

**WHO
WE WERE**

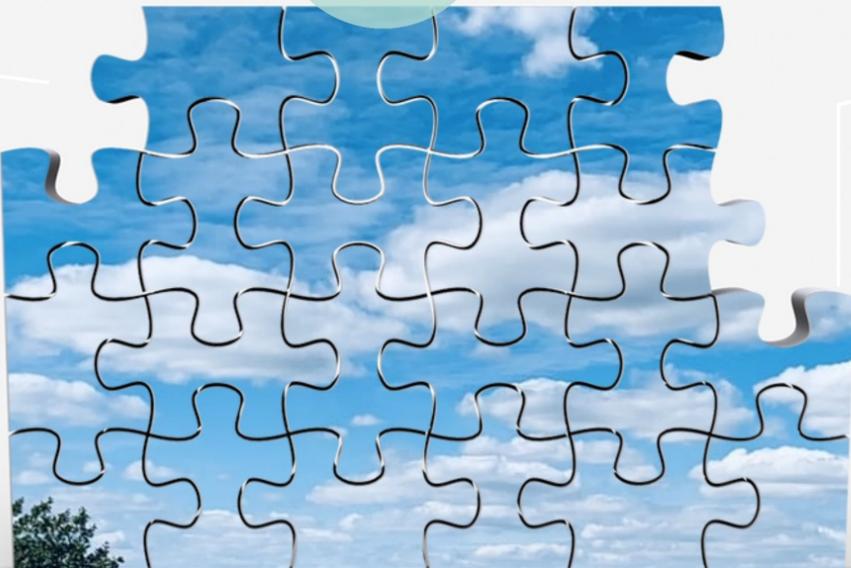
**WHO
WE ARE**

**REGULATORY
STANDARDS**

**AIRLINE
CABIN SAFETY
INSPECTOR
COURSE**

**GLOBAL
INITIATIVES**

**FUTURE
of CABIN
SAFETY**



FOR PERSONAL USE
NOT UPDATED

Into the Skies and Back



CABIN SAFETY INSPECTOR

CSI Course and Workshop

30th AUG – 9th SEPT 2021

FOR PERSONAL USE
NOT UPDATED

COSCAP – SA



WELCOME TO ALL

Capt. Gabriele “Gabe” Ascenzo

Instructor/Facilitator/Learner



Moderated By: Capt. Marie Zubryckyj – Chief Technical Advisor

FOR PERSONAL USE
NOT TO BE UPDATED

CIVIL AVIATION AUTHORITIES



FOR PERSONAL USE
NOT UPDATED

CIVIL AVIATION AUTHORITIES



FOR PERSONAL USE
NOT UPDATED

CIVIL AVIATION AUTHORITIES



FOR PERSONAL USE
NOT UPDATED



CIVIL AVIATION AUTHORITIES



Islamic Republic of Afghanistan
Civil Aviation Authority



CIVIL AVIATION AUTHORITIES



Islamic Republic of Afghanistan
Civil Aviation Authority



सत्यमेव जयते

Directorate General of Civil Aviation
(DGCA)

CIVIL AVIATION AUTHORITIES



Islamic Republic of Afghanistan
Civil Aviation Authority



सत्यमेव जयते

Directorate General of Civil Aviation
(DGCA)



MALDIVES CIVIL AVIATION AUTHORITY

CIVIL AVIATION AUTHORITIES



CIVIL AVIATION AUTHORITIES



Islamic Republic of Afghanistan
Civil Aviation Authority



پاکستان سول ایوی ایشن اتھارٹی
Pakistan Civil Aviation Authority



सत्यमेव जयते

Directorate General of Civil Aviation
(DGCA)



MALDIVES CIVIL AVIATION AUTHORITY



CIVIL AVIATION AUTHORITIES



What You Will Learn

Upon completion of this course, you will be able to:

- ✓ Understand the role and responsibilities of a **Cabin Safety Inspector**,
- ✓ Understand the ICAO Standards and Recommended Practices (SARPs) and other national civil aviation regulations on safety oversight relating to Cabin Safety in flight operations,
- ✓ Review and update your Civil Aviation safety oversight mechanisms relating to cabin safety.

FOR PERSONAL USE
NOT UPDATABLE

Introduction to Cabin Safety Oversight

- Cabin Safety oversight functions and activities
- ICAO Doc 7300 (Convention on International Civil Aviation)
- ICAO SARPs and guidance materials

FOR PERSONAL USE
NOT UPDATED

Review of Air Operators Certification: Cabin Safety

Certification Process related to,

- Aircraft
- Cabin Safety
- Cabin Crew Manuals
- Cabin Crew Training Programs
- Training Facilities

FOR PERSONAL USE
NOT UPDATED

Document Evaluation

With respect to the AOC process:

- Aircraft flight manuals
- Operations manual
- Security Program manual
- Cabin Crew Manual
- Maintenance and Minimum equipment list,

FOR PERSONAL USE
NOT UPDATED

Demonstration:

Inspection and certification phase Cabin Safety

- Inspecting Applicant's Main Base and Station Facilities
- Inspecting Training Programs and Training Facilities
- Emergency Evacuation And Ditching Demonstrations
- Demonstration Flights
- Certification Of An Air Operator.

FOR PERSONAL USE
NOT UPDATED

State Responsibilities - Commercial Operations by Foreign Operators

Cabin safety:

- **The right of States to inspect aircraft from other States**
- **State approval for a foreign operator to operate within its territory**
- **Operator audits by established commercial audit organizations**
- **Approval process and continued surveillance**

FOR PERSONAL USE
NOT UPDATED

Practical Exercises and On the Job Training

- ✓ Documents Inspections
- ✓ SAFA Inspections
- ✓ Station Inspection
- ✓ Examiner Inspection
- ✓ Simulator Evaluation (Theory)

FOR PERSONAL USE
NOT UPDATED

Final Review

Exam; Open Book

- ❖ Multiple Choice,
- ❖ T/F Questions,
- ❖ Essay Questions.

Correction Period, Question Period

Course Evaluation

Certificates / Closing Ceremonies

FOR PERSONAL USE
NOT UPDATED

THE DYNAMICS OF SAFETY

The convergence of

- Training & Assessments
- Standards & Practices (SOPs)
- Safety Management
- Safety Culture
- Human Factors; all of these are

directly related to the Aviation Safety results we see
on a daily basis.

FOR PERSONAL USE
NOT UPDATED

AVIATION IN AFGHANISTAN



AVIATION IN BHUTAN



FOR PERSONAL USE
NOT UPDATED

AVIATION IN INDIA



FOR PERSONAL USE
NOT UPDATED

AVIATION IN THE MALDIVES



AVIATION IN NEPAL



FOR PERSONAL USE
NOT UPDATED

AVIATION IN PAKISTAN



AVIATION IN SRI LANKA



FOR PERSONAL USE
NOT UPDATED





FOR PERSONAL USE
NOT UPDATED

A picture is worth a thousand words...



FOR PERSONAL USE
NOT UPDATED

A picture is worth a thousand words...

What do you see?

FOR PERSONAL USE
NOT UPDATED





The beauty...and

FOR PERSONAL USE
NOT UPDATED











COFFEE/TEA BREAK



FOR PERSONAL USE
NOT UPDATED

What is Flight Operations ?



FOR
REVISION
UPDATE

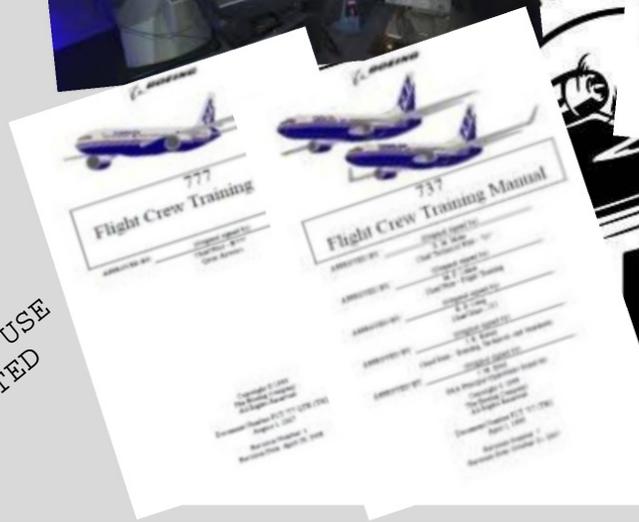
FLIGHT OPERATIONS MANAGEMENT



FOR PERSONAL USE
NOT UPDATED

- CCO : Commercial Organization.
- CFO : Financial Organization.
- COO: Operation Organization.
- CMEO: Maintenance & Engineering Organization.

FLIGHT TRAINING



FOR PERSONAL USE
NOT UPDATED

CABIN CREW TRAINING

FOR PERSONAL USE
NOT UPDATED

CABIN CREW TRAINING

Recruitment

FOR PERSONAL USE
NOT UPDATED

CABIN CREW TRAINING



airblue
DREAM. FLY. DISCOVER.
Become a part of the airline family for a career that many aspire

JOIN NOW!
As a Female Air Hostess
Promising Package. Exciting Experience.

Walk-in Interviews
2nd Dec 2014

- Are you between 18 and 25 years of age?
- Do you have a positive and customer centric approach?
- Are you at least 5'2" in height?
- Are you fluent in English and Urdu?
- Is your educational qualification Intermediate or higher?

Then, you are just the right person to make it to our team.

Candidates from Peshawar & fluent Pushto speakers are encouraged to apply.

Venue: Pearl Continental Hotel, The Mall Road, Rawalpindi, Tehsil: 800s.A. till 3:00p.m.

Applicants are requested to bring along following documents:

- CNIC
- 04 Passport size photographs
- Intermediate Certificate

Apply online at www.airblue.com/careers

airblue www.airblue.com 111-277-228

Recruitment

FOR PERSONAL USE
NOT UPDATED

CABIN CREW TRAINING



airblue
DREAM. FLY. DISCOVER.
Become a part of the airline family for a career that many aspire
JOIN NOW!
As a Female Air Hostess
Promising Package. Exciting Experience.

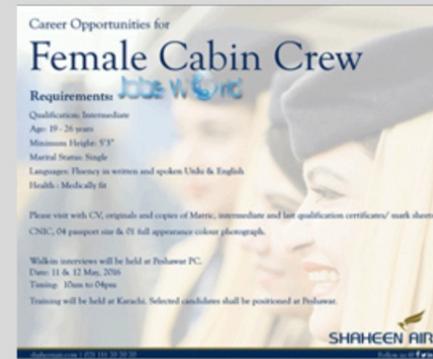
- Are you between 18 and 25 years of age?
- Do you have a positive and customer centric approach?
- Are you at least 5'2" in height?
- Are you fluent in English and Urdu?
- Is your educational qualification Intermediate or higher?

Then, you are just the right person to make it to our team.
Candidates from Peshawar & fluent Pushto speakers are encouraged to apply.
Venue: Pearl Continental Hotel, The Mall Road, Rawalpindi, Tehsil: 800s.n. 02 300p.n.

Applicants are requested to bring along following documents:
• CNIC
• 04 Passport size photographs
• Intermediate Certificate

Apply online at www.airblue.com/careers
www.airblue.com 111-277-228

Recruitment



Career Opportunities for
Female Cabin Crew

Requirements: *Jobs v. @.rc*

- Qualification: Intermediate
- Age: 19 - 26 years
- Minimum Height: 5'3"
- Marital Status: Single
- Languages: Fluency in written and spoken Urdu & English
- Health: Medically fit

Please visit with CV, originals and copies of Matric, intermediate and last qualification certificates/ mark sheets, CNIC, 04 passport size & 01 full appearance colour photograph.

Walk-in interviews will be held at Peshawar PC.
Date: 11 & 12 Mar, 2016
Timing: 10am to 04pm
Training will be held at Karachi. Selected candidates shall be posted at Peshawar.

SHARHEEN AIR

FOR PERSONAL USE
NOT UPDATED

CABIN CREW TRAINING

airblue
DREAM. FLY. DISCOVER.
 Become a part of the airline family for a career that many desire
JOIN NOW!
 As a Female Air Hostess
 Promising Package. Exciting Experience.

Walk-in Interviews
 2nd Dec 2016

- Are you between 18 and 25 years of age?
- Do you have a positive and customer centric approach?
- Are you at least 5'2" in height?
- Are you fluent in English and Urdu?
- Is your educational qualification Intermediate or higher?

Then, you are just the right person to make it to our team.
 Candidates from Peshawar & fluent Pushto speakers are encouraged to apply.
Venue: Pearl Continental Hotel, The Mall Road, Rawalpindi, Tehsil: 800s.A. 01 3:00p.m.
 Applicants are requested to bring along following documents:
 • CNIC
 • 04 Passport size photographs
 • Intermediate Certificate
 Apply online at www.airblue.com/careers

airblue
www.airblue.com
 111-277-228

PAKISTAN
 International Airlines

WHAT DOES IT TAKE TO BE A PART OF
 PAKISTAN INTERNATIONAL AIRLINES'S
 CABIN CREW?

Career Opportunities for
Female Cabin Crew

Requirements: *Jobs v. 10/16*

Qualification: Intermediate
 Age: 19 - 26 years
 Minimum Height: 5'3"
 Marital Status: Single
 Languages: Fluency in written and spoken Urdu & English
 Health: Medically fit

Please visit with CV, originals and copies of Matric, intermediate and last qualification certificates/ mark sheets, CNIC, 04 passport size & 01 full appearance colour photograph.

Walk-in interviews will be held at Peshawar PC.
 Date: 11 & 12 Mar, 2016
 Timing: 10am to 04pm
 Training will be held at Karachi. Selected candidates shall be posted at Peshawar.

SHARHEEN AIR
 Sharheen Air
 111-277-228

FOR PERSONAL USE
 NOT UPDATED

CABIN CREW TRAINING



airblue
DREAM. FLY. DISCOVER.
Become a part of the airline family for a career that many aspire
JOIN NOW!
As a Female Air Hostess
Promising Package. Exciting Experience.

- Are you between 18 and 25 years of age?
- Do you have a positive and customer centric approach?
- Are you at least 5'2" in height?
- Are you fluent in English and Urdu?
- Is your educational qualification Intermediate or higher?

Then, you are just the right person to make it to our team.
Candidates from Peshawar & fluent Pushto speakers are encouraged to apply.
Venue: Pearl Continental Hotel, The Mall Road, Rawalpindi, Tehsil: 800s.A. till 3:00p.m.
Applicants are requested to bring along following documents:
• CNIC
• 04 Passport size photographs
• Intermediate Certificate
Apply online at www.airblue.com/careers

airblue

Training



Opportunities for
Female Cabin Crew
Jobe v. 1.0/10

Candidates must be:
• Single
• 18 years of age or above
• Fluent in written and spoken Urdu & English
• Graduate
• Possess original and copies of Matric, intermediate and last qualification certificates/ mark sheets, size 6, CI full appearance colour photograph.
• Interview will be held at Peshawar PC, 2036, F-7/1, F-7/2, F-7/3, F-7/4, F-7/5, F-7/6, F-7/7, F-7/8, F-7/9, F-7/10, F-7/11, F-7/12, F-7/13, F-7/14, F-7/15, F-7/16, F-7/17, F-7/18, F-7/19, F-7/20, F-7/21, F-7/22, F-7/23, F-7/24, F-7/25, F-7/26, F-7/27, F-7/28, F-7/29, F-7/30, F-7/31, F-7/32, F-7/33, F-7/34, F-7/35, F-7/36, F-7/37, F-7/38, F-7/39, F-7/40, F-7/41, F-7/42, F-7/43, F-7/44, F-7/45, F-7/46, F-7/47, F-7/48, F-7/49, F-7/50, F-7/51, F-7/52, F-7/53, F-7/54, F-7/55, F-7/56, F-7/57, F-7/58, F-7/59, F-7/60, F-7/61, F-7/62, F-7/63, F-7/64, F-7/65, F-7/66, F-7/67, F-7/68, F-7/69, F-7/70, F-7/71, F-7/72, F-7/73, F-7/74, F-7/75, F-7/76, F-7/77, F-7/78, F-7/79, F-7/80, F-7/81, F-7/82, F-7/83, F-7/84, F-7/85, F-7/86, F-7/87, F-7/88, F-7/89, F-7/90, F-7/91, F-7/92, F-7/93, F-7/94, F-7/95, F-7/96, F-7/97, F-7/98, F-7/99, F-7/100.
• Selected candidates shall be posted at Peshawar.

SHRAHEEN AIR

FOR PERSONAL USE
NOT UPDATED

CABIN CREW TRAINING

airblue
DREAM. FLY. DISCOVER.
→ Become a part of the airline family for a career that many desire

JOIN NOW!
As a Female Air Hostess
Promising Package. Exciting Experience.

- Are you between 18 and 25 years of age?
- Do you have a positive and customer centric approach?
- Are you at least 5'2" in height?
- Are you fluent in English and Urdu?
- Is your educational qualification Intermediate or higher?

Then, you are just the right person to make it to our team.

Candidates from Peshawar & fluent Pushto speakers are encouraged to apply.

Venue: Pearl Continental Hotel, The Mall Road, Rawalpindi.
Timing: 9:00a.m. to 3:00p.m.

Applicants are requested to bring along following documents:

- CNIC
- 04 Passport size photographs
- Intermediate Certificate

Apply online at www.airblue.com/careers

airblue

Walk Interview

Training



FOR PERSONAL USE
NOT UPDATED

CABIN CREW TRAINING



Training



FOR PERSONAL USE
NOT UPDATED

CABIN CREW TRAINING



FOR PERSONAL USE
NOT UPDATED



Training

CABIN CREW TRAINING



FOR PERSONAL USE
NOT UPDATED

FOR PERSONAL USE
NOT UPDATED



Doc 10002

Cabin Crew Safety Training Manual

Second Edition, 2020



Approved by and published under the authority of the Secretary General

INTERNATIONAL CIVIL AVIATION ORGANIZATION



ENGINEERING & MAINTENANCE

Part 145



MRO



FOR PERSONAL USE
NOT UPDATED

GROUND OPERATIONS



FOR PERSONAL USE
NOT UPDATED

OPERATIONAL CONTROL & DISPATCH



ICAO Annex 6

10.3 A flight dispatcher shall not be assigned to duty unless that person has:

operator-specific training course

One-way qualifying flight in FC compartment

Knowledge of

Content of OM

Nav and radio equipment

knowledge related to operations for which he is responsible

Seasonal MET conditions and sources of MET info

Effect of MET conditions on radio reception

Peculiarities and limitations of each NAV systems

Aeroplane loading instructions

Knowledge and skills of human performance relevant to his duties

Ability to perform flight dispatchers' duties

FOR PERSONAL USE
NOT UPDATED

16/05/2015

EUFALDA general assembly

13



INTERNATIONAL CIVIL AVIATION ORGANIZATION (ICAO)

ICAO has a headquarters, seven regional offices, and one regional sub-office:

- Headquarters - Montreal, Quebec, Canada
- Asia and Pacific (APAC) – Bangkok, Thailand; Sub-office – Beijing, China
- Eastern and Southern African (ESAF) – Nairobi, Kenya
- Europe and North Atlantic (EUR/NAT) – Paris, France
- Middle East (MID) – Cairo, Egypt
- North American, Central American and Caribbean (NACCC) Mexico City, Mexico
- South American (SAM) – Lima, Peru
- Western and Central African (WACAF) – Dakar, Senegal



FOR PERSONAL USE
NOT TO BE REPRODUCED
OR DISTRIBUTED



ICAO HISTORY

- The *Convention on International Civil Aviation* (also known as *Chicago Convention*), was signed on 7 December 1944 by 52 States.
- Pending ratification of the Convention by 26 States, the Provisional International Civil Aviation Organization (PICAO) was established.



FOR PERSONAL USE
NOT UPDATED

It functioned from 6 June 1945 until 4 April 1947. By 5 March 1947 the 26th ratification was received.

ICAO came into being April 1947.

In October of the same year, ICAO became a specialized agency of the United Nations linked to Economic and Social Council (ECOSOC).



FOR PERSONAL USE
NOT UPDATED

ICAO was originally created to promote the safe and efficient development of civil aviation. One enduring aspect of the Organization's work over the last six decades has been to help States improve civil aviation in their country through projects implemented under ICAO's Technical Cooperation Programme.

Since its creation in 1952, the **Technical Cooperation Bureau (TCB)** has been responsible for the execution of ICAO's Technical Cooperation Programme advising and assisting States, donors, the private sector and other funding sources in all matters relating to the development of safe and secure civil aviation.

FOR PERSONAL USE
NOT UPDATED

To this day the Technical Cooperation Programme remains a permanent priority activity of ICAO which complements the technical role of the Regular Programme by supporting Member States in the implementation of ICAO regulations, policies and procedures.

The Technical Cooperation Programme is conducted under the broad policy guidance of the ICAO Assembly and of the Council. Subject to general guidance by the Secretary General, the Technical Cooperation Programme is executed under delegated authority by the Technical Cooperation Bureau (TCB), under its Director.

FOR PERSONAL USE
NOT UPDATED



ICAO'S REGULATORY GUIDANCE

A State's Safety Oversight System

For an ICAO member State, in order to accomplish an effective safety oversight system, the following approach must be adopted:

Phase 1

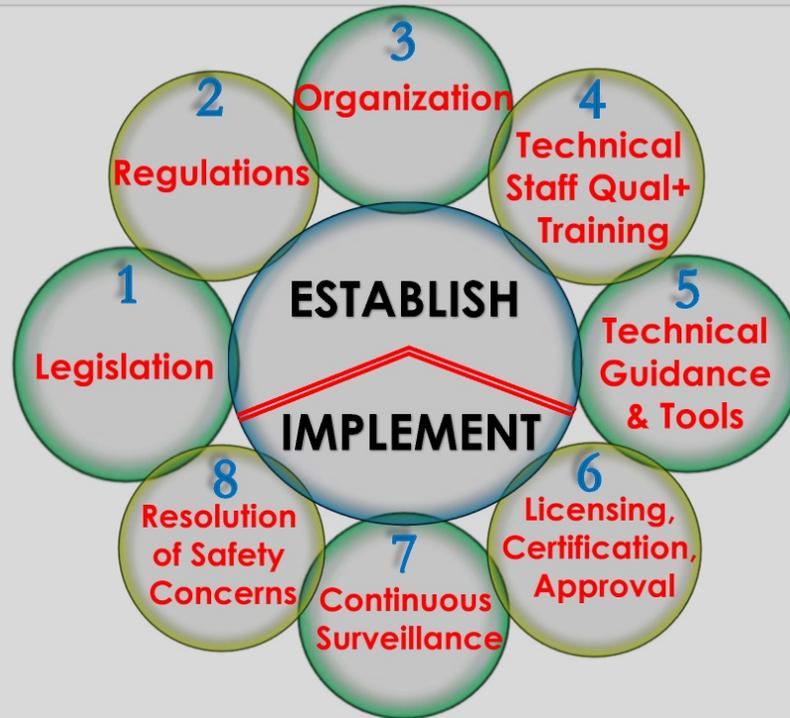
Establishment of a State's Safety Oversight System

Phase 2

Implementation of State Obligations
(Ref. Doc 9734, **Safety Oversight Manual, Part A**)

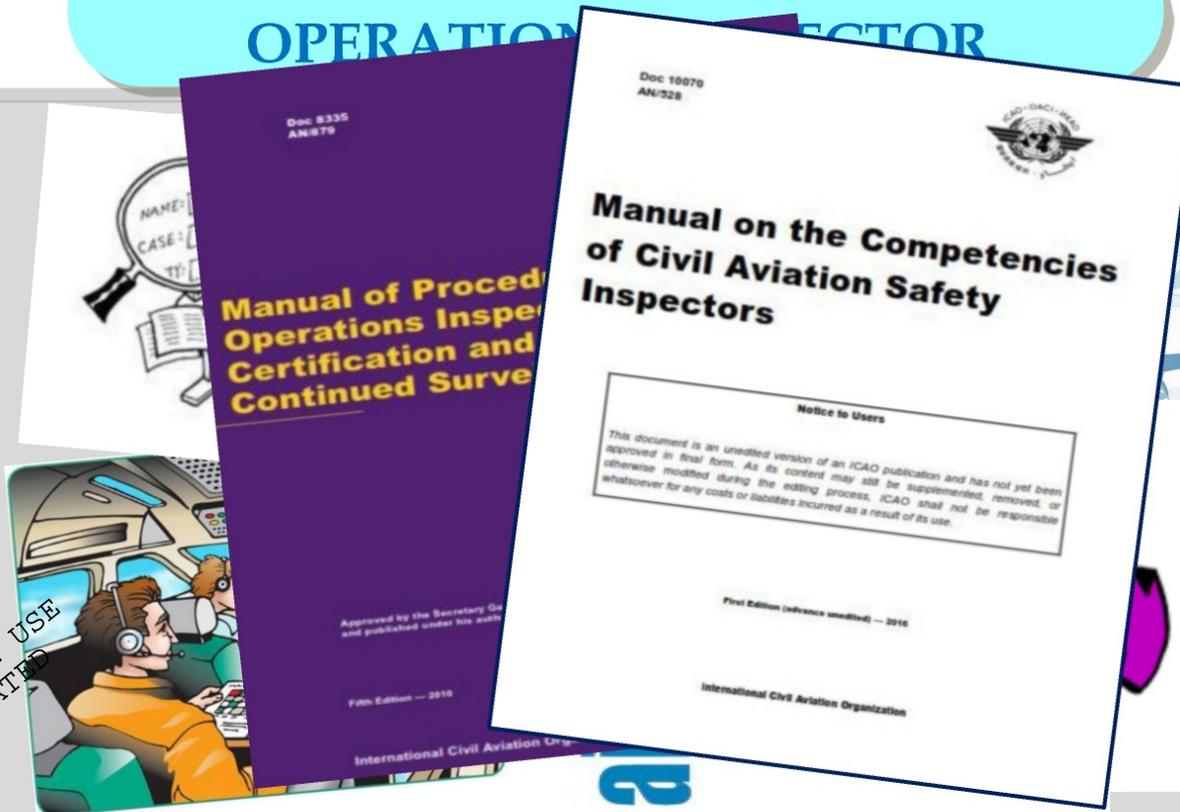
FOR PERSONAL USE
NOT UPDATED

THE EIGHT ICAO CRITICAL ELEMENTS



FOR PERSONAL USE
NOT UPDATED

ROLE AND RESPONSIBILITIES OF A FLIGHT OPERATION DIRECTOR



FOR PERSONAL USE
NOT UPDATED

WHO WE WERE

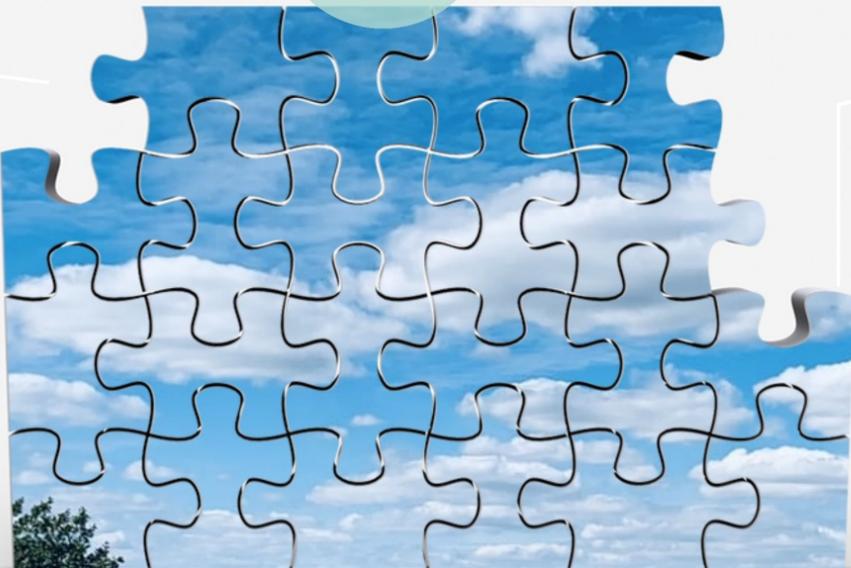
WHO WE ARE

REGULATORY STANDARDS

AIRLINE CABIN SAFETY INSPECTOR COURSE

GLOBAL INITIATIVES

FUTURE of CABIN SAFETY



FOR PERSONAL USE
NOT UPDATED

Into the Skies and Back



**WHO
WE ARE!**

**WHO
WE WERE**

**REGULATORY
STANDARDS**

**AIRLINE
CABIN SAFETY
INSPECTOR
COURSE**

**Global
Initiatives**

**Future of
Cabin safety**

FOR PERSONAL USE
NOT UPDATED

Into the Skies and Back

Who we were...



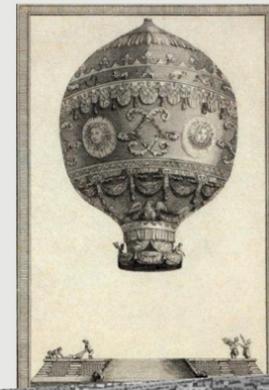
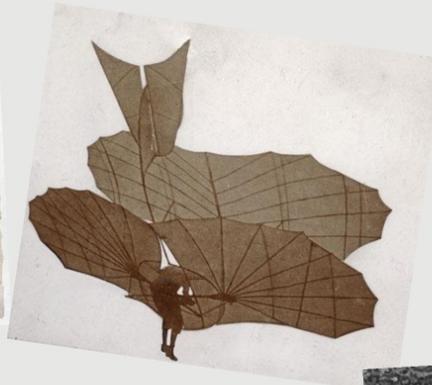
They dared to dream of flight...



FOR PERSONAL USE
NOT UPDATED

The reality of pursuit...

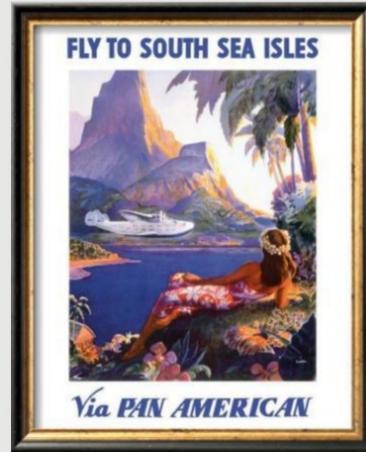
Through the ages, mankind tried many ways, and although unsuccessful at first,



FOR PERSONAL USE
NOT UPDATED

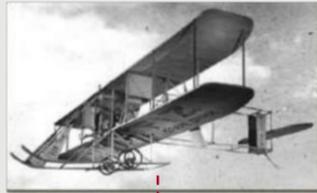
from one century to another mankind never gave up the dream.

The Propeller Era.



FOR PERSONAL USE
NOT UPDATING

1900 - today: From experiments ...



1903



1920



1927



1935



1955



1960



1976



1989



2007

... to commercial activity

FOR PERSONAL USE
NOT UPDATED

In the early days of passenger travel,
only the rich and famous could afford to fly.



FOR PERSONAL USE
NOT UPDATED

Flight Attendant Uniforms From The Past.



FOR PERSONAL
NOT UPDATING

Positive Flight Crew Characteristics

The following are some outstanding examples of the Cabin Crew going above and beyond in their determination of ensuring the safety of all passengers!

These are real historical evidences of the day to day value that Cabin Crew provide for the enhancement of flight safety.

FOR PERSONAL USE
NOT UPDATED

7

Flight attendant **Doreen Welsh** had to battle flooding to get people in her section out. Thinking quickly Welsh instructed passengers to **jump over seats** to make their way to the forward section of the aircraft.



Doreen was so focused on saving her passengers that she failed to notice a **slice** cut on her leg until she escaped herself.

FOR PERSONAL USE
NOT UPDATED

Shortly into Qantas flight 1737, a passenger tried to enter the plane's cockpit, with two wooden stakes, an aerosol can and a lighter. Seeing what was about to unfold, **Flight attendant Denise Hickson** attempted to intercept the hijacker, who then stabbed her.



Undeterred, **Purser Greg Khan** followed suit and tried to take the man down. Despite being stabbed in the head twice, Khan continued to tackle the man until he restrained him.

FOR PERSONAL USE
NOT TO BE REPRODUCED

The **Flight attendants** of the Asiana Boeing 777 flight showed extraordinary bravery and dedication. They ran through the burning aircraft with knives to cut passengers free from their seat belts.



Similarly, **Cabin manager Lee Yoon-Hye** freed fellow crewmembers who were trapped by incorrectly deployed slide/rafts, despite having a broken tailbone.

FOR PERSONAL USE
NOT UPDATED

Pan Am **Cabin Crew member Neerja Bhanot** was shot to death shielding three children from the hijacker who had seized the 1986 flight to New York. Bhanot has been highly commended, including the Ashok Chakra, an Indian military decoration for valor, courageous action or self-sacrifice away from the battlefield.



Her life-saving acts included hiding passengers' passports, preventing hijackers from singling out certain nationalities, and ensuring passengers evacuated from the door ~~the~~ opened, before she did.

FOR PERSONAL USE
NOT TO BE UPDATED

Situational Awareness and Decision Making

These are incredible testimonials to the professionalism of Cabin Crew and demonstrate how they utilize their training in order to maintain:

Situational Awareness

- Critical Success Factors:
- Knowledge (plus experience/training)
- Attitude
- Personal health
- Crew coordination

Inquiry

Decision Making

A multitude of factors:

- Knowledge
- Training
- Experience
- Attitudes

FOR PERSONAL USE
NOT UPDATED

When Canjet flight 918 was hijacked in 2009, the bravery of **Flight attendants Santizo Arriola and Nicole Foren** made them national heroes. Arriola convinced the hijackers to release all **159 passengers**, keeping only the crew and a security contractor back as hostages. She also prevented the hijacker from incapacitating the remaining male hostages, persuading him that antacids were, in fact, sedatives.



When the police came to storm the aircraft, Foren took the opportunity to seize the hijacker's gun, which was being held to her head. It was an act of bravery that saved them all.

FOR PERSONAL USE
NOT TO BE REPRODUCED
OR DISTRIBUTED

CASE 2 :
ALOHA AIRLINES FLIGHT 243 ACCIDENT



FOR PERSONAL USE
NOT UPDATED

Flight attendant Michelle Honda, of Aloha Airlines was working flight 243 a Boeing 737-200, that lost 18 feet of its roof and fuselage structure, while flying at 24,000 feet on its way from Hilo to Honolulu.

During the rapid decompression the lead flight attendant was sucked from the aircraft to a watery grave, another flight attendant was badly injured, while Michelle Honda suffered bruises when thrown violently to the floor.

During the flight and emergency descent, she was able to crawl up and down the aisle to render assistance to passengers, helping them with their lifejackets and calming those who were especially distressed.

She was all by herself! She prepared the passengers for the emergency landing and later assisted to evacuate them and giving first aid.

She must have been shocked and scared like all the others but amazingly kept her senses and did exactly the right things!

FOR PERSONAL USE
NOT UPDATED

Wan Wen Hwang a Flight attendant on China Airlines Boeing 707, which was involved in a tragic landing accident in Manila in 1980. The aircraft caught fire during the evacuation. Wan Wen Hwan stayed onboard the burning wreck and helped passengers out until her own uniform caught fire.



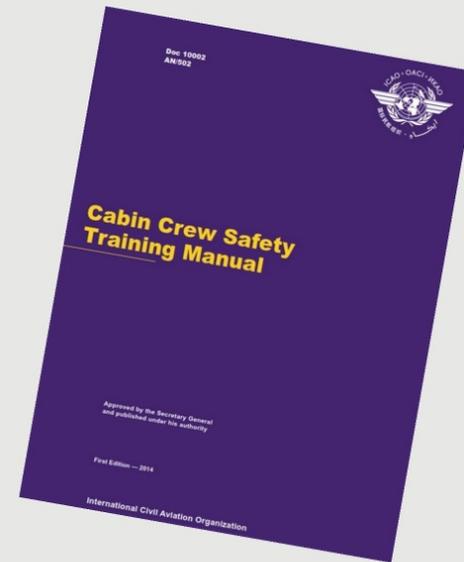
Suffering 2nd degree burns, she ran to the forward exit, only to learn the evacuation slides had melted. She jumped out on the tarmac and survived. After recovering from her injuries she went back and continued to work as a flight attendant.

FOR PERSONAL USE
NOT UPDATED

Cabin Crew

It's hard to remember this sometimes when they're pouring your champagne, but flight attendants are the most important safety feature on your plane.

The Cabin Crew undergo rigorous training to comply with the industry standards.



The International Civil Aviation Organization sets the standard globally and requires Cabin Crew to annually demonstrate the ability to fight fires and perform CPR, along with other life-saving duties such as directing passengers to safety during a ditching.

FOR PERSONAL USE
NOT TO BE UPDATED

OPS Handbook and Guidance

It is the “certificate or license holder” (e.g., **Cabin Crew Member**) who must ensure that they are always in compliance with the applicable regulations and relevant safety practices. The CAA does have a responsibility to ensure that the air operator and other certificate holders meet the minimum safety regulations before issuing the certificate authorizing operation and the continuing validation of that certification.

All inspectors should be qualified to provide “auditor” and “administration” services on behalf of the CAA regarding the certification and continued validation processes. These roles are critical to the safety oversight system.

FOR PERSONAL USE
NOT UPDATED

The Importance of Lessons Learned

CAA shall undertake Cabin Crew training in order to assess Operators' training programs.

Additionally they shall also review the latest SARPs in order to ensure operators have maintained currency with the latest programs.

The following is an excerpt of developments and understanding of human factors relating to Cabin Crew Emergency handling.

- Prepared and Unprepared Emergency Landing

FOR PERSONAL USE
NOT UPDATED

Human Response to an Emergency- Myth

- Panic
- Short term irrational action without concern for others
- Sitting in a ruin, dazed and confused
- Difficult to predict behaviour

FOR PERSONAL USE
NOT UPDATED

20

Human Response to an Emergency – Reality

- Nervous excitement but generally rational
- Responsible when they have established their own personal survival
- Would look after others unless there is
 - No escape
 - No information
 - No leadership
- Still difficult to accurately predict human behaviour

FOR PERSONAL USE
NOT UPDATED

21

Crew Members Response to an Emergency

Initial stage - difficulty in planning and making decision leading to;

- Must be able to respond immediately
- Use of emergency equipment
- Deal with pax to avoid panic
- Give positive instructions to pax

FOR PERSONAL USE
NOT UPDATED

22

Handling of an Emergency Landing

- Theory Training
- Practical Training
 - a) Command
 - b) Slide Drill

FOR PERSONAL USE
NOT UPDATED

23

Emergency Landings

Prepared

- Time is available to prepare for the full procedure
- Fire/smoke, technical failure and bird strike
- Communication between flight and cabin crew established
- Time available could be as long as 40 minutes.

Unprepared

- Not enough or no time to prepare for the full procedure
- Immediately after take off or prior to landing
- Typically just the sudden initiation of emergency command
- US Airways Hudson River landing had 3 minutes

FOR PERSONAL USE
NOT UPDATED

24

Cabin Crew Handling of an Emergency Landing

- Would Emergency Landing (prepared and unprepared) and subsequent evacuation be like a textbook case ?
- Could all the planned emergency procedures be completed like how we were trained ?

FOR PERSONAL USE
NOT UPDATED

25

Aircraft Accident MD-11

- Local time : 1843 hr
- Weather in heavy rain with gusty wind from west north west
- Landing on a south-westerly direction
- Generally dark night
- 300 pax and 15 crew members

Pictures courtesy of the Hong Kong CAD.

FOR PERSONAL USE
NOT UPDATED

26

Right Hand Fuselage



FOR PERSONAL USE
NOT UPDATED

Left Wing



FOR PERSONAL USE
NOT UPDATED

Right Forward Fuselage



FOR PERSONAL USE
NOT UPDATED

Right Hand Fuselage



FOR PERSONAL USE
NOT UPDATED

Cabin Situation Immediately After the Crash Landing !

- Comparative darkness – floor path lights became ceiling lights
- Disorientation – aircraft now upside down
- Communication difficulties
- Flashes of fire in the cabin
- Total chaos

FOR PERSONAL USE
NOT UPDATED

31

Additional Cabin Problems Immediately After Crash Landing

- 5 exits jammed – L1, R2, R3, L4 and R4
- 3 exits missing (R1, L2 and L3) and an opening in the fuselage
- All Slides – did not deploy
- Debris and pax baggage
- Overhead bin became an obstacles
- Pax hanging upside down

FOR PERSONAL USE
NOT UPDATED

32

Rescue Operations

- First intervention on fire – within 2 minutes
- Fire suppressed within 5 minutes
- Fire extinguished in 15 minutes
- 200 pax rescued after 10 minutes
- All persons accounted for after 8.5 hrs
- 3 fatalities, 50 serious injuries
- Head, lower limbs, neck, back injuries, burn or scald, smoke inhalation

FOR PERSONAL USE
NOT UPDATED

33

Prepared and Unprepared Emergency Landings – Lessons Learned

- Management Planning
- Emergency Procedures
- Training Analysis
- Practical Training
- Review

FOR PERSONAL USE
NOT UPDATED

34

Prepared and Unprepared Emergency Landings – Lesson Learned

- Understand human responses – planning
- Leadership
- Control
- Coordination

FOR PERSONAL USE
NOT UPDATED

35

Trained and Ready !



Coffee / Tea has arrived !



FOR PERSONAL USE
NOT UPDATED

**WHO
WE ARE!**

**WHO
WE WERE**

**REGULATORY
STANDARDS**

**AIRLINE
CABIN SAFETY
INSPECTOR
COURSE**

**Global
Initiatives**

**Future of
Cabin safety**

FOR PERSONAL USE
NOT UPDATED

Into the Skies and Back



WHO WE ARE

WHO WE WERE

REGULATORY STANDARDS

AIRLINE CABIN SAFETY INSPECTOR COURSE

Global Initiatives

Future of Cabin safety

FOR PERSONAL USE
NOT UPDATED

Into the Skies and Back



FOR PERSONAL USE
NOT UPDATED

WHO...

FOR PERSONAL USE
NOT UPDATED

WHO...



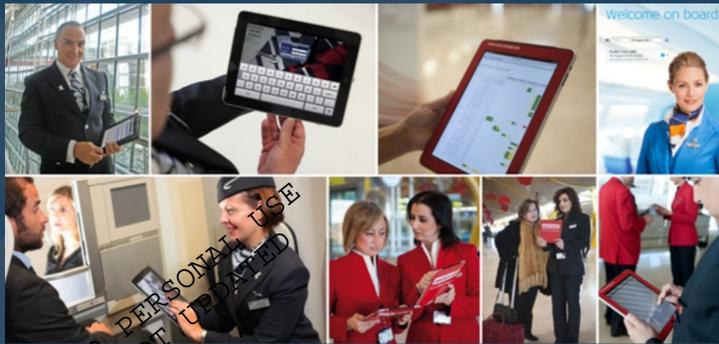
FOR PERSONAL USE
NOT UPDATED

WHO...



FOR PERSONAL USE
NOT UPDATED

WHO...



WHO...



WE ARE...



WHO...



WE ARE...



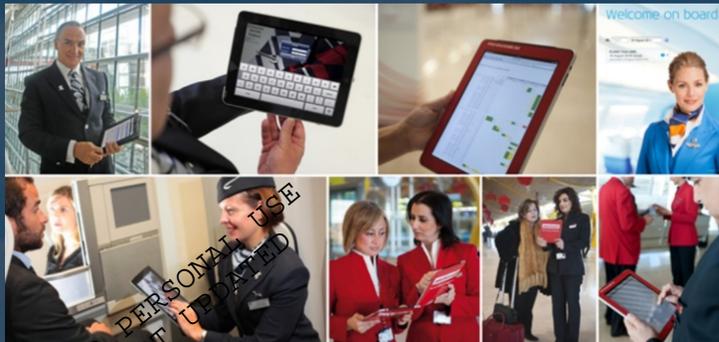
FOR PERSONAL USE
NOT UPDATED



WHO...



WE ARE...



FOR PERSONAL USE
NOT UPDATED

WHO...



WE ARE...



TODAY!

Agenda

- Introduction of ICAO Annex 6, Part I
- Introduction of CAA Guidance
- Cabin Crew History to Present
- Inspector Guidance
- Cabin Crew Requirements
- Cabin Crew Training
- CAA Audit and Surveillance
- Accident Review - Learned Lessons

FOR PERSONAL USE
NOT UPDATED



Introduction of ICAO Annex 6, Part I

Chapter 12 – Cabin Crew

- Minimum number of cabin crew members for emergency evacuation
- Cabin Crew at their stations
- Safety harnesses for Cabin Crew
- Initial and annual recurrent training approved by the State



FOR PERSONAL USE
NOT UPDATED

Why Flight Operations?

To manage the day to day activities that lead to the safe and efficient operation of Aircraft.

To do this we recruit and Train Pilots and Flight Attendants as well as Maintenance and Ground Crew.

Trained For what?

Trained to meet the Standards of Safety required by International law as derived from the ICAO -

International Civil Aviation Organization

ICAO- 19 Annexes

FOR PERSONAL USE
NOT UPDATED

ICAO – States:

In order to be trained properly, Flight Operations Personnel shall undergo:

- classroom studies
- practical studies
- thousands of hours of inflight experience
- regular recurrent training and testing
- regular standards checks.

Their training will be reviewed and tested to ensure understanding of the principles and practices involved.

FOR PERSONAL USE
NOT UPDATED



Who are the Team in Safety ?

Pilots training will be as per ICAO SARPS, then reviewed and tested to ensure understanding of the principles and practices involved.

Flight Attendants shall undergo training as per the ICAO Cabin Crew Training SARPS of edition 2014.

Maintenance Engineers training will be reviewed and tested to ensure understanding of the principles and practices involved in aircraft maintenance.

Ground Staff training shall be as per the company approved ground handling manual, reviewed and tested to ensure understanding of the principles and practices involved.

FOR PERSONAL USE
NOT UPDATED

Who are the Team in Safety ?

Flight Ops personnel will learn about:

- the aircraft they operate

They will be given the following manuals

OM-A OM-B

OM-C OM-D

CCM, CEP

FCOMS

M&E Manuals

Ground Handling Manuals

.....and more

FOR PERSONAL USE
NOT UPDATED

Who are the Team in Safety ?

Flight Ops personnel will learn about:

- the aircraft they operate

They will be taught the principles of :

- Safety Management Systems - SMS
- Crew Resource Management - CRM
- Threat & Error Management - TEM
- Human Factors – HF

What do these mean?

FOR PERSONAL USE
NOT UPDATED

Who are the Team in Safety ?

MD/Accountable Manager



Commercial/Finance/

Everybody !

Flight Crewmembers

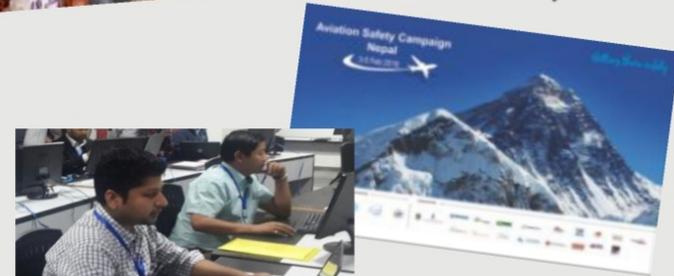


HR/Legal

Safety Staff



Eng Mtnc / Ground/Staff



Operations/
Staff



Office &
Support Staff

Today's Team for Safety



FOR PERSONAL USE
NOT UPDATED



Pilots

Flight Attendant

FOR PERSONAL USE
NOT UPDATED

Pilots

To be a Professional Pilot you must demonstrate that you have the required knowledge both theoretical, practical and physical skills to execute the procedures and operate an aircraft for the purpose of transporting passengers and/or cargo safely from the departure airport to the arrival airport.

Flight Attendant

FOR PERSONAL USE
NOT UPDATED

Pilots

To be a Professional Pilot you must demonstrate that you have the required knowledge both theoretical, practical and physical skills to execute the procedures and operate an aircraft for the purpose of transporting passengers and/or cargo safely from the departure airport to the arrival airport.

Flight Attendant

To be a Professional Flight Attendant you must demonstrate that you have the required knowledge both theoretical, practical and physical skills to execute the procedures necessary in an emergency to provide the safety of the passengers in their care whilst onboard an aircraft.

FOR PERSONAL USE
NOT UPDATED

Who are the Team in Safety ?

The most important aspect of a successful, efficient and safe flight operations department is to have as its cornerstones:

FOR PERSONAL USE
NOT UPDATED

Who are the Team in Safety ?

The most important aspect of a successful, efficient and safe flight operations department is to have as its cornerstones:

- Great Safety which comes from;
- Great Training,
- Great Standards and
- Great Flight Ops Management using the best resources to ensure the above.

FOR PERSONAL USE
NOT UPDATED

Who are the Team in Safety ?

The most important aspect of a successful, efficient and safe flight operations department is to have as its cornerstones:

- Great Safety which comes from;
- Great Training,
- Great Standards and
- Great Flight Ops Management using the best resources to ensure the above.

This involves everyone functioning as a -

TEAM and with TEAMWORK !

FOR PERSONAL USE
NOT UPDATED

Inspector's primary function

- 1) Certification of organizations, including commercial air operators, etc.;
- 2) Audit the aviation community (individuals, organizations and aircraft) for conformance with the laws and regulations applicable to aviation;
- 3) While doing that task, also audit for conformance to aviation industry relevant safety practices;
- 4) Make a technical decision; and
- 5) Make a record of that audit and that decision.

FOR PERSONAL USE
NOT UPDATED

CAA is responsible for the following:

- Procedures for the issue, limitation.....; and
- Record keeping of CAAs and list of training organisations it has approved;
- Organization approval;
- Approval of training programme and syllabus;
- Oversight & Enforcement.

FOR PERSONAL USE
NOT UPDATED

CAA Checklists

Appendix XXII Emergency Equipment Training Checklist/Report

CL: O-OPS-216

Emergency Equipment Training Checklist/Report

Company/
operator:

Date:

Location:

Inspector:

Name of training program inspected:

FOR PERSONAL USE
NOT UPDATED

12

CAA Checklists

S = Satisfactory; U = Unsatisfactory

	✓	S/U
1. Protective breathing equipment (PBE)/fire-fighting drill		
2. Emergency evacuation drill		
3. Emergency exit drill		
4. Hand-held fire extinguisher drill		
5. Emergency oxygen system drill		
6. Flotation device drill		
7. Ditching drill, if applicable		
8. Life raft removal and inflation drill, if applicable		
9. Slide raft transfer drill		
10. Slide and slide raft deployment, inflation and detachment drill		
11. Emergency evacuation slide drill		
Remarks:		

FOR PERSONAL USE
NOT UPDATED

Initial Training Providers and Attestations

Training providers to provide initial training:

- Training organizations;
- Air operators;

Approved to do so by the competent authority (CAA);

Cabin crew attestations (CAA) issued:

- by competent authority or
- by training organisations (approved to do so by the CAA).

FOR PERSONAL USE
NOT UPDATED

15

CAA Functions Related to Cabin Crew

CAA is the authority for regulating and surveillance of:

- Cabin crew training organisations and aeromedical centers.
- Cabin Crew Training For Flight Attendants

Inspectors need to be aware of the following requirements and during flight inspections, ensure these requirements are fulfilled by properly trained, certificated and current cabin Crew. They also must understand:

- The Roles And Responsibilities Of Cabin Crew

FOR PERSONAL USE
NOT UPDATED

ICAO Guidance for Cabin Crew Functions

Chapter 11. Safety management system (SMS) training.....

- 11.1 Definition and goal of SMS training
- 11.2 Content of SMS training
- 11.3 SMS fundamentals and overview of the operator's SMS.....
- 11.4 The organization's safety policy
- 11.5 Hazard identification and reporting
- 11.6 Safety communication

Chapter 12. Fatigue management training

- 12.1 Definition and goal of fatigue management training
- 12.2 Content of fatigue management training.....
- 12.3 Prescriptive fatigue management for cabin crew.....
- 12.4 Fatigue risk management systems (FRMS) for cabin crew
- 12.5 Recurrent fatigue management training

FOR PERSONAL USE
NOT UPDATED

Cabin Crew – Definition (1 of 3)

“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.

FOR PERSONAL USE
NOT UPDATED

19

Cabin Crew - Substantive requirements (2 of 3)

Cabin crew – shall hold a certificate of successful training

- Upon application;
- After applicant demonstration of compliance with the implementing acts;

The Certificate shall

- Specify the privileges;
- Limited, suspended or revoked;

Subject to medical fitness assessment.

FOR PERSONAL USE
NOT UPDATED

Cabin Crew – Essential requirements (3 of 3)

Cabin crew members must:

- Be trained and checked on a regular basis to attain and maintain an adequate level of competency in order to perform their assigned safety duties; and
- Be periodically assessed for medical fitness to safely exercise their assigned safety duties.

FOR PERSONAL USE
NOT UPDATED

Cabin Crew - Responsibilities / Functions:

Ensure the safety and comfort of passengers aboard an aircraft. They must ensure that the safety regulations are obeyed and passengers know what to do in case of an emergency.

FOR PERSONAL USE
NOT UPDATED

22

Flight Attendant Titles - Chief Purser

The Chief Purser (CP) or Inflight Service Manager (ISM) or Cabin Service Manager (CSM). These titles associating with this crew member differs from airline to airline. They are in charge of the running of the cabin and will report when:

- Secured for take-off and landing
- Deliver on-board announcements
- Report any broken or missing emergency equipment items to the pilots after the pre-flight check.
- Generally oversee the operation of the doors during routine flights
- Hold the manifest and account for required paperwork and reports for each

FOR PERSONAL USE
NOT UPDATED.

Roles Of The Flight Attendant

The flight attendant role is divided into two parts.

Primary roles and secondary roles

The primary and most important role of a flight attendant is

- safety,
- emergency, and
- first aid.

All to ensure the Safety and Welfare of passengers while executing their duties in accordance with the CAA approved Cabin Crew Manuals.

FOR PERSONAL USE
NOT UPDATED

Roles Of The Flight Attendant

It is a legal requirement that there be a minimum presence of cabin crew based on aircraft seating capacity for safety based on regulatory requirements.

The secondary roles:

The secondary role is the comfort of the passenger. Cabin crew members are the face of the airline as they excel in customer relations and service.

FOR PERSONAL USE
NOT UPDATED

Requirements

What do you require to be a flight attendant?

- 1) Complete a mandatory 4-6 week training course, which is governed by the various State Civil Aviation Authority (CAA)
- 2) The training course is called Safety & Emergency Procedures – (SEP)

FOR PERSONAL USE
NOT UPDATED

Awareness of Main Responsibilities

Cabin Crew prepares the aircraft and ensure security for passenger boarding directing them to their assigned seats and ensure that the carry on luggage is safely stored in the overhead cabins.

After the doors are closed and while the aircraft taxis for takeoff, they demonstrate the emergency procedures and then during the flight the cabin crew members ensure passengers follow instructions, are safe and assist them as needed.

When required subject to the airline provisions, Cabin Crew provide meal and beverage services while also tending to the needs of the flight deck crew members.

FOR PERSONAL USE
NOT UPDATED

Main responsibilities cont'd

In case of emergencies, cabin crews are there to direct and reassure passengers so that they follow the correct emergency procedures. The crew may have to deal with emergencies such as cabin fires or first aid situations.

At the conclusion of the flight, ensure that passengers disembark in an orderly fashion.

Additional responsibilities for Cabin Crew members include completing written report that records all details of the flight. This includes For instance; any unusual incidents and customs and immigration documentation as well as duty free sales, food and drinks sales in our low cost airline models where food and beverage is sold on board.

FOR PERSONAL USE
NOT UPDATED

28

Responsibilities in Detail

Flight Attendant Briefing

- Go over safety and emergency checklists, the locations and amounts of emergency equipment and other features specific to that aircraft type.
- Boarding particulars are verified, such as special needs passengers, small children traveling as unaccompanied minors.
- Weather conditions are discussed including anticipated turbulence.

FOR PERSONAL USE
NOT UPDATED

29

On Board Safety Checks Before and After Take-off

- Prior to each flight a safety check is conducted to ensure all equipment such as life vest, torches (flash light) and firefighting equipment are on board, in the right quantity, and in proper condition and location.
- Any unserviceable or missing items must be reported and rectified prior to take off.
- Cabin must be monitored for any unusual smells or situations.
- Assist with the loading of carry-on baggage, checking for weight, size and dangerous goods.

FOR PERSONAL USE
NOT UPDATED

30

On Board Safety Checks Before and After Take-off – cont'd

- Ensure those sitting in emergency exit rows are willing and able to assist in an evacuation and move those who are not willing or able out of the row into another seat.
- Carry out a safety demonstration or monitor passengers as they watch a safety video.
- “Secure the cabin” ensuring tray tables are stowed, seats are in their upright positions, armrests down and carry-ons stowed correctly and seat belts are fastened prior to take-off.

FOR PERSONAL USE
NOT UPDATED

31

Typical Work Activities

- Making announcements (seat belt needs) on behalf of the Flight Crew and answering passenger questions during the flight
- Reassuring passengers and ensuring that they follow safety procedures correctly in emergency situations

FOR PERSONAL USE
NOT UPDATED

32

Typical Work Activities

- Giving first aid to passengers where necessary
- Ensuring passengers disembark safely at the end of a flight and checking that there is no luggage left in the overhead lockers (security)
- Completing paperwork, (any emergency provisions during flight) including writing a flight report.

FOR PERSONAL USE
NOT UPDATED

33

On Board Safety Checks Before and After Take-off - cont'd

- Checks must also be done on the lavatory to ensure the smoke detector hasn't been deactivated.
- Regular cockpit checks must be done to ensure the pilot's health and safety.
- They must also respond to call lights dealing with special requests.
- During turbulence, flight attendants must ensure the cabin is secure.
- Prior to landing all loose items, trays and rubbish must be collected and secured along with service and galley equipment. All hot liquids must be disposed of.

FOR PERSONAL USE
NOT UPDATED

34

On Board Safety Checks Before and After Take-off - cont'd

- A final cabin check must then be completed prior to landing. It is vital that flight attendants remain aware as the majority of emergencies occur during take-off and landing.
- Upon landing, flight attendants must remain stationed at exits and monitor the airplane and cabin as passengers disembark the plane.
- They will also assist any special needs passengers and small children off the airplane. As well escort children, following the proper paperwork and ID process, to the designated person picking them up.

FOR PERSONAL USE
NOT UPDATED

35

SEP Training

Training shall be conducted using CAA approved facilities in which to practice the drills and procedures needed to deal with different types of emergencies.

Every cabin crew member has to undergo recurrent training every 12 months and be re-tested.

FOR PERSONAL USE
NOT UPDATED

36

Objectives of SEP Training

- Safety of passengers and that all crewmembers are prepared to address EMERGENCY circumstances.
- Discipline & Responsibilities, Communication, Operation Procedures, Emergency Procedures, Emergency Equipment, Crowd Control, Passenger Handling, Slide Jump, Survival & Water Survival, Firefighting and Smoke, Medical Aspects & First Aid, Dangerous Goods, Cultural Differences and CRM

FOR PERSONAL
USE
NOT UPDATED

37

Emergency training includes:

The following competencies.

- Ditching (Landing On Water)
- Decompression
- Fire Fighting
- First Aid
- Survival
- Passenger Management
- Security Related Issues
- Extraordinary Situations

FOR PERSONAL USE
NOT UPDATED

Photo - Gabe Asencio

38

Emergency training includes:

Flight attendants are trained to deal with a wide variety of emergencies, and are trained in first aid.

- Rejected take offs
- Emergency landings
- Cardiac and in-flight medical situations
- Smoke in the cabin
- Fires
- Depressurization



FOR PERSONAL USE
NOT UPDATED

Emergency training includes (cont'd)

- On-board births and deaths
- Dangerous goods and spills in the cabin
- Emergency evacuations
- Hijackings
- Water landings
- Sea, forest, arctic, and desert survival skills



FOR PERSONAL USE
NOT UPDATED

Medical Emergencies in Aviation:

- Asthma
- Heart Attacks
- Shock
- Epilepsy
- Air Sickness
- Emergency Childbirth
- Choking
- Stress
- Allergic Reactions
- Stroke
- Diabetes
- Hyperventilation
- Gastro-intestinal Disturbances

FOR PERSONAL USE
NOT UPDATED

41

First Aid Skills

Practical Cardio – pulmonary resuscitation will be instructed to each cabin crewmember with regard to the aeroplane environment and using a specifically designed dummy.

Basic first aid and survival training will include treatment for:

- the unconscious
- burns
- wounds
- fractures and soft tissue injuries



FOR PERSONAL USE
NOT UPDATED

Travel Health and Hygiene Including:

- Alertness management, physiological effects of fatigue, sleep physiology, circadian rhythm and time zone changes
- The risk of contact with infectious diseases especially when operating into tropical and sub-tropical areas
- Reporting of infectious diseases, protection from infection and avoidance of water-borne and food-borne illness. Training shall include the means to reduce such risks

FOR PERSONAL USE
NOT UPDATED

43

Travel Health and Hygiene Including: cont'd

- Hygiene on board
- Death on board
- Handling of clinical waste
- The use of appropriate aircrafts equipment including first aid kits, emergency medical kits, first aid oxygen and emergency medical equipment.

FOR PERSONAL USE
NOT UPDATED

44

Safety and Emergency Recurrent Training

Recurrent training – Review of:

- Incident/Accident/Occurrence
- Location & Handling of Safety Equipment
- Pilot Incapacitation
- Stowage of Articles in Cabin
- Surface Contamination Awareness
- Emergency Procedures including Evacuation and Crowd Control Techniques
- Medical Aspects (including first aid)
- Crew Resource Management.

FOR PERSONAL USE
NOT UPDATED

CAA Inspector Prep & Documentation Review

Outstanding previous audits

- Company Manuals
 - CCSM
 - Cabin Crew Training Program
- Surveillance reports since the previous audit
 - Cabin enroute
 - Pre-flight reports
 - Proving reports
 - Recurring findings and problems
 - Monitored Trainings

FOR PERSONAL USE
NOT UPDATED

46

CAA Checklists

Appendix XXV Cabin Crew Training Checklist/Report

CL: O-OPS-219

Cabin Crew Training Checklist/Report

Company:	<input type="text"/>	Date:	<input type="text"/>
Location:	<input type="text"/>	Inspector:	<input type="text"/>
Type of training program inspected:	<input type="text"/>		

FOR PERSONAL USE
NOT UPDATED

CAA Checklists

S = Satisfactory; U = Unsatisfactory

	✓	NA/S/U
A. INITIAL AIRCRAFT GROUND TRAINING		
1. Aircraft familiarization		
2. Aircraft equipment and furnishings		
3. Aircraft systems		
4. Aircraft exits		
5. Crew member communication and coordination		
6. Routine crew member responsibilities, duties and procedures		
7. Passenger handling responsibilities		
B. RECURRENT NORMAL AND EMERGENCY TRAINING		
1. Emergency equipment, as applicable		
2. Emergency procedures		
3. Emergency drills		
3.1. Every twelve months:		

FOR PERSONAL USE
NOT UPDATED

CAA Inspection Areas - Typical Task Review

Task reviews are not all inclusive but provide an overview . Tasks may vary depending on whether it is a short or long haul flight and the size of the team you are working in. These include:

Pre-flight briefing - cabin crew are assigned their working positions for the upcoming flight (crew are also informed of flight details, the schedule and if there are passengers with any special requirements, such as diabetic passengers, passengers in wheelchairs or the number of infants on board)

Pre-flight duties, such as checking the safety equipment, ensuring the aircraft is security checked, clean and tidy, ensuring that information in the seat pockets is up to date.

FOR PERSONAL USE
NOT UPDATED

CAA Inspection Areas - Typical Task Review

During Flight Inspections, Inspectors shall make Observations of required functions. Example: Cabin Crew – ensure they

- Inform passengers of the aircraft safety procedures and ensuring that all hand luggage is securely stored away
- Checking all passenger seat belts and galleys are secure prior to take-off

FOR PERSONAL USE
NOT UPDATED

50

Checklists

Inspectors shall use the specific CAA checklists for the required Inspections

- Use as directed
- Ensure that no area is overlooked
- Write down information
- Check company against CAA regulation requirements

FOR PERSONAL USE
NOT UPDATED

Interviewing People - Why?

- To determine if the system documented in the approved manuals is the system in use
- To assess the knowledge of the operator's personnel. To review their duties and responsibilities
- To determine if any other areas need be audited
- To tell people what is going on

FOR PERSONAL USE
NOT UPDATED

52

Base Inspections

- Cabin Crew Manuals held by other departments and other key Management personnel
- Manual Amendment & Safety Bulletin distribution,
- Are CC reports on safety issues dealt with
- CC injury reports to determine safety related trends
- Journey logs are closed and repairs corrected
- Flt Time & Duty Limitations & Rest Requirements
- Aircraft types Cabin Crew scheduled for & operating

FOR PERSONAL USE
NOT UPDATED

53

Aircraft Inspection

- Equipment
- Exits and Doors
- Placards
- Unserviceable equipment



FOR PERSONAL USE
NOT UPDATED

Pre-flight & Inflight Inspections

- General
- No of Cabin Crew & Crew briefing
- Apron Safety
- Cabin checks
- Flt Time & Duty Limitations & Rest Requirements

FOR PERSONAL USE
NOT UPDATED

55

Cabin Crew Training Program

- Training Program
- Crew Qualifications
- Training Records
- Dangerous Goods/Hazmat Program
- CRM

FOR PERSONAL USE
NOT UPDATED

56

Finally, lunch time
has arrived !



FOR PERSONAL USE
NOT UPDATED

Cabin Safety - a manufacturers perspective

Getting to grips with
Cabin Safety



Courtesy / cc

FOR PERSONAL USE
NOT UPDATED



Cabin Crew Emergency Procedures

This brochure is a comprehensive review of .

The aim of Getting to Grips with Cabin Safety is to provide Operators with guidance to develop procedures to enable them to implement and customize a cabin safety program to suit their own requirements.

The compilation of this Getting to Grips with Cabin Safety brochure involved a global understanding of how safety procedures are used on board aircraft worldwide. This was achieved through extensive research of, studies and articles, accident analysis of aviation authorities worldwide, Airbus in-service experience, and an overview of existing standards and procedures.

FOR PERSONAL USE
NOT TO BE REPRODUCED

Cabin Safety - Team Performance

A team is made up of players. Each crew-member is a team player with a specific role and task.

A good team does depend on individual performances; however, team performance takes precedence over individual performance.

Great team performance depends on 'synergy'. 'Synergy' is a technical term from the world of medicine that means, "working together".

FOR PERSONAL USE
NOT UPDATED

Cabin Safety - Team Performance

When in synergy, the performance of a team working together, is higher than the sum of the individual performances. $1+1>2$

Conditions for synergy are:

- A shared goal
- A clear crew structure
- Clear task allocation
- Team spirit
- Good leadership.

FOR PERSONAL USE
NOT UPDATED

Cabin Safety - Leadership

The leadership on-board is established by the airline standards. Naturally, there will always be the Captain, First Officer and sometimes a relief pilot in the cockpit.

In the cabin there is sometimes a Chief Purser, and pursers in different cabins, or just one Purser for the entire aircraft.

The Purser is responsible for all the cabin crew and their activities.

FOR PERSONAL USE
NOT UPDATED

Cabin Safety - Team Performance

A leader is someone who through word, action and example can influence the behavior and actions of others. A leader has the capacity to share the goals of the team, understand the needs of the team, and motivate the team to achieve their goals.

Good leadership requires teamwork.

There is a difference between authority and leadership. Leadership is an acquired skill, whereas authority is assigned.

A good leader has the correct balance of both.

FOR PERSONAL USE
NOT UPDATED

Cabin Safety - Team Performance

Effective communication between the cabin crew is vital to the every operation of the aircraft, and is conducive to:

- Establishing common objectives
- Exchanging information
- Monitoring activity
- Reporting situations.
- Setting a friendly and professional atmosphere.

FOR PERSONAL USE
NOT UPDATED

Cabin Safety - Team Performance

Briefings are the ideal moment for cabin and flight crew to set the tone and the expectations for a flight. It is also the opportunity to advocate open two-way communication between the cabin and the flight crew. Joint crew briefings assist in creating a working environment that is more conducive to a safe operation.

- Cabin crew should introduce themselves
- Use professional and friendly language
- Be respectful to each other
- Be safety conscious

FOR PERSONAL USE
NOT UPDATED

Cabin Safety - Emergencies

The ICAO Training Manual states – Any in-flight emergency will require cabin crew to immediately transform themselves from amiable and ready-to-please airline public relations employees into assertive leaders responsible for the safety of every person on board the aircraft

Passengers very rarely see this aspect of the cabin crew's role. During an emergency situation the passengers will look to the cabin crew for guidance and assistance.

FOR PERSONAL USE
NOT UPDATED

Cabin Safety - Emergency Evacuation

INTRODUCTION

There are many factors that contribute to the successful evacuation of an aircraft.

- The procedural knowledge of the cabin crew. This includes training, experience and behavior
- The aircraft configuration, the layout of the cabin
- The environment inside and outside the aircraft (e.g., the presence of smoke, fire, the cabin lighting, and outside conditions)
- The behavior of the passengers, their age, level of fitness and motivation

During an emergency evacuation, it is essential for the cabin crew to be able to apply their knowledge of procedures and rapidly adapt to the situation.

FOR PERSONAL USE
NOT TO BE REPRODUCED

Cabin Safety - Emergency Evacuation

In the case of a life threatening situation on-board the aircraft, it is essential that the aircraft is evacuated quickly and efficiently to increase the occupants chances of survival.

The role of the cabin crew-member will change from being customer service-oriented, to being.

- A cabin safety specialist
- An assertive leader
- Ready to act
- In control of any given emergency situation.

FOR PERSONAL USE
NOT UPDATED

Cabin Safety - Ditching (Planned/Unplanned)

INTRODUCTION

The definition of ditching is "A deliberate emergency landing on water, where the aircraft touches down under control". However, in commercial aviation this is a rare occurrence.

A ditching, when executed correctly, is survivable. During a planned ditching the cabin crew have notice, and therefore, sufficient time to prepare the cabin, or to advise passengers to put on their life vests. (Extract from the NTSB report)

However, an NTSB study of Air Carrier water contact accidents indicates that these accidents are usually inadvertent, with no time to prepare. Most accidents occur during the takeoff and landing phases of flight, and usually within proximity of the airport. Many water contact accidents occur during the hours of darkness.

FOR PERSONAL USE
NOT REPRODUCED

Cabin Safety - Ditching (Planned/Unplanned)

The actions and response of the cabin crew, during a “ditching” or inadvertent water landing, will have a direct effect on the chances of survival.

Wet drills and ditching exercises, that form part of the cabin crew's initial training and further emergency training, provide the cabin crew with invaluable information, that helps them to react effectively, and improves their situational awareness skills in emergencies.

Many inadvertent landings on water (referred to as an Unplanned Ditching) have been documented. During an unplanned ditching, there is no time for the cabin crew to advise the passengers to don life vests or adopt the brace position.

FOR PERSONAL USE
NOT TO BE REPRODUCED

Cabin Safety - Ditching (Planned/Unplanned)

In any unprepared emergency the reaction of the cabin crew will depend largely on their situational awareness skills.

When preparing for take-off and landing, the use of the Silent Review will heighten cabin crew situational awareness skills, and prepare them for the unexpected.

When departing or arriving at a destination that involves flying over water, some ditching information should become part of the Silent Review. Cabin crew should concentrate on the additional information to be given to passengers, for example:

FOR PERSONAL USE
NOT UPDATED

Silent Review

- What commands should be used?



FOR PERSONAL USE
NOT UPDATED

Silent Review

- What should be looked for when assessing conditions?

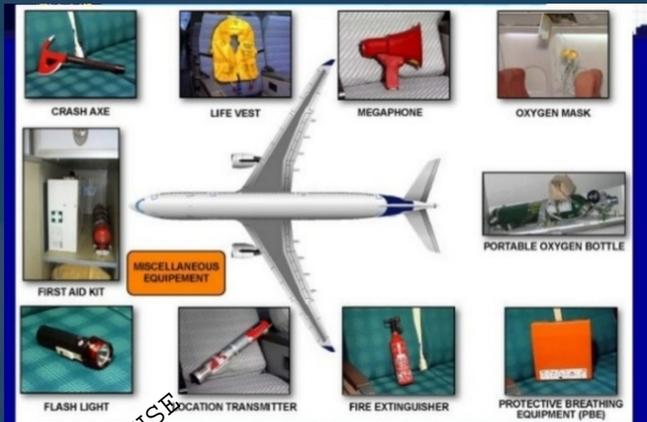


FOR PERSONAL USE
NOT UPDATED

- What would determine the exits usable/unusable?

Silent Review

- What equipment should be used?



- How to use the slide-raft?

FOR PERSONAL USE
NOT REPRODUCED

Silent Review

- What equipment to take?



- How to manage passengers in the water?

FOR PERSONAL USE
NOT UPDATED

Cabin Crew Emergency Procedures - Guidance

2. CABIN SMOKE AWARENESS
3. MANAGING ON-BOARD FIRES
4. CABIN DEPRESSURIZATION
5. TURBULENCE MANAGEMENT
6. DANGEROUS GOODS AWARENESS
7. BOMB ON BOARD

FOR PERSONAL USE
NOT UPDATED

**WHO
WE ARE!**

**WHO
WE WERE**

**REGULATORY
STANDARDS**

**AIRLINE
CABIN SAFETY
INSPECTOR
COURSE**

**Global
Initiatives**

**Future of
Cabin safety**

FOR PERSONAL USE
NOT UPDATED

Into the Skies and Back

**WHO
WE WERE**

**WHO
WE ARE!**

**AIRLINE
CABIN SAFETY
INSPECTOR
COURSE**

FOR PERSONAL USE
NOT UPDATED

Into the Skies and Back

**WHO
WE WERE**

**WHO
WE ARE!**

**REGULATORY
STANDARDS**

**AIRLINE
CABIN SAFETY
INSPECTOR
COURSE**

FOR PERSONAL USE
NOT UPDATED

Into the Skies and Back

**WHO
WE WERE**

**WHO
WE ARE**

**REGULATORY
STANDARDS**

**AIRLINE
CABIN SAFETY
INSPECTOR
COURSE**

**GLOBAL
INITIATIVES**

**FUTURE
of CABIN
SAFETY**



FOR PERSONAL USE
NOT UPDATED

Into the Skies and Back





**WHO
WE WERE**

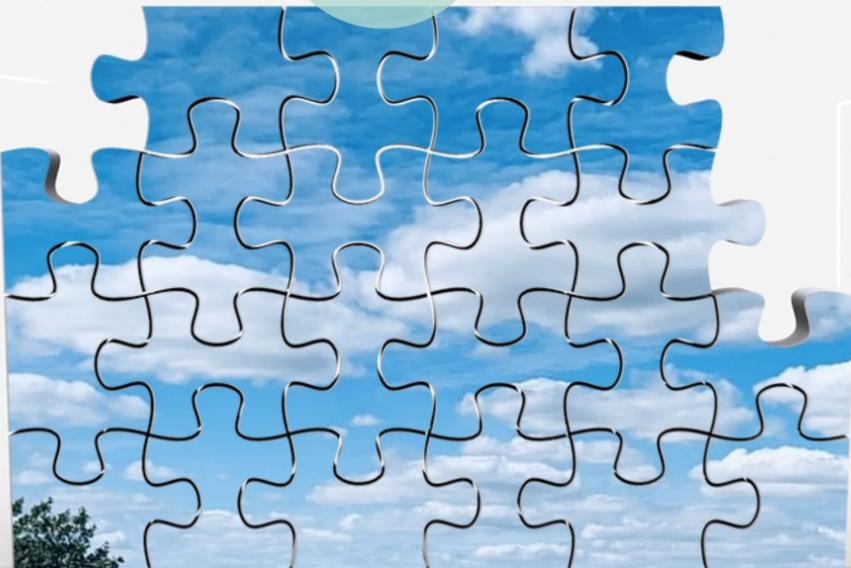
**WHO
WE ARE**

**REGULATORY
STANDARDS**

**AIRLINE
CABIN SAFETY
INSPECTOR
COURSE**

**GLOBAL
INITIATIVES**

**FUTURE
of CABIN
SAFETY**



FOR PERSONAL USE
NOT UPDATED

Into the Skies and Back



Regulatory Standards



**ICAO
& IATA**

FOR PERSONAL USE
NOT UPDATED



FAA



EASA



CAA's

ICAO & IATA

FOR PERSONAL USE
NOT UPDATED



ICAO Cabin Crew Safety Training Manual

Courtesy of:

Martin Maurino

Safety, Efficiency and Operations Officer, ICAO

FOR PERSONAL USE
FOR NOT UPDATED

ICAO Cabin Crew

Training Workshop



FOR PERSONAL USE
NOT UPDATED

Workshop Goals

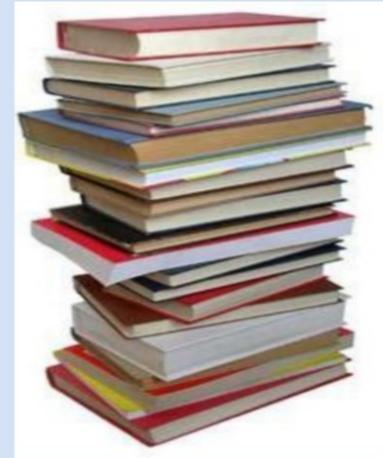
- Provide participants knowledge of:
 - ICAO Standards and Recommended Practices (SARPs) relevant to cabin crew and cabin safety and security
 - in Annexes 6, 8, 13, 18 and 19 and related guidance material
 - Cabin crew competency-based training concepts and associated guidance material
- Develop participants' knowledge to implement (operator/ATO) or approve and oversee (State) key components of cabin crew competency-based training programme
 - Based on *ICAO Cabin Crew Safety Training Manual* (Doc 10002)



FOR PERSONAL USE
NOT UPDATED

Documentation

- ICAO Cabin Safety website
 - www.icao.int/cabinsafety



FOR PERSONAL USE
NOT UPDATED

Overview of ICAO Standards and The Cabin Crew Safety Training Manual (Doc 10002)

FOR PERSONAL USE
NOT UPDATED

Overview

- Definition of cabin safety
- ICAO cabin safety requirements
- ICAO cabin crew training requirements
- ICAO Doc 10002
- ICAO Cabin Safety Group & its role
- Overview of Doc 10002 Chapters
- Intent of the manual
- Q&A

FOR PERSONAL USE
NOT UPDATED

What is Cabin Safety?

- Discipline that contributes to
 - Prevention of accidents and incidents
 - Protection of aircraft occupants
- Through proactive safety management, including
 - Hazard identification and safety risk management
- Increase of survivability in event of emergency situation



FOR PERSONAL USE
NOT UPDATED

What is Cabin Safety?

- Cabin safety focuses on:
 - Regulations relating to cabin operations
 - Operator's procedures and documentation
 - Cabin crew training and qualifications
 - Human performance
 - Design and manufacturing
 - Equipment and furnishings on board aircraft
 - The operational environment



FOR PERSONAL USE
NOT UPDATED

ICAO Cabin Safety Requirements

FOR PERSONAL USE
NOT UPDATED

ICAO Requirements: Cabin Safety

- ICAO Annexes contain SARPs
 - Adopted by Council of ICAO
 - Serve as minimum Standards applicable to international civil aviation
- Following Annexes comprise SARPs related to cabin safety

FOR PERSONAL USE
NOT UPDATED



Annex 6 Part I

- Operation of Aircraft, Part I —
International Commercial Air Transport —
Aeroplanes
 - Operator's procedures
 - Passenger safety
 - Carry-on baggage
 - Minimum cabin crew requirements
 - Assignment of cabin crew members' emergency duties
 - Cabin crew at emergency evacuation stations



FOR PERSONAL USE
NOT UPDATED

Annex 6 Part I

- Operation of Aircraft, Part I — International Commercial Air Transport — Aeroplanes
 - Protection of cabin crew during flight
 - Cabin crew training programmes
 - Equipment required on board aeroplanes
 - Cabin crew members' fatigue management
 - Security-related procedures and security training programmes



FOR PERSONAL USE
NOT UPDATED

Other Relevant Annexes

- Annex 8 - Airworthiness of Aircraft
 - Cabin design & manufacturing
 - Systems design features
 - Operating environment & Human Factors
 - Crashworthiness & cabin safety



FOR PERSONAL USE
NOT UPDATED

Other Relevant Annexes

- Annex 13 - Accident and Incident Investigation



- Annex 18 - The Safe Transport of Dangerous Goods by Air
 - Establishment of dangerous goods training for cabin crew members
 - Technical Instructions for Safe Transport of DG by Air
- **Annex 19 - Safety Management**
Service providers' safety management systems

FOR PERSONAL USE
NOT UPDATED

ICAO Cabin Crew Training Requirements

FOR PERSONAL USE
NOT UPDATED

Safety & Emergency Procedures Training

Annex 6, Part I - Paragraph 12.4

- Operator shall establish/maintain training programme
 - Completed by all persons before being assigned as cabin crew
- Approved by State of the Operator
- Cabin crew members shall complete recurrent training
 - Annually



FOR PERSONAL USE
NOT UPDATED

Security Training

Annex 6, Part I - Paragraph 13.4

- Operator shall establish/maintain approved security training programme
 - Crew members act in most appropriate manner to minimize consequences of unlawful interference



FOR PERSONAL USE
NOT UPDATED

Dangerous Goods Training

Technical Instructions (Doc 9284), Part 1 Chapter 4

- DG training for cabin crew members includes:
 - a) General philosophy
 - b) Limitations
 - c) Labelling and marking
 - d) Recognition of undeclared dangerous goods
 - e) Provisions for passengers and crew
 - f) Emergency procedures



- Training required regardless of whether operator is approved to transport dangerous goods or not

FOR PERSONAL USE
NOT UPDATED

Cabin Crew Safety Training Manual

- Guidance material on training developed in 1970s
 - Cabin Attendants' Safety Training Manual (Doc 7192 Part E-1)
 - Addressed requirements in Annex 6
 - Last updated in 1996
- ICAO Cabin Crew Safety Training Manual revision
 - Now Document 10002, first edition
 - Addresses significant changes since 1990s
 - Guidance material for initial & recurrent training
 - Additional guidance on aspects not addressed by ICAO
 - Presents competency-based approach



FOR PERSONAL USE
NOT UPDATED

ICSG : A Joint Industry-Regulatory Effort



Australian Government
Civil Aviation Safety Authority



Transport
Canada



GCAA
الهيئة العامة للطيران المدني
UAE General Civil Aviation Authority



FOR PERSONAL USE
NOT UPDATED

ICAO MPSG & IATA MAG: A Joint Effort on Cabin Health



AIRFRANCE



BRITISH AIRWAYS



Overview of Chapters

1. Cabin Crew Training Requirements and Qualifications
2. Training Facilities and Devices
3. Competency-based Training Approach
4. Aviation Indoctrination
5. Normal Operations Safety Training
6. Abnormal and Emergency Situations Training
7. Dangerous Goods

FOR PERSONAL USE
NOT UPDATED

Overview of Chapters

8. Human Performance
9. Cabin Health and First Aid
10. Aviation Security
11. Safety Management Systems
12. Fatigue Management
13. In-Charge Cabin Crew Training
14. Management Aspects of the Cabin Safety Training Programme

FOR PERSONAL USE
NOT UPDATED

What the Manual is and What it is not

- What it is:
 - Guidance to develop cabin crew competency-based training
 - Content is generic and operators should adapt it to suit their operation
 - Recommendations
 - Guidance for States when approving training programme
 - Training syllabus **should** include all relevant parts of syllabuses suggested in this manual
 - but should not be limited by it

FOR PERSONAL USE
NOT UPDATED

What the Manual is and What it is not

- What it is not:
 - Content is **not** mandatory
 - only SARPs in Annexes are
 - Manual is **not** all-inclusive
 - other means of compliance may exist
 - Content does not represent sole means to meet regulatory requirements on cabin crew training

FOR PERSONAL USE
NOT UPDATED

Points to Remember

- Several ICAO SARPs related to cabin safety in various Annexes
- Specific cabin crew training requirements in Annexes 6, 18 and 19
- Content of the training manual
- Intent of the manual

FOR PERSONAL USE
NOT UPDATED

FOR PERSONAL USE
NOT UPDATED



ICAO Cabin Safety: Latest Developments

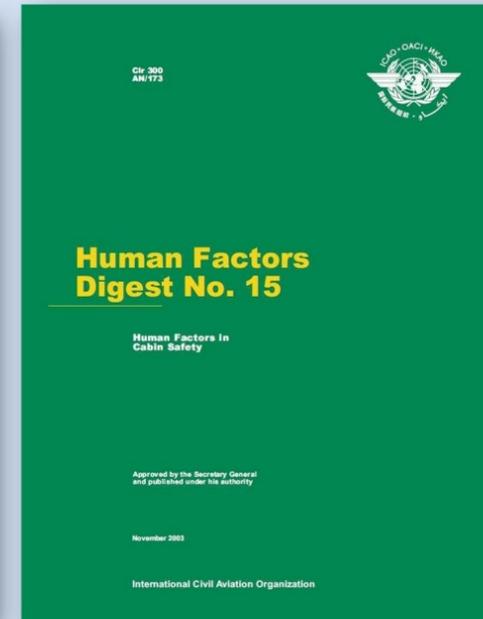
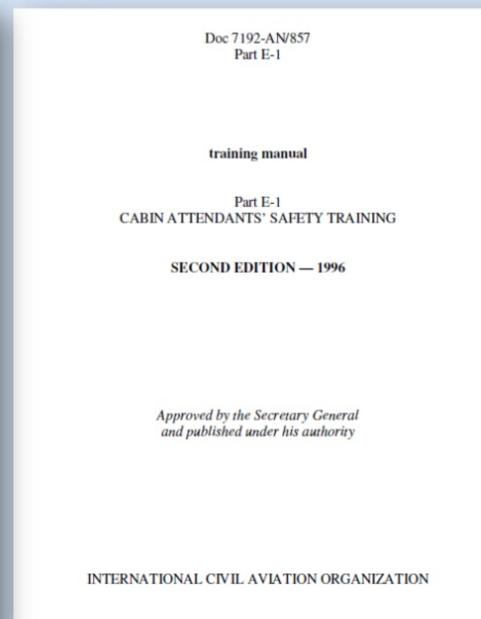
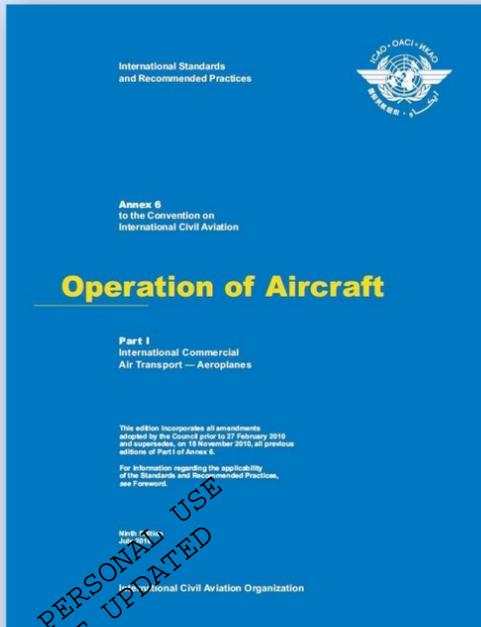
Courtesy of:

Martin Maurino M.Eng

Technical Officer, Global Aviation Safety

FOR PERSONAL USE
NOT TO BE REPRODUCED

Cabin Safety at ICAO... Circa 2011



FOR PERSONAL USE
NOT UPDATED

ICSG Founding Members (2012)



FOR PERSONAL USE
NOT UPDATED



ICAO Cabin Safety Group (Today)



FOR PERSONAL USE
NOT UPDATED

Contributions so Far...



FOR PERSONAL USE
NOT UPDATED

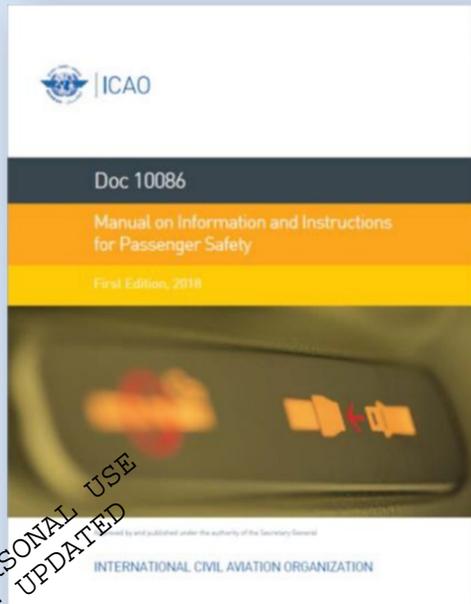
Minimum Cabin Crew Requirements

- Certification requirements
- Operational requirements
- Planning and conduct of demos
- Considerations when establishing minimum cabin crew numbers
- Modifying minimum crew
- Additional considerations for cabin crew
- Personnel assigned non-safety and non-emergency duties in cabin

FOR PERSONAL USE
NOT UPDATED

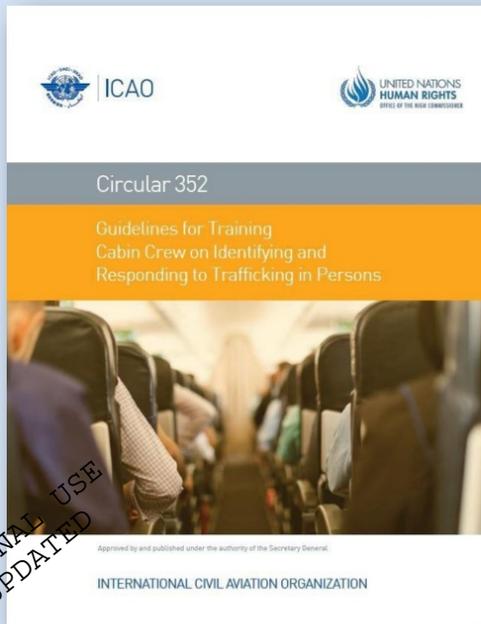


Passenger Information & Instructions



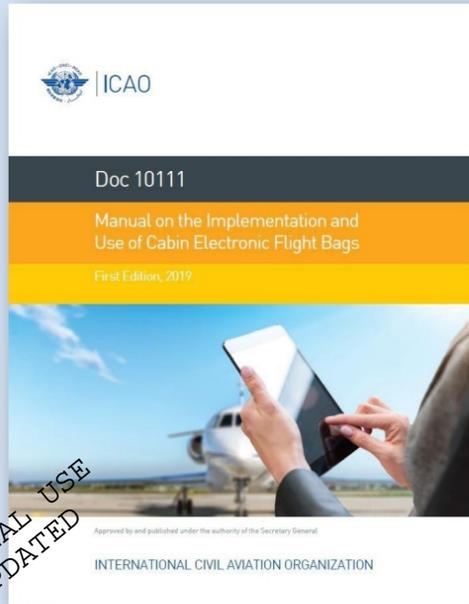
- Passenger safety briefings
- Safety briefing cards
- Signs, markings and placards
- Occupancy of emergency exit rows
- Instructions for brace positions
- Brace and evacuation commands
- Carry-on baggage in evacuations and other considerations

Combatting Human Trafficking



- Foreword
- Trafficking in persons
- Regulatory considerations
- Operator policy & procedures
- Cabin crew training
- Sample training programmes

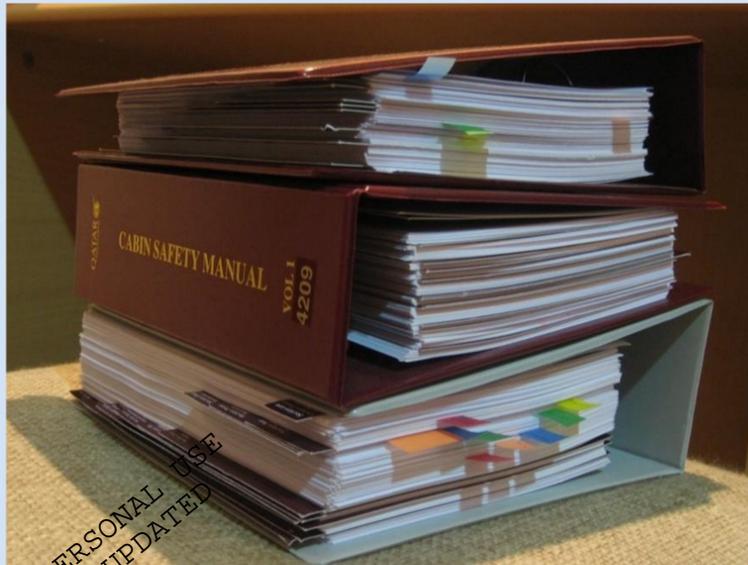
Cabin EFBs (new Doc 10111)



FOR PERSONAL USE
NOT UPDATED

- C-EFB types and functions
- Hardware considerations for installed/portable C-EFBs
- Software
- C-EFB management system
- Cabin crew SOPs & training
- C-EFB risk assessment
- C-EFB evaluation process
- Specific ops approval checklist

Cabin Crew Operations Manual



FOR PERSONAL USE
NOT UPDATED

- As part of OPS Manual
- Revision to Doc 9376
- CCOM content
- Cabin Crew Training Manual
- List of cabin safety & emergency equipment
- Example of a checklist for an anticipated emergency landing
- Medical supplies

Digital Learning for Cabin Crew (New Cir 356)

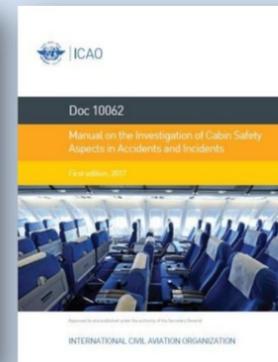
- Introduction to Digital Learning
- Applying Digital Learning
- Quality Assurance in Digital Learning
- Regulatory considerations



FOR PERSONAL USE
NOT UPDATED

100

What's Next for 2020-2022



Risk Matrix

Likelihood		Very Likely	Likely	Unlikely	Highly Unlikely
Consequences	Fatality	High	High	High	Medium
	Major Injuries	High	High	Medium	Medium
	Minor Injuries	High	Medium	Medium	Low
	Negligible Injuries	Medium	Medium	Low	Low



FOR PERSONAL USE
NOT UPDATED

Inspector Competency



FOR PERSONAL USE
NOT UPDATED

These Job Functions are accomplished by Inspectors



CAA Authority:

1. Develop regulations
2. Issue AOCs, etc
3. Conduct inspections
4. Take corrective action

FOR PERSONAL USE
NOT UPDATED

ICAO: Inspector Staffing

- ✈ Must be properly organized
- ✈ Competent
- ✈ Qualified

Doc 8325, Part I, Par. 5.3
Doc 9160, Part II, Par. 3.1.3
Doc 734, Part A, Par 3.4.2



FOR PERSONAL USE
NOT UPDATED

ICAO: Inspector Staffing



FOR PERSONAL USE
NOT UPDATED

“The State civil aviation system must be **properly organized** and staffed with **qualified personnel** capable of accomplishing the required wide range of technical duties involved in safety oversight”

ICAO Doc. 9734, Part A, Par. 3.4.2.1



ICAO: Inspector Duties

- ✈ Certification of operators
- ✈ Continuing surveillance of operators
- ✈ Personnel licensing
- ✈ Informing the CAA and operator of deficiencies
- ✈ Recommending corrective action



*Doc 8335, Part I, Par. 5.2 & 5.4
Doc 9760, Part II, Par. 3.1*

ICAO: Inspector Responsibilities

- ✈ Vital importance
- ✈ Perform a critical job function
- ✈ Essential to aviation safety
- ✈ Essential to meeting State ICAO Obligation

Doc. 8335, Part I, Par. 5.4
Doc. 9734, Part A, Par. 3.5.1

<i>Functioning Division of CAA</i>	<i>Key Oversight Function</i>
Flight Standards	<ul style="list-style-type: none"> ✈ Personnel Licensing ✈ Flight Operation ✈ Airworthiness / Maintenance ✈ Cabin Safety
Air Transport Services	<ul style="list-style-type: none"> ✈ Aviation Security ✈ Dangerous Goods Handling
Air Traffic Services	<ul style="list-style-type: none"> ✈ Air Navigation Service ✈ Meteorological Service
Airport Operation and Management Unit	<ul style="list-style-type: none"> ✈ Aerodrome Certification ✈ Aerodrome Operation



FOR PERSONAL USE
 NOT UPDATED

ICAO: Inspector Responsibilities

- ✈ Vital importance
- ✈ Perform a critical job function
- ✈ Essential to aviation safety
- ✈ Essential to meeting State ICAO Obligation

Doc. 8335, Part I, Par. 5.4
Doc. 9734, Part A, Par. 3.5.1

Functioning Division of CAA	Key Oversight Function
Flight Standards	<ul style="list-style-type: none"> ✈ Personnel Licensing ✈ Flight Operation ✈ Airworthiness / Maintenance ✈ Cabin Safety
Air Transport Services	<ul style="list-style-type: none"> ✈ Aviation Security ✈ Dangerous Goods Handling
Air Traffic Services	<ul style="list-style-type: none"> ✈ Air Navigation Service ✈ Meteorological Service
Airport Operation and Management Unit	<ul style="list-style-type: none"> ✈ Aerodrome Certification ✈ Aerodrome Operation



ICAO: Inspector Quality

“The satisfactory execution of the various functions of the CAA Inspectorate depends to a large extent on the qualifications, experience, competence and dedication of individual inspectors”

Doc 8335, Part I, Par. 6.2.6



ICAO: Required Training

→ **The CAA must:**

- Determine the minimum qualifications for new-hire personnel;
- Provide the training necessary to accomplish their responsibilities;
- Initial & Recurrent;
- Technical & Administrative.

FOR PERSONAL USE
NOT UPDATED

ICAO Doc. 9734, Part A, Par. 3.5.2





“The result of such training is better job performance and greater respect from those who are inspected and supervised by the CAA”



FOR PERSONAL USE
NOT UPDATED

ICAO Doc 9734, Part A, Par. 3.5.2

Training Record

- An internet database or Inspector worksheet profile record that is used to record all training completed.



FOR PERSONAL USE
NOT UPDATED

Roles and Responsibility of CAA



All 6 roles must work together to successfully implement the policies

FOR PERSONAL USE
NOT UPDATED



ICAO: New Hire Operations Inspector

Cabin Safety Operations - Inspector Qualifications

✈ The entry requirements for a Cabin Safety Inspector include a requirement for;

- ✈ • operational and management experience with an operator,
- ✈ • extensive knowledge and skills in their specialty area.

✈ Experience in

- ✈ • training program development,
- design of procedures,
- instructional techniques and
- supervision are essential requirements for a credible inspector.

The new inspector undergoes extensive formal training as well as guided on the job training.

FOR PERSONAL USE
NOT UPDATED

ICAO: New Hire – General Characteristics

- ✈ Technical Competency
- ✈ Integrity, Impartial
- ✈ Initiative, Tact, Tolerance, Patience
- ✈ Good understanding of human nature
- ✈ Good communications skills



FOR PERSONAL USE
NOT UPDATED

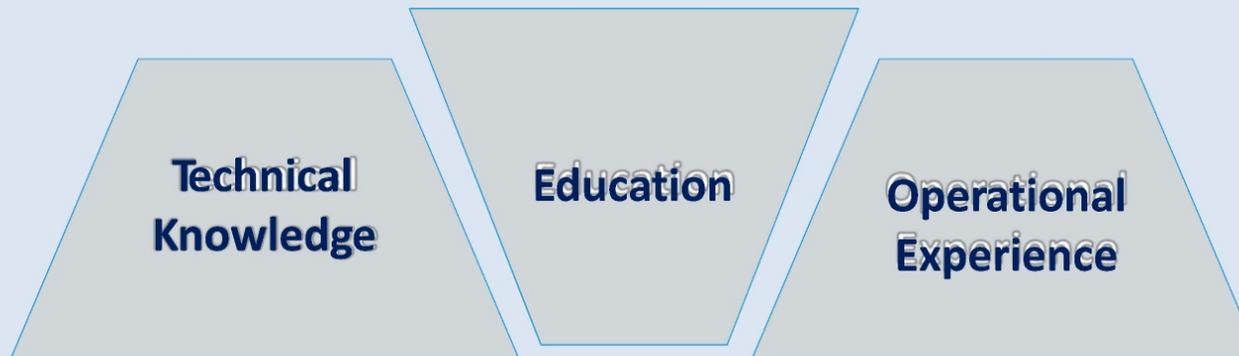
Indoctrination

- ✈ For all new employees
- ✈ Basic administrative skills
- ✈ Normal office procedures



FOR PERSONAL USE
NOT UPDATED

New Inspector Qualification



CAA Inspectors should compare favorably with the personnel they will inspect.

*Doc 8335, Part I, Par. 6.2
Doc 8760, Part II, Par. 3.1.3
Doc 8734, Part A, Par. 3.5.1*

FOR PERSONAL USE
NOT UPDATED

ICAO: Inspector Training

- Continuous development knowledge & skill
- All inspector duties & responsibilities
- CAA regulations, procedures, enforcement
- Refresher courses in all responsibilities
- Participation in seminars & workshops
- Technical report writing
- Supervisory training



FOR PERSONAL USE
NOT UPDATED

Regulatory Standards



ICAO



FAA



EASA



CAA's

FOR PERSONAL USE
NOT UPDATED

**WHO
WE WERE**

**WHO
WE ARE**

**REGULATORY
STANDARDS**

**AIRLINE
CABIN SAFETY
INSPECTOR
COURSE**

**GLOBAL
INITIATIVES**

**FUTURE
of CABIN
SAFETY**



FOR PERSONAL USE
NOT UPDATED

Into the Skies and Back

