European Union Aviation Safety Agency

Cabin Crew Recurrent Training

Guidelines in relation to the COVID-19 pandemic

Issue no.:   **01**

Date: 13.11.2020

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Revision record

Issue	Date of issue	Summary of changes
01	13.11.2020	Initial issue

Change Revision Summary

Paragraph no.	Description of change
N/A	N/A

1.   Glossary

Please refer to the EASA 'Guidance for allowing virtual classroom instruction and distance learning' and to Regulation (EU) No 965/2012.

2.   Purpose of these Guidelines

The outbreak of the COVID-19 pandemic is having a significant effect on aviation including cabin crew training and its validity. The majority of the European Union (EU) member states (MS) applied the flexibility provision as per the EASA Template 1 and Template 1a and its guidance as an immediate reaction and temporary solution to the pandemic.

The pandemic has resulted in a closure of training centres or operation of training centres at low capacities, due to health restrictions and social distancing requirements. This is affecting operators who have no access to training facilities that they would otherwise rent from other operators or training providers. The number of crew being trained, compared to non-pandemic circumstances, is lower. Operators will likely experience a backlog in training and may not be able to train their crew with the traditional classroom method used pre-COVID-19. Cabin crew training faces a 'new normal', during which the standard conduct of training may not be possible, and temporary compliance needs to be achieved in an alternative way.

Therefore, EASA has developed these guidelines to address the conduct of cabin crew recurrent training during the COVID-19 pandemic. These guidelines are not intended to change the existing regulatory requirements. The current situation is to be considered as temporary and these guidelines as possible training methods that are required for the duration of the pandemic.

3.   Scope

Commission Regulation (EU) No 965/2012 of 5 October 2012 laying down technical requirements and administrative procedures related to air operations pursuant to Regulation (EC) No 216/2008 of the European Parliament and of the Council – cabin crew recurrent training (ORO.CC.140, AMC1 ORO.CC.140).

4.   Conduct of training

Whilst the conduct of theoretical training can be achieved by the use of digital technologies, the impact on the conduct of practical training, where crew members obtain the required level of intended knowledge, practice and physical experience, is considered to be higher. Due to health and gathering restrictions in individual MSs or due to lack of individual operators' training resources, practical training might need to be postponed.

If required, national competent authorities (NCAs) may consider granting repetitive exemption with a total duration exceeding eight months on a case-by-case basis by following the EASA relevant guidelines.

Guideline Table 1 'Cabin Crew Recurrent Training' contains a variety of training methods for recurrent training elements. It also provides options and flexibility to help operators to achieve compliance while maintaining an acceptable safety level. The column 'Training and checking methods – mitigation measures' does not imply that all options in each individual requirement are to be applied by the operator. The operator can select the suitable option(s) in each training requirement, according to its circumstances. When using actual aircraft/real classroom/mock-up/simulator/equipment in crew/briefing rooms, the applicable gathering/health and protection aspects should be observed.

In order to maintain compliance with ORO.CC.140 during COVID-19:

1. Theoretical training elements should be conducted with the use of training methods as enumerated in the Table 1.

2. Practical training elements, requiring cabin crew individual operation, handling or donning, that cannot be addressed in the COVID-19 circumstances, should be considered in the context of flexibility provisions under the Regulation (EU) 2018/1139. Consideration should be given on a case-by-case basis, i.e. operators having the possibility to conduct the practical training should continue to do so.

3. If the training referred to in point 2 cannot be performed, the training element still should be included in the theoretical training as a mitigating action and refresher of knowledge by instructor and cabin crew member discussions, videos, CBT or any other means as indicated in Table 1.

In accordance with the Regulation (EU) No 965/2012 ARO.GEN.330 and ORO.CC.215(a), all changes to the training programmes shall be approved by the NCA before the beginning of the training. Therefore, air operators should submit the amended cabin crew recurrent training programme to their NCA for approval prior to implementing different training methods as per Table 1. This can be done in conjunction with the exemption approval process, where exemption is required.

All training should be documented with evidence that every cabin crew member has completed each stage of training and checking.

4.1 Practical training

It is possible to conduct some practical training with the use of the training methods as listed in the Table 1. However, the conduct of other parts of practical training may be subject to exemption request.

Practical training on exit operation in a normal mode, i.e. opening/closing and arming/disarming can be continued to be conducted and should not fall under the flexibility provisions unless not reasonably achievable. Normal exit operation is a part of each flight in daily operations, hence can be performed on an actual aircraft if the operator does not have a door trainer or access to the relevant training facility. Operators, who have bases in various countries but conduct recurrent training only in one, may consider delegating the oversight of this training item (i.e. opening/closing/arming/disarming) to a personnel other than instructors (e.g. SCCM or the Commander, or the type-rated cabin maintenance personnel present at the relevant base), provided they have received the relevant training and instructions and are appropriately qualified for the training subject they are covering. The use of cabin crew instructors should prevail; the use of other personnel that are appropriately qualified should only be consider in an emergency if instructors are not available and only during the Covid-19 pandemic.

4.2 Use of aircraft for training

1. 'Actual aircraft' represents an aircraft in a suitable position for training purposes. For example, where relevant, training can be conducted when an aircraft is parked in a hangar or during planned maintenance activities, provided the operator permits access of trainees to that aircraft and the national health authorities allow this practice.

2. Training on flight crew compartment window: demonstration of the operation of a flight crew compartment window can be conducted in an aircraft during normal operations under the

supervision of a qualified personnel (e.g. Commander or the First Officer, or the type-rated maintenance personnel).

3. For safety reasons, demonstration of handling of emergency equipment should not be conducted in an aircraft during normal operations (e.g. pre-flight, in-flight or in transit). If possible for the operator, the training can be conducted during a planned maintenance activity related to the deployment of this equipment (e.g. slide-raft, life-raft, etc.).

4.3   Actual tool versus digital tools

The use of actual tools (aircraft/real classroom/mock-up/simulator/equipment) should always be the option 1 for the conduct of cabin crew recurrent training. Digital tools tend to complement training today, and preferably should not be used as the sole means when a higher-level desired tool (e.g. aircraft, mock-up/simulator, classroom, etc.) is available and can be used. The particular training element conducted 'by alternative methods' has to be justified and a reasonable balance between the different training methods has to be maintained.

Even if these guidelines provides examples of different available training methods for theoretical training of specific training elements, it does not mean that it is not required for the air operator to consider also practical training where appropriate and feasible.

5.   **Checking**

The operator should ensure that during or following completion of the cabin crew recurrent training each cabin crew member undergoes a check covering all training elements, except for crew resource management training. The operator may consider delegating this task to a personnel other than cabin crew instructor (e.g. SCCM, or the Commander or the type-rated cabin maintenance personnel present at the relevant base), provided that this personnel has received the relevant training and instructions and are appropriately qualified for the training subject they are checking. The use of cabin crew instructors should prevail; the use of other personnel that are appropriately qualified should only be consider in an emergency if instructors are not available and only during the Covid-19 pandemic.

Special attention should be paid to checking methods used ensuring that cabin crew members achieve and maintain an adequate level of proficiency. As an example, Computer Based Training (CBT) alone might be sufficient as a training method for a specific training element, whereas the operator should make sure that it is interactive or complemented by an interactive Virtual classroom or even actual aircraft for the cabin crew member's competency check.

6.   **Conclusions**

These guidelines constitute a base for the MS, air operators and EASA as a solution to address the training and compliance needs during the pandemic period. Essential components of these guidelines include pragmatism, common sense, creativity, risk based situation management and the good will of working together towards achieving the best possible safety outcomes while ensuring that deviations from the accustomed norms result in the same standards of crew training.

7. Table 1 – Cabin Crew Recurrent Training

Ref			Text	Training and checking methods – mitigation measures
			ORO.CC.140	
(a)			Each cabin crew member shall complete annually recurrent training and checking.	x
(b)			Recurrent training shall cover the actions assigned to each member of the cabin crew in normal and emergency procedures and drills relevant to each aircraft type and/or variant to be operated.	x
(c)			Aircraft type specific training elements:	x
	(1)		Recurrent training shall include annually touch-drills by each cabin crew member for simulating the operation of each type or variant of normal and emergency doors and exits for passenger evacuation.	Actual aircraft; Mock-up/Simulator; Real classroom with representative images of exits; Computer Based Training (CBT); Web Based Training; Virtual Reality Training.
	(2)		Recurrent training shall also include at intervals not exceeding three years:	x
		(i)	operation and actual opening by each cabin crew member, in a representative training device or in the actual aircraft, of each type or variant of normal and emergency exits in the normal and emergency modes;	Actual aircraft or representative training device. *Note: AMC1 ORO.CC.140 (b)(1) should be followed.* *Mitigating actions when exempted under Regulation (EU) 2018/1139 Article 71:* Real classroom with representative images of exits; Virtual classroom; video; CBT; Web Based Training; Virtual Reality Training.

		(ii)	actual operation by each cabin crew member, in a representative training device or in the actual aircraft, of the flight crew compartment security door, in both normal and emergency modes,	Actual aircraft or representative training device. *Mitigating actions when exempted under Regulation (EU) 2018/1139 Article 71:* Real classroom with representative images of flight crew compartment door; Virtual classroom; video; CBT; Web Based Training; Virtual Reality Training.
			and of the seat and restraint system,	Actual aircraft or representative training device. *Mitigating actions when exempted under Regulation (EU) 2018/1139 Article 71*: Real classroom; Virtual classroom; video; CBT; Web Based Training; Virtual Reality Training.
			and a practical demonstration of the oxygen system equipment relevant to pilot incapacitation;	Actual aircraft; Representative training device (Mock-up/Simulator); Real classroom; Virtual classroom (presentation); Video; CBT; Web Based Training; Virtual Reality Training.
		(iii)	demonstration of the operation of all other exits including the flight crew compartment windows; and	Actual aircraft; Mock-up/Simulator; Real classroom; Virtual classroom (presentation); Video; CBT; Web Based Training; Virtual Reality Training.
		(iv)	demonstration of the use of the life-raft, or slide raft, where fitted.	Actual aircraft; Mock-up/Simulator; Real classroom; Virtual classroom (presentation); Video; CBT; Web Based Training; Virtual Reality Training.
d)			Operator specific training elements:	x
	(1)		Recurrent training shall include annually: by each cabin crew member:	x

		(i)	**(A)** location and handling of all safety and emergency equipment installed or carried on board; and	*Location* – Real classroom; Equipment in crew/briefing rooms; Virtual classroom; Video; Presentation; Location diagrams; CBT; Web Based Training; Virtual Reality Training.
				Handling – Handling of the equipment in Real classroom; Crew/Briefing rooms in combination with Presentation/Virtual classroom/Video/CBT/Web Based Training; Virtual Reality Training in combination with Presentation.
				'Handling' mitigating actions when exempted under Regulation (EU) 2018/1139 Article 71: Virtual classroom; Video; CBT; Web Based Training; Virtual Reality Training.
			(B) the donning of life-jackets, portable oxygen and protective breathing equipment (PBE);	Real classroom; Donning of the equipment in Crew/Briefing rooms
				Mitigating actions when exempted under Regulation (EU) 2018/1139 Article 71: Virtual classroom; video; CBT; Web Based Training; Virtual Reality Training; donning of equipment on a mannequin.
		(ii)	stowage of articles in the passenger compartment;	Actual aircraft; Mock-up/Simulator; Real classroom; Virtual classroom; Video; CBT; Web Based Training; Virtual Reality Training.
		(iii)	procedures related to aircraft surface contamination;	Actual aircraft; Mock-up/Simulator; Real classroom; Virtual classroom; Video; CBT; Web Based Training; Virtual Reality Training.
		(iv)	emergency procedures;	Actual aircraft; Mock-up/Simulator; Real classroom; Virtual classroom; Video; CBT; Web Based Training; Virtual Reality Training.
		(v)	evacuation procedures;	Actual aircraft; Mock-up/Simulator; Real classroom; Virtual classroom; Video; CBT; Web Based Training; Virtual Reality Training.

		(vi)	incident and accident review;	Real classroom; Virtual classroom; Video; CBT; Web Based Training; Virtual Reality Training.
		(vii)	crew resource management;	Real classroom and/or Virtual classroom - combined CC and FC; CBT and/or Web Based Training in preparation for a Real/Virtual classroom by a CRM Trainer.
		(viii)	aero-medical aspects and first aid including related equipment;	Actual aircraft; Mock-up/Simulator; Real classroom; Virtual classroom; Video; CBT; Web Based Training; Virtual Reality Training.
		(ix)	security procedures.	Actual aircraft; Mock-up/Simulator; Real classroom; Virtual classroom; Video; CBT; Web Based Training; Virtual Reality Training.
	(2)		Recurrent training shall also include at intervals not exceeding three years:	x
		(i)	use of pyrotechnics (actual or representative devices);	Real classroom; Virtual classroom; Video; CBT; Web Based Training; Virtual Reality Training.
		(ii)	practical demonstration of the use of flight crew checklists;	Actual aircraft; Mock-up/Simulator; Real classroom; Virtual classroom; Video; CBT; Web Based Training; Virtual Reality Training.
		(iii)	realistic and practical training in the use of all fire-fighting equipment, including protective clothing, representative of that carried in the aircraft;	Mock-up/Simulator; Real classroom; Equipment in crew/briefing rooms; Virtual classroom – Video/CBT in combination with a virtual classroom. *Note: AMC1 ORO.CC.140 (b)(2) should be followed.*
		(iv)	by each cabin crew member:	x

			(A) extinguishing a fire characteristic of an aircraft interior fire;	Representative training device (mock-up/simulator). *Note: AMC1 ORO.CC.140 (b)(2) should be followed.* *Mitigating actions when exempted under Regulation (EU) 2018/1139 Article 71*: Real classroom; Virtual classroom; video; CBT; Web Based Training; Virtual Reality Training.
			(B) donning and use of PBE in an enclosed simulated smoke-filled environment.	Representative training device (mock-up/simulator). *Note: AMC1 ORO.CC.140 (b)(2) should be followed.* *Mitigating actions when exempted under Regulation (EU) 2018/1139 Article 71*: Real classroom; Virtual classroom; video; CBT; Web Based Training; Virtual Reality Training; donning of equipment on a mannequin.
(e)			Validity periods:	x
	(1)		The annual recurrent training validity period shall be 12 calendar months counted from the end of the month when the check was taken.	x
	(2)		If the recurrent training and checking required in (a) are undertaken within the last three calendar months of the validity period, the new validity period shall be counted from the original expiry date.	x
	(3)		For the additional triennial training elements specified in (c)(2) and (d)(2), the validity period shall be 36 calendar months counted from the end of the month when the checks were taken.	x

			AMC1 ORO.CC.140	x
(a)			Elements of the annual recurrent training programme	x
	(1)		Training on the location and handling of safety and emergency equipment should include all relevant oxygen systems, and any equipment such as defibrillators if carried on board.	*Location* – Real classroom; Equipment in crew/briefing rooms; Virtual classroom; Video; Presentation; Location diagrams; CBT; Web Based Training; Virtual Reality Training. *Handling* – Handling of the equipment in Real classroom; Crew/Briefing rooms in combination with Presentation/Virtual classroom/Video/CBT/Web Based Training; Virtual Reality Training. *'Handling' mitigating actions when exempted under Regulation (EU) 2018/1139 Article 71*: Virtual classroom; video; CBT; Web Based Training; Virtual Reality Training.
	(2)		Training on emergency procedures should cover pilot incapacitation procedures	Actual aircraft; Mock-up/Simulator; Real classroom; Virtual classroom; Video; CBT; Web Based Training; Virtual Reality Training.
			and crowd control techniques.	Actual aircraft; Mock-up/Simulator; Real classroom; Virtual classroom; Video; CBT; Web Based Training; Virtual Reality Training.
	(3)		CRM training should satisfy the following:	Real classroom and/or Virtual classroom - combined CC and FC; CBT and/or Web Based Training in preparation for a Real/Virtual classroom by a CRM Trainer.

		(i)	the applicable training elements specified in Table 1 of AMC1 ORO.CC.115(e)should be covered within a 3-yearcycle to the level required by column 'Annual Recurrent Training';	See point (a)(3)
		(ii)	the definition and implementation of the CRM training programme should be managed by a cabin crew CRM trainer; and	See point (a)(3)
		(iii)	when CRM training is provided by stand-alone modules, it should be conducted by at least one cabin crew CRM trainer.	See point (a)(3)
(b)			Additional triennial elements of recurrent training programme	x
	(1)		Training on the operation of normal	Actual aircraft or representative training device. *Mitigating actions when exempted under Regulation (EU) 2018/1139 Article 71:* Real classroom with representative images of exits; Virtual classroom; video; CBT; Web Based Training; Virtual Reality Training.
			and emergency doors/exits should cover failure of power assist systems where fitted. This should include the actions and forces required to operate and deploy evacuation slides,	Actual aircraft or representative training device. *Mitigating actions when exempted under Regulation (EU) 2018/1139 Article 71:* Real classroom with representative images of exits; Virtual classroom; video; CBT; Web Based Training; Virtual Reality Training.
			and additional training when relevant for cabin crew members responsible for a pair of doors/exits.	Actual aircraft; Mock-up/Simulator; Real classroom; Virtual classroom; Video; CBT; Web Based Training; Virtual Reality Training.

	(2)		Training in the use of all firefighting equipment, including protective clothing, representative of that carried in the aircraft should include	Real classroom; Virtual classroom; Video; CBT; Web Based Training; Virtual Reality Training; Equipment in Crew/Briefing rooms with Presentation/Virtual classroom/Video/CBT/Web Based Training.
			individual practice by each cabin crew member to extinguish a fire characteristic of an aircraft interior fire except that, in the case of halon extinguishers, an alternative extinguishing agent may be used.	Representative training device (mock-up/simulator). *Mitigating actions when exempted under Regulation (EU) 2018/1139 Article 71:* Real classroom; Virtual classroom; video; CBT; Web Based Training; Virtual Reality Training.
			Training should place particular emphasis on identifying the actual source of fire or smoke.	Representative training device (mock-up/simulator); Video; CBT; Web Based Training; Virtual Reality Training.
	(3)		Training on normal and emergency procedures for special categories of passengers (SCPs) should cover the specific procedures established by the operator for the carriage of SCPs. The operator may determine that such training is to be completed at shorter intervals, taking into account the route structure, passenger profiles, aircraft types operated, seasonal demands and operations.	Actual aircraft; Mock-up/Simulator; Real classroom; Virtual classroom; Video; CBT; Virtual Reality Training; Web Based Training.
			END	