



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

**CIVIL AVIATION REQUIREMENTS**  
**SECTION 7 – TRAINING AND LICENCING**  
**SERIES 'M', PART I**  
**ISSUE II, DATED.....**

**EFFECTIVE: FORTHWITH**

**Subject: Cabin Crew Training.**

**1.0 Introduction**

1.1 **Cabin Crew are required on board aircraft to ensure passenger safety.** The effectiveness of cabin crew in fulfilling their safety-related duties can only be attained through proper and effective training.

1.2 Training may never duplicate all the types of situations that may confront cabin crew in the performance of their duties on board an aircraft. Nevertheless, training can instil the basic knowledge, skills, attitudes and confidence that will allow cabin crew to handle emergencies.

1.3 Cabin Crew are unique among airline personnel because they essentially have two distinct responsibilities on board an aircraft.

- The most important, but least visible, responsibility of cabin crew is that which concerns the safety of passengers and the aircraft cabin. This is a major responsibility and requires that they undergo specialized and thorough training not only to gain a sound knowledge of their safety-related responsibilities but also to instil in them complete confidence and provide them with the authority needed in performing their duties.
- The second and most visible duty of cabin crew is the role they play as their airline's public relations officers, attending to passengers' needs and, in general, creating a favourable impression of their airline through friendly and efficient service.

- 1.4 Regardless of the operators' emphasis on duties and responsibilities of cabin crew, from the regulatory point of view, the major function of cabin crew on board an aircraft is to ensure passenger safety by preventing and managing adverse situations, which may develop in the aircraft cabin, and to provide guidance to all persons on board during an emergency.
- 1.5 ICAO Annex 6 — requires that an operator shall establish and maintain a training programme, approved by the State of the Operator, to be completed by all persons before being assigned as a cabin crew member. Cabin crew shall complete a recurrent training programme annually.
- 1.6 This CAR is issued under the provisions of Rule 133A of the Aircraft Rules for guidance and strict compliance.

## **2.0 Applicability**

- 2.1 These requirements are applicable to Scheduled, Non Scheduled Operators and other operators who carry Cabin Crew for onboard duties.

## **3.0 Definitions**

### **3.1 Cabin Crew**

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

### **3.2 Senior Cabin Crew (Cabin Crew Incharge)**

An operator shall nominate a senior cabin crew member whenever more than one cabin crew is assigned, who is entrusted with the responsibility of leading the team of cabin crew on board the aircraft. The senior cabin crew shall be responsible to the commander of the aircraft for the conduct and coordination of normal and emergency procedures as specified in the Training manual.

### **3.3 Check Cabin Crew**

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

### 3.4 Type of Aircraft/ Aircraft variant

Variants of an aeroplane type are considered to be different types if they are not similar in each of the following aspects:

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

## 4.0 **Minimum requirements/Qualifications for Cabin Safety Personnel**

### 4.1 Cabin Crew

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

Table 4.1.1

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

### 4.1.2 Medical Standards

A cabin crew shall undergo Medical Examination as per Class II Requirements for aircrew at the time of induction. Repeat medical examination shall be carried out at the interval of two years up to the age of forty years and subsequently medical examination shall be carried out at an interval of one year.

### 4.2 Senior Cabin Crew

Any cabin crew who has a total flying experience of five years including 1 year on the aircraft type and demonstrates good leadership qualities shall be designated as Senior Cabin Crew after successful completion of the training programme in accordance with Para 6.1.

### 4.3 Check Cabin Crew

A Senior Cabin Crew with an operating experience of 01 years in this capacity shall be designated as check cabin crew after undergoing one

day orientation course on auditing principles/line checks. The privilege of check cabin crew includes conduct of check flights for other line cabin crewmembers/Senior Cabin Crew, conduct surveillance flights on aircrafts. These privileges shall be exercised only during the currency of their qualification on the respective aircraft type.

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

1. B.E Graduate with 01 year of experience; or
2. 01 year of experience as Check cabin crew/ 02 years of experience as Senior Cabin Crew; and
3. For Non Scheduled operators, a cabin crew with continuous ten years experience on commercial air transport jet.

#### 4.5 Cabin Crew CRM Instructor

DGCA approved SEP Instructor with a minimum of 02 years of teaching experience or a pilot instructor; successfully undergone an approved CRM facilitator course may be approved to act as CRM facilitator for Cabin Crew after assessment.

#### 4.6 First Aid Instructor

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

### **5.0 Training Manuals**

- 5.1 All operators shall prepare a training manual. The manual shall give the training programme and other instructions issued from time to time. The Operator shall get this manual approved by DGCA.
- 5.2 The operator shall prepare a SEP manual as per the contents to be covered in the trainings in accordance with Para 6.0. This manual should be based on the Training manual/ procedures prescribed by the manufacturer, DGCA, procedures evolved by the organization.
- 5.3 Three controlled Copies of SEP Manual shall be submitted along with the Training Manual to the DGCA.
- 5.4 Operator shall additionally provide Quick Reference Handbook outlining various SEP procedures for quick reference by the Cabin Crew.

### **6.0 Training Programmes**

- 6.0.1 Applications for approval of training programmes should indicate:

1. Training facilities, training setup and audio-visual aids to be utilised during training.
2. Mode of assessments which will result in the issue of the proof of successful completion.

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

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

**Table 6.0**

<b>S.No</b>	<b>Training</b>	<b>Training Duration</b>	<b>Applicability</b>	<b>Refer</b>
1	Initial Training	30 programmed days/240 hours.	For new entrant/crew absent from active flying duties for more than consecutive 12 months.	Para 6.2
2	Type/conversion Training	10 programmed days/80 hours. Including SEP Training	Type training must be completed before being: <ol style="list-style-type: none"> <li>1. First assigned to operate as a cabin crew member on an Aircraft type.</li> <li>2. Crew absent from flying duties for consecutive 12 months.</li> </ol> A Conversion course must be completed before being Assigned to operate another aeroplane type. There shall be a minimum period of 06 months between two Type/conversion trainings.	Para 6.3
3	Recurrent Training	04 programmed days/ 24 hours. Additional 04 hours for each additional	Mandatory training for all cabin crew within a period of 12 consecutive months; and For cabin crew who has been absent from active flying duties from 6 months up to 12 months.	Para 6.5

		aircraft type approved.		
4	Differences Training	01 programmed day/ 8 hours or as specified by the manufacturer	Training for cabin crew to qualify on a variant of the Aircraft type.	Para 6.3
5	Refresher Training	02 programmed day/ 12 hours	Training for cabin crew who is absent from active flight duties from 3 months up to 6 months but are within the validity of the previous training.	Para 6.6
6	Transition Training	05 programmed days/ 40 hours	Training for cabin crew who are qualified on the aircraft type, but from a different operator and within the validity of previous SEP training.	Para 6.7

#### 6.1 Senior cabin crew members

6.1.1 Minimum duration of the training shall be 4 programmed days/24 hours.

Training for senior cabin crew members should include:

Table 6.1

S.NO.	TOPICS
1	Pre-flight Briefing: a. Operating as a crew; b. Allocation of cabin crew stations and responsibilities; and c. Consideration of the particular flight including: i) Aeroplane type; ii) Equipment; and iii) Categories of passengers, including the disabled, infants and stretcher cases;
2	Co-operation within the crew: a. Discipline, responsibilities and chain of command; b. Importance of co-ordination and communication; and c. Pilot incapacitation;
3	Review of operators' requirements and legal requirements: a. Passengers safety briefing, safety cards; b. Securing of galleys; c. Stowage of cabin baggage; d. Electronic equipment;

	e. Procedures when fuelling with passengers on board; f. Turbulence; g. Death on board; h. Inoperative system procedures ; and i. Documentation;
4	Human Factors and Crew Resource Management: An operator shall ensure that all relevant elements in Table 6.8, Column (a) are integrated into the training and covered to the level required by Column (f), Senior Cabin Crew Course.
5	Accident and incident reporting; and
6	Flight and duty time limitations and rest requirements.

6.1.4 In case of induction of new aircraft type the qualification requirement of senior cabin crew shall be decided in consultation with DGCA however, as a general guidance senior cabin crew deployed for the operation shall have a minimum of 01 year of operating experience as a senior cabin crew and have undergone a conversion course with a score of 90% in the written examination.

6.1.5 An operator shall establish procedures to select the next most suitably qualified cabin crew member to operate as senior cabin crew member in the event of the nominated senior cabin crew member becoming unable to operate. Such procedures must be acceptable to the DGCA and takes account of a cabin crew member's operational experience.

## 6.2 Initial training

6.2.1 An operator shall ensure that each cabin crew member successfully completes initial training, in accordance with the Table 6.2 given below, and the assessment prescribed in Para 7.0 before undertaking type/conversion training.

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

Table 6.2

S.NO.	TOPICS
1	Duties and responsibilities. An operator shall ensure that each cabin crew member receives training on: (a) The importance of cabin crew performing their duties in accordance with the Training Manual; (b) Continuing competence and fitness to operate as a cabin crew member with special regard to flight and duty time limitations and rest requirements; (c) An awareness of the aviation regulations relating to cabin crew and the role of the Authority;

	<p>(d) General knowledge of relevant aviation terminology, theory of flight, Phases of flight, Sterile cockpit, passenger distribution, meteorology and areas of operation;</p> <p>(e) Pre-flight briefing of the cabin crew and the provision of necessary safety information with regard to their specific duties;</p> <p>(f) The importance of ensuring that relevant documents and manuals are kept up-to date with amendments provided by the operator;</p> <p>(g) The importance of identifying when cabin crew members have the authority and responsibility to initiate an evacuation and other emergency procedures; and</p> <p>(h) The importance of safety duties and responsibilities and the need to respond promptly and effectively to emergency situations covering silent review to be done by Cabin Crew during take-off and landing.</p>
2	<p>Communication</p> <p>An operator shall ensure that, during training, emphasis is placed on the importance of effective communication between cabin crew and flight crew including technique, common language and terminology.</p>
3	<p>Passenger handling. An operator shall ensure that training for passenger handling includes the following:</p> <p>(a) 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;</p> <p>(b) Methods used to motivate passengers and the crowd control necessary to expedite an aeroplane evacuation;</p> <p>(c) Regulations covering the safe stowage of cabin baggage (including cabin service items) and the risk of it becoming a hazard to occupants of the cabin or otherwise obstructing or damaging safety equipment or aeroplane exits;</p> <p>(d) The importance of correct seat allocation with reference to aeroplane mass and balance. Particular emphasis shall also be given on the seating of disabled passengers, and the necessity of seating able-bodied passengers adjacent to unsupervised exits;</p> <p>(e) Duties to be undertaken in the event of encountering turbulence including securing the cabin;</p> <p>(f) Conditions and Precautions to be taken when live animals are carried in the cabin Aircraft Rule 25A and Carriage of Blind passengers travelling with see-eye dog.</p>
4	<p>Medical aspects and First Aid. An operator shall ensure that medical and first aid training includes the following subjects:</p> <p>(a) Physiology of flight including oxygen requirements and hypoxia;</p> <p>(b) Medical emergencies in aviation including:</p> <p>(i) Asthma;</p>

	<ul style="list-style-type: none"> <li>(ii) Choking;</li> <li>(iii) Heart attacks;</li> <li>(iv) Stress reactions and allergic reactions;</li> <li>(v) Shock;</li> <li>(vi) Stroke;</li> <li>(vii) Epilepsy;</li> <li>(vii) Diabetes;</li> <li>(ix) Air sickness;</li> <li>(x) Hyperventilation;</li> <li>(xi) Gastro-intestinal disturbances; and</li> <li>(xii) Emergency childbirth;</li> </ul> <p>(c) Practical cardio - pulmonary resuscitation by each cabin crew member having regard to the aeroplane environment and using a specifically designed dummy;</p> <p>(d) Basic first aid and survival training including care of:</p> <ul style="list-style-type: none"> <li>(i) The unconscious;</li> <li>(ii) Burns;</li> <li>(iii) Wounds; and</li> <li>(iv) Fractures and soft tissue injuries;</li> </ul> <p>(e) Travel health and hygiene including:</p> <ul style="list-style-type: none"> <li>(i) The risk of contact with infectious diseases especially when operating into tropical and sub-tropical areas. Reporting of infectious diseases protection from infection and avoidance of water-borne and food-borne illness. Training shall include the means to reduce such risks;</li> <li>(ii) Hygiene on board;</li> <li>(iii) Death on board;</li> <li>(iv) Handling of clinical waste; and</li> <li>(v) Alertness management, physiological effects of fatigue, sleep physiology, circadian rhythm and time zone changes;</li> </ul> <p>(f) The use of appropriate aeroplane equipment including first aid kits, emergency medical kits, first aid oxygen and emergency medical equipment.</p>
5	Security procedures, AVSEC Training including the provisions of ICAO/BCAS.
6	Dangerous Goods training as prescribed in Section 3 Series L Part III.
7	<p>Fire and Smoke <u>Procedural Training</u>. An operator shall ensure that fire and smoke training includes:</p> <ul style="list-style-type: none"> <li>(a) Emphasis on the responsibility of cabin crew to deal promptly with emergencies involving fire and smoke and, in particular, emphasis on the importance of identifying the actual source of the fire;</li> <li>(b) The importance of informing the flight crew immediately, as well as the specific actions necessary for co-ordination and assistance, when fire or smoke is discovered;</li> </ul>

	<p>(c) The necessity for frequent checking of potential fire-risk areas including toilets, and the associated smoke detectors; and</p> <p>(d) The classification of fires and the appropriate type of extinguishing agents and procedures for particular fire situations, the techniques of application of extinguishing agents, the consequences of misapplication, and of use in a confined space.</p>
8	<p><b>Water Survival Training</b> An operator shall ensure that water survival training includes the actual donning and use of personal flotation equipment in water by each cabin crew member. Before first operating on an aeroplane fitted with life-rafts or other similar equipment, training must be given on the use of this equipment, as well as actual practice in water.</p>
9	<p><b>Survival Training</b> An operator shall ensure that survival training is appropriate to the areas of operation, (e.g. polar, desert, jungle or sea).</p>
10	<p><b>Crew Resource Management.</b> An operator shall ensure that CRM training satisfies the following:</p> <p>(a) <b>Introductory CRM Course:</b></p> <p>(i) An operator shall ensure that a cabin crew member has completed an Introductory CRM Course before being first assigned to operate as a cabin crew member. Cabin crew who are already operating as cabin crew members in commercial air transportation and who have not previously completed an introductory course, shall complete an Introductory CRM Course by the time of the next required recurrent training and/or checking.</p> <p>(ii) The training elements in Table 6.8, Column (a) shall be covered to the level required in Column (b), Introductory CRM Course.</p>

### 6.3 Type/conversion and differences training

6.3.1 Type/Conversion Training supplemented by minimum of 03 aeroplane visit as per Para 6.4.4 shall include:

Table 6.3

S.NO.	TOPIC
1	<p>General. An operator shall ensure that:</p> <p>(a) During Type/conversion and differences training, training is given on the location, removal and use of all safety and survival equipment carried on the aeroplane, as well as all normal and emergency procedures related to the aeroplane type, variant and configuration to be operated.</p>
2	<p>Fire and smoke <u>Practical Training</u>. An operator shall ensure that:</p> <p>(a) Each cabin crew member is given realistic and practical training in the use of all firefighting equipment including</p>

	<p>protective clothing representative of that carried in the aeroplane. This training must include:</p> <ul style="list-style-type: none"> <li>(i) Each cabin crew member extinguishing a fire characteristic of an aeroplane interior fire except that, in the case of Halon extinguishers, an alternative extinguishing agent may be used; and</li> <li>(ii) The donning and use of protective breathing equipment by each cabin crew member in an enclosed, preferably simulated smoke-filled environment.</li> </ul>
3	<p>Operation of doors and exits. An operator shall ensure that:</p> <ul style="list-style-type: none"> <li>(a) Each cabin crew member operates and actually opens each type or variant of normal and emergency exits in the normal and emergency modes, including failure of power assist systems where fitted. This is to include the action and forces required to operate and deploy evacuation slides. This training shall be conducted in an aeroplane or representative training device; and</li> <li>(b) The operation of all other exits, such as flight deck windows is demonstrated.</li> </ul>
4	<p>Evacuation slide training. An operator shall ensure that:</p> <ul style="list-style-type: none"> <li>(a) Each cabin crew member descends an evacuation slide from a height representative of the aeroplane main deck sill height;</li> <li>(b) The slide is fitted to an aeroplane or a representative training device.</li> </ul>
5	<p>Evacuation procedures and other emergency situations. An operator shall ensure that:</p> <ul style="list-style-type: none"> <li>(a) Emergency evacuation training includes the recognition of planned or unplanned evacuations on land or water. This training must include recognition of when exits are unusable or when evacuation equipment is unserviceable; and</li> <li>(b) Each cabin crew member is trained to deal with the following: <ul style="list-style-type: none"> <li>(i) An in-flight fire, with particular emphasis on identifying the actual source of the fire;</li> <li>(ii) Severe air turbulence;</li> <li>(iii) Sudden decompression, including the donning of portable oxygen equipment by each cabin crew member; and</li> <li>(iv) Other in-flight emergencies including Bomb Threat and Hi-Jack.</li> </ul> </li> </ul>
6	<p>Crowd control. An operator shall ensure that training is provided on the practical aspects of crowd control in various emergency situations, as applicable to the aeroplane type.</p> <p>This training should include:</p> <ul style="list-style-type: none"> <li>(a) Communications between flight crew and cabin crew and use of all communications equipment, including the difficulties of co-ordination in a smoke-filled environment;</li> <li>(b) Verbal commands;</li> </ul>

	<p>(c) The physical contact that may be needed to encourage people out of an exit and onto a slide;</p> <p>(d) The re-direction of passengers away from unusable exits;</p> <p>(e) The marshalling of passengers away from the aeroplane;</p> <p>(f) The evacuation of disabled passengers; and</p> <p>(g) Authority and leadership.</p>
7	<p>Crew incapacitation</p> <p>Pilot incapacitation. An operator shall ensure that each cabin crew member is trained in the procedure for flight crew member incapacitation and shall operate the seat and harness mechanisms. Training in the use of flight crew members' oxygen system and use of the flight crew members' check lists, where required by the operator's SOP's, shall be conducted by a practical demonstration.</p> <p>Cabin Crew incapacitation. An operator shall ensure that each cabin crew member is trained in the procedure for cabin crew member incapacitation during normal and emergency procedures.</p>
8	<p>Safety equipment. An operator shall ensure that each cabin crew member is given realistic training on, and demonstration of, the location and use of safety equipment including the following:</p> <p>(a) Slides, and where non self-supporting slides are carried, the use of any associated ropes;</p> <p>(b) Life-rafts and slide-rafts, including the equipment attached to, and/or carried in, the raft;</p> <p>(c) Lifejackets, infant lifejackets and flotation cushions;</p> <p>(d) Dropdown oxygen system;</p> <p>(e) First-aid oxygen;</p> <p>(f) Fire extinguishers;</p> <p>(g) Fire axe or crow-bar;</p> <p>(h) Emergency lights including torches;</p> <p>(i) Communications equipment, including megaphones;</p> <p>(j) Survival packs, including their contents;</p> <p>(k) Pyrotechnics (Actual or representative devices);</p> <p>(l) First-aid kits, emergency medical kits, their contents and emergency medical equipment; and</p> <p>(m) Other cabin safety equipment or systems where applicable.</p>
9	<p>Passenger Briefing/Safety Demonstrations. An operator shall ensure that training is given in the preparation of passengers for normal and emergency situations.</p> <p>(a) In an emergency during flight, passengers are instructed in such emergency action as may be appropriate to the circumstances.</p> <p>(b) Overwing passengers briefing prior to take-off.</p> <p>(c) Selection and briefing of Able bodied passengers.</p>
10	<p>Crew Resource Management. An operator shall ensure that:</p> <p>(a) Each cabin crew member before being first assigned to duties completes the Operator's CRM training and aeroplane</p>

	type specific CRM. (b) When a cabin crew member undertakes a Type course or conversion course on another aeroplane type, the training elements in Table 6.8, Column (a) shall be covered to the level required in Column (d), Aeroplane Type Specific CRM.
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#### 6.4 Familiarisation

6.4.0 An operator shall ensure that, after the completion of type/conversion training, each cabin crew member undertakes familiarisation prior to operating as one of the minimum number of cabin crew.

##### 6.4.1 New entrant cabin crew:

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

- a. Participate in a visit to the aeroplane to be operated; and
- b. Participate in familiarisation flights of 4 sectors as described in paragraph 6.4.3 below.

##### 6.4.2 Cabin crew operating on a subsequent aeroplane type:

A cabin crew member assigned to operate on a subsequent aeroplane type with the same operator should either participate in a familiarisation flight as described in paragraph 6.4.3 below or participate in an aeroplane visit to the aeroplane to be operated.

##### 6.4.3 Familiarisation Flights

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

##### 6.4.4 Aeroplane visits

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

- a. Interphone and public address systems;
- b. Evacuation alarm systems;
- c. Emergency lighting;

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

## 6.5 Recurrent training

- 6.5.1 An operator shall ensure that each cabin crew member undergoes recurrent training, covering the actions assigned to each crew member in normal and emergency procedures and drills relevant to the type(s) and/or variant(s) of aeroplane on which they operate in accordance with Table 6.5 below.
- 6.5.2 An operator shall ensure that the recurrent training includes theoretical and practical instructions, and assessment on the theoretical and practical aspect.

The programme of training shall include the following:

Table 6.5

S.NO.	TOPIC
1	Emergency procedures including pilot incapacitation;
2	Evacuation procedures including crowd control techniques;
3	Touch-drills by each cabin crew member for opening normal and emergency exits for passenger evacuation;
4	The location and handling of emergency equipment, including oxygen systems, and the donning by each cabin crew member of lifejackets, portable oxygen and protective breathing equipment (PBE);
5	Medical aspects and first aid, first aid kits, emergency medical kits, their contents and emergency medical equipment;
6	Stowage of articles in the cabin;
7	Security procedures;
8	Incident and accident review; and
9	Crew Resource Management. An operator shall ensure that CRM training satisfies the following: <ul style="list-style-type: none"> <li>(i) The training elements in Table 6.8, Column (a) shall be covered within a three year cycle to the level required by Column (e), Annual Recurrent CRM Training.</li> <li>(ii) The definition and implementation of this syllabus shall be</li> </ul>

	<p>managed by a cabin crew CRM instructor.</p> <p>(iii) When CRM training is provided by stand-alone modules, it shall be conducted by at least one cabin crew CRM instructor.</p>
10	Appropriate Civil Aviation Requirements; including FDTL, FTL & rest requirements.
11	Latest circulars/instructions issued by DGCA, operator and the manufacturer.

#### 6.5.4 Drills

Table 6.5.4

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

#### 6.6 Refresher training

6.6.1 An operator shall ensure that each cabin crew member who has been absent from all flying duties from 3 months up to 6 months and still remains within the period of validity of the previous Recurrent Training completes refresher training specified in the Training Manual as prescribed in Table 6.6 below.

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

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

Refresher training shall include at least the following:

Table 6.6

S.NO.	TOPIC
1	Emergency procedures including pilot incapacitation;
2	Evacuation procedures including crowd control techniques;
3	The operation and actual opening of each type or variant of normal and emergency exit in the normal and emergency modes, including failure of power assist systems where fitted. This is to include the action and forces required to operate and deploy evacuation slides. This training shall be conducted in an aeroplane or representative training device;
4	Demonstration of the operation of all other exits including flight deck windows; and
5	The location and handling of emergency equipment, including oxygen systems, and the donning of lifejackets, portable oxygen and protective breathing equipment.
6	Latest circulars/instructions issued by DGCA, operator and the manufacturer.

6.7 Transition Training

Duration: 5 programmed days/40 hours

Table 6.7

S.NO.	TOPIC
1	Emergency procedures including pilot incapacitation;
2	Evacuation procedures including crowd control techniques;
3	The operation and actual opening of each type or variant of normal and emergency exit in the normal and emergency modes, including failure of power assist systems where fitted. This is to include the action and forces required to operate and deploy evacuation slides. This training shall be conducted in an aeroplane or representative training device;

4	The location and handling of emergency equipment, including oxygen systems, and the donning of lifejackets, portable oxygen and protective breathing equipment.
5	Operators Policies and procedures.
6	Crew Resource Management: (a) Completes the Operator's CRM training and aeroplane type specific CRM in accordance with Table 6.8.

## **6.8 CRM Training**

### **6.8.1 Introduction**

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

- (1) The objective of CRM should be to enhance the communication and management skills of the crew member, as well as the importance of effective co-ordination and two-way communication between all crew members.
- (2) CRM training should reflect the culture of the operator, the scale and scope of the operation together with associated operating procedures and areas of operation which produce particular difficulties.

### **6.8.2 General Principles for CRM Training for Cabin Crew**

- (1) Cabin crew CRM training should focus on issues related to cabin crew duties, and therefore, should be different from flight crew CRM training. However, the co-ordination of the tasks and functions of flight crew and cabin crew should be addressed.
- (2) Operators shall provide combined training for flight crew and cabin crew within 2 years of Initial Training, including feedback, as appropriate to Table 6.8, Columns (d), (e) and (f). This training shall be carried out by cabin crew CRM instructor and Flight Crew CRM Instructor.
- (3) Where appropriate, CRM principles should be integrated into relevant parts of cabin crew training.
- (4) CRM training should include group discussions and the review of accidents and incidents (case based studies).

(5) Whenever it is practicable to do so, relevant parts of CRM training should form part of the training conducted in cabin mock-ups or aircraft.

(6) Introductory CRM Course, Operator's CRM Training, and Aeroplane Type Specific CRM, may be combined.

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

Table 6.8

<b>Training Elements</b>  (a)	<b>Introductory CRM Course</b>  (b)	<b>Operator's CRM Training</b>  (c)	<b>Aeroplane Type Specific CRM</b>  (d)	<b>Annual Recurrent CRM Training</b>  (e)	<b>Senior Cabin Crew Course</b>  (f)
<b>General Principles</b>					
Human factors in aviation, General instructions on CRM principles and objectives	In depth	Not required	Not required	Not required	Overview
Human performance and limitations					
<b>From the perspective of the individual cabin crew member</b>					
Personality awareness, human error and reliability, attitudes and behaviors, self-assessment	In depth	Not required	Not required	Overview	Not required
Stress & stress management					
Fatigue and vigilance					
Assertiveness					
Situation awareness, information acquisition and processing					
<b>From the perspective of the whole aeroplane crew</b>					
Error prevention & detection					
Shared situation awareness, information acquisition & processing					
Workload management					

Effective communication and coordination between all crew members including the flight crew as well as inexperienced cabin crew members, cultural differences	Not required	In-depth	Relevant to the type(s)	Overview	Reinforcement (relevant to the Senior cabin crew duties)
Leadership, co-operation, synergy, decision-making, delegation					
Individual and team responsibilities, decision making, and actions					
Identification & management of the passenger human factors : crowd control, passenger stress, conflict management, medical factors					
Specifics related to aeroplane types (narrow / wide bodies, single / multi deck), flight crew and cabin crew composition and number of passengers		Not required	In-depth		
<b>From the perspective of the operator and the organization</b>					
Company safety culture, SOPs, organizational factors, factors linked to the type of operations	Not required	In depth	Relevant to the type(s)	Overview	Reinforcement (relevant to the Senior cabin crew duties)
Effective communication and coordination with other operational personnel and ground services					
Participation in cabin safety incident and accident reporting					
Case based studies (see note)		Required		Required	

**Note:** In Column (d), if relevant aeroplane type specific case based studies are not available, then case based studies relevant to the scale and scope of the operation shall be considered.

### 6.8.3 Introductory CRM Course

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

### 6.8.4 Operator's CRM Training

Operator's CRM training should be the application of the knowledge gained in the Introductory CRM Course to enhance communication and co-ordination skills of cabin crew members relevant to the operator's culture and type of operation.

### 6.8.5 Aeroplane Type Specific CRM

Aeroplane Type Specific CRM should be integrated into all appropriate phases of the operator's Type/conversion training on the specific aeroplane type. Aeroplane Type Specific CRM should be the application of the knowledge gained in previous CRM training on the specifics related to aircraft type, including, narrow/wide bodied aeroplanes, single/multi deck aeroplanes, and flight crew and cabin crew composition.

### 6.8.6 Annual Recurrent Training

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

### 6.8.7 CRM Training for Senior Cabin Crew

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

### 6.8.8 Co-ordination between flight crew and cabin crew training departments

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

## 7.0 Assessment

7.1 An operator shall ensure that during or following completion of the training required by Para 6.2, 6.3 and 6.5, each cabin crew member undergoes assessment covering the training received in order to verify proficiency in carrying out normal and emergency safety duties. These assessments must be performed by qualified personnel.

7.2 The assessment should be accomplished by the method appropriate to the type of training in accordance with Table 7.2 below:

Table 7.2

S.No	Training	Practical demonstration	In-flight checks	Oral and written test
1	Initial Training	✓	X	✓
2	Type/conversion Training	✓	X	✓
3	Recurrent Training	✓	✓	✓
4	Differences Training	✓	X	✓
5	Refresher Training	X	✓	✓
6	Transition Training	✓	✓	✓
7	Practical Training	✓	X	X

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

7.4 Unsatisfactory performance

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

## 8.0 Operation on more than one type or variant

- 8.1 An operator shall ensure that each cabin crew member does not operate on more than three aeroplane types. However they may operate on variants.
- 8.1.1 When determining similarity of exit operation the following factors should be assessed to justify the finding of similarity:
- a. Exit arming/disarming;
  - b. Direction of movement of the operating handle;
  - c. Direction of exit opening;
  - d. Power assist mechanisms;
  - e. Assist means, e.g. evacuation slides.
- Self-help exits, for example Type III and Type IV exits, need not be included in this assessment.
- 8.1.2 When determining similarity of location and type of portable safety equipment the following factors should be assessed to justify the finding of similarity:
- a. All portable safety equipment is stowed in the same, or in exceptional circumstances, in substantially the same location;
  - b. All portable safety equipment requires the same method of operation;
  - c. Portable safety equipment includes:
    - i. Fire fighting equipment;
    - ii. Protective Breathing Equipment (PBE);
    - iii. Oxygen equipment;
    - iv. Crew lifejackets;
    - v. Torches;
    - vi. Megaphones;
    - vii. First aid equipment;
    - viii. Survival equipment and signalling equipment;
    - ix. Other safety equipment where applicable.
- 8.1.3 Type specific emergency procedures include, but are not limited, to the following:
- a. Land and water evacuation;
  - b. In-flight fire;
  - c. Decompression;
  - d. Pilot incapacitation.
- 8.2 When changing aeroplane type or variant during a series of flights, the cabin crew safety briefing should include a representative sample of type specific normal and emergency procedures and safety equipment applicable to the actual aeroplane type to be operated.

## **9.0 Training Records**

- 9.1 An operator shall:

- (1) Maintain records of all training and assessment required by Para 6.1, 6.2, 6.3, 6.5, 6.6 and 7.0; and
- (2) Make the records of all initial, type/conversion and recurrent training and assessment available, on request.

9.2 An operator shall maintain training records of all the trainings and assessments undertaken by the cabin crew and instructors during the period of their service with the operator till 2 years after they have relinquished/retired from the service.

## **10.0 Expatriate Crew – Training Program**

The training of the expatriate crew shall be commenced only after necessary clearances for foreign personnel seeking employment in India are obtained.

The expatriate crew shall be subjected to a full aircraft type, initial training which shall include First Aid, Human Factors and Crew Resource Management as per approved syllabus. No expatriate cabin crew member shall be used for operation on the domestic flights.

## **11.0 Training Facilities**

### **11.0 Approval of Training Equipment and of Personnel conducting Training and Testing of such Equipment:**

Whenever the operator utilizes training facilities an approval shall be obtained for the facility, equipments and the personnel utilized for training/maintenance from the DGCA, before commencing the training.

The operator shall also evolve a maintenance programme to keep the facility operational. A log to this effect shall be maintained. If the device is unserviceable for a period of more than six months re-approval by DGCA shall be required.

### **11.1 Classrooms**

The classroom should be such that each student is allowed reasonable working area.

The overall size of the classroom shall be determined by multiplying the expected number of students by 2 square meters. All rooms should be well lit and ventilated, and kept at a comfortable working temperature. The minimum furniture needed is a suitable white board, and, for each student, a desk or table and chair. The classroom should have required training aids like a film projection medium (OHP) with a supply of motion pictures on all aspects of emergency escape and survival procedures. All the emergency equipments carried on board for each type of aircraft.

The maximum permissible class strength shall be 25.

## 11.2 Training Methods

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

## 11.3 Representative Training Devices

11.3.1 A representative training device may be used for the training of cabin crew as an alternative to the use of the actual aeroplane or required equipment. Only those items relevant to the training and testing intended to be given, should accurately represent the aeroplane in the following particulars:

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

### 11.3.2 Door Trainer

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

### 11.3.3 Aircraft Mockup

On a larger aircraft, For A/c with seating cap of 250 or more operator shall have an A/C mockup for training purposes.

### 11.3.4 Fire and Smoke Training Facilities

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

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

### 11.3.5 Water Survival Training Facilities

The training shall be conducted at a water body /pool with minimum depth of 12 feet.

## 12.0 Training Program – Instructors

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

### 12.1 SEP Instructor

SEP Instructor shall be responsible to impart effective and efficient SEP training to cockpit crew and cabin crew.

Table 12.1

S.No	Education	Experience	Qualification Process
1.	Bachelors degree in Engineering	01 year of experience.	<ol style="list-style-type: none"> <li>1. Attend and successfully complete an Initial and Type training with 90 % marks in the written exam.</li> <li>2. Successfully pass the aircraft and class room viva conducted by DGCA.</li> <li>3. 01 years of understudy.</li> </ol>
2.	Experienced Cabin Crew	01 year of experience as Check cabin crew/2 years of experience as Senior Cabin Crew	<ol style="list-style-type: none"> <li>1. Attend and successfully complete an Initial and Type Training with 90 % marks in the written exam</li> <li>2. Successfully pass the aircraft viva conducted by DGCA.</li> <li>3. 06 months of understudy.</li> </ol>

**On successful completion of Understudy period the instructor shall appear for DGCA Board Viva/Presentation before being granted approval as instructor.**

12.1.2 The concept of understudy is to ensure that each and every instructor undergoes a fixed number of qualification hours thereby acquiring a standard proficiency in conducting classes for the cabin crew. The

operator shall maintain records of activities of an instructor during the understudy period.

**Understudy for B.E or equivalent (total 01 year):**

Table 12.1.2(a)

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

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

Table 12.1.2(b)

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

Note: Modules shall be prepared of the Initial Training, Type/Conversion Training, Emergency Training and Recurrent Training as a minimum requirement. Any subsequent modules may be prepared as required.

### 12.1.3 Unsatisfactory performance

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

### 12.2 Subsequent approvals on additional aircraft type

- (i) For subsequent approvals on additional aircraft, a DGCA approved Instructor shall successfully complete Conversion Course with 90 % marks in written examination.
- (ii) Successfully pass the aircraft viva/Practical examination conducted by the DGCA.

### 12.3 Instructor re-approval

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

Table 12.3

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

### 12.4 Cabin Crew CRM Instructors

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

12.4.2 Cabin crew CRM instructors should:

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

12.4.3 An experienced non-cabin crew CRM instructor may continue to be a cabin crew CRM instructor, provided that the provisions of Para 12.4.2 b) to e) are satisfied and that a satisfactory knowledge has been demonstrated of the nature of the operation and the relevant specific aeroplane types. In such circumstances, the operator should be satisfied that the instructor has a suitable knowledge of the cabin crew working environment.

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

#### 12.5 AVSEC Instructor

The nominated approved Instructor (from the security background), shall successfully complete the AVSEC Instructor Training Program and shall be approved by the Cabin Safety Directorate to impart aviation security training.

#### 12.6 DGR Training – Instructor

As detailed in Section 3 Series L Part III.

#### 12.7 Annual Refresher

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

### 13.0 **SEP CARD**

To facilitate inspection by the Authorized Officers, all crews must carry their certificate of proficiency issued by the Operator whenever they are

operating a flight (SEP card).

SEP Card shall be issued by the operator after successful completion of initial training by the individual.

- Documents all the training, drills, other courses undertaken by the crew with their expiry dates.
- It is the responsibility of the individual crew and the operator to ensure that all the entries are correct and valid.
- To be carried by the individual crew at all times whilst on duty.

(A.K. Chopra)  
Jt. Director General of Civil Aviation