



**European Aviation Safety  
Agency**

**COMMENT RESPONSE DOCUMENT (CRD)  
TO NOTICE OF PROPOSED AMENDMENT (NPA) 2009-02E**

**for an Agency Opinion on a Commission Regulation establishing the Implementing  
Rules for cabin crew in commercial air transport operations**

**and**

**draft Decision of the Executive Director of the European Aviation Safety Agency on  
Acceptable Means of Compliance and Guidance Material related to the Implementing  
Rules for cabin crew in commercial air transport operations**

***"Implementing Rules for Cabin Crew in Commercial Air Transport Operations"***

**CRD b.3 – AMC/GM to Part-CC**

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## Draft Decision - AMC and GM to Part-Cabin Crew (Part-CC)

### Subpart GEN - GENERAL REQUIREMENTS

#### AMC1-CC.GEN.025(b) Privileges and conditions

##### CONDITIONS

To make their attestation and the list of aircraft type(s) they are qualified to operate on available for inspection by a competent authority, holders should carry those documents when exercising the privileges granted therein. If holders have omitted to carry them, any such document(s) shall be presented without undue delay upon request by a representative of a competent authority.

### Subpart TRA - TRAINING REQUIREMENTS FOR THE CABIN CREW ATTESTATION

#### AMC1-CC.TRA.220(b) Initial training course and examination

##### TRAINING PROGRAMME

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

1. *General theoretical knowledge relevant to cabin crew duties and responsibilities, covering at least:*
  - a. aviation terminology, theory of flight, passenger distribution, areas of operation; meteorology and effects of aircraft surface contamination;
  - b. aviation regulations relevant to cabin crew and the role of the competent authority;
  - c. duties and responsibilities of cabin crew during operations and the need to respond promptly and effectively to emergency situations;
  - d. continuing competence and fitness, including for aspects relating to flight and duty time limitations and rest requirements, to operate as a cabin crew member and to exercise the privileges granted by the applicable cabin crew attestation;
  - e. the importance of ensuring that relevant documents and manuals are kept up-to-date, with amendments provided by the operator as applicable;
  - f. the importance of cabin crew performing their duties in accordance with the operations manual of the operator;
  - g. the importance of the pre-flight briefing of the cabin crew and the provision of necessary safety information with regards to their specific duties; and
  - h. the importance of identifying when cabin crew members have the authority and responsibility to initiate an evacuation and other emergency procedures.
2. *Communication*  
Training should place emphasis on the importance of effective communication between cabin crew and flight crew and should include technique, common language and terminology.
3. *Introductory course on human factors (HF) and crew resource management (CRM):*  
All training elements should be covered in depth and the course should include at least the following:

- a. *General principles:* Human factors in aviation, general instruction on CRM principles and objectives, human performance and limitations;
  - b. *Relevant to the individual cabin crew member:* personality awareness, human error and reliability, attitudes and behaviours, self-assessment; stress and stress management; fatigue and vigilance; assertiveness; situation awareness, information acquisition and processing.
4. *Passenger handling and cabin surveillance:*
- a. the importance of correct seat allocation with reference to aircraft mass and balance, the special categories of passengers and the necessity of seating able-bodied passengers adjacent to unsupervised exits;
  - b. rules covering the safe stowage of cabin baggage and cabin service items and the risk of these becoming a hazard to occupants of the cabin or otherwise causing obstruction or damaging emergency equipment or aircraft exits;
  - c. advice on the recognition and management of passengers who are, or become, intoxicated with alcohol, under the influence of drugs or aggressive;
  - d. precautions to be taken when live animals are carried in the cabin;
  - e. duties to be undertaken in the event of turbulence, including securing the cabin; and
  - f. methods used to motivate passengers and the crowd control necessary to expedite an aircraft evacuation.
5. *Aero-medical aspects and first aid:*
- a. general instruction on aero-medical aspects and survival;
  - b. the physiological effects of flying with particular emphasis on hypoxia, oxygen requirements, Eustachian tubal function and barotraumas;
  - c. basic first aid including care of:
    - i. air sickness and gastro-intestinal disturbances;
    - ii. hyperventilation;
    - iii. burns;
    - iv. wounds;
    - v. the unconscious; and
    - vi. fractures and soft tissue injuries.
  - d. in-flight medical emergencies and associated first aid covering at least:
    - i. asthma;
    - ii. stress and allergic reactions;
    - iii. shock;
    - iv. diabetes;
    - v. choking;
    - vi. epilepsy;
    - vii. childbirth;
    - viii. stroke; and
    - ix. heart attack;
  - e. the use of appropriate equipment including first aid oxygen, first-aid kits and emergency medical kits and their contents;

- f. practical cardio-pulmonary resuscitation training by each cabin crew member using a specifically designed dummy and taking account of the characteristics of an aircraft environment; and
  - g. travel health and hygiene including:
    - i. hygiene on board;
    - ii. risk of contact with infectious diseases and means to reduce such risks;
    - iii. handling of clinical waste;
    - iv. aircraft disinsection;
    - v. handling of death on board; and
    - vi. alertness management, physiological effects of fatigue, sleep physiology, circadian rhythm and time zone changes.
6. *Dangerous goods in accordance with the applicable ICAO Technical Instructions*
7. *Security aspects in aviation in accordance with Regulation (EC) No 300/2008*
8. *Fire and smoke training:*
- a. emphasis on the responsibility of cabin crew to deal promptly with emergencies involving fire and smoke and, in particular, emphasis on the importance of identifying the actual source of the fire;
  - b. the importance of informing the flight crew immediately, as well as the specific actions necessary for coordination and assistance, when fire or smoke is discovered;
  - c. the necessity for frequent checking of potential fire-risk areas including lavatories, and the associated smoke detectors;
  - d. the classification of fires and the appropriate type of extinguishing agents and procedures for particular fire situations;
  - e. the techniques of application of extinguishing agents, the consequences of misapplication, and of use in a confined space including practical training in fire-fighting and in the donning and use of smoke protection equipment used in aviation; and
  - f. the general procedures of ground-based emergency services at aerodromes.
9. *Survival training:*
- a. principles of survival in hostile environment (polar, desert, jungle, sea); and
  - b. water survival training, which should include the actual donning and use of personal flotation equipment in water and use of slide-rafts or similar equipment, as well as actual practice in water.

### **GM1-CC.TRA.220(b) Initial training course and examination**

#### CREW RESOURCE MANAGEMENT TRAINING TABLE

The CRM Training Table recapitulates all relevant elements of CRM, indicating those that should be covered during the initial training course and showing the level to be attained.

| <b>CRM TRAINING TABLE</b>   | <b>Introductory course on HF and CRM</b> |
|---|--|
| <b>Training Elements</b>  |  |
| <b>General Principles</b>   |  |
| Human factors in aviation;<br>General instructions on CRM principles and objectives;<br>Human performance and limitations.  | In depth                                 |
| <b>Relevant to the individual cabin crew member</b>   |  |
| Personality awareness, human error and reliability, attitudes and behaviours, self-assessment;<br>Stress and stress management;<br>Fatigue and vigilance;<br>Assertiveness; situation awareness, information acquisition and processing.  | In depth                                 |
| <b>Relevant to the entire aircraft crew</b>   |  |
| Error prevention and detection;<br>Shared situation awareness, information acquisition & processing;<br>Workload management;<br>Effective communication and coordination between all crew members including the flight crew as well as inexperienced cabin crew members, cultural differences;<br>Leadership, cooperation, synergy, decision-making, delegation;<br>Individual and team responsibilities, decision making, and actions;<br>Identification and management of passenger human factors: crowd control, passenger stress, conflict management, medical factors. | Not required                             |
| Specifics related to aircraft types (narrow / wide bodies, single / multi deck), flight crew and cabin crew composition and number of passengers  |  |
| <b>Relevant to the operator and the organisation (principles)</b>   |  |
| Company safety culture, standard operating procedures (SOPs), organisational factors, factors linked to the type of operations;<br>Effective communication and coordination with other operational personnel and ground services;<br>Participation in cabin safety incident and accident reporting.   | Not required                             |
| Case studies  |  |