

**Guidance Material ( GM )**  
**and**  
**Acceptable Means of Compliance ( AMC )**  
**to**  
**Annex V Part - CC**  
**( Part - CABIN CREW )**

**Annex to Decision 2015 / 023 / R**

Acceptable Means of Compliance and Guidance Material to Part - CC – Amendment 1

The Annex to Decision 2012 / 005 / R ( Guidance Material to Part - CC) is amended as follows:

*GM 1. Appendix 1 to Part - CC is replaced by AMC 1. Appendix 1 to Part - CC as follows :*

## TABLE of CONTENTS

<b>Table of Contents</b> .....	3
<b>Subpart GEN. GENERAL REQUIREMENTS</b> .....	5
AMC 1. CC.GEN.025 (b) Privileges and Conditions .....	5
<b>Subpart TRA. TRAINING REQUIREMENTS for the CC ATTESTATION</b> .....	7
AMC 1. CC.TRA.220 (b) Initial Training Course and Examination .....	7
1. General theoretical knowledge relevant to CC duties and responsibilities .....	7
2. Communication .....	7
3. Introductory course on Human Factors and Crew Resource Management .....	7
4. Passenger handling and cabin surveillance .....	7
5. Aero - medical aspects and First aid .....	8
6. Dangerous Goods .....	9
7. Security aspects in aviation .....	9
8. Fire and Smoke Training .....	9
9. Survival Training .....	9
AMC 1. Appendix 1. to Part-CC Initial Training Course and Examination .....	10
<b>Subpart CCI. CABIN CREW INSTRUCTOR</b> .....	13
GM 1. CC. 300. CCI Instructor Rating / Certificates .....	13
<i>SPECIAL CONDITIONS</i>	
GM 1. CC. 320. CCI Cabin Crew Instructor - Training Course .....	13
<i>CCI TRAINING COURSE GENERAL</i>	
AMC 1. CC. 345. CCI Crew Resource Management Training Programs .....	19
<i>Table 1. — Cabin Crew Instructor CRM Training</i> .....	20
<b>Subpart CCE. CABIN CREW EXAMINER</b> .....	23
GM 1. CC. 400. CCE Examiner Rating / Certificates .....	23
<i>SPECIAL CONDITIONS</i>	
AMC 1. CC. 415. CCE Examiner Standardization .....	23
<i>GENERAL</i>	

*INTENTIONALLY LEFT BLANK*

**Subpart GEN. GENERAL REQUIREMENTS****AMC 1. CC. GEN. 025 (b) Privileges and Conditions***CONDITIONS*

To make their CC Licences ( Attestation ) and the list of aircraft type(s) they are qualified to operate on available for inspection by a GDCA of RA, holders should carry those documents when exercising the privileges granted therein.

If holders have omitted to carry them, he / she restricted to operate by him exercising privileges.

*INTENTIONALLY LEFT BLANK*

**Subpart TRA. TRAINING REQUIREMENTS for the  
CABIN CREW ATTESTATION**

**AMC 1. CC. TRA. 220 (b) Initial Training Course and Examination  
*TRAINING PROGRAMME***

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

- 1. *General theoretical knowledge relevant to Cabin Crew duties and responsibilities, covering at least :***
  - a. aviation terminology, theory of flight, passenger distribution, areas of operation ; meteorology and effects of aircraft surface contamination ;
  - b. aviation regulations relevant to cabin crew and the role of the GDCA of RA ;
  - c. duties and responsibilities of cabin crew during operations and the need to respond promptly and effectively to emergency situations ;
  - d. continuing competence and fitness, including for aspects relating to flight and duty time limitations and rest requirements, to operate as a cabin crew member and to exercise the privileges granted by the applicable cabin crew attestation ;
  - e. the importance of ensuring that relevant documents and manuals are kept up-to-date, with amendments provided by the operator as applicable ;
  - f. the importance of cabin crew performing their duties in accordance with the operations manual of the operator ;
  - g. the importance of the pre-flight briefing of the cabin crew and the provision of necessary safety information with regards to their specific duties ; *and*
  - h. the importance of identifying when cabin crew members have the authority and responsibility to initiate an evacuation and other emergency procedures.

**2. *Communication***

Training should place emphasis on the importance of effective communication between cabin crew and flight crew and should include technique, common language and terminology.

**3. *Introductory Course on Human Factors (HF) and Crew Resource Management (CRM)***

All training elements should be covered in depth and the course should include at least the following :

- a. ***General Principles :*** Human factors in aviation, general instruction on CRM principles and objectives, human performance and limitations ;
- b. ***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*

- a. the importance of correct seat allocation with reference to aircraft mass and balance, the special categories of passengers and the necessity of seating able bodied passengers adjacent to unsupervised exits ;
- b. rules covering the safe stowage of cabin baggage and cabin service items and the risk of these becoming a hazard to occupants of the cabin or otherwise causing obstruction or damaging emergency equipment or aircraft exits ;
- c. advice on the recognition and management of passengers who are, or become, intoxicated with alcohol, under the influence of drugs or aggressive ;
- d. precautions to be taken when live animals are carried in the cabin ;
- e. duties to be undertaken in the event of turbulence, including securing the cabin ; *and*
- f. methods used to motivate passengers and the crowd control necessary to expedite an aircraft evacuation.

#### 5. *Aero - medical aspects and First - aid :*

- a. general instruction on aero-medical aspects and survival ;
- b. the physiological effects of flying with particular emphasis on hypoxia, oxygen requirements, Eustachian tubal function and barotraumas ;
- c. basic first aid including care of :
  - i. air sickness and gastro-intestinal disturbances ;
  - ii. hyperventilation ;
  - iii. burns ;
  - iv. wounds ;
  - v. the unconscious ; *and*
  - vi. fractures and soft tissue injuries.
- d. in-flight medical emergencies and associated first aid covering at least :
  - i. asthma ;
  - ii. stress and allergic reactions ;
  - iii. shock ;
  - iv. diabetes ;
  - v. choking ;
  - vi. epilepsy ;
  - vii. childbirth ;
  - viii. stroke ; *and*
  - ix. heart attack.
- e. the use of appropriate equipment including first aid oxygen, first-aid kits and emergency medical kits and their contents ;
- f. 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*



**g.** travel health and hygiene including :

- i. hygiene on board ;
- ii. risk of contact with infectious diseases and means to reduce such risks ;
- iii. handling of clinical waste ;
- iv. aircraft disinsection ;
- v. handling of death on board ; *and*
- vi. alertness management, physiological effects of fatigue, sleep physiology, circadian rhythm and time zone changes.

**6. *Dangerous Goods in accordance with the applicable ICAO Technical Instructions.***

**7. *Security Aspects in Aviation in accordance with CR-EC N° 300/2008.***

**8. *Fire and Smoke Training***

- 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 ;
- b. 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 ;
- c. the necessity for frequent checking of potential fire-risk areas including lavatories, and the associated smoke detectors ;
- d. the classification of fires and the appropriate type of extinguishing agents and procedures for particular fire situations ;
- e. the techniques of application of extinguishing agents, the consequences of misapplication, and of use in a confined space including practical training in firefighting and in the donning and use of smoke protection equipment used in aviation ; *and*
- f. the general procedures of ground-based emergency services at aerodromes.

**9. *Survival Training***

- a. principles of survival in hostile environment ( *polar, desert, jungle, sea* ) ; *and*
- b. water survival training, which should include the actual donning and use of personal flotation equipment in water and use of slide-rafts or similar equipment, as well as actual practice in water.

**AMC 1. Appendix 1. to Part - CC Initial Training Course and Examination***CREW RESOURCE MANAGEMENT TRAINING TABLE*

The CRM Training Table recapitulates all elements relevant to CRM training for Cabin Crew, specifying the following :

- a*) the elements of the Introductory Course on CRM required for the Cabin Crew Initial Training Course where “*in - depth* “ means a training that should be instructional or interactive in style taking full advantage of group discussion, team task analysis, team task simulation, etc.. , for the acquisition of knowledge, skills and attitude ;
- b*) the elements, identified as “*not required* “ for the Cabin Crew Initial Training, are listed for information as they are covered during other training in accordance with the applicable requirements of Annex III Part - ORO to ARM - AIR OPS.

<b>CRM TRAINING TABLE</b>	<b>Introductory Course on CRM</b>
<b>Training Elements</b>	
<b><i>General Principles</i></b>	
Human factors in aviation ;	<i>In Depth</i>
General instructions on CRM principles and objectives ;	
Human performance and limitations ;	
Threat and error management.	
<b><i>Relevant to the Individual Cabin Crew Member</i></b>	
Personality awareness, human error and reliability, attitudes and behaviours, self - assessment and self - critique ;	<i>In Depth</i>
Stress and stress management ;	
Fatigue and vigilance ;	
Assertiveness ; situation awareness, information acquisition and processing.	
<b><i>Relevant to the entire Aircraft Crew</i></b>	
Shared situation awareness, information acquisition and processing ;	<i>Not Required ( covered under CRM Training required by Part - ORO )</i>
Workload management ;	
Effective communication and coordination between all crew members including the flight crew as well as inexperienced cabin crew members ;	
Leadership, cooperation, synergy, delegation, decision - making actions;	
Resilience development ;	
Surprise and startle effect ;	
Cultural differences ;	
Identification and management of passenger human factors : crowd control, passenger stress, conflict management, medical factors ;	
Specifics related to aircraft types ( <i>narrow / wide bodies, single / multi deck</i> ), flight crew and cabin crew composition and number of passengers.	
<b><i>Relevant to the Operator and the Organization (principles)</i></b>	
Operators safety culture and company culture, Standard Operating Procedures ( <i>SOPs</i> ), organizational factors, factors linked to the type of operations ;	<i>Not Required ( covered under CRM Training required by Part - ORO )</i>
Effective communication and coordination with other operational personnel and ground services ;	
Participation in cabin safety incident and accident reporting ;	
Case studies.	

*INTENTIONALLY LEFT BLANK*

*INTENTIONALLY LEFT BLANK*

**Subpart CCI. CABIN CREW INSTRUCTOR****GM 1. CC.300.CCI Instructor Rating / Certificates***SPECIAL CONDITIONS*

When new aircraft are introduced, requirements such as to hold a licence equivalent to the one for which the check is being conducted, or to have adequate flight experience, may not be possible to comply with. In this case, to allow for the these aircraft to be issued to applicants, GDCA need the possibility to issue a specific Rating / Certificate that does not have to comply with the requirements established in this Subpart. The GDCA of RA should only give these Rating / Certificates to holders of other Instructor Ratings / Certificates. As far as possible, preference should be given to persons with experience in similar types of aircraft, for example, in aircraft having the same compartments, floor and similar number of passenger seats and of the same order of mass or technology.

The Certificate should ideally be limited in validity to the time needed to qualify the first Instructors for the new aircraft in accordance with this Subpart, but in any case it should *not exceed the 3 years established in the rule.*

**GM 1. CC. 320. CCI Cabin Crew Instructor — Training Course***CCI TRAINING COURSE GENERAL*

The aim of the CCI Training Course is to train the applicant to the level of instructor competencies. The Training Course should develop safety awareness throughout by teaching the knowledge, skills and attitudes relevant to the TRI task, and should be designed to give adequate training to the applicant in theoretical knowledge instruction, flight instruction to instruct for an aeroplane Cabin Crew Instructor for which the applicant is qualified.

*CONTENT*

The training should comprise :

- a)** Theoretical training covering at least :
  - (i) the contents of ARM - IAR CREW Annex V Part - CC and related AMCs and GM relevant to their duties ;
  - (ii) operational requirements and related AMCs and GM relevant to their duties ;
  - (iii) national requirements relevant to their instruction duties ;
  - (iv) fundamentals of human performance and limitations relevant to flight instruction ;
  - (v) fundamentals of evaluation relevant to applicant's performance ;
- b)** Instructors should also be briefed on the protection requirements for personal data, liability, accident insurance and fees, as applicable ;
- c)** All items above are the core knowledge requirements for an instructor and are recommended as the core course material. This core course may be studied before recommended instructor training is commenced. The core course may utilize any suitable training format ;

**d)** Practical Training consisting of at least :

(i) knowledge and management of the training for which the certificate is to be sought.

These are described in the relevant modules in the CC Operations Manual ;

(ii) knowledge of the administrative procedures pertaining to that training / check.

**e)** For an initial Instructor Rating / Certificate, practical training should include the examination of the training profile sought, consisting of the conduct of *at least 2 (two) training profiles* in the role of Instructor including briefing, conduct of the training of the applicant to whom the training is given, debriefing and recording or documentation under the supervision of an examiner of the appropriate category on the applicable type ;

**f)** For extension of an Instructor Rating / Certificate to further types, further practical training on the new type may be required, consisting of the conduct of *at least 1 (one) training profile* in the role of instructor on the new type, including briefing, conduct of the training of the applicant to whom the training is given, debriefing and recording or documentation under the supervision of an examiner of the appropriate category on the applicable type.  
A further Instructor check on the new type may be required, which may be supervised by an Inspector of the GDCA of RA.

The CCI Training Course should give particular emphasis to the role of the individual in relation to the importance of human factors in the man - to man environment and the role of CRM.

Special attention should be given to the applicant's maturity and judgment including an understanding of adults, their behavioural attitudes and variable levels of learning ability.

During the Training Course the applicants should be made aware of their own attitudes to the importance of flight safety. It will be important during the training course to aim at giving the applicant the knowledge, skills and attitudes relevant to the role of the CCI. A similar number of hours should be used for the instruction and practice of pre-flight and post - flight briefing for each flight. The flight instruction should aim to ensure that the applicant is able to teach the air flight duties safely and efficiently and should be related to the type of aeroplane on which the applicant wishes to instruct. The content of the training programme should cover training exercises applicable to the aeroplane type as set out in the applicable training courses.

The training course should including at least the following :

(1) refresh the technical knowledge of the student - instructor ;

(2) train the student - instructor to teach the theoretical subjects and in flight procedures ;

(3) ensure that the student - instructor's duty is of a sufficiently high standard ;

(4) teach the student - instructor the principles of basic instruction and to apply them at all training performance and levels.

A CCI may instruct in a CCI course once he / she has conducted *a minimum of 4 (four) Cabin Crew Instruction* courses. The student - instructor should learn how to identify common errors and how to correct them properly, which should be emphasized at all times.

#### *CCI TRAINING COURSE OBJECTIVE*

**Part 1** : theoretical knowledge instruction - teaching and learning ;

**Part 2** : flight instruction.

**Part 1.**CONTENT of the TEACHING and LEARNING INSTRUCTIONS  
( *INSTRUCTIONAL TECHNIQUES* ) :**a) *The Learning Process :***

- 1) motivation ;
- 2) perception and understanding ;
- 3) memory and its application ;
- 4) habits and transfer ;
- 5) obstacles to learning ;
- 6) incentives to learning ;
- 7) learning methods ;
- 8) rates of learning.

**b) *The Teaching Process :***

- 1) elements of effective teaching ;
- 2) planning of instructional activity ;
- 3) teaching methods ;
- 4) teaching from the “known “ to the “unknown “ ;
- 5) use of “ lesson plans “.

**c) *Training Philosophies :***

- 1) value of a structured (*approved*) course of training ;
- 2) importance of a planned syllabus ;
- 3) integration of theoretical knowledge and flight instruction ;

**d) *Techniques of Applied Instruction :***

- 1) Theoretical Knowledge : Classroom instruction techniques :
  - (i) *use of training aids ;*
  - (ii) *group lectures ;*
  - (iii) *individual briefings ;*
  - (iv) *student participation or discussion.*

- 2) Flight :

- (i) *pre - flight in - flight and post - flight briefings ;*
- (ii) *techniques of applied instruction ;*

**e) *Cabin Crew Applicant Evaluation and Testing :***

- 1) assessment of Cabin Crew student performance :
  - (i) *the function of progress tests ;*
  - (ii) *recall of knowledge ;*
  - (iii) *translation of knowledge into understanding ;*
  - (iv) *development of understanding into actions ;*
  - (v) *the need to evaluate rate of progress.*
- 2) Analysis of Cabin Crew student errors :
  - (i) *establish the reason for errors ;*
  - (ii) *tackle major faults first, minor faults second ;*
  - (iii) *avoidance of over criticism ;*
  - (iv) *the need for clear concise communication.*

*f) Training Programme Development :*

- 1) lesson planning ;
- 2) preparation ;
- 3) explanation and demonstration ;
- 4) student participation and practice ;
- 5) evaluation.

*g) Human Performance and Limitations Relevant to Flight Instruction :*

- 1) physiological factors :
  - ( i ) psychological factors ;
  - ( ii ) human information processing ;
  - ( iii ) behavioural attitudes ;
  - ( iv ) development of judgement and decision making.
- 2) threat and error management.

*h) Specific Hazards involved in Theoretical Simulating Systems Failures and Malfunctions in the Cabin during Flight :*

- ( i ) importance of “ touch drills “ ;
- ( ii ) situational awareness ;
- ( iii ) adherence to correct procedures.

*i) Training Administration :*

- 1) flight or theoretical knowledge instruction records ;
- 2) the flight and ground curriculum ;
- 3) study material ;
- 4) official forms ;
- 5) Cabin Crew Operations Manual :
- 6) aircraft documents.

The content of the theoretical knowledge instruction (teaching and learning) part of the CCI training course, should be used as guidance to develop the course syllabus. Training course shall include theoretical and practical instruction together with individual or collective practice, as relevant to each training subject, in order that the Cabin Crew Instructor achieves and maintains the acceptable level of proficiency in accordance with this Subpart. The Cabin Crew Instructor theoretical Training Course shall cover all applicable knowledge which will be used in his / her further theoretical / practical phase of all type of Cabin Crew trainings (*initial, conversion, recurrent, refresher, differences, familiarization, etc..*) and covers duties and responsibilities of the Cabin Crew members.

The Cabin Crew Instructor Training Course includes the Cabin crew Training Programme and should at least cover the following elements:

- 1) the Operator Conversion Training Programme ;
- 2) the Differences Training ;
- 3) the Aircraft Type Specific Training ;
- 4) the Recurrent Training and Checking ;
- 5) the Refresher Training ;
- 6) the CRM Training Programme ;
- 7) pre - flight Cabin Crew briefing :



- 8) safety briefing for Cabin Crew - when changing aircraft type or variant during a series of flight sectors, the Cabin Crew *Safety Briefing* should include a representative sample of type-specific normal and emergency procedures and safety and emergency equipment applicable to the actual aircraft to be operated for the immediately subsequent flight sector.
- 9) cooperation with the cockpit crew :
  - i) discipline, responsibilities and chain of command ;
  - ii) importance of coordination and communication ;
  - iii) pilot incapacitation.
- 10) review of Operator requirements and legal requirements :
  - i) passenger briefing, safety briefing cards ;
  - ii) securing of galleys ;
  - iii) stowage of cabin baggage ;
  - iv) electronic equipment ;
  - v) procedures when fuelling with passengers on board ;
  - vi) turbulence ;
  - vii) documentation.
- 11) accident and incident reporting :
- 12) human factors and crew resource management ( CRM ) :
- 13) flight and duty time limitations and rest requirements.

Elements of the Training Program combined with the Aircraft Type Specific Training and Operator Conversion Training, provided that the requirements of CC. TRA. 220 are met and any such element(s) are recorded as elements of the Training Course in the Cabin Crew Instructor Training Records.

## **Part 2.** *FLIGHT INSTRUCTION SYLLABUS*

The Cabin Crew Instructor practical Training Course shall include Familiarization Visit & Flight - Line Training under Supervision on related type of aeroplane.

Purpose of this training - Cabin Crew Instructor should demonstrate ability and responsibility to teach Cabin Crew members during appropriate supervised familiarization visit & flight on the appropriate type before Cabin Crew member is assigned to operate as a member of the minimum number of cabin crew.

The CCI assessment flight undergoes on the all related type of aeroplane, which will be included in Cabin Crew Instructor Certificate.

The content of the instruction programme should cover training exercises as applicable to the CCI requirements of an applicant for a Cabin Crew Trainings ;

Training Exercises.

### **a)** Aircraft Familiarization Visits.

Aircraft visits should enable the CCI to instruct the cabin crew member to become familiar with the aircraft environment and its equipment. The aircraft visit should provide an overview of the aircraft's exterior, interior and aircraft systems with emphasis on the following :

- ( i ) interphone and public address systems ;
- ( ii ) evacuation alarm systems ;

- ( iii ) emergency lighting ;
- ( iv ) smoke detection systems ;
- ( v ) safety and emergency equipment ;
- ( vi ) flight crew compartment ;
- ( vii ) cabin crew stations ;
- ( viii ) lavatories ;
- ( ix ) galleys, galley security and water shut - off ;
- ( x ) cargo areas if accessible from the passenger compartment during flight ;
- ( xi ) circuit breaker panels located in the passenger compartment ;
- ( xii ) crew rest areas ;
- ( xiii ) doors / exits location and environment.

**b)** Familiarization Flights. The instruction should cover the following areas :

- 1 ) pre -flight preparation, including documentation ;
- 2 ) pre - flight Cabin Crew briefing ;
- 3 ) pre - flight briefing ( Captain responsibilities ) ;
- 4 ) pre - flight security check, use of checklists ;
- 5 ) pre - flight aeroplane operator check, use of checklists ;
- 6 ) cabin acceptance, including filling cabin technical log ;
- 7 ) normal operation according operator procedure ;
- 8 ) normal and abnormal operation of aircraft systems, and use of checklists ;
- 9 ) post - flight operator check, use of Checklist ;
- 10 ) security check use of Checklist ;
- 11 ) completion of cabin technical log and post - flight documents.
- 12 ) leaving the aeroplane.

**AMC 1. CC. 345. CCI Crew Resource Management Training Programs****a) General Principles for CRM Training for Cabin Crew Instructor :**

- 1) There should be an effective liaison between flight crew and cabin crew training departments. Provision should be made to allow, whenever practicable, flight and cabin crew instructors to observe and comment on each other's training. Consideration should be given to creating films of flight crew compartment scenarios for playback to all cabin crew during recurrent training, and to providing the opportunity for cabin crew members, particularly Senior Cabin Crew members, to participate in flight crew Line - Oriented Flying Training (*LOFT*) exercises ;
- 2) Where appropriate, CRM principles should be integrated into relevant parts of cabin crew training ;
- 3) CRM Training should include group discussions and the review of accidents and incidents (*case studies*) ;
- 4) Whenever it is practicable to do so, relevant parts of CRM Training should form part of the training conducted in cabin training devices or in the aircraft ;
- 5) CRM Training Courses should be conducted in a structured and realistic manner ;
- 6) There should be no assessment of CRM skills. Feedback from Instructors or members of the group on individual performance should be given during training to the individuals concerned;
- 7) For Commercial Air Transport Operations, 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 coordination of the tasks and functions of flight crew and cabin crew should be addressed.
- 8) The program of each CRM Training Course, its content and the level to be achieved should comply with the relevant elements specified in *Table I.* below, [ ARM - AIR OPS Annex III Part - ORO, AMC 1. CC. TRA. 220 ( b ) Initial Training Course and Examination and its Appendix 1.] as applicable to the appropriate training course to be completed ;

**b) CRM Training for Cabin Crew Instructors :**

- ( i ) CRM Training for Cabin Crew Instructors should be the application of knowledge gained in previous CRM training and operational experience relevant to the specific duties and responsibilities of a Cabin Crew Instructors ;
- ( ii ) the Cabin Crew Instructors should demonstrate the ability to manage the operation and take appropriate leadership / management decisions ;
- ( iii ) instructors integrating elements of CRM into aircraft type training, recurrent training, senior cabin crew or cabin crew instructor training should have acquired relevant knowledge of human factors and have completed appropriate CRM training.

**Table 1. — Cabin Crew Instructor CRM Training**

<b>CCI CRM TRAINING TABLE</b>		<b>Introductory Course on CRM</b>
<b>Training Elements</b>		
<b><i>General Principles</i></b>		
Human Factors in Aviation ;		<i>In Depth</i>
General Instructions on CRM Principles and Objectives ;		
Human Performance and Limitations ;		
Error Prevention and Detection, Threat and Error Management.		
<b><i>Relevant to the Individual Cabin Crew Member</i></b>		
Personality Awareness, Human Error and Reliability, Attitudes and Behaviours, Self - assessment and Self - critique ;		<i>In Depth</i>
Stress and Stress Management ;		
Fatigue and Vigilance ;		
Assertiveness ; Situation Awareness, Information Acquisition & Processing.		
<b><i>Relevant to the entire Aircraft Crew</i></b>		
Shared Situation Awareness, Information Acquisition & Processing;		Reinforce- - ment
Workload Management ;		
Effective Communication and Coordination between all Crew Members including the Flight Crew as well as Inexperienced Cabin Crew Members ;		
Leadership, Cooperation, Synergy, Delegation, Decision - making Actions ;		
Individual and Team Responsibilities.		
Resilience Development ;		
Surprise and Startle Effect ;		
Cultural Differences ;		
Identification and Management of Passenger Human Factors : Crowd Control, Passenger Stress, Conflict Management, Medical Factors ;		
Specifics Related to Aircraft Types ( <i>narrow / wide bodies, single / multi deck</i> ), Flight Crew & Cabin Crew composition and Number of Passengers.	<i>Relevant to the type(s)</i>	
<b><i>Relevant to the Operator and the Organization (principles)</i></b>		
Operators Safety Culture and Company Culture, Standard Operating Procedures ( <i>SOPs</i> ), Organizational Factors, Factors Linked to the Type of Operations ;		Reinforce-- ment
Effective Communication and Coordination with other Operational Personnel and Ground Services ;		
Participation in Cabin Safety Incident and Accident Reporting ;		
Case Studies.		

*INTENTIONALLY LEFT BLANK*

*INTENTIONALLY LEFT BLANK*

**Subpart CCE. CABIN CREW EXAMINER****GM 1. CC.400.CCE Examiner Rating / Certificates*****SPECIAL CONDITIONS***

When new aircraft are introduced, requirements such as to hold a licence equivalent to the one for which the check is being conducted, or to have adequate flight experience, may not be possible to comply with. In this case, to allow for these aircraft to be issued to applicants, GDCA need the possibility to issue a specific Certificate that does not have to comply with the requirements established in this Subpart. The GDCA of RA should only give these Certificates to holders of other Examiner Ratings / Certificates. As far as possible, preference should be given to persons with experience in similar types of aircraft, for example, in aircraft having the same compartments, floor and similar number of passenger seats and of the same order of mass or technology.

The Certificate should ideally be limited in validity to the time needed to qualify the first Examiners for the new aircraft in accordance with this Subpart, but in any case it should *not exceed the 3 years established in the rule.*

**AMC 1. CC.415.CCE Examiner Standardization*****GENERAL***

- a)** The GDCA may provide the course itself or through an arrangement with an ATO. This arrangement should clearly state that the ATO is acting under the management system of the GDCA ;
- b)** The course should last :
- 1) for the CCE *at least 1 day*, divided into theoretical and practical training ;
- c)** The GDCA should determine any further training required before presenting the candidate for the Examiner assessment of competence.

***CONTENT***

- d)** The training should comprise :
- 1) Theoretical training covering at least :
    - (i) the contents of ARM - AIR CREW Annex V Part - CC and related AMC's and GM relevant to their duties ;
    - (ii) operational requirements and related AMC's and GM relevant to their duties ;
    - (iii) national requirements relevant to their examination duties ;
    - (iv) fundamentals of human performance and limitations relevant to flight examination ;
    - (v) fundamentals of evaluation relevant to applicant's performance ;
    - (vi) management system of ATOs ;
  - 2) Examiners should also be briefed on the protection requirements for personal data, liability, accident insurance and fees, as applicable ;
  - 3) All items above are the core knowledge requirements for an examiner and are recommended as the core course material. This core course may be studied before recommended examiner training is commenced. The core course may utilize any suitable training format ;

- 4) Practical Training consisting of at least :
  - (i) knowledge and management of the check for which the rating / certificate is to be sought. These are described in the relevant modules in the CCE manual ;
  - (ii) knowledge of the administrative procedures pertaining to that check.
- 5) For an Initial Examiner Rating / Certificate, practical training should include the examination of the check profile sought, consisting of the conduct of *at least 2 (two) check* profiles in the role of examiner including briefing, conduct of the check of the applicant to whom the check is given, debriefing and recording or documentation under the supervision of an examiner of the appropriate category on the applicable type ;
- 6) For extension of an examiner certificate to further types, further practical training on the new type may be required, consisting of the conduct of *at least 1 (one) check profile* in the role of examiner on the new type, including briefing, conduct of the check of the applicant to whom the check is given, debriefing and recording or documentation under the supervision of an examiner of the appropriate category on the applicable type.  
A further examiner check on the new type may be required, which may be supervised by an Inspector of the GDCA of RA.

CONTENT of the TEACHING and LEARNING INSTRUCTIONS  
( *INSTRUCTIONAL TECHNIQUES* ) :

**a) The Learning Process :**

- 1) motivation ;
- 2) perception and understanding ;
- 3) memory and its application ;
- 4) habits and transfer ;
- 5) obstacles to learning ;
- 6) incentives to learning ;
- 7) learning methods ;
- 8) rates of learning.

**b) The Teaching Pprocess :**

- 1) elements of effective teaching ;
- 2) planning of instructional activity ;
- 3) teaching methods ;
- 4) teaching from the “known “ to the “unknown “ ;
- 5) use of “ lesson plans “.

**c) Training Philosophies :**

- 1) value of a structured (*approved*) course of training ;
- 2) importance of a planned syllabus ;
- 3) integration of theoretical knowledge and flight instruction ;

**d) Techniques of Applied Instruction :**

- 1) Theoretical Knowledge : Classroom instruction techniques :
  - (i) *use of training aids* ;
  - (ii) *group lectures* ;



- (iii) individual briefings ;*
  - (iv) Cabin Crew member participation or discussion.*
- 2) Flight :
  - (i) pre - flight in - flight and post - flight check ;*
  - (ii) techniques of applied instruction ;*
- e) Cabin Crew Evaluation and Testing :**
  - 1) assessment of Cabin Crew performance :
    - (i) the function of progress tests ;*
    - (ii) recall of knowledge ;*
    - (iii) translation of knowledge into understanding ;*
    - (iv) development of understanding into actions ;*
    - (v) the need to evaluate rate of progress.*
  - 2) analysis of Cabin Crew errors :
    - (i) establish the reason for errors ;*
    - (ii) tackle major faults first, minor faults second ;*
    - (iii) avoidance of over criticism ;*
    - (iv) the need for clear concise communication.*
- f) Training Programme Development :**
  - 1) lesson planning ;
  - 2) preparation ;
  - 3) explanation and demonstration ;
  - 4) Cabin Crew participation and practice ;
  - 5) evaluation.
- g) Human Performance and Limitations Relevant to Flight Instruction :**
  - 1) physiological factors :
    - (i) psychological factors ;*
    - (ii) human information processing ;*
    - (iii) behavioural attitudes ;*
    - (iv) development of judgement and decision making.*
  - 2) threat and error management.
- h) Specific Hazards involved in theoretical simulating systems failures and malfunctions in the cabin during flight :**
  - (i) importance of “ touch drills “ ;*
  - (ii) situational awareness ;*
  - (iii) adherence to correct procedures.*
- i) Training Administration :**
  - 1) flight or theoretical knowledge instruction records ;
  - 2) the flight and ground curriculum ;
  - 3) study material ;
  - 4) official forms ;
  - 5) Cabin Crew Manual :
  - 6) aircraft documents ;

*INTENTIONALLY LEFT BLANK*