



CIVIL AVIATION PUBLICATION

CAP 20

CABIN CREW

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1. INTRODUCTION

1.1 Purpose

This Civil Aviation Publication (CAP) provides interpretative material and guidance for personnel involved in the utilisation, training and management of cabin crewmembers for the following;

- (a) Attestation of initial safety training of cabin crew;
- (b) Approval of cabin crew training organisations based in San Marino; and
- (c) Operations Manual procedures for cabin crew.

1.2 Applicability

1.2.1 General Aviation Operators

An operator of General Aviation aircraft who utilises cabin crew members shall ensure that the cabin crew member is fully trained and retains recency in cabin crew duties for the aircraft type operated. The company operations manual must stipulate the training and operating requirements.

The information in this CAP is primarily for Commercial operators but Appendix 1 may be used by an operator to develop procedures and organise training programmes.

1.2.2 Commercial Air Transport Operators

Commercial Air Transport Operators must meet the requirements of CAR OPS 1/3, Subpart O in all respects.

To operate as a cabin crew member he/she must hold;

- (a) [an attestation of initial training issued by;
 - (1) a National Civil Aviation Authority acceptable to the CAA; or
 - (2) a training organisation approved by an acceptable NAA.
- (b) a cabin crew licence issued by an acceptable NAA and validated by the San Marino CAA; or
- (c) an attestation of acceptance of initial training issued by the San Marino CAA; and]
- (d) a current medical assessment (refer CAR MED, Subpart C); and
- (e) the training and recency requirements of CAR OPS 1/3, Subpart O, or acceptable equivalent.



2. CABIN CREW ATTESTATION

2.1 Recognition of Training

[The CAA will recognise an attestation or cabin crew licence issued by an acceptable NAA as meeting the requirement of CAR OPS 1/3.1005.]

Note: The determination of an “acceptable” NAA is at the discretion of the CAA based on the NAA regulations and requirements. Supporting documentation may be requested from an operator in this regard.

As the attestation is a recent requirement there will be cases whereby an experienced cabin crew member may not have been issued with an attestation as proof of initial training. Therefore the following policy applies;

(a) Adequate Evidence of Initial Training

A cabin crew member who can provide satisfactory evidence of initial training/experience may be issued with a letter of recognition by the CAA in lieu of an attestation provided they have completed, within the preceding 6 months, the relevant refresher training (SEP) for the proposed aircraft type.

Satisfactory evidence may include the syllabus of initial training or a letter from a previous commercial operator. [The attestation from the CAA would clearly state that the CAA recognises the initial training for cabin crew duties on San Marino registered aircraft.]

(b) Inadequate Evidence of Initial Training

A cabin crew member who cannot provide satisfactory evidence of training/experience shall be required to complete the initial training course (and acquire an attestation) at a training organisation approved to issue an attestation.[]

(c) A cabin crew member, who has not operated in commercial operations for more than 5 years, shall be required to complete the initial training course (and acquire an attestation) at a training organisation approved to issue an attestation.[]

Note: Cabin crew members are not required to carry their attestation.

3. TRAINING ORGANISATION

3.1 General

[This section applies to applicants who propose to establish a training organisation approved to conduct initial cabin crew training for cabin crew.]

3.2 Management and Staffing

(a) General



An adequate number of qualified, competent staff is to be employed and the management structure should ensure supervision of all grades of staff by persons who have the necessary experience and qualities. The CAA will place particular emphasis on the qualifications and competence of all training staff in their specialisation and in training techniques. A Training Organisation is considered normally to be a single organisation, staffed, equipped and operated in a suitable environment, offering the practical training and theoretical instruction required for the course provided. Where training is provided at multiple locations, all sites will be subject to inspection.

(b) Head of Training

The Head of Training should have extensive experience in cabin crew training and a sound managerial capability.

Should the Head of Training cease to be employed in that role, the approval will automatically lapse. The CAA must be informed of the departure or intended departure of the Head of Training. However, provided that a named deputy has been in post and has been active for at least 90 days before the departure of the Head of Training, permission may be given for the approval to continue pending the appointment of a permanent replacement. The acceptability to the CAA of an intended appointee should be confirmed before the appointment is made.

(c) Instructors

Sufficient instructors must be employed to ensure the proper continuity of training for all trainees attending the course.

3.3 Training Standards

The CAA requires that adequate arrangements be put in place by the Head of Training for the standardisation of instructors and the provision of instructor briefing material. Such arrangements shall be detailed in the Training Manual.

Arrangements are to be made for periodic standardisation and checking. Such training and checking is to be recorded within the organisation's quality control system.

3.4 Training Programme

The Training Manual will state entry requirements for the course and include the standards and objectives for each module of training that the trainees are required to complete. The length and amount of training appropriate to the course should be designed for a trainee with the minimum entry requirements as detailed in the Training Manual.

The training course should be based on generic procedures and regulatory requirements, and not refer to a specific aircraft type.

The CAA will only approve courses prepared and delivered in the English language. All course material and documents shall be in English. Training Organisations shall ensure that trainees, for whom English is a second language, have an adequate understanding of spoken and written English before admitting them to a course.



3.5 Facilities

Suitable facilities must be provided to conduct the training. Classrooms should be well lit and have the necessary instructional aids with adequate ventilation and comfort.

A Training Organisation may make training arrangements with other TOs or providers for specific sections of the training (e.g. emergency exit training; mock-ups, swimming pools etc.), but must ensure that these other organisations comply with the appropriate requirements.

Where training is provided at multiple locations, all sites will be subject to inspection. The Training Organisation must be self-sufficient and able to test its trainees at the completion of each module of training. In all cases, the Head of Training is responsible for its training standards and compliance with appropriate requirements, including testing, even though a sub-contracted organisation may also be approved.

3.6 Representative Training Devices

A representative training device, if acceptable to the Authority, may be used for the training of cabin crew as an alternative to the use of the actual aircraft or required equipment. Only those items relevant to the training and testing intended to be given should accurately represent the aircraft in the following particulars:

- (a) Layout of the cabin in relation to exits, galley areas and safety equipment stowage;
- (b) Type and location of passenger and cabin crew seats;
- (c) Exits in all modes of operation (particularly in relation to method of operation, their mass and balance and operating forces) including failure of power assist systems where fitted; and
- (d) Safety equipment of the type provided in the aircraft (such equipment may be 'training use only' items and, for oxygen and protective breathing equipment, units charged with or without oxygen may be used).

3.7 Records

The form of trainee training records including the attestation is to be specified in the Training Manual and be acceptable to the CAA. Records of all training and checking as required by OPS 1/3.1035 must be maintained including a copy of the attestation.

Records should be retained by the Training Organisation for a minimum of five years.

3.8 Approval Process

3.8.1 Application

- (a) General



It is the CAA's experience that considerable resources and effort are required to prepare an initial application for approval to conduct courses of training, particularly in relation to the development of the required documentation. Therefore organisations should make realistic assumptions from the outset as to how long it will take to obtain approval and are strongly recommended to inform the CAA of their intentions at an early stage of planning.

[A training organisation seeking approval for the cabin crew initial course should apply to the CAA Head of Licensing.]

(b) Supporting Documentation

The application should also include the following documentation:

- Operations Manual containing:
 - All information given to trainees during the course.
 - Amendment process for update of information and CAA notification.
- [Training Manual containing:]
 - Course syllabi and methodology.
 - Instructor guidance notes.
 - Amendment process for update of information and CAA notification.
- [Quality Assurance Manual and Safety Management Manual containing:]
 - Quality/SMS oversight procedures.]
 - Procedures for changing instructors.
 - Procedures for trainee failure.
 - Detailed management structure and post holder CVs.
- List of external facilities to be used on the course.
 - Swimming pools, aircraft training devices, etc.
- Description of accommodation and facilities
 - Classrooms, restrooms, toilets, etc.
 - Number of staff and trainees that can be accommodated.
 - Statement that it is adequately lit, ventilated and free from external noise and distractions.



- Ratio of instructor to trainees.
- List of equipment, training material, DVDs, hand-outs, etc.
- List and qualifications of instructors.
- Evidence of continuing availability of equipment, facilities and instructors.
- Samples of course documentation
- Attestation record form including responsibility for production, issue and retention.
- Training Organisation training records.
 - At least two sample examination papers for each module.

Note: The Training Organisation will not be required to duplicate submission of information relating to the above items if the information is already included in another document submitted, e.g. Training Manual.

3.8.2 Initial Inspection

When the CAA is satisfied that the application and associated documentation complies with the requirements, all aspects of the organisation and all training locations will be inspected to ensure that the requirements are met.

The initial inspection will focus on:

- Staff – adequacy of numbers and qualifications.
- Training equipment.
- Facilities – adequacy for course and number of trainees.
- Documentation – compliance with requirements and amendment status.
- Instruction – conduct and content of course material.
- Quality system and SMS.

Note: In practice, consideration of these items will have taken place before the initial approval inspection.

It will be necessary to make two approval inspections, the first to ensure compliance of the infrastructure and documentation and the second to observe the training course. If a TO elects to sub-contract any element of the course, the Authority may choose to conduct a further inspection of the sub-contractor.



It will be a condition of the approval that the CAA may re-inspect the TO at any time during the period of approval. Continuation of an approval is not automatic but depends on the outcome of inspections. Reports will be provided to the TO following inspection visits by CAA staff.

3.8.3 Approval

Subject to satisfactory inspection, an initial approval for courses to be conducted under the direction of the Head of Training will be issued for two years. [An interim inspection will be carried out between six and twelve months after initial approval.]

An organisation may not commence, conduct or continue training courses requiring approval, unless it has the relevant approval documentation in its possession.

3.8.4 Revalidation of Approval

Applications for the revalidation of an existing approval should be submitted to the CAA Head of Licensing.]

An inspection will follow receipt of the application and the prescribed charge and will focus on the organisation's maintenance of the necessary training standards and compliance with the appropriate requirements. As well as the items in the initial inspection, the revalidation inspection will concentrate on the day-to-day conduct of training. Particular attention will be paid to:

- Action taken on any non-compliance raised at the last inspection.
- Operation of the Quality System and SMS.
- Current numbers of training staff.
- Training task since last inspection and forecast for next approval period.
- Changes to location of facilities.
- Course structure and training aids.
- Training records – a representative sample will be examined in detail.
- Examination results and analysis.
- Future plans.

Revalidation of the approval will normally be granted for further periods of two years, subject to the CAA being satisfied that requirements are being met.

If an approval has lapsed by more than three months and an organisation wishes to renew the approval, it shall apply as if making an initial application for approval.

3.8.5 Revocation or Suspension of an Approval

An approval issued by the CAA may be revoked or suspended if the requirements cease to be met in part or in whole or if the standards on which the approval was granted are not maintained.



Should there be a failure to meet the requirements or standards, the organisation will be formally notified of the non-compliances and remedial action will be identified and agreed within a specified time scale. Should the organisation fail to meet the standards in the specified time, revocation or suspension of the approval will be considered.

4. OPERATIONS MANUAL

4.1 General

CAR OPS 1 Subpart P requires that the Operations Manual should contain all instructions and necessary information for cabin crew to perform their duties, and therefore, the training programme for cabin crew members should comply with all applicable CAR OPS requirements.

The Appendix 1 to this CAP provides guidance for operators when compiling Operations Manual material related to cabin crew duties and in establishing cabin crew safety training programmes.

When operations are conducted utilising aircraft with special facilities or on special categories of flights (e.g. air ambulances or combi-aeroplanes), the appropriate additional procedures and training should be specified in the Operations Manual.

It is important that operators refer to the appropriate Subparts of CAR OPS 1/3, which specify the requirements which have to be complied with to meet the conditions of the Air Operator's Certificate.

4.2 Procedures for Disruptive Passengers

It is important that the Operations Manual and training include the legal considerations for dealing with disruptive passengers. This becomes important when the State of next landing is usually the State responsible for any action against the offender. Any action by a Cabin Crew Member to control a disruptive passenger on board an aircraft can, in general, only be exercised under, and in pursuant to, the authority and direction of the Pilot-in-Command.

Except as described below, Cabin Crew Members have no direct and independent authority themselves to initiate measures for the restraint and control of passengers. Similarly, Cabin Crew Members cannot, on their own authority, prevent undesirables from boarding the aircraft nor can they refuse carriage or disembark any person.

These powers can only be exercised by the Pilot-in-Command directly or **by delegation**.

When immediate actions are necessary to protect the safety of the aircraft or of persons or property on board the aircraft, any crew member and any other person on board an aircraft may (without the authority of the Pilot-in-Command), take such reasonable measures including restraint.

As he/she has reasonable grounds to believe, such situations would be deemed to have been so critical, from a safety viewpoint that no time was available to obtain the authority of the Pilot-in-Command, for instance:

- (a) to prevent a person from opening an aircraft door; or



(b) to prevent bodily harm to any person on board an aircraft.

Should the Pilot-in-Command give a command to physically restraint a passenger, it would be prudent and practical for a non-involved crew member to be present as a witness, request witness statements from passengers and to make a report of the incident. This report should be attached to the Pilot in Command's Voyage Report.

Note: The powers of all crew members must be in the Operations Manual



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**APPENDIX 1****SPECIMEN CABIN CREW MANUAL**

The following subject areas are only those required by CAR OPS 1/3, Subparts O & P and the operator should amplify the subject areas to reflect company policy.

PART A -CABIN CREW TRAINING AND CHECKING**1. INTRODUCTION**

There must be a specific syllabus included in the Operations Manual for each type of training course. The syllabus should include an indication of the duration of each training session and identify between practical and theoretical sessions. The Operations Manual should identify the facilities which are to be used for different parts of the training and instructors should be listed together with their areas of expertise if appropriate. When external training facilities and organisations are to be used they should be specified in the Operations Manual.

2. Senior cabin crew members
3. Initial training
4. Conversion and differences training
5. Familiarisation
6. Recurrent training
7. Refresher training
8. Checking
9. Training records

PART B - CABIN SAFETY PROCEDURES**1. GENERAL****1.1 Foreword**

This document contains guidance for operators on the cabin crew procedures that need to be addressed in the cabin safety element of the Operations Manual.

- 1.2 Operations manuals to be carried
- 1.3 Operations manual amendment and revisions
- 1.4 Role of the Authority
- 1.5 Laws, regulations, procedures and operator's responsibilities
- 1.6 Competence of cabin crew
- 1.7 Cabin crew responsibilities and operating restrictions
- 1.8 Duties and responsibilities of cabin crew
- 1.9 Cabin crew number and composition
- 1.10 Operation on more than one type or variant
- 1.11 Chain of command
- 1.12 Responsibility and authority of the commander
- 1.13 Procedures for the use of vacant crew seats



- 1.14 Senior cabin crew members
- 1.15 Minimum requirements for cabin crew (age and medical)
- 1.16 Flight and duty time limitations and rest requirements
- 1.17 Occurrence and accident reporting
- 1.18 Crew health precautions
- 1.19 Safety on the ramp
- 1.20 Quality System and SMS
- 1.21 Common language
- 1.22 Terminology and definitions
- 1.23 Physiological effects of flying

2. CABIN CREW STANDARD OPERATING PROCEDURES

2.1 Foreword

CAR OPS 1/3.210(a) requires that an operator to establish procedures and instructions for each aircraft type, containing ground staff and crew members' duties for all types of operation on the ground and in flight.

- 2.2 Communication and co-ordination
- 2.3 Pre-flight safety briefing of cabin crew
- 2.4 Pre-departure safety equipment checks
- 2.5 Passenger embarkation and distribution
- 2.6 Passenger briefing
- 2.7 Assisting means for emergency evacuation (exit arming/disarming)
- 2.8 Cabin lights
- 2.9 Cabin crew at stations
- 2.10 Taxi, take-off, post-take-off, pre-landing, landing, and post-landing
- 2.11 Transit
- 2.12 Flight crew drinks/meals
- 2.13 Admission and supervision of visits to the flight crew
- 2.14 Refuelling with passengers on
- 2.15 Passenger disembarkation
- 2.16 Securing of passenger cabin and galley(s)
- 2.17 Passenger seat allocation
- 2.18 Unauthorised carriage
- 2.19 Inadmissible passengers and refusal of
- 2.20 Influence of alcohol and drugs
- 2.21 Endangering safety
- 2.22 Carriage of special categories of passengers
- 2.23 Hand baggage
- 2.24 Smoking on board
- 2.25 Injury and death on board
- 2.26 Dangerous goods
- 2.27 Live animals in the cabin
- 2.28 Portable electronic devices
- 2.29 Carriage of weapons
- 2.30 General surveillance
- 2.31 Fire prevention



- 2.32 Passenger and crew restraint
- 2.33 Turbulence

3. CABIN SAFETY

3.1 Foreword

The Operations Manual should contain full descriptions and details of the location, use and operation of each item of safety equipment carried on board an aircraft which cabin crew may be required to operate.

4. CABIN EMERGENCY PROCEDURES

4.1 Foreword

The Operations Manual should contain information on emergency procedures:

- 4.2 Emergency evacuation procedures
- 4.3 Definition of types of emergencies
- 4.4 Crew co-ordination
- 4.5 Notification of emergencies
- 4.6 Initiation of evacuation
- 4.7 Assistance of able-bodied persons (ABPS)
- 4.8 Brace positions
- 4.9 Crowd control
- 4.10 Instructions for evacuation
- 4.11 Disabled passengers
- 4.12 Unusable exits
- 4.13 Public address announcements
- 4.14 Land evacuation and ditching
- 4.15 Rejected take-off
- 4.16 Ground based emergency services
- 4.17 Pilot incapacitation
- 4.18 Decompression
- 4.19 Fire

5. AIRCRAFT TYPE SPECIFIC – SYSTEMS AND EQUIPMENT

5.1 Foreword

The Operations Manual should contain details of all the following topics for each aircraft type, and where differences occur, for each variant.

- 5.2 Aircraft description
- 5.3 Cabin configuration
- 5.4 Cabin crew duties specific areas of responsibilities
- 5.5 Location of equipment diagram
- 5.6 Electrical systems
- 5.7 Oxygen systems



- 5.8 Communication systems
- 5.9 Exits
- 5.10 Emergency situations/procedures

6. FIRST AID

- 6.1 Foreword

The Operations Manual should specify the first aid objectives and contain specific procedures and information

7. SURVIVAL, SEARCH AND RESCUE

- 7.1 Foreword

The Operations Manual should contain information on survival procedures appropriate to the regions of operation.

8. DANGEROUS GOODS

- 8.1 Foreword

The Operations Manual should specify the procedures and requirements, pertinent to cabin crew, as required by CAR OPS 1/3 Subpart R.

9. SECURITY INCLUDING HIJACK AND BOMB THREATS

- 9.1 Foreword

Operators should ensure that the Operations Manual reflects all the security requirements.