Section/division: **Flight Operations**
Telephone number: **011-545-1000**   *Fax Number:* **011-545-1350**
Physical address: **Ikhaya Lokundiza, 16 Treur Close, Waterfall Park, Bekker Street, Midrand, Gauteng**
Postal address: **Private Bag X73, Halfway House 1685**   *Website:* **www.caa.co.za**

CABIN SAFETY AOC AUDIT CHECKLIST (PART 121)

Name of operator	
Physical address	
	Postal code
Postal address	
	Postal code

Telephone number		Fax number	
Cell phone number		E-mail address	

Cabin Safety Audit team			

Base of operations	

Date of last audit		Operations number	
Date of this audit			

SACAR Ref	REQUIREMENTS	N/A	YES	NO	NOTE NR
	GENERAL				
	Does the Operator have a current Part 121 AOC				
	Are there any outstanding audit findings?				
	ORGANIZATIONAL STRUCTURE				
	NOMINATED POST HOLDERS				
121.06.2	Does the Operator have an approved Post Holder: Cabin Crew Manager (Add the name of Cabin Crew Manager)				
SACATS 121.06.2.3	Does the Cabin Crew Manager meet the qualification requirements?				
SACATS 121.06.2.3	Are the Cabin Crew Manager's duties and responsibilities documented?				
	MANAGEMENT				
SACATS 121.04.2.	Are the Cabin Crew reflected in the organogram?				
SACATS 121.04.2.	Is the Cabin Crew Manager reflected on the organogram?				
SACATS 121.04.2.	Is the Cabin Crew training Manager reflected on the organogram?				
SACATS 121.04.2.2	Is effective succession, delegation or deputation of Cabin Crew Manager responsibilities and others, which are critical to the operation, made when he/she is absent?				
	DOCUMENTATION & RECORDS MANAGEMENT				
SACATS 121.04.2.	Does the organisation maintain the validity of its documentation ensuring that they are reviewed, amended and updated as required?				
SACAR Ref	REQUIREMENTS	N/A	YES	NO	NOTE NR
	QUALITY MANAGEMENT SYSTEM (QMS)				
	ORGANIZATIONAL STRUCTURE				
SACATS 121.10.7	Is there a control/feedback system enabling Quality and Safety related concerns to be addressed to Senior management and to ensure corrective and preventive actions are carried out as necessary?				
SACATS 121.10.7	Are minutes/records of Quality and other related meetings kept specifying persons responsible, action required, action taken, return dates and feedback to Senior management, etc?				
SACATS 121.10.7	Are QMS minutes distributed to the appropriate persons?				
	QUALITY AUDITS (QA'S)				
SACATS 121.10.7	Are cabin safety audits planned on the QA audit schedule?				
SACATS 121.10.7	Are cabin safety audits conducted as planned on the QA audit schedule? (Confirm that audits are closed out and confirm that non-compliances are corrected and followed up.)				
SACATS 121.10.7	Does the Cabin Crew Manager receive feedback after a QA audit?				
SACATS 121.10.7	Are QA audits conducted by the operator on all its service providers relating to cabin services? (Provide details of service providers audited.)				
	LEASE AGREEMENTS/CONTRACTS				
	Does the operator have any current lease agreements/contracts affecting Cabin Crew? (Provide details				

		N/A	YES	NO	NOTE NR
	of these lease agreements/contracts in a comment)				
	REPORTING				
	Do cabin crew complete flight reports?				
	Are these reports distributed to concerned dept's/managers?				
	Is there a formal feedback process and are actions taken without delay to eliminate detected non-compliances and ensure corrective and preventive actions are carried out? (How is this recorded and controlled?)				
	ORGANISATION / MANAGEMENT				
	Are there sufficient qualified personnel to maintain safe flight operations? (How many cabin crew and how many aircraft)				
	OPERATIONS SPECIFICATIONS				
	Has the operator been issued with Operations Specifications? (Verify aircraft registration and types)				

SACAR Ref	**REQUIREMENTS**	**N/A**	**YES**	**NO**	**NOTE NR**
	OPERATIONS MANUAL				
121.04.2	Does the operations manual reference the cabin crew manual and visa versa				
121.04.2	Does the operator have an approved cabin crew manual and training programme?				
121.04.2	Is the Ops Manual/cabin crew member manual CAA approved, amended and does it reflect current policy and procedures?				
121.04.2	Does the cabin crew manual contain all the modules as stipulated in the SACATS 64 and applicable parts of SACATS 121?				
121.04.2	Do cabin crew have unobstructed access to the cabin crew manual while onboard the aircraft?				
121.04.2	Are cabin crew members issued a personal copy of the cabin crew member manual?				
121.04.2	Is there a documented process for the distribution of the manual?				
121.04.2	Is there a documented process for the revision of the manual?				
121.04.2	Do cabin crew and other relevant managers and departments have a copy of the cabin crew manual?				
121.04.2	Are flights carried out in accordance with the policies and procedures contained in the Ops manual? (How is this compliance ensured and controlled?)				
121.04.2	Are crew kept current on the contents of the Ops manual? (How? e.g., Periodic open book quiz pre-flight briefings).				
121.07.13	**OPERATIONAL CONTROL AND SUPERVISION**				
	Are there regular, documented flight operations meetings?				
	Is cabin safety included/represented in these meetings?				
	Are minutes kept and is there a control/feedback system enabling concerns to be addressed to Senior management and to ensure corrective and preventive actions are carried out as necessary?				
	Is Cabin Crew receiving safety/operational information in a timely manner? (What is the process?) (Evaluate the evidence for conformance)				
	BUILDING AND BASE FACILITIES				
	Are office facilities adequate?				
	Is there an Operations library?				

		N/A	YES	NO	NOTE NR
	Are there crew-briefing facilities?				
	Are there crew- and staff rest rooms?				
	LINE OPERATIONS				
121.02.4	Does the Operator ensure that each flight is appropriately manned? (How is this evident?)				
CATS 121.04.2 2.2.3(a)	Does the operator ensure that the required comprehensive flight briefings are carried out? (Where is this reflected and is there evidence?)				
121.01.2	Does the operator have a policy for admission to the flight deck?				
121.07.10	Does the operator have a policy for refuelling / defueling with passengers on board				
CATS 121.03.11	How often are in-flight proficiency checks (line checks) conducted?				
CATS 121.03.1	Is the person conducting in-flight proficiency checks (line checks) qualified (current) to do so?				
SACAR Ref	**REQUIREMENTS**	**N/A**	**YES**	**NO**	**NOTE NR**
121.07.43	**PASSENGER BRIEFINGS**				
	Does the operator's safety briefing card contain all the required information as per SACATS 121.07.43?				
	Is the operator's safety briefing audio-visual presentation approved by the SACAA?				
	GENERAL				
	Does the operator ensure that crewmembers required to wear corrective lenses carry a spare set?				
91.02.3	Does the operator have a policy on alcohol use?				
91.02.3	Does the operator have a policy on drug use?				
	DOCUMENTATION				
	Are Operational documentation in good condition, readily identifiable, complete, clear, and legible and user friendly? (How does the Operator ensure and control this?)				
	SACAR/SACATS				
	Does the operator have a system of accessing up to date Regulations and Technical standards at all times? Verify this.?				
	FLIGHT AND DUTY				
121.02.13	Has the Operator established flight- and duty time limitations? (Where is it documented? How is it monitored / controlled? Verify from the records)				
121.04.6	Is other commercial flying tracked and accounted for?				
121.04.6	Does the cabin crew member sign a declaration declaring that he/she will not be exceeding their limits by undertaking this flight?				
	TRAINING AND STANDARDS				
121.03.1	Is formal training catered for and where is it documented?				
CATS 121.04.2	Is the training program and its requirements, together with syllabi/ curriculum outlined in the Ops manual?				
121.03.2	Is training conducted by an Approved ATO or Within the AOC? (If outsourced, to which ATO?)				
CATS 121.03.2 2(g)	Is there a service level agreement in place with this ATO?				
CATS 121.04.2	Are training manuals updated to reflect current policies and procedures?				

121.03.1	Does the Operator provide initial, recurrent, refresher and Operator Induction training programs, which ensure that all cabin crewmembers are adequately trained?				
	Does the Operator provide a SCCM training program for new SCCM's?				
	Is currency and recency controlled if the cabin crew are operating on more than one type?				
	Do cabin crew and pilots undergo joint SEPT? Confirm from the records.				
121.03.1	Is there a system in place to ensure that crew are current in all aspects of Part 121 training requirements? (How is this monitored/controlled?)				
	TRAINING/QUALIFICATION RECORDS				
CATS 121.04.8	Does the Operator maintain accurate records of all training qualifications for cabin crew?				
CATS 121.04.8	Are there copies on the training file of Current Cabin Crew Licences				
CATS 121.04.8	Are there copies on the training file of DD50 Medical Certificates				
CATS 121.04.8	Are there copies on the training file of Familiarisation Flights following type / differences training				
CATS 121.04.8	Are there copies on the training file of Flight Deck Observation Flights				
CATS 121.04.8	Are there copies on the training file of Line Checks/In-Flight Proficiency checks				
CATS 121.04.8	Are there copies on the training file of Skills Test reports				
CATS 121.04.8	Are there copies on the training file of All other records relevant of training				
	Are the training records monitored for due dates, etc? (How/by whom?)				
CATS 121.03.5 2(a)	**PRACTICAL TRAINING / DRILLS**				
	Are initial/recurrent/type ratings practical drills conducted on the actual aircraft that the cabin crew member will be /are operating on?				
	FLIGHT SIMULATORS- (If applicable)				
CATS 121.03.5 2(a)	Does the operator utilise cabin simulators as part of Cabin crew training				
	Is the simulator representative of the aircraft type the cabin crew operate on?				
	Are simulators CAA approved? (Check the evidence)				
121.04.10	**SAFETY AND SECURITY**				
121.04.10	Does the operator conduct security checks?				
121.04.10	Does the Operator complete a security checklist?				
121.04.10	Does the accountable flight deck / cabin crewmember sign the checklist?				
121.04.10	Does the operator have an in-flight bomb search checklist and a procedure for concealed weapons, explosives and other dangerous devices? The checklist shall be supported by guidance/procedure on the appropriate course of action to be taken should a bomb or suspicious object be found and the information on the least-risk bomb location specific to the aeroplane.				
CATS 121.04.2 2.1.12(2)	Does the operator have a procedure of discreet communication between flight deck and cabin crew - verify				

INSPECTOR'S NOTES

INSPECTOR'S NOTES

DEBRIEF

Operator Representatives		
Team		
Operations		
Training		
Administration		
Documentation		
Recommendations		

Action Plan required:	YES		NO		Required by:	

SIGNATURE OF CABIN SAFETY INSPECTOR	**NAME IN BLOCK LETTERS**	**DATE**

I was de-briefed on the inspection/audit, have read and accept*/do not accept* the findings and observations of the flight operations inspector/s and have received a copy of the report.
Delete which is not applicable

SIGNATURE OF OPERATOR'S	**NAME IN BLOCK LETTERS**	**DATE**

REPRESENTATIVE		