Annex V

Part - CC

/ Part - Cabin Crew /

Common Technical Requirements and Administrative Procedures for the Qualification and the Related Attestation to Civil Aviation Cabin Crew

GDCA of RA YEREVAN May 2015

FOREWARD

Having regard to Regulation (EC) N° 216/2008 of the European Parliament and of the Council of 20 February 2008 on common rules in the field of civil aviation and establishing a European Aviation Safety Agency, and repealing Council Directive 91/670/EEC, Regulation (EC) N° 1592/2002 and Directive 2004/36/EC (¹), and in particular Articles 7 (6), 8 (5) and 10 (5) thereof, According to Regulation (EC) N° 216/2008, cabin crew are to be continuously fit and competent to exercise their assigned safety duties. Those involved in commercial operations are to hold an attestation as initially set out in Annex III, Subpart O, point (d) of OPS 1.1005 to Council Regulation (EEC) N° 3922/91 of 16 December 1991 on the harmonisation of technical requirements and administrative procedures in the field of civil aviation (³). Rules on cabin crew qualifications and related attestations should therefore be provided for.

Regulation (EU) Nº 1178 / 2011 is amended as follows:

Article 1 - the following points are added :

(6) the conditions for issuing, maintaining, amending, limiting, suspending or revoking cabin crew attestations, as well as the privileges and responsibilities of the holders of cabin crew attestations;

Article 2 - the following points, are added :

(11) "*Cabin crew member*" means an appropriately qualified crew member, other than a flight crew or technical crew member, who is assigned by an operator to perform duties related to the safety of passengers and flight during operations;

(12) "Aircrew" means flight crew and cabin crew.

COMMISSION REGULATION (EU) N° 290 / 2012 CR - EU N° 290 / 2012 of 30 March 2012

Amending CR - EU N° 1178 / 2011 laying down technical requirements and administrative procedures related to civil aviation aircrew pursuant to CR - EC N° 216 / 2008 of the EUROPEAN COMMISSION,

"Article 11 a "Cabin Crew Qualifications and Related Attestations.

1. Cabin crew members involved in commercial operation of aircraft referred to in Article 4 (1)(b) and (c) of CR - EC N^o 216/2008 shall be qualified and hold the related attestation in accordance with the technical requirements and administrative procedures laid down in Annexes V and VI;

2. Cabin crew members holding, before this Regulation applies, an attestation of safety training issued in accordance with Regulation (EEC) N° 3922/91 ("EU - OPS"):

- *a*) shall be deemed to be compliant with this Regulation if they comply with the applicable training, checking and recency requirements of EU OPS ; *or*
- b) if they do not comply with the applicable training, checking and recency requirements of EU OPS, they shall complete all required training and checking before being deemed to be compliant with this Regulation;
- c) if they have not operated in commercial operations by aeroplanes *for more than 5 years*, they shall complete the initial training course and shall pass the related examination as required in Annex V Part CC before being deemed to be compliant with this Regulation.

3. The attestations of safety training issued in accordance with EU - OPS shall be replaced with cabin crew attestations complying with the format laid down in Annex VI Part - ARA by 8 April 2017 at the latest ;

4. Cabin crew members involved in commercial operations of helicopters on the date of application of this Regulation :

- a) shall be deemed to be compliant with the initial training requirements of Annex V Part CC if they comply with the applicable training, checking and recency provisions of the JAR's for commercial air transportation by helicopters;
- b) if they do not comply with the applicable training, checking and recency requirements of the JAR's for commercial air transportation by helicopters, they shall complete all relevant training and checking required to operate on helicopter(s), except the initial training, before being deemed to be compliant with this Regulation;
- c) if they have not operated in commercial operations by helicopters for more than 5 years, they shall complete the initial training course and shall pass the related examination as required in Annex V Part CC before being deemed to be compliant with this Regulation.

5. Without prejudice to Article 2, cabin crew attestations complying with the format laid down in Annex VI Part - ARA shall be issued to all cabin crew members involved in commercial operations by helicopters by 8 April 2013 at the latest.

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ANNEX V Part - CC

SUBPART GEN General Requirements

CC. GEN. 001 Competent Authority

For the purpose of this Part, the competent Authority shall be the GDCA designated by the State of Armenia, where a person applies for the issue of a cabin crew attestation.

CC. GEN. 005 Scope

This Part establishes the requirements for the issue of cabin crew attestations and the conditions for their validity and use by their holders.

CC. GEN. 015 Application for a Cabin Crew attestation

The application for a cabin crew attestation shall be made in a form and manner established by the GDCA of RA.

CC. GEN. 020 Minimum age

The applicant for a Cabin Crew attestation shall be at least 18 years of age.

CC. GEN. 025 Privileges and conditions

a) The privileges of holders of a cabin crew attestation are to act as cabin crew members in commercial air transport operation of aircraft referred to according in *Article* 4(1)(b) and (c) of *Regulation* (EC) N^o 216/2008;

- b) Cabin crew members may exercise the privileges specified in (a) only if they:
 - 1) hold a valid cabin crew attestation as specified in CC. CCA. 105; and
 - 2) comply with CC. GEN. 030, CC. TRA. 225 and the applicable requirements of Part MED.

CC. GEN. 030 Documents and Record - keeping

To show compliance with the applicable requirements as specified in *CC. GEN. 025 (b)*, each holder shall keep, and provide upon request, the cabin crew attestation, the list and the training and checking records of his / her aircraft type or variant qualification(s), unless the Operator employing his / her services keeps such records and can make them readily available upon request by a competent Authority or by the holder.

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SUBPART CCA

SPECIFIC REQUIREMENTS for the CABIN CREW ATTESTATION (CCA)

CC. CCA. 100 Issue of the Cabin Crew Attestation

a) Cabin crew attestations shall only be issued to applicants who have passed the examination following completion of the initial training course in accordance with this Part.
b) Cabin crew attestations shall be issued:

1) by the competent Authority;

and / or

2) by an organization approved to do so by the competent Authority.

CC. CCA. 105 Validity of the Cabin Crew Attestation

The cabin crew attestation shall be issued with unlimited duration and shall remain valid unless :

- a) it is suspended or revoked by the GDCA of RA; or
- b) its holder has not exercised the associated privileges during the preceding 60 months (5 year's) on at least one aircraft type.

CC. CCA. 110 Suspension and Revocation of the Cabin Crew Attestation

a) If holders do not comply with this Part, their cabin crew Licence (attestation) may be suspended or revoked by the GDCA of RA;

b) In case of suspension or revocation of their cabin crew Licence (attestation) by the GDCA of RA, holders shall:

- 1) be informed in writing of this decision, and of their right of appeal in accordance with national law;
- 2) not exercise the privileges granted by their cabin crew attestation;
- 3) inform, without undue delay, the Operator(s) employing their services; and
- 4) return their Licence (attestation) in accordance with the applicable procedure established by the GDCA of RA.

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SUBPART TRA

TRAINING REQUIREMENTS for CABIN CREW ATTESTATION APPLICANT's and HOLDER's

CC. TRA. 215 Provision of Training

Training required in this Part shall be:

- *a*) provided by Training Organizations or Commercial Air Transport Operators approved to do so by the competent Authority;
- b) performed by personnel suitably experienced and qualified for the training elements to be covered;
- c) conducted according to a Training Programme and Syllabus documented in the organization's approval.

CC. TRA. 220 Initial Training Course and Examination

a) Applicants for a cabin crew attestation shall complete an initial training course to familiarize 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;

b) The programme of the initial training course shall cover at least the elements specified in Appendix 1 to this Part. It shall include theoretical and practical training;

c) Applicants for a cabin crew attestation shall undergo an examination covering all elements of the training programme specified in (b), except CRM training, to demonstrate that they have attained the level of knowledge and proficiency required in (a).

CC. TRA. 225 Aircraft Type or Variant Qualification(s)

(a) Holders of a valid cabin crew attestation shall only operate on an aircraft if they are qualified in accordance with the applicable requirements of Part - ORO;

- (b) To be qualified for an aircraft type or a variant, the holder:
 - (1) shall comply with the applicable training, checking and validity requirements, covering as relevant to the aircraft to be operated :
 - (i) aircraft type specific training, operator conversion training and familiarization;
 - (ii) differences training;
 - (iii) recurrent training; and
 - (2) 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 .

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APPENDIX 1 to Part - CC

Initial Training Course and Examination

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. aviation terminology, theory of flight, passenger distribution, areas of operation, meteorology and effects of aircraft 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.

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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, oxygen requirements, Eustachian tubal function and barotraumas;

5.3. basic first-aid, including care of:

- (a) air sickness;
- (b) gastro intestinal disturbances;
- (c) hyperventilation;
- (d) burns;
- (e) wounds;
- (f) the unconscious; and
- (g) 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;
- (*i*) heart attack;

5.5. the use of appropriate equipment including first - aid oxygen, first - aid kits and emergency medical kits and their contents;

and

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 disinsection;
- (e) handling of death on board;
- (f) 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. 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;

8.5. the techniques of application of extinguishing agents, the consequences of misapplication, and of use in a confined space including practical training in fire-fighting and in the donning and use of smoke protection equipment used in aviation; *and*

8.6. the general procedures of ground - based emergency services at aerodromes.

9. Survival Training

9.1. principles of survival in hostile environments (e. g. polar, desert, jungle, sea); and
9.2. water survival training which shall include the actual donning and use of personal flotation equipment in water and the use of slide - rafts or similar equipment, as well as actual practice in water.

Subpart CCI. CABIN CREW INSTRUCTOR

CC. 300. CCI Instructor Rating / Certificates

- a) General. A person shall only carry out :
- 1) Flight instruction in aircraft when he/she holds:
- (i) a Cabin Crew Attestation / Licence issued or accepted in accordance with ARM AIR CREW Regulation;
- (ii) an Cabin Crew Instructor Rating / Certificate appropriate to the instruction given, issued in accordance with this *Subpart*;
- 2) Ground instruction when he/she holds an Instructor Certificate appropriate to the instruction given, issued in accordance with this Subpart.

b) Special conditions :

1) In the case of introduction of new aircraft in the States of Armenia, when compliance with the requirements in *this Subpart* is not possible, the GDCA of RA may issue a certificate giving privileges for the conduct of training on the new aircraft type.

2) Holders of a certificate issued in accordance with (b)(1) who wish to apply for an instructor privileges shall comply with the prerequisites and revalidation requirements for that category of instructor.

CC. 315. CCI General Prerequisites & Requirements for Cabin Crew Instructor's

General. An applicant for an Instructor Rating / Certificate shall be at least 23 years of age.

Holder of an Cabin Crew Instructor Certificate with privileges to conduct flight instruction in an aircraft shall:

- (i) completed at least 1000 hrs of flight and 2 years experience as a Cabin Crew;
- (ii) completed at least 600 hours of flight and 18 mounts experience as a Senior Cabin Crew;
- (iii) completed *at least 200 hours of flight* as a Senior Cabin Crew on which type of aircraft for which instruction is to be given;
- (iv) have successfully completed a Cabin Crew Instructor Training Course;
- (v) passed an assessment of competence for the Instructor on that type of aircraft.

CC. 320. CCI Instructor Competencies and Assessment

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. Training programs including syllabi shall be approved by the GDCA of RA and specified in the Operations Manual;

b) The training course for the CCI shall be *at least 2 day*, divided into theoretical and practical training;

c) The GDCA should determine any further training required before presenting the candidate for the Instructor assessment of competence.

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d) The Training Programs should be include the training methods that take into account the following :

- 1) training should include the use of Cabin Training Devices, audio visual presentations, Computer - Based Training and other types of training, as most appropriate to the training element; *and*
- 2) a reasonable balance between the different training methods should be ensured so that the Cabin Crew Instructor achieves the level of proficiency necessary for a safe performance of all related cabin crew duties and responsibilities
- c) Cabin Crew Instructor shall be trained to achieve the following competences :
- Prepare resources;
- Create a climate conducive to learning;
- Present knowledge;
- Integrate Threat and Error Management (TEM) and Crew Resource Management (CRM);
- Manage time to achieve training objectives;
- Facilitate learning;
- Assess trainee performance;
- Monitor and review progress;
- Evaluate training sessions;
- Report outcome.

CC. 325. CCI Validity, Revalidation & Renewal of CC Instructor Certificates

Cabin Crew Instructor Rating / Certificates shall be valid for a period of 3 years.

a) For *Revalidation* of an CCI certificate the holder shall:

- 1) complete *at least* 1 *flight instruction* on the each aircraft type every year of validity of the CCI Rating / Certificate;
- 2) attend an instructor refresher seminar, within the 12 months preceding the expiry date of the CCI Rating / Certificate;
- 3) pass an assessment of competence, on the one of type of aircraft, within the 12 months preceding the expiry date of the CCI Rating / Certificate.
- **b**) **Renewal**. If the CCI certificate has lapsed, within period is not exceeding 12 mouth, the applicant shall :
 - 1) attend an instructor refresher seminar;
 - 2) pass an assessment of competence, according to (a)(3).
- c) If the CCI certificate has lapsed, and lapsed period exceeding 12 mouth, the applicant shall:
 - 1) attend an instructor refresher seminar;
 - 2) complete 1 flight instruction under supervision on the each aircraft type;
 - 3) pass an assessment of competence, according to (a)(3).

CC. 350. CCI. Operation on more than One Aircraft Type or Variant

- a) A Cabin Crew Instructor with the approval of the GDCA of RA shall be assigned to operate
- on 4 (four) aircraft types, if for at least 2 (two) of the types:
 - 1) safety and emergency equipment and type specific normal and emergency procedures are similar; *and*
- 2) non-type-specific normal and emergency procedures are identical

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Subpart CCE. CABIN CREW EXAMINER

CC. 400. CCE Examiner Rating / Certificates

a) General. Holders of an Examiner Rating / Certificate shall hold an Cabin Crew Attestation / Licence which they are authorized to conduct Flight Checks of competence and the privilege to instruct for them;

b) Special conditions:

1) In the case of introduction of new aircraft in the States of Armenia, when compliance with the requirements in *this Subpart* is not possible, the GDCA of RA may issue a specific certificate giving privileges for the conduct of Checks on the new aircraft type. Such a certificate shall be limited to the Flight Checks necessary for the introduction of the new type of aircraft and its validity shall not, in any case, exceed 2 years.

2) Holders of a certificate issued in accordance with (b)(1) who wish to apply for an examiner certificate shall comply with the prerequisites and revalidation requirements for that category of examiner.

CC. 405. CCE Privileges Conditions and Limitation of Privileges in case of Vested Interests

a) The privileges of an CCE for aircraft are to conduct:

- Theoretical Check / Examination for issue Cabin Crew Attestation / Licence.
- Flight Check for the initial issue, revalidation or renewal of the relevant type of aircraft;
- Assessments of competence for the issue, revalidation or renewal of a Cabin Crew Instructor Certificate in the applicable aeroplane type, provided that the Examiner has completed *at least 1 years* as a Cabin Crew Examiner.
- **b**) Examiners shall not conduct:
- 1) Check of competence of applicants for the issue of a licence or certificate :
- to whom they have provided flight instruction (familiarization) for the licence for which the Check of competence is being taken; *or*
- when they have been responsible for the recommendation for the Flight Check;
- c) Checks of competence whenever they feel that their objectivity may be affected.

CC. 410. CCE Prerequisites for Examiners

An applicant for an Cabin Crew Examiner Certificate shall hold Cabin Crew Instructor Certificate in the appropriate aircraft category.

Applicants for a CCE certificate for aircrafts shall :

- (1) have completed 1500 hours of flight time as a Cabin Crew, of which at least 1000 hours shall be as Senior CC and additionally have at least 1 year experience as Cabin Crew Instructor on applicable type of aeroplane;
- (2) for the initial issue of an Cabin Crew Examiner Certificate, have completed at least 30 hours of flight instruction as a Cabin Crew Instructor in the applicable type.
- (3) passed an assessment of competence for the Cabin Crew Examiner on that type of aircraft.

CC. 420. CCE Examiners Assessment of Competence

Applicants for an Examiner Rating / Certificate shall demonstrate their competence to an inspector from the GDCA of RA responsible for the Examiner's Certificate through the conduct of Flight Check of competence in the Examiner role for which privileges are sought, including briefing, conduct of the Check, and assessment of the person to whom the check is given, debriefing and recording documentation.

a) Applicants for an Examiner Rating / Certificate shall undertake a standardization course provided by GDCA of RA. The standardization course shall consist of theoretical and practical instruction and shall include, at least :

1) the conduct of 2 Flight Checks of competences for the Attestation, Rating or certificates for which the applicant seeks the privilege to conduct checks;

2) instruction on the applicable requirements in *this Part* and the applicable air operations requirements, the conduct of Checks of competence, and their documentation and reporting; 3) a briefing on the national administrative procedures, requirements for protection of personal data, liability, accident insurance and fees;

4) a briefing on the need to review and apply the items in (3) when conducting Checks of competence of an applicant for which the GDCA is not the same that issued the Examiner's Rating / Certificate; and

5) an instruction on how to get access to these national procedures and requirements of other competent authorities when needed.

b) Holders of an Examiner Rating / Certificate *shall not conduct Checks of competence* of an applicant for which the competent Authority is not the same that issued the Examiner's Rating / Certificate, unless they have reviewed the latest available information containing the relevant national procedures of the applicant's CAA:

1) they have informed the competent Authority of the applicant of *their intention to conduct the Check of competence* and of the scope of their privileges as Examiners;

2) they have received a briefing from the competent Authority of the applicant on the elements mentioned in (a)(3).

CC. 425. CCE Validity, Revalidation and Renewal of Examiner Certificates

a) Validity. An Examiner certificate shall be valid for 3 years.

b) Revalidation. An Examiner certificate shall be revalidated when the holder has, during the validity period of the certificate :

1) conducted at least 1 Flight Checks of competence on related type of aircraft every year;

2) attended an examiner refresher seminar provided by the GDCA of RA, during the last year of the validity period;

3) one of the Checks completed during the last year of the validity period in accordance with (1) shall have been assessed by an the GDCA of RA Inspector;

4) When the applicant for the revalidation holds privileges for more than one category of examiner, combined revalidation of all examiner privileges may be achieved when the applicant complies with the requirements in (b)(1) and (2) for one of the categories of examiner certificate held.

c) *Renewal.* If the certificate has expired, before they can resume the exercise of the privileges, applicants shall:

- 1) have completed at least 1 Flight Checks of competence on the one of related type of aircraft during last 12 month before renewal;
- 2) comply with the requirements of (b)(2);

CC. 430. CCE Conduct of Flight Checks of Competence

a) When conducting Flight Checks of competence, Examiners shall:

1) ensure that communication with the applicant can be established without language barriers;
 2) verify that the applicant complies with all the qualification, training and experience requirements in this Part for the issue, revalidation or renewal of the attestation / licence, or

certificate for which the check of competence is taken;

3) make the applicant aware of the consequences of providing incomplete, inaccurate or false information related to their training and flight experience.

b) After completion of the Flight Check, the Examiner shall:

1) inform the applicant of the result of the test. In the event of a partial pass or fail, the examiner shall inform the applicant that he/she may not exercise the privileges of the cabin crew duties until a full pass has been obtained. The examiner shall detail any further training requirement and explain the applicant's right of appeal;

(2) provide the applicant with a signed Check of competence Form and submit without delay copies of the Form to the GDCA Department, responsible for the applicant's attestation / licence. The Check Form shall include :

- (i) a declaration that the examiner has received information from the applicant regarding his / her experience and instruction, and found that experience and instruction complying with the applicable requirements in *this Part*;
- (ii) confirmation that all the required exercises have been completed, as well as information on the verbal theoretical knowledge examination, when applicable. If an item has been failed, the examiner shall record the reasons for this assessment;

- (iii) a declaration that the examiner has reviewed and applied the national procedures and requirements of the applicant's competent authority, if the competent authority responsible for the applicant's attestation / licence is not the same that issued the examiners certificate;
- (iv) a copy of the examiner certificate containing the scope of his / her privileges as examiner in the case of flight checks of competence of an applicant for which the competent authority is not the same that issued the examiner's certificate.

c) FOD shall maintain records for 5 years with details of Checks of competence performed and their results.