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տարածքային կառավարման և  
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ANNEX Part 3  
of order *09-N* of the  
Minister of Territorial  
Administration and Infrastructure  
of the Republic of Armenia by  
*August 09, 2024*

## CABIN CREW INSTRUCTOR/EXAMINER REGULATION



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## ANNEX I.CABIN CREW INSTRUCTOR (PART-CCI)

The information pertaining to Cabin Crew is comprehensively outlined [in the order N 3-N of the Minister of Territorial Administration and Infrastructure of RA, dated 11.02.2022 \(ARM-AIR-CREW\)](#). This regulatory document provides an extensive framework governing the roles, responsibilities, and operational standards expected of Cabin Crew members, thereby ensuring compliance with national and international aviation regulations (ICAO Doc 10002). The order serves as a critical reference point for the professional conduct, safety protocols, and service quality that Cabin Crew must adhere to, reflecting the broader objectives of maintaining high standards within the aviation industry in Armenia.

### CCI.1. 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 Annex;
  - (2) Ground instruction when he/she holds an Instructor Certificate appropriate to the instruction given, issued in accordance with this Annex.
- (b) Special conditions:
- (1) In the case of introduction of new aircraft in the Republic of Armenia, when compliance with the requirements in this Annex is not possible, the CAC 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.

### GM 1.CCI.1. 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, the CAC of RA needs the possibility to issue a specific Rating/Certificate that does not have to comply with the requirements established in this Annex. The CAC 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 Annex, but in any case it should not exceed the 3 years established in the rule.

## CCI.2. 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 a Cabin Crew Instructor Certificate with privileges to conduct flight instruction in an aircraft shall:

- (i) hold a valid flight attendant's license(attestation);
- (ii) have at least 2 (two) year of experience as operating Cabin Crew member;
- (iii) have at least 1 (one) year of experience as operating Senior Cabin Crew member;
- (iv) has a total of 1500 flight hours with at least 500 hours on a relevant aircraft type as a Senior Cabin Crew Member;
- (v) have successfully completed a Cabin Crew Instructor Training Course at the CAC RA recognized Training Center;
- (vi) be received Cabin Crew Inflight Proficiency Check under supervision of CCE (Cabin Crew Examiner) on at least two sectors of a flight.

Cabin Crew Instructor is authorized to:

- (1) Conduct a Cabin Crew-trainee aircraft familiarization visits, Cabin Crew – trainee familiarization flights and a Line Check;
- (2) Conduct a Cabin Crew, Senior Cabin Crew and a Cabin Crew Instructor (CCI) periodical Line Check;

In order to qualify as CCI the candidate shall present to the CAC of RA:

- (1) a copy of a valid flight attendant's License(attestation);
- (2) a copy of a valid medical certificate;
- (3) certificate of successful completion of the course of Cabin Crew Instructor training;
- (4) experience and flight hours verifying documentation;
- (5) Cabin Crew Inflight Proficiency Check Form.

## CCI.3. CCI INSTRUCTOR COMPETENCIES AND ASSESSMENT

- (a)** The CAC of RA provides 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 CAC of RA. Training programs including syllabi shall be approved by the CAC of RA and specified in the Operations Manual;

- (b)** The training course for the CCI shall be at least 2 days, divided into theoretical and practical training;
- (c)** The CAC of RA should determine any further training required before presenting the candidate for the Instructor assessment of competence.
- (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
- (e)** 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.

### GM 1.CCI.3. 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 CCI 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. The Training course is approved by Chair of CAC of RA.

#### CONTENT

The training should comprise:

- (a)** Theoretical training covering at least :
  - (i) the contents of ARM - AIR 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 in this regulation;
- (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 applicable 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 CAC 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 include 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 2 (two) 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:**
  - (3) Theoretical Knowledge: Classroom instruction techniques:
    - (i) use of training aids;
    - (ii) group lectures;
    - (iii) individual briefings;
    - (iv) student participation or discussion.
  - (4) 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:
    - (iii) the function of progress tests;
    - (iv) recall of knowledge;
    - (v) translation of knowledge into understanding; development of understanding into actions;
    - (vi) 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 :
- (i) flight or theoretical knowledge instruction records;
  - (ii) the flight and ground curriculum;
  - (iii) study material;
  - (iv) official forms;
  - (v) Cabin Crew Operations Manual;
  - (vi) 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 Annex. 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: 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.
- (8) cooperation with the cockpit crew :
  - (i) discipline, responsibilities and chain of command;
  - (ii) importance of coordination and communication;
  - (iii) pilot incapacitation.
- (9) review of Operator requirements and legal requirements:
  - (iv) passenger briefing, safety briefing cards;
  - (v) securing of galleys;
  - (vi) stowage of cabin baggage;

- (vii) electronic equipment;
- (viii) procedures when fuelling with passengers on board;
- (ix) turbulence;
- (x) documentation.
- (10) accident and incident reporting;
- (11) human factors and crew resource management ( CRM );
- (12) 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 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

- 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.

#### CCI.4. 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.
  - (4) present at the CAC of RA all the above mentioned documentation in the list c) ,except c(3) and and at least 2(two) Line Checks conducted by the candidate in the previous 12 months before the qualification expiration on the relevant aircraft types.
- (b)** Renewal. If the CCI certificate has lapsed, within period is not exceeding 12 month, the applicant shall:
  - (1) attend an instructor refresher seminar;
  - (2) present the full list of the documentation mention above.
  - (3) pass an assessment of competence, according to (a)(3) under CCE/CCI.
- (c)** If the CCI certificate has lapsed, and lapsed period exceeding more than 12 months, the applicant shall:
  - (1) attend an instructor refresher seminar;
  - (2) complete at least 1 flight instruction under supervision on the each aircraft type;
  - (3) pass an assessment of competence, according to (a)(3) under CCE;

#### CCI.5. 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 1. 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</b>	<b>Elements</b>	
<b>General</b>	<b>Principles</b>	
	Human Factors in Aviation;	In Depth
	General Instructions on CRM Principles and Objectives;	
	Human Performance and Limitations;	
	Error Prevention and Detection, Threat and Error Management.	
<b>Relevant to the Individual Cabin Crew Member</b>		
	Personality Awareness, Human Error and Reliability, Attitudes and Behaviours, Self - assessment and Self - critique;	In Depth
	Stress and Stress Management;	
	Fatigue and Vigilance;	
	Assertiveness; Situation Awareness, Information Acquisition & Processing.	
<b>Relevant to the entire Aircraft Crew</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;	Relevant to the type(s)
	Specifics Related to Aircraft Types ( narrow / wide bodies, single / multi deck ), Flight Crew & Cabin Crew composition and Number of Passengers.	
<b>Relevant to the Operator and the Organization ( principles )</b>		
	Operators Safety Culture and Company Culture, Standard Operating Procedures (SOPs ), 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.	

## CCI.6. OPERATION ON MORE THAN ONE AIRCRAFT TYPE OR VARIANT

A Cabin Crew Instructor with the approval of the CAC of RA shall be assigned to operate on 3 (three) 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.

## ANNEX II.CABIN CREW EXAMINER (PART-CCE)

### CCE.1. 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 Annex is not possible, the CAC 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.

The Cabin Crew Examiner is authorized to:

- (1) Conduct a company Training ,a Line Check and Recurrent line-check of a Cabin Crew-trainee, Cabin Crew and Senior Cabin Crew;
- (2) Conduct CCI Inflight Proficiency and Recurrent Check.

### GM 1.CCE.1. 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, CAC of RA needs the possibility to issue a specific Certificate that does not have to comply with the requirements established in this Annex. The CAC 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 Annex, but in any case it should not exceed the 3 years established in the rule.

### CCE.2. 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.

### CONFLICT OF INTERESTS

CCI and CCE may not perform their relevant duties stipulated in the paragraphs above considered a conflict of interest's takes place. Conflict of interests is considered the following:

- (1) CCE or CCI have has conducted a check of a candidate who received training by the same CCE and CCI in order to extend validation of the license or qualification training;
- (2) In case other circumstances stipulated by the Armenian legislation takes place which might affect the unbiased evaluation by the CCI or CCE.

### CCE.3. 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.

In order to qualify as CCE the candidate shall present in the CAC of RA the following:

- (a) A valid licence copy with relevant CA-Instructor remarks;
- (b) A valid Medical Examination certificate copy;
- (c) See point (1);
- (d) At least Two Line Checks performed by a candidate on a relevant aircraft type in the previous 12 months before the qualification expiration.

### CCE.4. CCE EXAMINER STANDARDIZATION

#### GENERAL

- (a) The CAC of RA provides 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 CAC of RA 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) examination duties included in this regulation;
  - (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 CAC of RA.

**CONTENT of the TEACHING and LEARNING INSTRUCTIONS  
(INSTRUCTIONALTECHNIQUES):**

- (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) 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.

## CCE.5. TERMINATION OF QUALIFICATION OR DISQUALIFICATION

### TERMINATION OF QUALIFICATION OR DISQUALIFICATION

CAC of RA is authorized to terminate qualification or disqualify CCE or CCI in case he or she:

- (1) Failed to follow standards, procedures and instructions when carrying out duties;
- (2) Has abused laid upon duties;
- (3) Has violated the Armenian Civil Aviation normative acts, requirements and laws;
- (4) Has failed to pass successfully any qualification check;
- (5) If any incident or accident has proved to be result of his/her improper performing of duties.

The CAC of RA shall notify CCE or CCI as well as the air operator of the termination or disqualification.

In such case, the individual may not be reinstated as CCI or CCE.

CAC of RA approved Inspector shall carry out inspections in order for the standards and requirements to be observed.

The CAC of RA may receive the above mentioned checks by the CCE or CCI holding a relevant qualification licence issued by another State recognized by the CAC of RA. The CC Instructor License is valid for 3 years.

## CCE.6. OPERATION ON MORE THAN ONE AIRCRAFT TYPE OR VARIANT

A Cabin Crew Examiner with the approval of the CAC of RA shall be assigned to operate on 3 (three) 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.

## APPENDIX I

The position of Senior Cabin Crew might have different title or name according to the operator (e.g. cabin crew leader, purser, CDC, lead flight attendant or onboard leader).

### CC.1 SENIOR CABIN CREW MEMBER

- (a) When more than one Cabin Crew member is required, the composition of the Cabin Crew shall include a Senior Cabin Crew member nominated by the Operator;
- (b) The Operator shall nominate Cabin Crew members to the position of Senior Cabin Crew member only if they:
  - (1) have at least 1 ( one ) year of experience as operating Cabin Crew member; and
  - (2) have successfully completed a Senior Cabin Crew Training Course and the associated Check.
- (c) The Senior Cabin Crew Training Course shall cover all duties and responsibilities of Senior Cabin Crew members and shall include at least the following elements:
  - (1) pre - flight briefing;
  - (2) cooperation with the crew;
  - (3) review of Operator requirements and legal requirements;
  - (4) accident and incident reporting;
  - (5) human factors and Crew Resource Management ( CRM ); and
  - (6) flight and duty time limitations and rest requirements.
- (d) The Senior Cabin Crew member shall be responsible to the Commander for the conduct and coordination of normal and emergency procedures specified in the Operations Manual, including for discontinuing non - safety - related duties for safety or security purposes ;
- (e) The Operator shall establish procedures to select the most appropriately qualified Cabin Crew member to act as Senior Cabin Crew member if the nominated Senior Cabin Crew member becomes unable to operate.

### GM1.CC.1 Senior Cabin Crew Member

#### TRAINING PROGRAMME

The Senior Cabin Crew member Training Course should at least cover the following elements:

- (a) Pre - flight Briefing:
  - (1) operating as a crew;
  - (2) allocation of cabin crew stations and responsibilities; and
  - (3) consideration of the particular flight, aircraft type, equipment, area and type of operation, including extended range operations with two - engine aeroplanes ( ETOPS ) and special categories of passengers with emphasis on passengers with disabilities or reduced mobility, infants and stretcher cases.
- (b) Cooperation within the Crew :
  - (1) discipline, responsibilities and chain of command;
  - (2) importance of coordination and communication; and
  - (3) pilot incapacitation.
- (c) Review of Operator Requirements and Legal Requirements:
  - (1) passenger briefing, safety briefing cards;

- (2) securing of galleys;
  - (3) stowage of cabin baggage;
  - (4) electronic equipment;
  - (5) procedures when fuelling with passengers on board;
  - (6) turbulence; and
  - (7) documentation.
- (d)** Accident and Incident Reporting;
- (e)** Human factors and CRM;
- (f)** Flight and Duty Time Limitations and Rest Requirements (FTL).

## APPENDIX II

### CSI.1. CABIN SAFETY INSPECTOR

#### CABIN SAFETY INSPECTOR

- (a) The role of the CSI includes, but is not limited to: developing and maintaining regulations, standards, guidance, policy and inspection criteria on issues relating to safety and emergency equipment on board passenger carrying aircraft, passenger safety-related operational procedures, design of tool kits based on incident, accident and surveillance data analysis, cabin crew training and cabin crew manuals.

A CSI is a qualified person authorized by the CAC of RA to carry out safety oversight and surveillance of the cabin safety-related aspects of civil air transport operations.

The CSI ensures the national Cabin Safety Programme is managed and implemented in accordance with national regulatory requirements and standards.

- (b) CSI, according to the processes as laid down in IHB, will review and ascertain that the submitted cabin crew training program include both the theoretical and practical training program inclusive of the following:
- Various operational activities of cabin crew on board
  - Duties and responsibilities of cabin crew
  - Aircraft Technical Type training
  - Aircraft Safety/Emergency Equipment-their quantity, location, operation and serviceability as per Checklist based on EEL
  - Safety Announcement & Demo and other related passenger safety information
  - Cabin Crew complement, assigned seats, each station duties, pre departure/take-off duties including the 3 Checklists(kept under each cabin crew jump seat) namely:
    - Checklist for procedures/actions to be taken in case of a bomb or suspicious object found on board or suspicious activity or security breaches in the passenger cabin
    - Checklist of standard operating procedures for operating cabin crew
    - Checklist of all safety/emergency equipment on board all aircraft as per EEL
  - Crew Coordination and 2-way crew communication
  - Aircraft and cabin- related security procedures
  - Both class-room based and simulated practical fire/wet/evac drill
  - Knowledge of Dangerous Goods Regulations and Transport of dangerous goods.
  - Annual/Recurrent training program and record on all the listed courses for inclusion and maintenance of Cabin Crew Competency Card
  - Periodical/Annual monitoring of the cabin crew training program/approved cabin crew instructor/trainer/examiner's performances.
  - Observations/recommendations for rectification/s, operator's compliance and record

#### CABIN SAFETY INSPECTOR QUALIFICATION

CAC of RA has set the following criteria as selection qualifications for cabin safety inspectors:

- valid flight attendant's license(attestation);
- minimum 8 years or more working experience as cabin crew;

- minimum 3 years or more working experience as cabin crew Instructor/Examiner;
- CSI Initial Training course;
- skill and experience on cabin crew supervision and cabin crew training.

In order to extend the validation of Cabin Safety Inspector's certificate qualification the candidate shall pass Recurrent training course, which should contain a review of the elements found in the initial course, along with a discussion of any new requirements or procedures that have been established in the previous few years. The length of recurrent classroom training courses should typically be 30% - 50% of the length for the initial course. Formal recurrent courses may be conducted in every 5 years.