European Union Aviation Safety Agency

Cabin Crew

Definition of ‘cabin crew’

What is the definition of ‘cabin crew member’?

Answer

Reference: Commission Regulation (EU) No 1178/2011 Aircrew, Article 2 ‘Definitions’.

Article 2 ‘Definitions’ defines ‘cabin crew member’ as follows:
Reference: Commission Regulation (EU) No 1178/2011 Aircrew, Article 2 ‘Definitions’.

Article 2 ‘Definitions’ defines ‘cabin crew member’ as follows:

(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;

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Link:
https://www.easa.europa.eu/en/faq/19130

Does the definition of ‘aircrew’ include cabin crew members?

Answer

Reference: Commission Regulation (EU) No 1178/2011 Aircrew, Article 2 ‘Definitions’.

Yes, the definition of ‘aircrew’ includes a cabin crew member as well.

Article 2 ‘Definitions’ defines ‘aircrew’ as follows:

(12) “Aircrew” means flight crew and cabin crew;

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https://www.easa.europa.eu/en/faq/124099

Medical fitness

Is Cabin Crew Member required to carry his/her medical certificate when on duty?

Answer

Reference: Regulation (EU) No 1178/2011 Aircrew, Annex IV Part-MED and ED Decision 2011/015/R are available on EASA website.

EU legislation does not contain any provisions on the carriage of a medical report when on duty. MED.C.030(a)(2) requires cabin crew members to provide the related information of their medical report or the copy of their medical report to the operator(s) employing their services. MED.C.030(b) requires the cabin crew medical report to indicate the date of the aero-medical assessment, whether the cabin crew member has been assessed fit or unfit, the date of the next aero-medical assessment and, if applicable, any limitation(s). Any other elements shall be subject to medical confidentiality in accordance with MED.A.015.

Cabin crew members are encouraged to carry their medical report or a copy while on duty to attest their medical fitness and limitation(s). The operator may also have procedures in place through which a cabin crew member's medical report can be readily available upon request by a competent authority.

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Decrease of medical fitness and an 'unfit' medical report.

Answer

Reference: Regulation (EU) No 1178/2011 Aircrew, Annex IV Part-MED and ED Decision 2011/015/R are available on EASA website.

In case of a decrease in cabin crew member's medical fitness, the cabin crew member shall, without undue delay, seek the advice of an aero-medical examiner or aero-medical centre or,

where allowed by the Member State, an occupational health medical practitioner who will assess the medical fitness of the individual and decide if the cabin crew member is fit to resume his/her duties.

In case a cabin crew member has been assessed as ‘unfit’, the cabin crew member has the right of a secondary review. The cabin crew member shall not perform duties on an aircraft and shall not exercise the privileges of their cabin crew attestation until assessed as ‘fit’ again.

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Where can I find the EU medical requirements for Cabin Crew?

Answer

References:

Regulation (EU) No 1178/2011 Aircrew, Annex IV Part-MED.

ED Decision 2011/015/R containing AMC and GM.
All the referenced regulations are available on EASA website.

NOTE: This FAQ only provides an overview of the area-content covered by the individual Subparts A, C and D of the Reg. 1178/2011. The medical requirements for cabin crew are extensive in text, therefore to find the exact aspect you are looking for, you need to look through the respective Subpart of the Reg. 1178/2011, Annex IV Part-MED and the related AMC and GM (ED Decision 2011/015/R).

Regulation (EU) No 1178/2011 - Annex IV - Part-MED: https://www.easa.europa.eu/document-library/regulations/commission-regulation-eu-no-11782011

- Subpart A, Section 1: scope, definitions, decrease in medical fitness, obligations of doctors who conduct aero-medical assessments of cabin crew, etc.
- Subpart C (all): requirements for medical fitness of cabin crew
- Subpart D, Section 1: aero-medical examiners (AEM)
- Subpart D, Section 3: occupational health medical practitioners (OHMP); requirements for doctors who conduct aero-medical assessments of cabin crew

ED Decision 2011/015/R contains acceptable means of compliance (AMC) and guidance

material (GM) which complement the rules. The AMC and GM specify the detailed medical conditions and the related medical examinations or investigations:
https://www.easa.europa.eu/document-library/agency-decisions/ed-decision-2011015r

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Practical ‘raft’ training

Why does Initial training under Part-CC require practical ‘raft’ training even if the operator’s aircraft is not equipped with slide rafts or life rafts?

Answer

Reference: Regulation (EU) No 1178/2011 Aircrew as amended by Regulation (EU) No 290/2012 Part-CC available on EASA website.

Under EU-OPS, practical training on the use of rafts was required during Initial training. EU-OPS was a regulation directed, and applicable, to operators, therefore, an operator could provide raft training only when a cabin crew member was to actually operate on the operator’s aeroplane fitted with rafts or similar equipment. The training was conducted with that operator’s specific equipment/rafts.

The Initial training under Regulation (EU) No 1178/2011, Part CC is no longer ‘operator-related’, it is generic, therefore, the practical training on rafts or similar equipment and an actual practice in water are not specific to an operator’s equipment.

CCA holders, when recruited by an operator, are expected to have the ability to perform all types of cabin crew duties, including ditching related duties in water. Part-CC Cabin Crew Attestation (CCA) is issued for a life time and is recognised across all EU. Unlike the EU OPS Attestation, the CCA is subject to validity to attest the competence of the individual cabin crew member. This is foreseen in the Basic Regulation (Regulation (EU) 2018/1139) taking into account the increasing mobility of personnel in the aviation industry and the need to harmonise cabin crew qualifications.

An operator may be granted an approval to provide Part-CC Initial training and to issue the CCA (entitled to a mutual recognition as described above). That operator no longer acts as an operator training only its own cabin crew for its specific operations. That operator acts as a

training organisation training future cabin crew who, in their life time, may also operate with other operators and in other Member States.

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Instructor and Examiner being the same person – conflict of interest

Instructor who provided any topic of the Initial training should not act as Examiner to avoid conflict of interest. What about small operators / cabin crew training organisations employing only one ground Instructor, for example to cover dangerous goods or aero-medical aspects and first aid?

Answer

Reference: Regulation (EU) No 1178/2011 Aircrew and ED Decision 2012/006/R are available on EASA website.

ED Decision 2012/006/R, AMC1 ARA.CC.200(b)(2) clarifies that in such cases, the operator/training organisation establishes procedures to avoid situations that could lead to a conflict of interest, e.g. where an Instructor has to check/evaluate the proficiency of the trainee he/she has trained.
The qualifications of Instructors/Trainers, as well as of Examiners, are not defined at EU level, and remain to be defined by each Member State. Therefore, only the Competent Authorities may assess, when approving the training and checking programmes of the operator/training organisation, if the procedures can ensure that the objective of the rule is met.

AMC1 ARA.CC.200(b)(2) Approval of organisations to provide cabin crew training or to issue cabin crew attestations
PERSONNEL CONDUCTING EXAMINATIONS
For any element being examined for the issue of a cabin crew attestation as required in Part CC, the person who delivered the associated training or instruction should not also conduct the examination. However, if the organisation has appropriate procedures in place to avoid conflict

of interest regarding the conduct of the examination and/or the results, this restriction need not apply.

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https://www.easa.europa.eu/en/faq/45828

Cabin Crew Attestation

My Cabin Crew Attestation was issued in EU Member State A. I would like to join an operator in EU Member State B. Is my Cabin Crew Attestation recognised in EU Member State B?

Answer

References:
Regulation (EU) 2018/1139 New Basic Regulation.
Regulation (EU) No 1178/2011 Aircrew.
Regulation (EU) No 290/2012 amended by Regulation (EU) No 2015/445 and Regulation (EU) No 245/2014.
All the referenced regulations are available on EASA website.

EU cabin crew member must hold a Cabin Crew Attestation compliant with the rules established by the Regulation (EU) No 1178/2011, as amended by Regulation (EU) No 290/2012, Regulation (EU) No 2015/445 and Regulation (EU) No 245/2014:

https://www.easa.europa.eu/document-library/regulations/commission-regulation-eu-no-11782011

Cabin Crew Attestation issued in one EU Member State, or in EASA Member State, is valid and recognised in all EU Member States without further requirements or evaluation. Each cabin crew member can benefit from a free working movement amongst the EU operators/Member States.
The mutual recognition is established by Regulation (EU) 2018/1139 New Basic Regulation, in Article 67 and Article 3, paragraph (12) and (9).

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Link:
https://www.easa.europa.eu/en/faq/69990

My cabin crew qualification document was issued in a country that is not a member of the European Union and is not an EASA Member State either. Is my cabin crew qualification document recognised in the European Union?

Answer

References:
Regulation (EU) 2018/1139 New Basic Regulation.
Regulation (EU) No 1178/2011 Aircrew.
Regulation (EU) No 290/2012 amended by Regulation (EU) No 2015/445 and Regulation (EU) No 245/2014.
All the referenced regulations are available on EASA website.

No, the document is not recognised in the European Union. EU cabin crew member must hold a Cabin Crew Attestation compliant with the rules established by the Regulation (EU) No 1178/2011, as amended by Regulation (EU) No 290/2012, Regulation (EU) No 2015/445 and Regulation (EU) No 245/2014:
https://www.easa.europa.eu/document-library/regulations/commission-regulation-eu-no-11782011

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Fire and smoke training

What are the requirements for cabin crew fire/smoke training?

Answer

References: (all are available on EASA website)
Regulation (EU) No 1178/2011 Aircrew as amended by Regulation (EU) No 290/2012.
Regulation (EU) No 965/2012 Air Operations.
ED Decision 2014/017/R containing AMC and GM to the rules.

NOTE: The requirements on fire and smoke training are extensive in text, therefore to have a better view and understanding, this FAQ should be read together with the rule text. The relevant rule reference is included in each line (type of training) below.

1. Initial training:

- CC.TRA.220 Initial training course and examination
- Appendix 1 to Part-CC Initial training course and examination / Training programme; Point 8 on Fire and Smoke training
  Reference: Regulation (EU) No 290/2012, Annex V Part-CC.

2. Aircraft type training:

- ORO.CC.125 Aircraft type specific and operator conversion training
  Reference: Regulation (EU) No 965/2012
- AMC1 ORO.CC.125(c) and AMC1 ORO.CC.125(d) containing a training programme for aircraft type specific training and operator conversion training respectively
  Reference: ED Decision 2014/017/R

3. Recurrent training:

- ORO.CC.140 Recurrent training
  Reference: Regulation (EU) No 965/2012
- AMC1 ORO.CC.140 Recurrent training
  Reference: ED Decision 2014/017/R

4. Refresher training:

- ORO.CC.145 Refresher training
  Reference: Regulation (EU) No 965/2012

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https://www.easa.europa.eu/en/faq/45824

What is the content of fire and smoke training during the Initial training ?

Answer

Reference: Regulation (EU) No 1178/2011 Aircrew as amended by Regulation (EU) No 290/2012, see Annex V ‘Part-CC’ and Appendix I to Part-CC.

Each applicant for a Cabin Crew Attestation shall undergo the Initial training and examination specified in the above referenced regulation. Please, refer to the point 8. Fire and smoke

training, which shall cover the following elements:
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.

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Language proficiency

Is there any requirement on cabin crew member(s) communication with passengers in a certain language?

Answer

Reference: Regulation (EU) No 965/2012 Air Operations, Annex III (Part-ORO) and Annex IV (Part-CAT) is available on EASA website.

There is no EU (or ICAO requirement) that cabin crew members must speak English. It is a general practice that cabin crew members do speak English to facilitate the communication in the aviation industry. The operator defines what languages its cabin crew members must be able to speak and at what level.

Regulation (EU) No 965/2012 specifies the following two requirements:

- The operator shall ensure that all personnel are able to understand the language in which those parts of the Operations Manual, which pertain to their duties and responsibilities, are

written (ORO.MLR.100(k)), and

- The operator shall ensure that all crew members can communicate with each other in a common language (CAT.GEN.MPA.120).
  There is no EU (or ICAO) requirement for a specific language regarding cabin crew communication with passengers. It must be noted that it is difficult, if not impossible, to mandate the 'required' languages to be used on board with regard to communication with passengers, as this differs on daily basis from a flight to flight. For example, a German airline has a flight departing from Frankfurt to Madrid and it is assumed that the cabin crew members speak German since they work for a German operator. In addition, they may speak English if the operator selected this language as a criterion. The passenger profile may, however, be such that these languages are not 'desired' on this flight as passengers do not necessarily speak or understand any of the two languages (passengers may be e.g. Russian, Chinese, Iranian, Indian, Pakistani, Polish, Finnish, Croatian, Hungarian, Bulgarian, Czech, Slovak, etc., or there is a large group of e.g. Japanese tourists).

  Regulation (EU) No 965/2012 mandates the operator to ensure that briefings and demonstrations related to safety are provided to passengers in a form that facilitates the application of the procedures applicable in case of an emergency and that passengers are provided with a safety briefing card on which picture type-instructions indicate the operation of emergency equipment and exits likely to be used by passengers. It is therefore the operator's responsibility to choose the languages to be used on its flights, which may vary depending on the destination or a known passenger profile. It is also a practice of some operators to employ 'language speakers', i.e. cabin crew members speaking certain languages, who mainly operate their language-desired route(s).

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https://www.easa.europa.eu/en/faq/45819

Do cabin crew members have to be able to speak English to obtain their Cabin Crew Attestation?

Answer

Reference: Regulation (EU) No 965/2012 Air Operations, Annex III (Part-ORO) and Annex IV (Part-CAT) is available on EASA website.

There is no EU (or ICAO requirement) that cabin crew members must speak English. It is a general practice that cabin crew members do speak English to facilitate the communication in the aviation industry. The operator defines what languages its cabin crew members must be able to speak and at what level.

Regulation (EU) No 965/2012 specifies the following two requirements:

- The operator shall ensure that all personnel are able to understand the language in which those parts of the Operations Manual, which pertain to their duties and responsibilities, are written (ORO.MLR.100(k)), and
- The operator shall ensure that all crew members can communicate with each other in a common language (CAT.GEN.MPA.120).
  There is no EU (or ICAO) requirement for a specific language regarding cabin crew communication with passengers. It must be noted that it is difficult, if not impossible, to mandate the 'required' languages to be used on board with regard to communication with passengers, as this differs on daily basis from a flight to flight. For example, a German airline has a flight departing from Frankfurt to Madrid and it is assumed that the cabin crew members speak German since they work for a German operator. In addition, they may speak English if the operator selected this language as a criterion. The passenger profile may, however, be such that these languages are not 'desired' on this flight as passengers do not necessarily speak or understand any of the two languages (passengers may be e.g. Russian, Chinese, Iranian, Indian, Pakistani, Polish, Finnish, Croatian, Hungarian, Bulgarian, Czech, Slovak, etc., or there is a large group of e.g. Japanese tourists).

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Aircraft type training

Do I have to undergo Aircraft type specific training and operator conversion training with every new operator I join if I am already qualified on that aircraft type?

Answer

Reference: Regulation (EU) No 965/2012 Air Operations, Annex III (Part ORO) is available on EASA website.

Aircraft type specific training and operator conversion training is not transferable from one operator to another as each operator may have its own customised aircraft cabin configurations incl. differences in safety and emergency equipment and standard operating and emergency procedures. Therefore, as required by ORO.CC.125, cabin crew members must complete Aircraft type specific training and operator conversion training before being assigned to operate on the operator's aircraft.

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https://www.easa.europa.eu/en/faq/45826

Can a cabin crew training organisation (CCTO) provide Aircraft type specific training and operator conversion training?

Answer

Reference: Regulation (EU) No 965/2012 Air Operations, Annex III (Part ORO) is available on EASA website.

Aircraft type specific training and operator conversion training is a requirement directed to operators as specified in ORO.GEN.005, therefore the operator is responsible for this training. However, an operator may contract out some activities (e.g. training) as specified in ORO.GEN.205 complemented by AMC1 ORO.GEN.205 and GM1 ORO.GEN.205 and GM2 ORO.GEN.205. Therefore, CCTO can only provide Aircraft type specific training and operator conversion training if contracted by an operator to do so. The operator remains responsible for this training and for the competence of its cabin crew.

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Reduction of cabin crew during ground operations

Do the evacuation procedures with a reduced number of required cabin crew during ground operations or in unforeseen circumstances require prior endorsement?

Answer

Reference: Regulation (EU) No 965/2012 Air Operations and the associated ED Decisions are available on EASA website.

The minimum number of cabin crew for an aircraft type, as determined by certification and approved by EASA, is stated on the Type Certification Data Sheet. The minimum number of cabin crew and the evacuation procedures form part of the Operations Manual. Reducing the minimum cabin crew is a deviation from the required minimum number and requires close monitoring. Changes to evacuation procedures with a reduced number of cabin crew are required to be acceptable to the Competent Authority.
The minimum number of cabin crew required in the passenger compartment may be reduced under conditions stated in ORO.CC.205 incl. AMC1 ORO.CC.205 (c)(1). Procedures must be established in the operations manual; it has to be ensured that an equivalent level of safety is achieved with the reduced number of cabin crew, in particular for evacuation of passengers.

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Minimum required cabin crew

Determination of the minimum required number of cabin crew on an aircraft

Answer

***NOTE**: The purpose of this FAQ is to explain how the operator and the Competent Authority (National Aviation Authority) conclude the minimum number of cabin crew required on the operator's aircraft. This FAQ does not provide specific numbers for aircraft types or individual aircraft. The minimum number of cabin crew may vary on each aircraft, depending on the certification history of that aircraft. To learn the minimum number of cabin crew on your aircraft, please, consult your Competent Authority. To have a better view and understanding of the explanation below, this FAQ should be read together with the rule ORO.CC.100 (Regulation (EU) No 965/2012 on air operations).*

Minimum number of cabin crew is established during the certification process of the aircraft and this number must be clearly written in the certification documentation (reference: EASA Certification Memorandum CM-CS-008, issued on 03 July 2017). The 'certification documentation' is the Type Certificate Data Sheet (TCDS) or the Supplemental Type Certificate (STC).

Therefore, in order to establish the minimum number of cabin crew on the operator's aircraft, as specified in ORO.CC.100(b)(1) of Regulation (EU) No 965/2012, the operator/National Aviation Authority must check the aircraft certification documentation and apply the number written in the certification documentation.

However, historically, not all aircraft had the number of minimum cabin crew written in the certification documentation, or even established during the certification process. In this case, the operator may use the calculation method specified in ORO.CC.100(b)(2) of Regulation (EU) No 965/2012.

In summary:
Certification documentation of the operator's aircraft issued:

1. **Before 3rd July 2017**: if the certification documentation does not include the number of minimum cabin crew or the number has not been established for the aircraft, you may apply the calculation method specified in ORO.CC.100(b)(2)).
2. **After 3rd July 2017**: you must apply the number of minimum cabin crew specified in the certification documentation in accordance with the rule ORO.CC.100(b)(1).

Background information:
The development stage of Regulation (EU) No 965/2012 ('AIR OPS') initially did not include the paragraph (b)(2) in ORO.CC.100, i.e. the '1 per 50' calculation. This inclusion was done last minute and it resulted in the overall lack of clarity of ORO.CC.100(b). To help with the implementation, EASA published Safety Information Bulletin (SIB) 2014-29, which provided detailed information on how to comply with ORO.CC.100. The SIB was supported by the EU

Members States, however resulted in a strong opposition by EU operators. As a result, discussions were held in 2015 between EASA and IATA/IACA on the application of ORO.CC.100(b), i.e. how to establish the minimum required number of cabin crew. As an outcome of these discussions, on 7th December 2015 EASA communicated to the stakeholders the 'EASA conclusions following the consultation on the proposed Certification Memo and Safety Information Bulletin on minimum cabin crew for twin-aisle aeroplanes'.

On 3rd July 2017, EASA published the above-mentioned Certification Memorandum EASA-CM-CS-008. This document clarifies to aircraft manufacturers and design organisations that the number of cabin crew assumed in their evacuation certification activity must be clearly stated in their documentation. Following the publication of this Certification Memorandum, the TCDSs have been amended to include the minimum number of cabin crew. Some aircraft manufacturers have amended their TCDSs even before the publication of this Certification Memorandum.

There may be cases where the minimum number of cabin crew for the operator's aircraft will be different (e.g. lower) than the number written in the TCDS. Such a change must be approved by EASA and such an aircraft will hold a Supplemental Type Certificate. STC means that it was demonstrated that the aircraft cabin configuration used by the operator is compliant with the applicable certification specifications with a lower number of cabin crew members than the number specified in the TCDS. If the operator's aircraft holds a STC, the number of minimum cabin crew written in the STC will be applicable to that aircraft.

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Working for multiple operators

I work for Operator A and have short/long-term contract(s) with Operator B. What training do I require when I return back to Operator A after the completion of my short/long-term contract with Operator B?

Answer

Ref.: Regulation (EU) No 965/2012 Air Operations, Annex III (Part-ORO) is available on EASA website.

When joining Operator B, the cabin crew member undergoes the Aircraft type specific and operator conversion training & Familiarisation.

When returning to Operator A (after completing the short/long-term contract with Operator B) the options are:

- No training is required, provided the cabin crew member's recency is within the validity of the Recurrent training and the cabin crew member has operated on Operator A aircraft type during the last 6 months.
- Recurrent training if the validity is about to expire.
- Refresher training, provided the cabin crew member has not operated on Operator A aircraft type for more than 6 months.
- Refresher training, if Operator A considers this training to be necessary due to complex equipment or procedures for the cabin crew member who has been absent from flying duties for less than 6 months.
- Aircraft type specific and operator conversion training & Familiarisation if the validity of the Recurrent training has expired.

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