergency equipment and open and close overhead bins on the aircraft, from a standing position (without shoes).
- e) the ability and strength to operate equipment/systems, as applicable to the operator's procedures during normal, abnormal and emergency situations and to the aircraft type(s) to which the Cabin Crew member will be assigned duties.
- f) being clear of a criminal record and passing a security background check
- g) meeting any other requirements, as defined by the CAD 1004 Medical or the operator itself (e.g., undergo a medical assessment which includes colour vision).
- h) No inappropriate piercings.

2.1.3 Attestation Issuance

2.1.3.1 An attestation will only be issued to an applicant who has passed the examination following completion of the initial training course in accordance with this CAD and CAGM 6009.

2.1.3.2 The attestation will be issued by the approved operator.



- 2.1.3.3 Operators may use third-party training organisations for certain elements of the training, but the operator remains responsible for delivering the attestation.
- 2.1.4 Attestation Validity
- 2.1.4.1 The attestation shall remain valid unless:
- a) it is suspended or revoked; or
 - b) its holder has not operated in air transport operations in an aircraft for more than 6 months; or
 - c) any required training within the attestation has expired.
- 2.1.4.2 If the holder is rated on two or more aircraft types and If any particular variant has not been flown for a period of 6 months following the initial or recurrent differences training/checks, he is prohibited to operate on that aircraft type.
- 2.1.5 Attestation Suspension and Revocation.
- 2.1.5.1 The operator shall take measures including the suspension or revocation of an attestation, in the following cases but not limited to:
- a) non-compliance with this CAD, where a safety issue has been identified,
 - b) obtaining or maintaining the validity of the attestation by falsification of submitted documentary evidence,
 - c) exercising the privileges of the attestation when adversely affected by alcohol or drugs,
 - d) evidence of malpractice or fraudulence of the attestation.
- 2.2 Number and composition of Cabin Crew member**
- 2.2.1 For the purpose of this section, "main exit" means an exit on the side of the aircraft at floor level intended for the disembarkation of passengers, whether in normal circumstances or in an emergency.
- 2.2.2 The operation of aircraft with a maximum approved passenger seating configuration of more than 19, at least one Cabin Crew member shall be assigned when carrying one or more passenger(s).
- 2.2.3 Notwithstanding 2.2.2, the CAAM may direct the operator to carry at least one Cabin Crew when the maximum approved passenger seating configuration of the aircraft is less than 19 passengers.
- 2.2.4 For the purpose of complying with 2.2.1 above, the minimum number of Cabin Crew shall be the greater 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 main exits; and for an aeroplane with more than one aisle, one Cabin Crew member for each main 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 operator's 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 (1) for every whole multiple of 50 seats by which the operator's maximum approved seating configuration falls below the manufacturer's certificated maximum passenger seating capacity.
- 2.2.5 For operations with more than one Cabin Crew member, the operator shall nominate one Cabin Crew member accountable to the pilot-in-command.
- 2.2.6 By way of derogation from para 2.2.2, non-commercial operations of aircraft with a maximum approved passenger seating configuration of more than 19 may be performed without an operating Cabin Crew member, subject to the prior approval by the CAAM. To obtain the approval, the operator shall ensure that all of the following conditions are fulfilled:
- a) there are a maximum of 19 persons on board;
 - b) All persons carried on board shall be briefed on safety, emergency and evacuation procedures
 - c) the operator has developed procedures as outlined in 2.1.2 of CAGM 6009 – Cabin Crew.
- 2.2.6.1 In addition, for flights described in paragraph 2.2.6 where more than 19 persons are carried on board (excluding the flight crew), the operator 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. Prior approval from CAAM is required.
- 2.2.7 When scheduling Cabin Crew for a flight, the operator shall establish procedures that considers the experience of each Cabin Crew member. The procedures established shall specify that the required Cabin Crew includes, Cabin Crew members who have at least three (3) months or more experience as an operating Cabin Crew member.
- 2.2.8 A safety risk management process shall be used in the planning, transition and implementation phase for minimum Cabin Crew operations for the aircraft of all sizes and aircraft based on manufacture's requirements.



- 2.2.9 The CAAM encourage all operators to propose and manage safety outcome by going beyond the regulation in looking for more innovative ways to manage their risk.

2.3 Conditions for assignment to duties

- 2.3.1 Before assigning to duties Cabin Crew members who are working on a contract or part-time basis, the operator shall verify that all applicable requirements of this part are complied with, considering all services rendered by the Cabin Crew member to any other operator(s), to determine in particular:

- a) the total number of aircraft types and variants operated; and
- b) the applicable flight and duty time limitations and rest requirements as stated in 2.3.2.

- 2.3.2 The operator shall establish the requirements for its crewmembers with regards to flight and duty time limitation and rest requirements for crew members following CAD 1901 – Flight Time Limitation (FTL)

- 2.3.3 Operating Cabin Crew members, as well as their role with regard to the safety of passengers and flight, shall be clearly identified to the passengers.

- 2.3.4 Assignment of emergency duties

- 2.3.4.1 The operator shall establish, to the satisfaction of the CAAM, the minimum number of Cabin Crew required for each type of aircraft as stated in 2.2.4

- 2.3.5 Cabin Crew at emergency evacuation stations

- 2.3.5.1 Each Cabin Crew member assigned to emergency evacuation duties shall be seated at their assigned stations during take-off and landing and whenever the pilot-in-command so directs.

2.4 Minimum number of Cabin Crew member in a flight

- 2.4.1 The operator shall schedule the minimum number of Cabin Crew member that are required in each passenger-carrying flight as per this CAD.

2.5 Protection of Cabin Crew during flight

- 2.5.1 Each Cabin Crew member shall be seated with seat belt or, when provided, a safety harness fastened during take-off and landing and whenever the pilot-in-command so directs.

- 2.5.2 The operator shall ensure that during critical phase of flight, Cabin Crew members are to be at their assigned station with a combined seat belt and a shoulder harness properly secured, and not perform any non-safety related activities which includes conversation that is not required but not limited to:

- a) fire emergencies – any outbreaks of fire; presence of smoke in the cabin;
- b) medical emergencies;
- c) existence of any abnormal noise or vibration during take-off and landing;
- d) the observation of any fuel or other leakages.

2.6 Documents and record-keeping

2.6.1 To show compliance with the applicable requirements as specified in para 2.1.1.1

- a) The holder of Cabin Crew member attestation shall keep, and provide upon request, the training and checking records relevant to his aircraft type or variant qualification(s), unless the operator employing his services keeps such records and can make them readily available upon request by the CAAM or by the holder of such record.
- b) Whenever on duty, holders shall carry their Cabin Crew member attestation and the list of their aircraft type or variant qualification(s) provided by the operator(s) employing their services.
- c) A copy of the attestation shall form a part of the training records for each Cabin Crew member and a sample copy should be included in the Operations Manual or equivalent.
- d) For training records sample on training records compilation refer to CAGM 6004 – AOC, Appendix 10.



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3 Training and Checking Requirements

3.1 General

3.1.1 Provisions of training

- a) Training required in this CAD shall be:
 - 1) provided by training organisations or commercial air transport operators approved to do so by the competent authority;
 - 2) performed by personnel suitably experienced and qualified for the training elements to be covered; and
 - 3) conducted according to a training programme and syllabus documented in the organisation's approved operations manual.

3.1.2 Initial training course and examination

3.1.2.1 Applicants for a Cabin Crew attestation shall complete an initial training course to familiarise themselves with the aviation environment and to acquire sufficient general knowledge and basic proficiency required to perform the duties and discharge the responsibilities related to the safety of passengers and flight during normal, abnormal and emergency operations.

3.1.2.2 The programme of the initial training course shall cover at least the elements specified in 7.1 (Appendix 1) of this CAD. It shall include theoretical training, and where applicable, practical training.

3.1.2.3 Applicants for a Cabin Crew attestation shall undergo an examination covering all elements of the training programme specified in 3.1.2.2, except CRM training, to demonstrate that they have attained the level of knowledge and proficiency required in 3.1.2.1. Checks shall be performed by personnel appropriately qualified to verify that the Cabin Crew member has achieved and/or maintains the required level of proficiency.

3.1.3 Aircraft type or variant qualification(s)

3.1.3.1 Holders of a valid Cabin Crew attestation shall only operate on an aircraft if they are qualified in accordance with the applicable requirements of this CAD.

3.1.3.2 To be qualified for an aircraft type or a variant, the holder:

- a) shall comply with the applicable training, checking and validity requirements, covering as relevant to the aircraft to be operated:
 - 1) aircraft-type specific training, operator conversion training and familiarisation;
 - i) differences training;

- ii) recurrent training; and
- b) shall have operated within the preceding 6 months on the aircraft type or shall have completed the relevant refresher training and checking before operating again on that aircraft type.

3.2 Conduct of training courses and associated checking

- 3.2.1 An operator shall establish a training programme. Subject to the approval of the CAAM. A detailed programme and syllabus shall be established by the operator for each training course in accordance with the applicable requirements of this CAD to cover the duties and responsibilities to be discharged by the Cabin Crew members.
- 3.2.2 Each training course shall include theoretical training, and where applicable, practical training together with individual or collective practice, as relevant to each training subject, in order that the Cabin Crew member achieves and maintains the adequate level of proficiency in accordance with this CAD.
- 3.2.3 Each training course shall be—
- a) conducted in a structured and realistic manner;
 - b) performed by personnel appropriately qualified for the subject to be covered.
- 3.2.4 CRM training courses and CRM modules where applicable shall be conducted by a Cabin Crew CRM instructor. When CRM elements are integrated in other training, a Cabin Crew CRM instructor shall manage the definition and implementation of the syllabus.
- Note. – Refer to CAGM 6013 – Crew Resource Management Training*
- 3.2.5 The operator should hold a joint flight crew/Cabin Crew member normal, abnormal and emergency training exercises at least once during initial training and during recurrent training. It enhances communication and coordination and promotes better responsibilities and management of an abnormal or emergency situation.
- 3.2.6 Training shall be conducted in English to eliminate the possibility of differences in understanding or interpretation.
- 3.2.7 Training required in this CAD shall be:
- a) provided by training organisations or commercial air transport operators approved to do so, by CAAM.
 - b) performed by qualified personnel approved by CAAM for the training elements to be covered.

- c) conducted according to a training programme and syllabus documented in the Operations Manual, approved by CAAM.

3.2.8 The air operator's Cabin Crew training programmes includes the required types of training. While checking or recommending for the approval of air operator Cabin Crew training programmes, the operators shall adhere to the following procedures:

- a) The training programme incorporates in the syllabus, all trainings to be imparted in respect to aircraft cabin safety and personnel that fall under the duties of a Cabin Crew.
- b) The training programme commensurate with the type FCOM and any related type CCOM as per the manufacture's specification.
- c) The training program shall be in conjunction with the company standard operating procedure approved by CAAM.
- d) The training programme shall be adequate and shall include practical demonstration on the use of safety items and procedures to be conducted by qualified and approved instructors.
- e) The training programme shall have a system to evaluate Cabin Crew competency by the air operator and, when required, by the regulator. The exam passing mark is 90% for regulatory subject e.g. SEP & First Aid.
- f) To ensure the company Cabin Crew maintain continuous competency on safety matters, all training programmes shall have a system for:
 - 1) Initial training
 - 2) Conversion training
 - 3) Requalification training
 - 4) Recurrent training
 - 5) Refresher training.
- g) The operators shall ensure that pursuant to the requirement of MCAR and the associated CADs; the air operator should have ground and flight training facilities, required training devices or computer-based training (CBT), and syllabus to meet the requirements.
- h) The operator shall provide CAAM with the following information:
 - 1) List of approved training facilities,
 - 2) Training programme and records.

3.3 Types of training

3.3.1 The types of training that are provided, as a minimum, to Cabin Crew members are:

- a) initial training,
- b) aircraft type training,

- c) conversion/differences training,
- d) aircraft visit,
- e) familiarisation flight,
- f) recurrent training,
- g) requalification training,
- h) reactivation/refresher training.

3.3.2 The types of training that are provided, as a minimum, to Cabin Crew instructors are:

- a) IQP – Initial Qualifying Programme
- b) RQP – Re-Qualification Programme

3.4 Initial training programme

3.4.1 Applicants for attestation shall successfully complete an initial training programme to familiarise themselves with the aviation environment and to acquire sufficient general knowledge and basic proficiency required to perform the duties and discharge the responsibilities related to the safety of passengers and flight during normal, abnormal and emergency operations.

3.4.2 Elements of the initial training programme may be combined with the first aircraft type specific training and operator conversion training, provided that the requirements of 3.1.2 are met and any such element(s) are recorded as elements of the initial training course in the training records of the Cabin Crew members concerned.

3.4.3 The operators shall establish a Cabin Crew member initial training programme to ensure that it includes theoretical and where applicable, practical training addressing the following:

- a) Aviation Terminology
 - 1) The basic components of the theory of flight relating to the aircraft environment.
 - 2) Physiology of flight in pressurised and non-pressurised aircraft including causes, recognition and ways to minimise these effects.
- b) Duties and Responsibilities
 - 1) Air operators' roles and responsibilities of the air operator, which have been legislated in the interests of aviation safety.
 - 2) Responsibility of Cabin Crew members to maintain knowledge of all safety and emergency procedures relating to their duties.
- c) Normal, abnormal and emergency procedures.

- 1) Cabin Crew member normal operations training addresses the operator's procedures relating to Cabin Crew member safety-related roles and responsibilities during normal day to day operations.
 - 2) The goal of normal operations training, addressed during each aircraft type systems training, is to enable Cabin Crew member to competently carry out relevant tasks assigned to them during normal operations which actively contributes to a safe operation.
 - 3) Abnormal and emergency situations training address the operator's policy and procedures and focuses on Cabin Crew member's roles and responsibilities during these types of situations.
 - 4) Emergency situations call for emergency procedures established by the operator in the operations manuals/cabin operations manual for tackling abnormal/emergency situations.
- d) Aircraft type rating
- 1) Qualified to operate on an aircraft in accordance with the applicable requirements which includes:
 - i) applicable training, checking and validity
 - ii) aircraft-type specific training, conversion or differences
 - iii) aircraft familiarisation;
- e) Dangerous Goods Regulations
- 1) Dangerous Goods Training Programme contained in ICAO Technical Instructions including:
 - i) General Philosophy
 - ii) Limitations
 - iii) Marking and Labelling
 - iv) Recognition of Undeclared Dangerous Goods
 - v) Provisions for Passengers and Crew
 - vi) Emergency Procedures
- f) Aviation Security
- 1) Aviation security training encompasses two primary concepts:
 - i) preventive measures during normal operations; and
 - ii) response to security threat events.
 - 2) An aviation security training programme shall include the following elements, as a minimum—
 - i) Identification and determination of the seriousness of any occurrence;
 - ii) crew communication and coordination;
 - iii) appropriate self-defence responses;
- g) Cabin Health and First Aid.

- 1) Cabin health and first-aid training should include the following topics:
 - i) Management of on-board medical events;
 - ii) Hands-on exercises and simulated exercises
 - iii) Altitude physiology
 - iv) Fatigue
 - v) Food safety
 - vi) Cabin disinfection
- h) Human Factors (Incl. Human Performance and CRM)
 - 1) Human Performance Training Programme contained in CAGM 6013 and ICAO Doc 9683 including:
 - i) human factors in aviation;
 - ii) human error;
 - iii) Cabin Crew member skills;
 - iv) crew resource management;
 - v) threat and error management (tailored to cabin operations);
 - vi) case studies (e.g., accidents/incidents);
 - vii) fatigue risk management.
 - i) SMS training program.
 - 1) Operator's approved SMS Training as contained in CAD 19 which includes hazard identifications and open reporting.

3.5 Aircraft type specific training and operator conversion training

- 3.5.1 Cabin Crew member shall successfully complete conversion training to gain competence before being assigned to a new fleet or an aircraft that has differences from the model or series that the crew member is previously qualified on.
- 3.5.2 Conversion training examples of different models include an Airbus A320 vs. A340 or a Boeing B737 vs. B777. Examples of different series include a B777-200 vs. B777-300 or an A330-200 vs. A330-300.
- 3.5.3 Each Cabin Crew member shall have completed appropriate aircraft type specific training and operator conversion training, as well as the associated checks, before being:
 - a) first assigned by the operator to operate as a Cabin Crew member; or
 - b) assigned by that operator to operate on another aircraft type.
- 3.5.4 When establishing the aircraft type specific and the operator conversion training programmes and syllabi, the operator shall include, where available, the relevant elements defined in the mandatory part of the operational suitability data
- 3.5.5 The aircraft type specific training programme shall:



- 3.5.5.1 involve training and practice on a representative training device or on the actual aircraft; and
- 3.5.5.2 cover at least the following aircraft type specific training elements:
 - a) aircraft description as relevant to Cabin Crew duties;
 - b) all safety equipment and systems installed relevant to Cabin Crew duties;
 - c) operation and actual opening, by each Cabin Crew member, of each type or variant of normal and emergency doors and exits in the normal and emergency modes;
 - d) demonstration of the operation of the other exits including flight crew compartment windows;
 - e) fire and smoke protection equipment where installed;
 - f) evacuation slide training, where fitted;
 - g) operation of the seat, restraint system and oxygen system equipment relevant to pilot incapacitation.
- 3.5.6 The operator conversion training programme for each aircraft type to be operated shall:
 - 3.5.6.1 involve training and practice on a representative training device or on the actual aircraft;
 - 3.5.6.2 include training in the operator's standard operating procedures for Cabin Crew members to be first assigned to duties by the operator;
 - 3.5.6.3 cover at least the following operator specific training elements as relevant to the aircraft type to be operated:
 - a) description of the cabin configuration;
 - b) location, removal and use of all portable safety and emergency equipment carried on-board;
 - c) all normal and emergency procedures;
 - d) passenger handling and crowd control;
 - e) fire and smoke training including the use of all related fire-fighting and protective equipment representative of that carried on-board;
 - f) evacuation procedures;
 - g) pilot incapacitation procedures;
 - h) applicable security requirements and procedures;
 - i) crew resource management.

3.5.6.4 For detailed content in relation to 3.5.6.3 above, refer to 3.2.2 of CAGM 6009-CC,

3.6 Differences training

3.6.1 Differences training

3.6.1.1 In addition to the training required in 3.5.5 and 3.5.6 the Cabin Crew member shall complete appropriate training and checking covering any differences before being assigned on:

- a) a variant of an aircraft type currently operated; or
- b) a currently operated aircraft type or variant with different:
 - 1) safety equipment;
 - 2) safety and emergency equipment location; or
 - 3) normal and emergency procedures.

3.6.1.2 The differences training programme shall:

- a) be determined as necessary on the basis of a comparison with the training programme completed by the Cabin Crew member, in accordance with 3.5.5 and 3.5.6, for the relevant aircraft type; and
- b) involve training and practice in a representative training device or the actual aircraft as relevant to the difference training element to be covered

3.6.1.3 When establishing a differences training programme and syllabus for a variant of an aircraft type currently operated, the operator shall include, where available, the relevant elements defined in the mandatory part of the operational suitability data established by the manufacturer.

3.6.2 Practical training shall be conducted on an actual aircraft or mock-ups, incorporating touch-drills as appropriate.

3.7 Familiarisation flight

3.7.1 Each Initial and conversion Cabin Crew member trainee shall participate in a familiarisation flight.

3.7.2 After completion of aircraft type specific training and operator conversion training on an aircraft type, each Cabin Crew member shall complete appropriate supervised familiarisation on the type before being assigned to operate as a member of the minimum number of Cabin Crew required in accordance with 2.2.

3.7.3 As a minimum the number of required Familiarisation flight are listed in the table below:

Course type	Familiarisation Flight
Initial	Min. 2 to a maximum of 5 (<i>see note</i>)
Conversion	Min 2
Abridged	Min 2
Requalification/Refresher	Min 2

Note 1. – if performance is unsatisfactory, the Cabin Crew shall be assigned for either retraining or additional familiarisation flights.

Note 2. – The detailed syllabus is outlined in CAGM 6009 – CC.

3.8 Recurrent training programme

3.8.1 Each Cabin Crew member shall complete recurrent training and checking annually.

3.8.2 The recurrent training programme shall ensure that each person is -

- a) competent to execute those safety duties and functions which the Cabin Crew member is assigned to perform in the event of an emergency or in a situation requiring emergency evacuation;
- b) drilled and capable in the use of emergency and life-saving equipment required to be carried, such as life jackets, life rafts, evacuation slides, emergency exits, portable fire extinguishers, oxygen equipment, first aid and universal precaution kits, and automated external defibrillators;
- c) when serving on aircraft operated above 10000 ft, knowledgeable with regards to the effect of lack of oxygen and, in the case of pressurised aeroplanes, with regards to physiological phenomena accompanying a loss of pressurisation;
- d) aware of other Cabin Crew members' assignments and functions in the event of an emergency so far as is necessary for the fulfilment of the Cabin Crew member's own duties;
- e) aware of the types of dangerous goods which may, and may not, be carried in a passenger cabin; and
- f) knowledgeable about human performance as related to passenger cabin safety duties including flight crew-Cabin Crew member coordination.

3.8.3 Recurrent training shall cover the actions assigned to each member of the Cabin Crew in normal and emergency procedures and drills relevant to each aircraft type and/or variant to be operated.

3.8.4 Aircraft type specific training elements:

3.8.4.1 Recurrent training shall include touch-drills by each Cabin Crew member annually for simulating the operation of each type or variant of normal and emergency doors and exits for passenger evacuation.

3.8.4.2 Recurrent training shall include at intervals not exceeding 12 months:

- a) operation and actual opening by each Cabin Crew member, in a representative training device or in the actual aircraft, of each type or variant of normal and emergency exits in the normal and emergency modes;
- b) actual operation by each Cabin Crew member, in a representative training device or in the actual aircraft, of the flight crew compartment security door, in both normal and emergency modes, and of the seat and restraint system, and a practical demonstration of the oxygen system equipment relevant to pilot incapacitation;
- c) demonstration of the operation of all other exits including the flight crew compartment windows.

Note. – Requirements in 3.8.4.2 b) & c), may be met using a video presentation acceptable to CAAM.

3.8.4.3 Recurrent training shall also include at intervals not exceeding 36 months:

- a) Demonstration of the use of the life-raft, or slide raft, where fitted.
- b) Fire and smoke evacuation drills.

3.8.5 Operator specific training elements:

3.8.5.1 Recurrent training shall include annually:

- a) by each Cabin Crew member:
 - 1) location and handling of all safety and emergency equipment installed or carried on board; and
 - 2) the donning of life- jackets, portable oxygen and protective breathing equipment (PBE);
- b) stowage of articles in the passenger compartment;
- c) procedures related to aircraft surface contamination;
- d) emergency procedures;
- e) evacuation procedures;
- f) incident and accident review;
- g) crew resource management;

- h) aero-medical aspects and first aid including related equipment;
- i) security procedures.

3.8.5.2 Recurrent training shall also include at intervals not exceeding 36 months:

- a) use of pyrotechnics (actual or representative devices);
- b) practical demonstration of the use of flight crew checklists;
- c) realistic and practical training in the use of all fire-fighting equipment, including protective clothing, representative of that carried in the aircraft;
- d) by each Cabin Crew member:
 - 1) extinguishing a fire characteristic of an aircraft interior fire;
 - 2) donning and use of PBE in an enclosed simulated smoke-filled environment.

3.8.6 Validity periods:

- a) An operator shall ensure that each Cabin Crew member undergoes annual recurrent training and checking. Recurrent training and checking shall be valid to the end of the month which it is done, 12 calendar months later.
- b) If the recurrent training is carried out within the final 2 months of validity, the period of validity shall extend from the date of issue until 12 calendar months after the expiry date of the previous recurrent check
- c) For the additional triennial training elements specified in 3.8.4.3, the validity period shall be 36 calendar months counted from the end of the month when the check was completed.



3.8.7 Summary of validity period

Training Type	Validity	Requirements
Safety & emergency Procedure training	Initial/Conversion/Recurrent 12 months	Crewmembers are required to complete the training. (if the crew member has not attended annual recurrent training, the Cabin Crew is no longer qualified to fly.)
Firs Aid and Medical Aspects	Initial/Conversion/Recurrent 12 months	Cabin Crew members are required to complete the training. (Flight crew subject to operator's requirement as only Initial Training is required)
In-Charge Cabin Crew (ICC)	Initial/Recurrent 12 months	Cabin Crew promoted to ICC are to complete the training
Dangerous Goods (DG)	Initial/Recurrent 24 months	Crewmembers are required to complete the training.
Aviation Security (AVSEC)	Initial/Recurrent 24 months	Crewmembers are required to complete the training.
Safety Management system (SMS)	Initial/Recurrent 36 months	Crewmembers are required to complete the training.
Crew Resource Management (CRM)	Initial/Conversion/Recurrent 36 months	Crewmembers are required to complete the training.
Practical Drill	Validity	Requirements
Aircraft. Evacuation/Slide Drill	12 months	Crewmember shall complete evacuation slide training and participate in the cabin preparation, crowd control, emergency commands and other related duties.
Door/Exit Drill	Initial/Conversion/Recurrent 12 months	Crewmembers are to practice the operation and actual opening of all doors. Practical drills are performed with the door in normal and emergency mode.
Safety Equipment	Initial/Conversion/Recurrent 12 months	Crewmembers are required to have hands-on training yearly on portable oxygen cylinders, fire extinguishers, PBE and other appropriate equipment which includes Public Address System.
First Aid Practical	Initial/Conversion/Recurrent 12 months	Cabin Crew are required to undergo annual practical training in artificial respiration and Cardiopulmonary Resuscitation (CPR) using a training device designed for the purpose during training e.g., resuscitator, AED.
Swimming Drill/ Wet Dinghy Drill	Initial/Conversion/Recurrent 36 months	Crewmembers are required to complete the swimming drill. A life-raft exercise and wet dinghy shall be completed for crewmembers an aircraft fitted with life- raft or slide raft.
Fire Fighting and Smoke Drill	Initial/Conversion/Recurrent 36 months	Crewmembers are to undergo a realistic fire drill and the practical use of all firefighting equipment in a simulated condition representative of an aircraft interior fire.

3.9 Refresher training programme

3.9.1 When a Cabin Crew member, during the preceding six (6) months within the validity period of the last relevant recurrent training and checking:

- a) has not performed any flying duties, he shall, before being reassigned to such duties, complete refresher training and checking for each aircraft type to be operated; or
- b) has not performed flying duties on one particular aircraft type, he shall, before being reassigned to duties, complete on that aircraft type:
 - 1) reactivation/refresher training without examination, or
 - 2) two familiarisation flights in accordance with this CAD.

3.9.2 The refresher training programme for each aircraft type shall at least cover:

- a) emergency procedures.
- b) evacuation procedures.
- c) operation and actual opening, by each Cabin Crew member, of each type or variant of normal and emergency exits and of the flight crew compartment security door in the normal and emergency modes.
- d) demonstration of the operation of all other exits including the flight crew compartment windows
- e) location and handling of all relevant safety and emergency equipment installed or carried on-board.
- f) Training on emergency procedures include pilot incapacitation procedures and crowd control techniques as applicable to the aircraft type.

3.9.3 The operator may elect to replace refresher training by recurrent training if the reinstatement of the Cabin Crew member's flying duties commences within the validity period of the last recurrent training and checking. If that validity period has expired, refresher training may only be replaced by aircraft type specific and operator conversion training as specified in chapter 3.5 of CAD 6009 CC.

3.9.4 Training on emergency procedures should include pilot incapacitation procedures and crowd control techniques as applicable to the aircraft type; and

3.9.4.1 Operation of doors and exits by each Cabin Crew member should include failure of power assist systems, where fitted as well as the action and forces required to operate and deploy evacuation slides.

3.9.5 Frequency of refresher training

- 3.9.5.1 For aircraft with complex equipment or procedures, the operator shall consider the need for refresher training to be completed by Cabin Crew members who have been absent from flying duties for less than 6 months.

3.10 Abridged training programme

- 3.10.1 When an ex-Cabin Crew seeks employment with an operator; they are allowed for an abridged training programme if they have not flown for the last 24 months.
- 3.10.2 This programme allows for a portion of Cabin Crew initial safety training to be reduced. However, if the elapsed period has passed 24 months and more, the Cabin Crew shall undergo an Initial training.
- 3.10.3 The training elements that may be credited and transferred, as representative of the knowledge and competencies gained by Cabin Crew attestation holders, are as below:
- a) Aviation Terminology
 - b) Duties and Responsibilities
 - c) Normal, abnormal and emergency procedures.
 - d) Aircraft type rating
 - e) Dangerous Goods Regulation
 - f) Duties and Responsibilities relating to Aviation Security incl. flight deck security
 - g) Cabin Health and First Aid.

3.11 Requalification training

- 3.11.1 Cabin Crew member shall successfully complete requalification training when their qualification has lapsed (e.g., prolonged absence from flying duties), as part of the process to regain qualification enabling the Cabin Crew member to perform the required duties and responsibilities. This is determined based on the applicable validity period(s), namely the elapsed time since the Cabin Crew member's last required training. The Cabin Crew member may need to follow a specific series of steps in order to regain qualification.
- 3.11.2 The operator shall establish a process, based on the applicable validity periods of the required training, to monitor when a Cabin Crew member's qualification(s) expires. The Cabin Crew member shall complete the training required for requalification prior to being assigned as part of the operating crew.
- 3.11.3 This training and the associated checking shall be accomplished through classroom instruction, and/or CBT, as well as hands-on and simulated exercises with a representative training device capable of reproducing the appropriate environment and the equipment characteristics, or on an actual aircraft.



- 3.11.4 The Cabin Crew member is no longer qualified to fly, if he does not meet the requirements outline in 3.8.6. Requalification requirements are as follows:
- a) if a period of 13 up to 24 months or part thereof has elapsed since the last required training, the Cabin Crew member shall complete Requalification Training and recurrent;
 - b) if a period of 24 months or more has elapsed since the last required Annual Training the Cabin Crew member shall complete Initial Training and familiarisation flight (SNY)
- 3.11.5 Notwithstanding 3.5.3, if a Cabin Crew member does not complete a familiarisation flight within 90 days following the Initial training/aircraft type specific training/new fleet conversion training, he is required to attend a requalification training prior to the planned familiarisation flight.

3.12 Instructor training programme

- 3.12.1 Successfully complete the Initial Qualifying Programme (IQP) for Initial, Conversion and Recurrent Training Programme by stages based on aircraft type as follows:
- a) Attend Class as Course Participant (including Examination and Practical Assessment)
 - b) Observers and Participate Partial Instructional Delivery (Theory, Practical Lessons) with the help and guidance of the established/supervisory Instructor
 - c) Conduct Class under supervision of established/supervisory Instructor.
- 3.12.2 Initial Qualifying Programme
- 3.12.2.1 The Initial Qualifying Programme (IQP) shall consist of:

Phase	Subject	Duration (Days)	Participation
General	Train the Trainer Programme or equivalent	5	Full as a student
	Dangerous Goods Regulation Cat 6	5	
	Aviation Terminology	2	
	Cabin Familiarisation per aircraft type	2	
1	General Procedures	6	
	Aviation Security Awareness	2	
	Safety Procedures per aircraft type	2	



	Practical Drills	1	
	Aircraft Visit	1	
	Examination & Assessment	1	
2	General Procedures	6	Partial Conduct under observation
	Aviation Security Awareness	2	
	Safety Procedures per aircraft type	2	
	Practical Drills	1	
	Aircraft Visit	1	
3	General Procedures	6	Full Conduct under observation
	Aviation Security Awareness	2	
	Safety Procedures per aircraft type	2	
	Practical Drills	1	
	Aircraft Visit	1	
Final	General Procedures	6	Examiner or the most Senior Instructor
	Aviation Security Awareness	2	
	Safety Procedures per aircraft type	2	
	Practical Drills	1	
	Aircraft Visit	1	

Note. – The duration for the training days may vary depending on the fleet type.

- 3.12.2.2 The above observation shall be conducted under the supervision of a qualified Safety Instructor/Examiner.
- 3.12.2.3 During the final phase; CAAM Cabin Safety Inspector shall be present for the Cabin Instructor Qualifying Evaluation. Examiner or the most Senior Instructor shall provide feedback to CAAM Cabin Safety Inspector on the progress of the trainee Instructor using Cabin Instructor Qualifying Evaluation Feedback form.
- 3.12.3 Re-Qualification Programme (RQP)
- 3.12.3.1 Instructors shall be re-evaluated by CAAM Cabin Safety Inspectors every 36 months to monitor that the required level of knowledge and skills are adequately maintained.
- 3.12.3.2 Such assessments shall be made while conducting theoretical classes and/or practical exercises.



- 3.12.3.3 Instructors who have not been engaged in instructional tasks in the preceding 3 months' period shall go through an update/refresher course on the related areas of the instructions.
- 3.12.3.4 Cabin Safety Instructors who are within their validity period but have not been engaged in any instructional tasks:
- a) In the preceding three (3) months period shall observe a Safety Recurrent course prior to resuming instructional duties.
 - b) From three (3) months to six (6) months, observe two Safety Recurrent courses prior to resuming instructional duties.
 - c) From six (6) months to twelve (12) months, observe two Safety Recurrent course and conduct one under supervision by an Examiner/Senior Instructor prior to resuming instructional duties.
 - d) For twelve (12) months and above, shall undergo an IQP.
- 3.12.3.5 The operator shall maintain the following records of their instructors—
- a) Training records;
 - b) Records of performance review;
 - c) Training classes conducted;
 - d) Examination conducted;
 - e) Observation flights and relevant Cabin Crew documentation, if applicable;
 - f) Checks as carried out by CAAM authorised inspectors; and
 - g) Licenses and certificates in accordance with training courses.
- 3.12.3.6 Examiner/Senior Instructor shall conduct a review with all Instructors when a specific programme had not been conducted for more than twelve (12) months.
- 3.12.4 Cabin Instructor Qualification Evaluation (Final)
- 3.12.4.1 Operator shall apply for an instructor authorisation to their nominated instructors who have completed the required training. The application shall be supported with all the relevant documents along with company's recommendation letter.
- 3.12.4.2 The Examiner/Senior Instructor shall be planned to evaluate the trainee Instructor for the duration of the programme and complete the CAAM Cabin Instructor Qualifying Evaluation Feedback form.
- 3.12.4.3 CAAM Cabin Safety Inspector shall be present for any segment of the training during the course of the programme for the final evaluation. The

Examiner/Senior Instructor who is evaluating the trainee Instructor shall brief CAAM Cabin Safety Inspector on the progress of the trainee.

3.12.4.4 The evaluation shall cover on the following:

- a) Practical and theoretical knowledge of the subject.
- b) Preparation of lesson plan and coverage of the prescribed syllabus.
- c) Developing training material and courseware.
- d) Use of associated training devices including audio-visual aids.
- e) Presentation skills.

3.12.5 Specialised Trainer Requirement

3.12.5.1 Operator shall assign Instructors specialised to a specific programme such as Aviation Terminology, Cabin Familiarisation, Human Factors Performance Limitation including CRM.

3.12.5.2 The instructors shall undergo the IQP focusing on the specific programme as below:

a) Cabin Familiarisation Instructor

Phase	Subject	Duration (Days)	Participation
General	Train the Trainer Programme or equivalent	5	Full as a student
1	Cabin Familiarisation per aircraft type	2	
	Aircraft Visit	1	
	Examination & Assessment	1	
2	Cabin Familiarisation per aircraft type	2	Partial Conduct under observation
	Aircraft Visit	1	
	Examination & Assessment	1	
3	Cabin Familiarisation per aircraft type	2	Full Conduct under observation
	Aircraft Visit	1	
	Invigilation & Assessment Briefing	1	
Final	Cabin Familiarisation per aircraft type	2	Examiner or the most Senior Instructor
	Aircraft Visit	1	
	Invigilation & Assessment Briefing	1	

Note. – The duration for the training days may vary depending on the fleet type.



b) Aviation Terminology Instructor

Phase	Subject	Duration (Days)	Participation
General	Train the Trainer Programme or equivalent	5	Full as a student
1	Aviation Terminology	2	
	Examination & Assessment	1	
2	Aviation Terminology	2	Partial Conduct under observation
	Invigilation & Assessment Briefing	1	
3	Aviation Terminology	2	Full Conduct under observation
	Invigilation & Assessment Briefing	1	
Final	Aviation Terminology	2	Examiner or the most Senior Instructor
	Invigilation & Assessment Briefing	1	



c) Human Performance & Limitation including CRM Instructor

Phase	Subject	Duration (Days)	Participation
General	Train the Trainer Programme or equivalent	5	Full as a student
1	Human Performance & Limitation	2	
	Crew Resource Management	3	
	Examination & Assessment	1	
2	Human Performance & Limitation	2	Partial Conduct under observation
	Crew Resource Management	3	
	Examination & Assessment	1	
3	Human Performance & Limitation	2	Full Conduct under observation
	Crew Resource Management	3	
	Invigilation & Assessment Briefing	1	
Final	Human Performance & Limitation	2	Examiner or the most Senior Instructor
	Crew Resource Management	3	
	Invigilation & Assessment Briefing	1	

Note. – Operators who utilises two instructors for training does not require to have phase 3 for their IQP.

d) First aid Instructor

Phase	Subject	Duration (Days)	Participation
General	Train the Trainer Programme or equivalent	5	Full as a student
	Familiarisation and Induction program	2	
1	Initial Course	5	
	Examination & Assessment	1	
2	Conversion Course	0.5	Classroom participation
	Examination & Assessment	1	
3	Recurrent Course	0.5	Classroom participation
	Invigilation & Assessment Briefing	1	
4	Initial Course	5	Partial conduct under supervision
	Conversion	0.5	
	Recurrent	0.5	
5	Initial Course	5	Full Conduct under observation
	Conversion	0.5	
	Recurrent	0.5	
Final	Initial Course	5	Examiner/ Senior Instructor
	Conversion	0.5	
	Recurrent	0.5	

Note 1. – The duration for the training days may vary depending on the fleet type

Note 2. – The above observation shall be conducted under the supervision of a qualified First -Aid Instructor.

Note 3. – During the final phase; CAAM Cabin Safety Inspector shall be present for the Cabin Instructor Qualifying Evaluation. Senior Instructor shall provide feedback to CAAM Cabin Safety Inspector on the progress of the trainee Instructor using Cabin Instructor Qualifying Evaluation Feedback form.

3.12.5.3 The renewal and requalifying process for Aviation Terminology and Cabin Familiarisation Instructors shall be as in 3.12.3.

3.12.5.4 The validity period and requalifying process for Human Performance & Limitation incl. CRM Instructors are as follows:



- a) Instructors shall be re-evaluated by CAAM Cabin Safety Inspectors within 36 months' period to monitor that the required level of knowledge and skills are adequately maintained.
- b) Such assessments shall be made while conducting theoretical classes and/or practical exercises.
- c) Human Performance & Limitation including CRM Instructors who are within their validity period but have not been engaged in any instructional tasks in the preceding twelve months, shall observe one session and conduct one under supervision by an Examiner/Senior Instructor prior to resuming instructional duties.

3.12.6 Human Performance & Limitation including CRM Instructor Qualifying Evaluation

3.12.6.1 Operator shall apply for an instructor authorisation to their nominated instructors who have completed the required training. The application shall be supported with all the relevant documents along with company's recommendation letter.

3.12.6.2 CAAM Cabin Safety Inspector shall be present for any segment of the training during the course of the programme for the final evaluation.

3.12.6.3 The evaluation shall cover on the following:

- a) Practical and theoretical knowledge of the subject.
- b) Preparation of lesson plan and coverage of the prescribed syllabus.
- c) Developing training material and courseware.
- d) Use of associated training devices including audio-visual aids.
- e) Presentation skills.

3.12.7 Unsatisfactory Performance

3.12.7.1 Initial Qualifying Programme (IQP):

- a) If an instructor's performance is found to be unsatisfactory during the initial oral examination, he must undergo corrective training of at least 15 days prior to the second oral examination attempt.
- b) If the instructor is found to be unsatisfactory during the second oral examination attempt, he shall be required to undergo the IQP again (ab-initio).
- c) If an instructor's performance is found to be unsatisfactory during the re-qualification oral examination, he must undergo corrective training of at least 30 days prior to the second oral examination attempt.



- d) If the instructor is found to be unsatisfactory during the second oral examination attempt, he shall be required to undergo the IQP again (ab-initio).

3.12.7.2 The cooling period after the above process in 3.13.7.2 (d) shall be two (2) years.

3.12.8 Subsequent Approvals on Additional Aircraft Type

- a) For subsequent approvals on additional aircraft, a CAAM approved Instructor shall successfully complete a conversion course with a minimum score of 90% in the written examination.
- b) Successfully pass the aircraft Oral/Practical examination.
- c) If the operator inducts a new aircraft type, the training obtained at the manufacturer's facility shall be accepted.



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4 Training Facilities

4.1 General

- 4.1.1 The operator/owner is wholly responsible for the standards of training of all its flight operations personnel including Cabin Crew. The operator shall ensure that its training facilities are of a satisfactory standards, acceptable to CAAM.
- 4.1.2 Traditional aviation training programmes are designed predominately to acquire the standards expressed in quantitative terms that prescribe “inputs” as required hours of study, hours of practice etc.
- 4.1.3 Alternately, competency-based approaches are characterized by emphasis on job performance, and the knowledge and skills to perform on the job.
- 4.1.4 An operators training Division may conduct Cabin Crew training on their own provided that they have the facilities and resources that have been approved by CAAM.
- 4.1.5 CAAM recommends the use of approved training organization to conduct Cabin Crew mandatory trainings. A list of Approved Training Organisation who can conduct the training for Cabin Crew. The list is available in the CAAM Website.

4.2 Requirement

- 4.2.1 A training organisation is considered normally to be a single organisation, staffed, equipped and operated in a suitable environment, offering the practical training and theoretical instructions required for the course provided. If training is conducted at other locations, a robust audit and compliance process must be in place to ensure that such locations meet all required standards.
- 4.2.2 An organisation must have all the training facilities and devices required for Cabin Crew mandatory training that are approved by CAAM.
- 4.2.3 The issuance of an approval for a training organisation and the continued validity of the approval shall depend upon the training organisation being in compliance with the requirements outlined in CAD 1011 – Approved Training Organisation.

4.3 Revocation or suspension of an approval

- 4.3.1 An approval issued by the CAAM may be revoked or suspended if the requirements set are not met or maintained.
- 4.3.2 If an application is refused or a proposal is made to revoke or suspend an approval, the applicant or holder will be entitled to a review of the decision.
- 4.3.3 Reapplication for the revoked or suspended approval, shall be submitted as a new application and the relevant charges will apply.



4.4 Continuation of approval

- 4.4.1 An annual programme of inspections and audit will focus on the organisation's maintenance of the necessary training standards and compliance with the appropriate requirements.

- 4.4.2 An organisation may not commence, conduct or continue training courses requiring approval, unless it has the relevant approval documentation in its possession, except with prior consent in writing from the CAAM.

5 Training Personnel and Qualification

5.1 Cabin Crew Safety Training Manager (CCSTM)

- 5.1.1 The operator's Head of Training is normally the responsible person for flight crew and Cabin Crew training. However, when the Head of Training is unable to hold the responsibility of Cabin Crew training (e.g., due to the size of the operator), a CCSTM is to be appointed and shall be a Nominated Post Holder.
- 5.1.2 The CCSTM shall demonstrate a thorough understanding and knowledge of the administrative and practical responsibilities and procedures associated with the position.
- 5.1.3 The CCSTM qualifications shall include, but are not limited to, the following:
- a) experience as a Cabin Crew member;
 - b) management skills;
 - c) experience in instructional and training skills; and
 - d) knowledge of applicable regulations and operator's standard operating procedures.
- 5.1.4 The Cabin Crew member safety training manager's responsibilities include, but are not limited to, the following:
- a) assuring a current and approved Cabin Crew member 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 member training personnel and ensuring that the appropriate guidance is provided.
 - f) assuming responsibilities delegated by the relevant management.
 - g) training of Cabin Crew members, in accordance with the approved training programme.
 - h) maintaining Cabin Crew member training records.
 - i) liaising with other company departments to ensure that cabin safety objectives are met.
 - j) liaising with regulatory authorities.
 - k) in his absence, delegating all responsibilities to another qualified individual.

- l) administering and communicating as necessary to fulfil the foregoing responsibilities.

5.2 Instructor

5.2.1 Prior to an organisation authorising the provision of instruction, the candidate will go through a selection process designed to assess his knowledge, capability and competency to determine his motivation level.

5.2.2 Selection criteria is based on the subject for which he is expected to instruct.

5.2.3 Area of Instruction

5.2.3.1 The areas of instruction shall be divided as follows:

- a) Civil Aviation Act 1969.
- b) Civil Aviation Regulation, 2016.
- c) Circulars, notices, directives or information as issued by the Chief Executive Officer of the CAAM.
- d) Standard Operating Procedures.
- e) Safety Emergency Procedures (SEP).
- f) Human Performance & Limitations incl. CRM.
- g) Dangerous Goods Regulation (DGR).
- h) Aviation Security.
- i) Safety Management Systems.
- j) Cabin Crew duties and responsibilities.
- k) Computer based training methodology (if applicable)
- l) Cabin Health and First Aid

5.2.4 Prerequisites.

5.2.4.1 Crew member training shall be conducted by suitably qualified instructors, who have the knowledge, ability and experience to perform such training.

5.2.4.2 The Instructors shall meet the following criteria and have to be authorised by CAAM before assigning them with any kind of instructional privileges.

5.2.4.2.1 Operational Experience

5.2.4.2.1.1 Work Experience:

- a) Shall have at least:

- 1) six (6) years of uninterrupted and active in-flight experience as a Cabin Crew member, where two (2) years of experience as an In-Charge Cabin Crew member (ICC) in an aircraft operated by more than one crew member; or
- 2) Complete the Initial Qualifying Programme (IQP) for Initial, Conversion and Recurrent Training Programme by stages base on aircraft type as follows –
 - i) Attend Class as Course Participant (including Examination and Practical Assessment)
 - ii) Observers and Participate Partial Instructional Delivery (Theory, Practical Lessons) with the help and guidance of the established/supervisory Instructor
 - iii) Conduct Class under supervision of established/supervisory instructor.
- b) A Cabin Crew member instructor authorisation that has lapsed may be renewed if the applicant has a valid Cabin Crew member certificate and has received the applicable Cabin Crew Instructor training acceptable to the CAAM
- c) Cabin Crew who had ceased their active flying, with training experience and is from a training department.
- d) Instructor pilots with valid license and type rating of the respective aircraft and have completed an appropriate Cabin Familiarisation, Aviation Terminology/SEP Instructor Course.

5.2.4.2.1.2 Non-Work Experience

- a) Holds Diploma/Degree in any discipline.
- b) Shall undergo ground/flight observation on type rated aircraft.
- c) Shall complete one-year internship.

5.2.4.2.2 Fleet Experience

- a) Fleet Experience (type rating) of each aircraft or successfully complete an approved type course of each aircraft type for which the instructional privilege is sought.

5.2.4.2.3 Non-fleet Experience

- a) Shall undergo minimum of three ground training observation for the specific fleet

Note 1. – The operational experience can be waived for subject matter expert for conducting crew member training on generic subject areas.

Example Cabin Familiarisation, for those who are current on the particular fleet.

Note 2. - The operator is to ensure that the participants complete the whole duration and in attendance throughout then IQP. (Initial Qualifying Programme (IQP) for Initial, Conversion and Recurrent Training Programme).

5.2.5 Selection Process

5.2.5.1 Prior to an organisation authorising the provision of instruction within competency base training (outlined in detail in CAGM 6009 – CC) environments, instructor shall undergo will go through a selection process established by the organisation designed to assess that the individual's knowledge, capability and competency are suitable for the instructor role. and to determine the person's motivation.

5.2.5.2 The selection criteria of an instructor shall be is based on criteria intended to define a proven capability in the subject for which he ls expected to instruct, in accordance with the competencies describe in chapter 5.2 of this CAD.

5.2.5.3 Appropriate trainings shall be arranged for each subject on which the instruction is to be conducted. The training requirements are as follows:

5.2.5.3.1 Complete operator approved "Train the Trainer" course

5.2.5.3.2 Complete CAAM approved "Instructor Training" course covering:

- a) Initial Qualifying Programme (IQP) for Initial.
- b) Conversion and Recurrent Training Programme.

5.2.5.3.3 The above two training to be completed by stages based on aircraft type as follows:

- a) Attend class as course participant (including written examination with a score of 90% or more and a practical assessment).
- b) Observe and participate Partial Instructional Delivery (Theory, Practical Lessons) with the help and guidance of the established subject matter expert/supervisory Instructor.
- c) Conduct class under supervision of established subject matter expert/supervisory Instructor.

5.2.5.3.4 Subject Area-Training

- a) Complete intensive coverage of the respective courseware for which the training is to be conducted.

5.2.5.3.5 Competency



- a) Demonstrate satisfactory instructional capabilities while conducting at least one supervision class in the presence of the CAAM Inspector (initial or recurrent) for each instructional privilege is sought.

5.2.5.3.6 Final Assessment

- a) Demonstrate satisfactory instructional capabilities while conducting at least one supervision class in the presence of the CAAM Inspector (initial or recurrent) for each instructional privilege is sought.

5.2.6 Authorisation

5.2.6.1 Operators are required to apply for an instructor authorisation to nominate instructors who meet the above criteria. The application shall be supported with all the relevant documents along with company's recommendation letter.

5.2.6.2 Cabin Crew seeking an instructor authorisation will undergo probationary period of at least six months and two observation classes before an authorisation is issued.

5.2.6.3 The observation classes will be supervised by qualified CAAM inspector and evaluate the proficiency on the following:

- a) Practical and theoretical knowledge of the subject;
- b) Preparation of lesson plan and coverage of the prescribed syllabus;
- c) Use of associated training devices including audio-visual aids; and
- d) Presentation skills.

5.2.6.4 Upon demonstration of a satisfactory level of performance, the applicant will undertake an oral test to be conducted by CAAM inspector or examiners. Cabin Safety Instructors can be authorised to carry out the instructional task in one or more training areas as per their qualification.

5.2.7 Additional requirements for specific subject areas

5.2.7.1 In addition to the above requirements, the complexity of Cabin Crew training course ware demands additional qualifications in order to exercise the privilege of instruction on certain subject areas as follows –

5.2.7.1.1 Cabin familiarisation, aviation terminology and SEP instructors.

- a) Cabin Crew certificates holders with aircraft type rating for which the instruction is to be conducted or
- b) Previous operational experience as a Cabin Crew with approved specific aircraft type course (for ground instructions only); or



- c) Instructor pilots with valid licence and type rating of the respective aircraft and have completed an appropriate cabin familiarisation, aviation terminology/SEP instructors' course.

5.2.7.1.2 Human Factors/CRM Instructors

- a) Shall complete an instructional course on CRM and Human Factor principles.
- b) Be appropriately qualified to integrate elements of CRM into all the relevant components of a Cabin Crew Training program.
- c) An experienced non-Cabin Crew CRM instructor may be authorised to be a cabin CRM Instructor, provided that the instructor demonstrates a satisfactory knowledge of the nature of the operation, the relevant specific aircraft types and company SOPs as applicable to Cabin Crew duties and responsibilities.

5.2.7.1.3 First Aid Instructor

- a) Shall be qualified as an Aviation Medical Instructor/facilitator; or
- b) Approved Medical Practitioners; who poses a valid Staff Registered Nurse (SRN) Certificate or Diploma in Nursing or
- c) Cabin Crew with First Aid training such as Staff Registered Nurse (SRN) Certificate, Diploma in Nursing, First Responder, Life Support Training (FRLS), Basic Life Support Certification Course (BLS) or its equivalent, which is recognised by health ministry.

5.2.7.1.4 DGR and Aviation Security Instructor

- a) Authorised DGR and Aviation Security Instructors with adequate knowledge of the operator's training needs as related to the nature of operation as well as associated duties and responsibilities of Cabin Crew.
- b) Recurrent Training shall take place within 24 months of previous training to ensure knowledge is current, a test to be undertaken to verify understanding of the regulations and a certificate shall be issued. The operator shall liaise with the relevant CAAM sectors/divisions on the training qualification.

5.2.7.1.5 Instructors may also be qualified to carry out exam invigilation, subject to successfully meeting the requirements in 5.3.8.1 b) c) and 5.3.8.2 b).

5.3 Cabin Safety Examiner (CSE)

5.3.1 Authorised CSEs are selected and authorised by the CAAM to carry out cabin en-route checks, exam invigilation and instruction when required.

- 5.3.2 Authorised CSEs may be assigned to carry out evaluation/assessments such as RQP and auditing duties to determine that all required performance standards have been satisfactorily achieved on behalf of CAAM Cabin Safety Inspectors, when required.
- 5.3.3 The examiner is responsible for determining the actual standards attained and any recommendation for corrective action, if necessary.
- 5.3.4 The organisation's nominated post-holder as Cabin Crew safety training manager, shall complete and sign the CSE application form. A resume of the candidate's background, qualifications and experience is required. A candidate should declare on his application any interest in the company or other conditions that could result in a conflict of interest.
- 5.3.5 The organisation, while requesting appointment of CSE shall justify the need of number of CSE's required to meet the quantum of checks to be performed. The organisation shall also confirm that the Cabin Crew recommended for appointment as examiners are of recognised integrity, free from prejudices and strong likes and dislikes and capable of recording fair assessments and shall be known for impartial conduct. They shall be capable of instilling high standards of discipline among the Cabin Crew under check and shall have a balanced attitude towards them.
- 5.3.6 The completed application form, with required supporting documentation, shall be submitted to the CAAM.
- 5.3.7 CSEs shall have as a minimum, experience in the following functions:
- a) Malaysian citizen;
 - b) Supervisory Crew for an airline with minimum of 6 years' experience;
 - c) Instructor for minimum of 24 months;
 - d) A pass in Bahasa Malaysia/English (including oral test) at Sijil Pelajaran Malaysia or similar qualification recognized by the government. The candidate also must be able to communicate, read and write in the English Language satisfactorily.
- 5.3.7.1 Notwithstanding 5.3.7 c), Cabin Safety Inspectors within an operator may also be granted CSE privileges, subject to meeting training requirements and the qualifying process as stated in 5.3.8.
- 5.3.8 Training requirements and competency
- 5.3.8.1 Competency and knowledge:
- a) Candidates shall possess comprehensive knowledge as follows:
 - 1) Cabin safety policy,
 - 2) Cabin Crew member duties and responsibilities,

- 3) Cabin safety and emergency procedures,
 - 4) Cabin safety equipment operation and location,
 - 5) Passenger handling techniques and practices,
 - 6) Civil Aviation Act 1969,
 - 7) Civil Aviation Regulation, 2016,
 - 8) Notices, circulars, directives or information as issued by the Chief Executive Officer of the CAAM.
- b) demonstrate satisfactory invigilation capabilities while conducting at least one supervision in the presence of the CAAM Inspector (initial or recurrent) for each invigilation privilege is sought.
- c) successfully complete a formal competency assessment in their role of carrying out the prescribed tests to determine all required performance standards have been satisfactorily achieved for which the privilege for invigilating is being sought.

5.3.8.2

It is imperative that the CSE maintain the knowledge and skills required to fulfil his responsibilities and maintain qualifications. This is accomplished through attendance at appropriate technical and non-technical training courses. The candidate shall undergo the following training in order to obtain an appointment as a CSE for the first time with an organisation:

- a) Attend an IQP for examiners, conducted by a CAAM Inspector;
- b) Successfully complete IQP for Initial, Conversion and Recurrent Training Programme by stages based on aircraft type as follows:
 - 1) Attend Class as Course Participant for Examination and Practical Assessment.
 - 2) Observe the conduct of Examination and Practical Assessment.
 - 3) Conduct the Examination and Practical Assessment under Supervision of Senior Invigilator.
 - 4) Conduct the Examination and Practical Assessment under Supervision CAAM Inspector.

Note. – The IQP stated in 5.3.8.2 a) and b) may be combined.

- c) The observation of at least one cabin en-route check in an aircraft,
- d) The conduct of one cabin en-route check in an aircraft, under the supervision of the organisations Cabin Crew safety Training manager or another CSE.
- e) An evaluation check by a CAAM cabin safety Inspector, during which the Inspector will observe the candidate conducting a cabin en-route check.



- 5.3.8.3 If the CSE is to be utilised to conduct duties as stated in 5.3.2 on behalf of the CAAM Cabin Safety Inspectors, additional training will be provided such as:
- a) Auditor’s course or equivalent;
 - b) Applicable audit training collaborated with CAAM surveillance programme;
 - c) “Train the trainer course”;
 - d) undergo an OJT with a CAAM cabin safety inspector.
- 5.3.8.4 Successful candidates will receive a Letter of Approval to exercise the required CSE privileges. Privileges stated in 5.3.2, will be included in the Letter of Approval, if such privileges are granted by the CAAM.
- 5.3.9 Validity and reassessment
- 5.3.10 The validity period for a CSE is from the date of issue and shall be valid to the end of the month which it is done, 36 calendar months later
- 5.3.11 They are to be reassessed by the CAAM Cabin Inspectors in the period of 36 months via a RQP to monitor that the required level of knowledge and skills are adequately maintained. Such assessments can be made while conducting and evaluation/assessment, or while carrying out duties on behalf of CAAM
- 5.3.12 In addition, the CAAM will conduct annual surveillance on the CSE’s to ensure the CSE’s maintain their competency with regards to their delegated tasks.
- 5.3.13 Unsatisfactory Performance
- a) If performance is found to be unsatisfactory during the initial oral examination, he must undergo corrective training of at least 15 days prior to the second oral examination attempt.
 - b) The cooling period after the above process in (a) shall be two (2) years.
- 5.4 Exam invigilation by instructors or CSEs**
- 5.4.1 Exam invigilation shall be carried out by qualified instructors or authorised CSEs. An instructor shall not invigilate examinations for individuals to which he has carried out instructional duties for.
- 5.4.2 Exam invigilators must be able to work under pressure and multi-task. They must be able to enforce regulations firmly but fairly.
- 5.4.3 Invigilators shall have the skills and experience in relation to:
- a) Good communication skills
 - b) Good IT and administrative skills
 - c) Good organisational skills

- d) Able to work as a member of a team
- e) An ability to adhere to rules and regulations
- f) To think clearly and make correct decisions in the event of an emergency in the exam room.

5.5 Operator Cabin Safety Inspectors

5.5.1 Based on the complexity of operations, the operator may qualify selected Cabin Crew instructors to be designated as cabin safety inspectors.

5.5.2 These duties of these cabin safety inspectors are to carry out cabin en-route checks and internal audits for the operator.

5.5.3 The operator shall ensure that Cabin Safety Inspectors are suitably qualified based on the requirements stated in the approved company Operations Manual.

5.5.3.1 Training Requirements

- a) candidates are adequately trained in accordance with the operator's approved program and be appropriately documented in the operator's training records.
- b) Required training is identified in an annual training plan approved by the CAAM. Training record must be established and maintained for each Cabin Safety Inspector

6 Additional Requirements for Commercial Air Transport Operations

6.1 In-charge Cabin Crew member (ICC)

6.1.1 The ICC is a Cabin Crew member 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.

6.1.2 In multi-Cabin Crew member operations, an ICC shall be designated by the operator.

6.1.3 The in-charge Cabin Crew member shall be responsible to the Pilot-In-Command for the conduct and coordination of normal and emergency procedures specified in the operations manual, including for discontinuing non-safety-related duties for safety or security purposes.

6.1.4 Prior to being designated as an ICC, the following criteria shall be met:

- a) minimum experience of a Cabin Crew member acceptable to CAAM shall be 24 months, regardless of the type of training being provided,
- b) a minimum operating experience is required particularly for the ICC - the minimum shall be subject to the complexity of the aircraft operations,
- c) successful completion of the operator's in-charge Cabin Crew training and the associated check

Note. – Start-up operators shall establish alternative minimum experience requirements acceptable to CAAM.

6.1.5 The in-charge Cabin Crew training programme shall cover all duties and responsibilities of in-charge Cabin Crew members and shall include at least the following elements:

- a) pre-flight briefing;
- b) cooperation with the crew;
- c) review of operator requirements and legal requirements;
- d) accident and incident reporting;
- e) human factors and crew resource management (CRM); and
- f) flight and duty time limitations and rest requirements.

Note. – Further elaborated in CAGM 6009 – CC.

6.1.6 The operator shall establish procedures to select the most appropriately qualified Cabin Crew member to act as in-charge Cabin Crew member if the nominated in-charge Cabin Crew member becomes unable to operate (explained further in CAGM 6009 – CC, 5.1.3). Changes to these procedures shall be notified to CAAM.

6.2 Reduction of number of Cabin Crew member

6.2.1 6.2 is only applicable during ground operations and in unforeseen circumstances.

6.2.2 6.2 is not applicable for operations originating from the main base or hub.

6.2.3 Whenever passengers are on-board an aircraft, the minimum number of Cabin Crew members required in accordance with 2.2 of this CAD shall be present in the aircraft and ready to act.

6.2.4 By the derogation from point 6.2.1, the minimum number of Cabin Crew members may be reduced in either of the following cases:

- a) during normal ground operations not involving refuelling or defueling when the aircraft is at its parking station;
- b) in unforeseen circumstances if the number of passengers carried on the flight is reduced. In this case a report shall be submitted to the CAAM after completion of the flight.
- c) for the purpose of providing in-flight rest during the cruise phase, either in accordance with CAD 1901 – FTL or as a fatigue mitigation implemented by the operator.

6.2.5 For the purpose of 6.2.4 a) and 6.2.4 b) above, the operator's procedures of the operation manual shall ensure that:

- a) procedures ensuring that an equivalent level of safety is achieved with the reduced number of Cabin Crew member, in particular for evacuation of passengers, are established in the operations manual.
- b) the reduced Cabin Crew member includes an ICC as specified in 6.1.
- c) at least one Cabin Crew member is required for every 50, or fraction of 50, passengers present on the same deck of the aircraft;
- d) in the case of normal ground operations with aircraft requiring more than one Cabin Crew member, the number determined in accordance with point (c) shall be increased to include one Cabin Crew member per pair of floor level emergency exits.

6.2.6 For the purpose of 6.2.4 c) above, the operator shall:

- a) conduct a risk assessment to determine the number of Cabin Crew member who are to be present and ready to act at all times during cruise.
- b) identify measures to mitigate the effects of having a lower number of Cabin Crew member being present and ready to act during cruise.
- c) establish in the operation's manual specific procedures, including for the in-flight rest of the ICC, that ensure at all times appropriate passenger handling and efficient management of any abnormal or emergency situations.
- d) specify, in the flight time specification scheme in accordance with CAD 1901 – FTL, the conditions under which in-flight rest may be provided to the Cabin Crew member.

Note. – Refer to CAGM 6009 – CC , 5.2, for guidelines on risk assessment in relation to 6.2.6 a).

6.2.7 Unforeseen circumstances in this context refer to incapacitation and unavailability of an in-charge Cabin Crew member or a Cabin Crew member as follows:

- a) 'Incapacitation' means a sudden degradation of medical fitness that occurs during flight duty period either in-flight or during a flight transit of the same flight duty period away from operator's base and that precludes the in-charge Cabin Crew member or Cabin Crew member from performing his duties. Incapacitation prior to dispatch of the aircraft from a base of the operator does not substantiate a reduction of the Cabin Crew complement below the minimum required.
- b) 'Unavailability' means circumstances at a stopover (layover) destination that preclude the in-charge Cabin Crew member or Cabin Crew member from reporting for the flight duty period, such as traffic jams that prevent the in-charge Cabin Crew member or Cabin Crew member from presenting himself at the crew pick-up point in time, difficulties with local authorities, health problems, death, etc. Unavailability does not refer to insufficient number or absence of Cabin Crew members on standby, or absence from work due to pregnancy, maternity/paternity leave, parental leave, medical leave, sick leave, or any other absence from work.

Note. – 'Present and ready to act' means that Cabin Crew members shall be awake and in a state of alertness that enables them to fulfil their responsibilities and perform their duties as required by any situation in accordance with all applicable normal and emergency procedures established in the operations manual.

6.2.8 During ground operations, if reducing the applicable minimum required number of Cabin Crew, the operator shall ensure that the procedures required by 6.2.5.a) of this CAD specify that:

- a) electrical power is available on the aircraft;

- b) a means of initiating an evacuation is available to the in-charge Cabin Crew member or at least one member of the flight crew is in the flight crew compartment;
- c) Cabin Crew stations and associated duties are specified in the operations manual; and
- d) Cabin Crew remain aware of the position of servicing and loading vehicles at and near the exits.
- e) Additionally, in the case of passengers' embarkation the in-charge Cabin Crew member should have performed the pre-boarding safety briefing to the Cabin Crew; and
- f) the pre-boarding cabin checks should have been completed.

6.2.9 If, in unforeseen circumstances, the number of Cabin Crew members is reduced below the applicable minimum required number, for example in the event of incapacitation or unavailability of Cabin Crew, the procedures established for this purpose in the operations manual should take into consideration at least the following:

- a) reduction of passenger numbers;
- b) reseating of passengers with due regard to doors/exits and other applicable limitations; and
- c) relocation of Cabin Crew considering the factors specified in 2.1 of the CAGM 6009 – CC and any change of procedures.

6.3 Additional conditions for assignment to duties

6.3.1 Cabin Crew member shall be assigned to duties, and operate, on a particular aircraft type or variant if they:

- a) holds a valid Attestation.
- b) are qualified on the type or variant in accordance with this CAD.
- c) comply with the other applicable requirements of this CAD.
- d) Wear the operator's Cabin Crew uniform.

6.3.2 Uniform and appearance

6.3.2.1 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 should allow passengers to identify the operating Cabin Crew including in an emergency situation.

6.4 Training and checking programmes and related documents

- 6.4.1 Training and checking programmes including syllabi required by this CAD shall be approved by the competent authority and specified in the operations manual.
- 6.4.2 After a Cabin Crew member has successfully completed a training course and the associated check, the operator shall:
- a) update the Cabin Crew member's training records in accordance with 2.6; and
 - b) updated validity periods as relevant to the aircraft type(s) and variant(s) on which the Cabin Crew member is qualified to operate in the attestation certificate.

6.5 Operation on more than one aircraft type or variant

- 6.5.1 A Cabin Crew member shall not be assigned to operate more than three aircraft types, except that, with the approval of the CAAM. The Cabin Crew member may be assigned to operate on four aircraft type, if for at least two of the types:
- a) safety and emergency equipment and type-specific normal, abnormal and emergency procedures are similar.
 - b) non-type-specific normal, abnormal and emergency procedures are identical.
- 6.5.2 For the purpose of para 6.5.1 above and for Cabin Crew member training and qualifications, the operator shall determine:
- a) each aircraft as a type or a variant taking into account, where available, the relevant elements defined in the mandatory part of the Operational Suitability Data established in accordance with Regulations for the relevant aircraft type or variant; and
 - b) variants of an aircraft type to be different types if they are not similar in the following aspects:
 - 1) emergency exit operation,
 - 2) location and type of portable safety and emergency equipment,
 - 3) type-specific emergency procedures.
- 6.5.3 When determining similarity and type of portable safety and emergency equipment, the following factors should be assessed:
- a) all portable safety and emergency equipment are stowed in the same, or in exceptional circumstances, in substantially the same location.
 - b) all portable safety and emergency equipment require the same method of operation.
 - c) portable safety and emergency equipment include:

- 1) fire-fighting equipment,
- 2) protective breathing equipment (PBE),
- 3) oxygen equipment,
- 4) life-vest,
- 5) flashlight,
- 6) megaphones,
- 7) first-aid equipment,
- 8) survival and signalling equipment,
- 9) other safety and emergency equipment, where applicable.

6.5.4 The type-specific emergency procedures to be considered shall include at least the following:

- a) land and water evacuation,
- b) in-flight fire,
- c) non-pressurisation, slow and rapid decompression,
- d) pilot incapacitation.

6.5.5 When determining similarity of doors/exits in the absence of operational suitability data for the relevant aircraft type(s) or variant(s), the following factors shall be assessed, except for self-help exits, such as Type III and Type IV exits, that need not be included in the assessment:

- a) door/exit arming and disarming,
- b) direction of movement of the operating handle,
- c) direction of door/exit opening,
- d) power assist mechanisms,
- e) assisting evacuation means.

6.5.6 Safety Briefing for Cabin Crew Member

6.5.6.1 When changing aircraft type or variant during a series of flight sectors, the Cabin Crew member safety briefing shall include a representative sample of type-specific normal, abnormal and emergency procedures and safety and emergency equipment applicable to the actual aircraft to be operated for the immediately subsequent flight sector.

6.6 Single Cabin Crew member operations

6.6.1 The operator shall select, recruit, train and check the proficiency of Cabin Crew member to be assigned to single Cabin Crew member operations according to criteria appropriate to the type of operation.

- 6.6.2 Cabin Crew member who has no previous operating experience as single Cabin Crew member shall only be assigned to such type of operation after they have:
- a) completed training as required in 6.6.3 in addition to other applicable training and checking required by this section
 - b) successfully passed the checks verifying their proficiency in discharging their duties and responsibilities in accordance with the procedures specified in the operations manual.
 - c) Undertaken familiarisation flying of at least 20 hrs and 15 sectors on the relevant aircraft type under the supervision of an appropriately experienced Cabin Crew member.
- 6.6.3 The following additional training elements shall be covered with particular emphasis to reflect single Cabin Crew member operations:
- a) responsibility to the Pilot-In-Command for the conduct of normal, abnormal and emergency procedures.
 - b) importance of coordination and communication with the flight crew, in particular when managing unruly or disruptive passengers and medical situation.
 - c) review of operator requirements and legal requirements.
 - d) documentation.
 - e) accident and incident reporting.



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7 Appendices

7.1 Appendix 1: Training Programme

The training programme of the initial training course shall include at least the following:

1. *General theoretical knowledge of aviation and aviation regulations covering all elements relevant to the duties and responsibilities required from Cabin Crew:*

- 1.1. general knowledge of relevant aviation terminology, theory of flight, passenger distribution, areas of operation, meteorology and effects of surface contamination;
- 1.2 aviation regulations relevant to Cabin Crew and the role of the competent authority;
- 1.3 duties and responsibilities of Cabin Crew during operations and the need to respond promptly and effectively to emergency situations;
- 1.4 continuing competence and fitness to operate as a Cabin Crew member, including as regards flight and duty time limitations and rest requirements;
- 1.5 the importance of ensuring that relevant documents and manuals are kept up to date, with amendments provided by the operator as applicable;
- 1.6 the importance of Cabin Crew performing their duties in accordance with the operations manual of the operator;
- 1.7 the importance of the Cabin Crew's pre-flight briefing and the provision of necessary safety information with regards to their specific duties; and
- 1.8 the importance of identifying when Cabin Crew members have the authority and responsibility to initiate an evacuation and other emergency procedures.

2. *Communication:*

During training, emphasis shall be placed on the importance of effective communication between Cabin Crew and flight crew, including communication techniques, common language and terminology.

3. *Introductory course on human factors (HF) in aviation and crew resource management (CRM)*

This course shall be conducted by at least one Cabin Crew CRM instructor. The training elements shall be covered in depth and shall include at least the following:

- 3.1. *General:* human factors in aviation, general instructions on CRM principles and objectives, human performance and limitations;
- 3.2. *Relevant to the individual Cabin Crew member:* personality awareness, human error and reliability, attitudes and behaviours, self-assessment; stress and stress management; fatigue and vigilance; assertiveness; situation awareness, information acquisition and processing.

4. *Passenger handling and cabin surveillance:*

- 4.1 The importance of correct seat allocation with reference to aeroplane mass and balance, special categories of passengers and the necessity of seating able-bodied passengers adjacent to unsupervised exits;
- 4.2 Rules covering the safe stowage of cabin baggage and cabin service items and the risk of it becoming a hazard to occupants of the passenger compartment or otherwise obstruction or damaging emergency equipment or exits;

- 4.3 Advice on the recognition and management of passengers who are, or become, intoxicated with alcohol or are under the influence of drugs or are aggressive;
 - 4.4 Precautions to be taken when live animals are carried in the passenger compartment;
 - 4.5 Duties to be undertaken in the event of turbulence, including securing the passenger compartment; and
 - 4.6 Methods used to motivate passengers and the crowd control necessary to expedite an emergency evacuation.
5. *Aero-medical aspects and first aid:*
- 5.1 General instruction on aero-medical aspects and survival;
 - 5.2 The physiological effects of flying with particular emphasis on hypoxia and oxygen requirements;
 - 5.3 Basic first aid, including care of:
 - a. air sickness;
 - b. hyperventilation;
 - c. burns;
 - d. wounds;
 - e. the unconscious; and
 - f. fractures and soft tissue injuries;
 - 5.4 In-flight medical emergencies and associated first-aid covering at least:
 - a. asthma;
 - b. stress and allergic reactions;
 - c. shock;
 - d. diabetes;
 - e. choking;
 - f. epilepsy;
 - g. childbirth;
 - h. stroke; and
 - i. heart attack;
 - 5.5 The use of appropriate equipment including first-aid oxygen, first-aid kits and emergency medical kits and their contents;
 - 5.6 Practical cardio-pulmonary resuscitation training by each Cabin Crew member using a specifically designed dummy and taking account of the characteristics of an aircraft environment; and
 - 5.7 Travel health and hygiene, including:
 - a. hygiene on board;
 - b. risk of contact with infectious diseases and means to reduce such risks;
 - c. handling of clinical waste;
 - d. aircraft disinfection;
 - e. handling of death on board; and

- f. alertness management, physiological effects of fatigue, sleep physiology, circadian rhythm and time zone changes.

6. *Dangerous goods:*

- 6.1 General principles,
- 6.2 Importance of procedures and reporting; and
- 6.3 Applicable packaging and limitations.

7. *General security aspects in aviation, including awareness of the provisions laid down in Regulation (EC) No 300/2008.*

8. *Fire and smoke training:*

- 8.1 Emphasis on the responsibility of Cabin Crew to deal promptly with emergencies involving fire and smoke and, in particular, emphasis on the importance of identifying the actual source of the fire;
- 8.2 The importance of informing the flight crew immediately, as well as the specific actions necessary for coordination and assistance, when fire or smoke is discovered;
- 8.3 The necessity for frequent checking of potential fire-risk areas including toilets, and the associated smoke detectors;
- 8.4 The classification of fires and the appropriate type of extinguishing agents and procedures for particular fire situations, the techniques of application of extinguishing agents, the consequences of misapplication, and of use in a confined space; and
- 8.5 The general procedures of ground-based emergency services at aerodromes.

9. *Survival training:*

- 9.1 Survival training on the ground, including hostile environments (e.g., polar, desert or jungle);
- 9.2 Water survival training, including the actual donning and use of personal flotation equipment in water and the use of life-rafts or similar equipment, as well as actual practice in water.



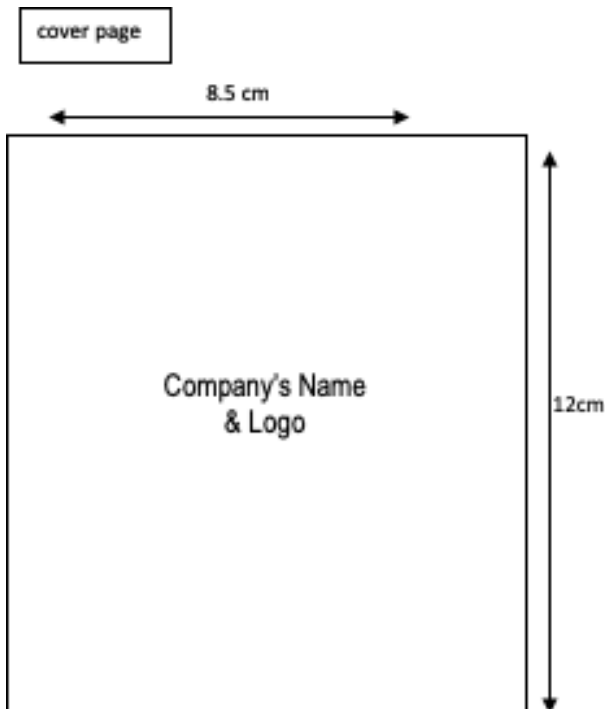
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8 Attachments

8.1 Attachment A: The Attestation Certificate

8.1.1 The Attestation Certificate should contain as a minimum the following training record forms.

- a) Cover page with company logo - All
- b) Crew Biodata – All
- c) Cabin Crew Medical – Cabin Crew only
- d) Aircraft Type -Type rated aircraft -All
- e) Practical Drills - Fire/Wet/Door Drills -All
- f) CRM Training - All
- g) First Aid Training – Cabin Crew
- h) Aviation Security Training - All
- i) Dangerous Goods Training - All
- j) SMS Training – All
- k) ICC Training – Cabin Crew only
- l) CAAM Inspection/Check Flight – Cabin Crew only
- m) Operator’s Inspection/Competency Check – Cabin Crew only



Inside the cover page

This is to certify that the certificate holder has been tested in accordance to CAR 2016 as to his knowledge of Safety Emergency Procedure and successfully completed under supervision, all the drills required of him in the event of emergency occurring to the specific aircraft type until date of expiry.
 This certificate shall be carried whilst on flying duties, for inspection by relevant authorities and whilst attending training.

Issuing Body

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