

Section/division
Telephone number:
Physical address
Postal address:

Personnel Licensing, Aviation Safety Operations
011-545-1000
Ikhaya Lokundiza, 16 Treur Close, Waterfall Park, Bekker Street, Midrand, Gauteng
Private Bag X73, Halfway House 1685

E-mail PEL.Training@caa.co.za

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Website: www.caa.co.za

CHECKLIST FOR ATO CABIN CREW TRAINING MANUAL

SECTION	MODULE	TASK	SUBTASK	REFERENCE
Aviation Indoctrination	Regulatory overview	Regulatory bodies	History and origin of the international and national aviation regulatory bodies.	
			Description of ICAO, its objective and role in aviation safety in South Africa	
			Description of IATA, its objective and role in aviation safety in South Africa	
			Description of other international Regulatory organisations, e.g. EASA, FAA, their objectives and role in aviation safety in South Africa	

			Requirement for cabin crew members to comply with international regulations and penalties for breach of these regulations, e.g. organisation and individual liabilities.	
			Describe the role of Customs officials in relation to aviation	
			Describe the role of Police in relation to aviation	
			Describe the role of Port Health officials in relation to aviation	
			Describe the role of Agriculture officials in relation to aviation	
			Describe the role of Narcotics officials in relation to aviation	
			Describe the role of Immigration officials in relation to aviation	
			Objective and role of civil aviation authority	
			Objective and role of civil aviation inspectors	
			Objective and role of airport authorities	

			Objective and role of airport operators	
		Civil aviation legislation	Identify and describe the legislation governing Flight crew in the Republic.	
			Identify the trends in the industry, such as open skies, mergers and harmonisation.	
			Identify historic legislation in cabin safety and describe its effect on aviation safety, such as fire protection and minimum crew.	
			Identify the types of regulatory control the Authority exercises in areas of aviation safety.	
			Identify other sources of regulatory guidance, such as technical directives, policy letters and compliance requirements	
			Identify and provide examples of air operator certificate (AOC) conditions and limitations.	
			Identify and describe the specific regulations applicable to cabin crew members and cabin safety including those for duty time limitations – flight crew/cabin crew and passenger safety.	

		Civil aviation inspectors	Outline the Authority inspectors to inspect various aviation related operations.	
			Describe the actions they may take if non-conformances are identified.	
			Describe the types of inspectors that cabin crew may encounter during the course of their daily duties and activities.	
			Describe the types of inspections that Authority inspectors may carry out.	
			Describe the procedures to be followed whenever an inspector has identified himself or herself on board an aircraft.	
			Describe the requirements for an Authority inspector to provide official identification.	
			Describe the forms of identification that may be presented on the aircraft whenever a pre-flight or in-flight inspection is conducted.	
			Identify the seating options and priority for an Authority inspector.	

		Air service operator	Identify and describe the specific roles and responsibilities of the operator, as legislated.	
			Describe the relationship between regulatory requirements and an operator's policies and procedures.	
			Describe the operator's responsibility to conduct operations according to approved procedures and to ensure that any companies contracted by an operator also comply with these procedures.	
			Identify the requirement to have an organisational chart with clearly defined responsibilities. Give examples of these and clearly outline the organisational links between pilots and cabin crew members.	
			Identify the requirement for an air service operator to provide appropriate training ensuring cabin crew member competency in safety and emergency duties relating to the carriage of passengers.	
			Define "operations manual" and describe the operator's responsibility to develop and maintain an operations manual. Describe the operator's responsibility to ensure that cabin crew members are familiar with the portions related to their duties.	

			Identify the cabin crew manual as part of the operations manual and describe its contents. Describe the requirement to have a manual readily available during flight.	
			Describe the means used to update, revise and amend the cabin crew manual and the requirements for cabin crew members to maintain an updated manual at all times.	
			Describe the requirements for a senior cabin crew member on board an aircraft.	
			Describe the minimum cabin crew requirements and exceptions to this regulation.	
		Cabin crew member	Describe the responsibility of cabin crew members to maintain knowledge of all normal, abnormal and emergency procedures relating to their duties.	
			Identify the requirement for cabin crew members to perform their duties in accordance with approved procedures.	
			Describe the requirement to carry and maintain all documents reflecting competency.	

			Describe the requirement to carry and maintain all documentation relative to flight duties, such as passport and security permit.	
			Describe the responsibility of cabin crew members in reporting any on-board safety concerns to a PIC.	
			Describe the responsibility of cabin crew members to successfully complete and maintain the required training and qualifications.	
			Define the chain of command and describe the authority of a PIC and how this relates to maintaining flight safety.	
			Describe the requirement to be aware of the duties and responsibilities of other cabin crewmembers and to be prepared to assume those duties, if necessary.	
			Define what is meant by “person carried for the completion of non-safety-related duties”. Describe the function these people would perform when assigned to a flight such as cabin crew members on familiarisation or line orientation flights, public relations function of cabin crew and a language specialist crew.	

			Identify the importance of cabin crew members to be constantly alert and therefore be prepared to handle any abnormal or emergency situation that may occur.	
			Describe the responsibility of a cabin crew member to comply with and enforce regulatory requirements.	
	Terminology		Identify and define terminology common in operations, including terms relating to airports, ground operations and flight operations.	
			Describe the importance to flight safety of using correct terminology, amongst cabin crew members and when reporting to the flight crew in normal operations, as well as during abnormal and emergency situations.	
			Identify and describe the phonetic alphabet in aviation related communication, including providing examples of misunderstandings which may arise from improper use and its effect on flight safety.	
			Identify and describe the 24-hour clock and its application in aviation.	
			Identify and describe the changes of time with longitude, the meaning of coordinated universal time (UTC), time zones, the international date line and their application to aviation.	
			List and identify examples of city codes for air service	

			operator destinations, such as IATA city codes.	
			Identify and describe the phases of flight as well as critical phases of flight.	
	Communication		Define “normal situations”, “abnormal situations”, and “emergency situations”.	
			Define “communication”, “verbal communication” and “nonverbal communication”.	
			Describe the differences in communication in different situations, including policies and procedures that may be used by different operators.	
			Describe the importance of effective communication especially when dealing with abnormal and emergency situations, including the potential hazards to flight safety if communication is not effective.	
			Describe effective communication techniques.	
			Describe the importance of synchronized verbal and Nonverbal communication.	
			Identify how poor communication has contributed to aviation incidents and accidents and discuss ways to minimize these communication deficiencies.	
			Describe the various tools of communication available to cabin crew members.	

			Discuss the importance of listening to all announcements.	
			Discuss the importance of being aware of passenger and crew nonverbal communication.	
			Describe the various parties that the cabin crew member would be required to communicate with.	
	Theory of flight and aircraft operations	Theory of flight	Identify the general components of an aircraft and describe their basic function both on the ground and in flight, including appropriate terminology, such as flaps, slats etc.	
			Identify and describe the basic environment relating to aircraft operations, such as flight control surfaces and their function.	
			Identify and describe the four forces acting on an aircraft in flight.	
			Identify and describe the three axes of an aircraft and describe the aircraft movement around each axis.	
		Aircraft operations	Describe how lift is achieved and the factors which may adversely affect lift.	
			Describe how a piston engine, turbine engine and jet engine functions, with relevant examples.	
			Identify and describe aircraft critical surfaces and hazards to flight associated with the contamination of those surfaces.	

			Define "surface contamination".	
			Describe conditions most likely to produce surface contamination and steps to take if suspected or identified.	
			Describe the responsibilities of the cabin crew to report cases of suspected surface contamination to the PIC prior to the take-off roll.	
			Describe the PIC's responsibilities in receiving reports of suspected surface contamination.	
			Define "de-icing". Describe the procedures to be followed in the event of "de-icing".	
			Describe the process of "de-icing" and the possible hazards associated with it.	
			Describe how and when an aircraft is pressurised and how pressurisation is maintained, as applicable to the aircraft type.	
			Describe the aerodynamic forces at work when aircraft engines fail in flight with specific reference to different aircraft types.	
			Define what is meant by "aircraft attitude".	
			Describe "weight and balance", passenger distribution and "centre of gravity" and their effect on aircraft controllability	

			and stability.	
			Identify the way that airspeed is measured and describe the conversion from knots to kilometres per hour.	
			Describe what is meant by aircraft operating abnormalities which do not constitute an emergency such as flap or landing gear failure, visible fluid leaks etc.	
			Describe the importance of timely communication of reporting observed deficiencies in the safe operation of the aircraft.	
		Meteorology	Describe the composition of the atmosphere – pressure, density and temperature.	
			Describe types of common cloud formations and their effects on aircraft operations and cabin environment.	
			Describe air masses and fronts and their effects on aircraft operations and cabin environment.	
			Describe seasonal weather variations and their effects on aircraft operations and cabin environment	
			Describe the types of wind phenomena and their effects on aircraft operations and cabin environment, such as jet stream, wind shear, turbulence etc.	
			Identify and describe the hazards associated with volcanic	

			ash and dust, ice formation on wings and control surfaces, the recognition and the importance of reporting such phenomena.	
			Identify meteorological terms used in aviation which could be used during a crew briefing and require understanding by a cabin crew member.	
		Air traffic control	Define what is meant by VFR and IFR and identify the most common restrictions for an aircraft flying under VFR and IFR flight plans.	
			Identify what is meant by air traffic control and who is responsible for ensuring aircraft separation under VFR and IFR conditions.	
			Describe how aircraft are controlled on the ground and in the air.	
			Describe the various phases of air traffic control in relation to the various phases of flight.	
	Altitude physiology		Describe the difference between pressurised and non pressurised aircraft cabins.	
			Describe the physiology of respiration and circulation and the body's requirement for oxygen.	
			Describe the physiological effects of pressure changes in	

			the body (gases, cavities, sinuses and ears etc.) including the difference between the physiological effects on adults and infants.	
			Describe the physiological effects of cabin altitude on crew and passengers due to a significant reduction of available oxygen in the event of a cabin pressurisation problem or decompression, including the potential for crew member incapacitation, use of oxygen and oxygen masks.	
			Describe the circumstances under which carbon monoxide poisoning may occur, signs and symptoms of poisoning and means of detecting and minimizing its effects.	
			Describe decompression sickness and the physiological effects of pressure changes on gases in the body.	
			Describe the physiological effects of scuba diving and cabin altitude on the body. Define "safe" times between scuba diving and flight.	
			Define what is meant by "hypoxia", the hazards associated with it, including the persons most susceptible to the effects of hypoxia and physiological effects of normal cabin altitude on occupants with medical conditions, signs and symptoms and means to detect and minimise its effects.	

			Define “time of useful consciousness” at altitude, factors affecting time of useful consciousness, methods of protection (supplemental oxygen) and the importance of applying procedures in the case of loss of cabin pressure.	
			Describe how to recognise and respond to passenger or crew member hyperventilation.	
			Describe the most common physiological effects of altitude and the pressurised cabin, including but not limited to varicose veins, dehydration, effects of trapped gases and water retention.	
			Describe the effects of altitude on night vision and the impact this has on flight safety and personal safety.	
Normal operations training			Identification of 8 phases of flight	
	Phase of flight 1 – Ground and pre-flight operations	Planning tasks	Identify and describe the components of flight crew coordination and its importance in achieving operational safety.	
			Describe the importance of flight crew coordination when applying approved procedures.	
			Describe the benefits of flight crew coordination on the working environment and morale and the effects this has on	

			flight safety.	
			Define “one crew concept” and identify ways this may be achieved.	
			Describe the importance of flight crew coordination in abnormal and emergency situations, using examples of poor flight crew coordination and how this has contributed to aircraft accidents and incidents.	
		Flight crew and cabin crew briefings	Identify the importance of cabin crew briefings, including developing and enhancing cabin crew communication and coordination, establishing expectations and clarifying procedures.	
			Describe when cabin crew briefings are required, including normal, abnormal and emergency situations.	
			Describe the procedure regarding attending and participating in flight crew briefings.	
			Describe the types of cabin crew briefings between a PIC and a senior cabin crew member or other cabin crew members, and between a senior cabin crew member and other cabin crew members.	
			Describe the points to be covered in the different briefings.	
			Identify the cabin crew member's responsibility to ask	

			questions if all the required information has not been shared during the briefing or if the information is unclear.	
			Describe the importance of sharing information with all cabin crew members.	
		Pre-flight checks	Describe the cabin crew responsibilities for conducting pre flight checks, including when items are to be checked, which items are to be checked, how they are checked and who is responsible for checking them.	
			Identify the importance of pre-flight checks and their impact on flight safety.	
			Describe what is meant by the “minimum equipment list” and identify the cabin items which are included in it.	
			Describe the types of conditions which may have airworthiness implications and the procedures to be taken to report this to the PIC, i.e. cracked windows, damaged door seals, excessive water spills or leaks, obvious structural damage.	
			Identify the logbooks required to be kept on an aircraft, including unserviceable tags.	
			Describe the procedure for checking and recording information in the logbooks	

			Describe the procedures for reporting, removing and repairing unserviceable items.	
			Describe the cabin crew responsibilities to ensure that all equipment is available and in good working order and properly secured when not in use.	
			Define "safety and emergency equipment".	
			Describe each piece of safety and emergency equipment that is available on board an aircraft based on the following points – (i) General description; (ii) Use(s); (iii) Location; (iv) Pre-flight serviceability check; (v) Removal from stowage; (vi) Operation; (vii) Conditions for operation; (viii) Operational limitations; (ix) Operation under adverse conditions, precautions for use; and (x) Care after use.	
			The equipment and systems to be checked include but are	

			<p>not limited to –</p> <ul style="list-style-type: none"> (i) own seat and harness; (ii) seat belts; (iii) briefing cards; (iv) fire extinguishers; (v) oxygen bottles; (vi) portable breathing equipment; (vii) life jackets; (viii) lavatory smoke detection systems; (ix) fire prevention systems; (x) emergency lighting; and (xi) communication and passenger address systems. 	
			<p>Describe the requirement to perform security checks. This includes but is not limited to –</p> <ul style="list-style-type: none"> (i) checking galleys, cabin, lavatories, remote areas, overhead bins and other compartments accessible to passengers and cargo compartment, when accessible from the cabin, for foreign objects, suspicious items or unauthorized persons; (ii) completing any required documentation; and (iii) communicating any observations to the senior cabin 	

			crew member or the flight crew members.	
		Passenger boarding and pre-pushback tasks	<p>Describe the components of ramp safety, responsibilities for passenger movement on airport ramps and the procedures established to accomplish such safety –</p> <p>(i) Describe hazards associated with airport ramps, such as aircraft/ground service traffic, noise, weather and foreign objects.</p> <p>(ii) Describe the hazards associated with traffic on the ramp, including aircraft movement, propellers, jet blast, vehicles and helicopters.</p> <p>(iii) Describe the coordination required between cabin crew members and ground staff to ensure passenger safety, such as stairs in position, propellers secured and ways to achieve this.</p>	
			<p>Define “portable electronic devices” –</p> <p>(i) Identify the portable electronic devices most likely to be carried on board aircraft.</p> <p>(ii) Describe the safety concerns with the use of “headsets” during critical phases of flight, abnormal operations, boarding and disembarking across an open ramp etc.</p> <p>(iii) Describe the responsibility to notify passengers about the</p>	

			<p>use of portable electronic devices on board aircraft.</p> <p>(iv) Describe cabin crew responsibilities for monitoring passengers to ensure that only acceptable portable electronic devices are accepted and used on board.</p>	
			<p>Define “carry-on baggage” –</p> <p>(i) Describe the safety implications of improperly stowed carry-on baggage.</p> <p>(ii) Describe the approved stowage locations for carry-on baggage including areas where carry-on baggage may not be stowed.</p> <p>(iii) Describe the requirement for placarding overhead bins, closets and drawers and the types of placarding that may be used.</p> <p>(iv) Describe the requirement to stow awkwardly shaped carry-on baggage, e.g. strollers, musical instruments, canes, crutches, walking sticks and diplomatic mail.</p> <p>(v) Describe the cabin crew responsibilities for ensuring that all carry-on baggage is correctly stowed when required.</p> <p>(vi) Discuss the importance of cabin crew consistency in applying these requirements.</p> <p>(vii) Describe the cabin crew responsibility for monitoring carry-on baggage.</p>	

			<p>(viii) Describe the effects of carry-on baggage on weight and balance.</p> <p>(ix) Describe the requirement to keep the exit areas clear and free from obstructions, such as carry-on baggage.</p> <p>(x) Describe the requirement to maintain clear access to emergency equipment.</p> <p>(xi) Describe the safety precautions to be taken when opening overhead bins and when handling items of carry-on baggage to prevent personal injury.</p>	
			Describe the non-smoking regulations and procedures for handling non-compliance.	
			<p>Describe the passenger boarding process –</p> <p>(i) Describe the cabin crew responsibilities for passenger supervision while the aircraft is on the ground, including boarding, disembarking and station stops, including the minimum number of cabin crew members required to be present on the aircraft.</p> <p>(ii) Describe the importance of safety duties over service duties during the passenger boarding process.</p> <p>(iii) Describe the requirement for passengers to be in possession of a boarding pass at the time of boarding the</p>	

			<p>aircraft.</p> <p>(iv) Describe different types of boarding passes that may be encountered (digital, printed etc).</p> <p>(v) Describe the cabin crew responsibility to check each passenger boarding pass, i.e. who is responsible for this, what shall be checked on a boarding pass, why it is important to check this information.</p> <p>(vi) Describe the role that situational awareness and passenger observation during the boarding process plays in the maintenance of safety and security on board the aircraft, including the recognition of signs of trafficking in persons.</p> <p>(vii) Describe the policies pertaining to acceptance or denial of boarding to passengers and who is responsible for making this decision.</p>	
			<p>Describe the regulatory requirements for refuelling with passengers on board –</p> <p>(i) Describe the fuelling procedure and how this may occur, i.e. over wing, with an engine running etc.</p> <p>(ii) Describe the potential hazards associated with fuelling aircraft while passengers are boarding or on board the aircraft.</p>	

			<p>(iii) Describe the fuelling procedures that require passengers and crew to be disembarked from the aircraft and why this creates a greater hazard.</p> <p>(iv) Define “designated evacuation exits during fuelling and associated procedures”.</p> <p>(v) Describe typical fuel leak or spill procedures, including the cabin crew responsibilities during this situation.</p> <p>(vi) Describe typical fume detection procedures, including flight crew communication and the disembarkation of passengers.</p>	
			<p>Define “service on the ground” –</p> <p>(i) Describe the conditions under which service to passengers may be provided on the ground.</p> <p>(ii) Describe the types of service which may be provided in normal situations and also in abnormal situations, e.g. delays.</p>	
			<p>Describe the pre-take-off passenger safety briefings –</p> <p>(i) Describe the requirement for passenger safety briefings prior to departure.</p> <p>(ii) Describe the intent and content of the mandatory announcements and when they shall be performed –</p>	

			<p>(aa) Carry-on baggage;</p> <p>(bb) Pre-take off safety announcement and demonstration;</p> <p>(cc) En route turbulence;</p> <p>(dd) Pre-landing;</p> <p>(ee) Post-landing;</p> <p>(ff) Special categories of passengers – individual pre-take off briefing; and</p> <p>(gg) Passengers seated at non-crewed exits – individual pre take off briefing;</p> <p>(iii) Describe the requirement to relay safety-related messages to passengers, i.e. whenever flight conditions change or during abnormal or emergency situations.</p> <p>(iv) Describe the equipment required to accomplish the briefings.</p> <p>(v) Identify and describe the briefing requirements for special categories of passengers, including who briefs them, when the briefing occurs and the different briefing points for each type of passenger with special needs.</p> <p>(vi) Identify and describe the briefing requirements for passengers seated at non-crewed exits, including who briefs</p>	
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			<p>them, when the briefing occurs, who may be seated at a non crewed exit and the different briefing points for the passenger seated at a non-crewed exit.</p>	
			<p>Identify the different types of passengers that may be carried on board and describe the general handling considerations related to safety –</p> <ul style="list-style-type: none"> (i) Describe the requirement for passengers to comply with instructions of cabin crew. (ii) Describe the different types of passengers which may be carried, including special categories of passengers and special handling or seating requirements. This section should be covered in detail, with training provided on dealing with persons with disabilities, both physical and mental with a distinction between temporary and permanent disabilities, unaccompanied minors, parents with infants, pregnant women etc. 	
			<p>Identify and describe the requirements and established procedures relating to onboard seating for passengers –</p> <ul style="list-style-type: none"> (i) Describe the requirement for each person to have his or her own seat with an individual safety belt. (ii) Describe the requirement for a passenger to be seated in his or her own seat for take-off, landing and whenever advised by a crew member. (iii) Describe the required positioning of seats for take-off and landing. 	

			<ul style="list-style-type: none"> (iv) Describe the different types of seat belts or harnesses found on passenger seats on different aircraft types and the correct method of operation of each, including a description of extension seat belts. (v) Define “exit row” and describe policies and procedures regarding exit row seating, including relocation of passengers in compliance with exit row seating policies. (vi) Describe seating policies and procedures for passengers with special needs, including proximity to exits, use of supplemental oxygen, brace positions, ease of evacuation etc. (vii) Describe the seating restrictions regarding infants held in arms. (viii) Define “skycot” and “bassinet” and describe the procedures for the use of these devices, including restrictions regarding the occupant of the skycot or bassinet. (ix) Describe child restraint systems that are available for use on board an aircraft. (x) Describe any placards or signage associated with passenger seating and describe the appropriate use thereof, e.g. “Seat unserviceable” or “For Crew Use Only”. (xi) Describe the procedures for handling passengers who appear to be impaired due to alcohol or drugs, including cabin crew responsibilities in serving passengers who appear to be impaired. 	
			<p>Identify and describe the requirements and established procedures relating to onboard seating for flight crew –</p> <ul style="list-style-type: none"> (i) Describe the persons that are authorised to occupy the flight crew seats on board, 	

			<p>including who has the authority to make decisions regarding occupation of flight crew seats on board.</p> <p>(ii) Describe the persons that are authorised to occupy the observer seat(s) on the flight deck, including who has the authority to make decisions regarding the occupation of observer seat(s) on the flight deck.</p> <p>(iii) Describe the importance of ensuring serviceability of cabin crew seats, including whose responsibility it is to ensure this and when serviceability is checked.</p> <p>(iv) Describe the components of a pre-flight serviceability check for a cabin crew member seat, e.g. "sit and fit" to enable quick access.</p> <p>(v) Describe the procedures to follow and approve alternate seating in case of an unserviceable cabin crew member seat.</p>	
			Describe the procedures associated with closing aircraft doors, including the importance of complying with the signal and authorisation for door closing, ground communications and the availability of ground equipment.	
			<p>Describe the safety procedures required prior to take-off and landing of an aircraft –</p> <p>(i) Describe the steps taken to secure the passenger cabin prior to taxi, take-off and landing.</p> <p>(ii) Describe the flight crew communication procedures prior to aircraft movement.</p>	

			(iii) Describe the requirements and procedures for stowing equipment and securing galleys prior to take-off and landing.	
	Phase of flight 2 – Pushback and taxi	Pushback and taxi tasks	<p>Define “aircraft door” –</p> <ul style="list-style-type: none"> (i) Define “door status”, including the meaning of the terms “arm a door” and “disarm a door”. (ii) Define “door status verification”, including the meaning of the terms “check” and “cross-check” doors. (iii) Describe various aircraft door-closing procedures. 	
			<p>Define “sterile flight deck”, including when it comes into effect and when it ends –</p> <ul style="list-style-type: none"> (i) Describe procedures associated with maintaining a sterile flight deck. (ii) Describe potential hazards to flight safety by violating the sterile flight deck rule. (iii) Describe the conveying of safety-related information which may necessitate disregard of the “sterile flight deck” rule. 	
			<p>Describe the safety demonstration and announcement –</p> <ul style="list-style-type: none"> (i) Describe the importance of gaining passenger attention for the safety demonstration and avoiding distractions related to the expanded use of portable electronic devices, when permitted. (ii) Describe the appropriate positioning of cabin crew members in the cabin during the safety demonstration. 	

			<ul style="list-style-type: none"> (iii) Describe the impact of conducting non-safety-related duties while the aircraft is taxiing for take-off. (iv) Describe the required elements to be covered during a safety demonstration. (v) Identify the equipment to be used during a passenger safety briefing. (vi) Describe how the safety demonstration shall be performed. (vii) Describe the importance of strong, positive body language during the performance of the safety demonstration, including the use of eye contact and synchronisation of actions with other cabin crew members. (viii) Describe the importance of clear, well-modulated announcements, including coordination of the announcement with demonstration actions. 	
			<p>Describe the importance of checking that the cabin and galley are secure –</p> <ul style="list-style-type: none"> (i) Describe the hazards associated with unsecured equipment or items, and the risk of damage to the aircraft and injuries to aircraft occupants. (ii) Describe the procedure for checking passenger compliance with ordinance signs. (iii) Describe the procedures applied to complete cabin and passenger safety pre-take-off checks and their impact on flight safety, including exit row restrictions. (iv) Describe the various areas on the aircraft that must be checked by the cabin crew member prior to take-off. 	

			<p>Describe the importance of cabin crew members being in the assigned position with restraints secure during taxi and critical phases of flight and the consequences of non-compliance –</p> <ul style="list-style-type: none"> (i) Define “crew station” and identify when the crew station is to be occupied. (ii) Describe the signals used by the flight deck crew to advise cabin crew members that take-off or landing is imminent. (iii) Describe the requirements for cabin crew members to be seated with the restraint system secured for taxi, take-off, landing and whenever directed to do so by the PIC, e.g. turbulence, if not performing safety-related duties. (iv) Describe the rationale behind the correct use of the seat belt and shoulder harness, including the hazards of improper use. 	
			<p>Describe procedures for notifying the flight deck when the cabin is secure for take-off, or notification by cabin crew members to flight deck crew if movement or take-off must be delayed.</p>	
			<p>Identify the signals or verbal command(s) for cabin crew members to take up their assigned seats and secure themselves, including who is responsible for these signals.</p>	
			<p>Describe the brace position for each cabin crew member –</p>	

			<ul style="list-style-type: none"> (i) Define “brace position”. (ii) Describe the correct manner to occupy a cabin crew member seat, e.g. forward, aft, side facing seats, including the preferred position for hands, feet, legs and head to ensure maximum protection. 	
			<p>Perform the silent review –</p> <ul style="list-style-type: none"> (i) Define “silent review”, including describing the components associated with it. (ii) Describe when the silent review must be performed and who is required to complete it. (iii) Describe the importance of focusing on emergency procedures, situational awareness and limiting communications between cabin crew members to safety-related information during pushback and taxi. 	
			<p>Describe the safety procedures associated with aircraft movement on the ground –</p> <ul style="list-style-type: none"> (i) Describe the abnormal and emergency procedures relating to take-off, e.g. runway excursion or inoperative exits in the event of an evacuation. (ii) Define “rejected take-off” and describe the associated procedures. 	
	Phase of flight 3 – Take off tasks	Take off tasks	Phase of flight identified and linked with take off tasks as covered in phase of flight 2	
	Phase of flight 4 - Climb	Climb tasks	Describe the importance of being alert for any possible situation affecting flight safety and the safety of passengers	

			and crew.	
			Describe the responsibility and procedures to report any abnormality with the aircraft, its equipment or occupants to the PIC.	
			Describe the importance of listening to all announcements in the event that the announcement may contain emergency signals or information;	
			Describe the importance of monitoring operational aircraft systems relevant to cabin crew tasks for any abnormalities.	
	Phase of flight 5 - Cruise	Cruise tasks	<p>Describe the hazards associated with turbulence and the procedures for ensuring passenger and cabin crew safety during periods of in-flight turbulence –</p> <ul style="list-style-type: none"> (i) Define “turbulence”. (ii) Describe the different levels of turbulence, i.e. light, moderate or severe and their effect(s) on persons and objects in the cabin. (iii) Describe the procedures for ensuring passenger safety during periods of turbulence, including ensuring that passengers comply with requirements and orders. (iv) Demonstrate an understanding of seat belt regulations, compliance and enforcement techniques and responsibilities. (v) Describe the policies regarding cabin crew safety during periods of turbulence. (vi) Describe the procedures to stow service equipment during periods of turbulence. 	

			<ul style="list-style-type: none"> (vii) Identify the potential hazards to aircraft, cabin crew and passengers due to turbulence. (viii) Describe policies regarding communication with flight deck crew during turbulence, including the importance of crew coordination and communication. (ix) Describe the importance of proper cabin crew positioning during turbulence and proper use of a seat belt and harness. (x) Describe the safety advice given to passengers during turbulence. 	
			Describe the policies for the safe operation of service equipment during flight.	
			Describe the importance of being alert for any possible situation affecting the safety or security of the aircraft, passengers and crew, e.g. suspicious items or behaviours, smoking on board, safe stowage of service carts, etc.	
			Describe the requirement to report any abnormality with the aircraft, its equipment or occupants to the PIC.	
			Describe the requirement for relaying critical safety information to flight deck crew members and other cabin crew members.	
			Describe the regulatory requirements and cabin crew responsibilities regarding passengers who appear to be impaired due to psychoactive substances and, ability to recognise and differentiate symptoms related to the	

			behaviour of a person impaired by psychoactive substances.	
			Describe the regulatory requirements and cabin crew responsibilities regarding passengers smoking on board or tampering with smoke detection systems.	
			Describe the procedure for the stowage of PEDs on board aircraft, including the effects of the use of PEDs on aircraft avionics during all phases of flight	
			<p>Discuss the importance of recognising onboard medical events and associated procedures.</p> <ul style="list-style-type: none"> (i) Identify the physiological importance of oxygen. (ii) List the circumstances when additional oxygen may be required, i.e. loss of cabin pressure or medical emergencies. (iii) Describe the conditions under which oxygen is to be available for passengers and flight crew. (iv) Describe the requirement to brief passengers on the availability of oxygen. (v) Describe, in general terms, the different types of oxygen available on different aircraft types, including fixed and portable systems. (vi) Describe the procedures for use of the fixed cabin oxygen system. (vii) Describe the procedures for use of the portable oxygen system. (viii) Describe procedures associated with using the flight deck oxygen system. (ix) Discuss the precautions to be taken when oxygen is being administered, i.e. no open flame and monitor supply. 	

			<ul style="list-style-type: none"> (x) Describe the flight crew communication procedures in each circumstance when oxygen is used. (xi) Describe the procedures for oxygen provided to passengers for continued medical use during flight. (xii) Describe the advice to be given to passengers during oxygen administration, including the person responsible for briefing passengers. 	
			Describe the regulatory requirements and cabin crew responsibilities related to passengers who appear to be intoxicated or appear to have consumed alcohol from their own supply.	
			Describe the effects of altitude on alcohol and drug consumption.	
			Describe the regulatory requirements and cabin crew responsibilities related to identifying and responding to suspected cases of trafficking in persons.	
			<p>Describe the flight deck protocol to be followed in-flight –</p> <ul style="list-style-type: none"> (i) Describe the safety implications of critical phases of flight and procedures associated with the concept of a sterile flight deck. (ii) Describe the flight crew communication and coordination procedures associated with flight deck visits. (iii) Describe the process associated with service to the flight deck crew while in flight. 	

			<ul style="list-style-type: none"> (iv) Describe the need for coordinating visits to the flight deck with availability of oxygen masks. (v) Describe the need for cabin crew to be aware of pilots monitoring radio calls when entering the flight deck. (vi) Describe the requirement to brief supernumeraries on appropriate behaviour on the flight deck. (vii) Describe the policy regarding serving alcohol in the flight deck. 	
		Security procedures	Describe the procedures associated with entry to the flight deck, including PIC authority to give permission for access to the flight deck.	
			Describe the policies for security of the flight deck door, including locking and unlocking procedures	
			Define "clear zone".	
			Describe the need to supervise and monitor supernumeraries on the flight deck.	
			Describe the procedures regarding recognition and management of the various security threats, including communication with the flight deck crew.	
			Describe the levels of threat associated with unruly behaviour and procedures associated with each level.	
	Phase of flight 6 – Descent and approach	Prepare cabin for landing	Describe the importance of securing the cabin and galley, the hazards associated with unsecured equipment or items	

			and the risk of injuries to aircraft occupants.	
			Describe the procedures applied to complete cabin and safety pre-landing checks and their impact on flight safety, including verifying compliance with exit row seating restrictions and making a safety announcement, if applicable.	
			Describe the sterile flight deck concept; when it comes into effect and when it ends, the importance of limiting communications with the flight deck crew to safety critical information once the sterile flight deck is in effect.	
			Describe the importance of cabin crew members being in the assigned position with restraints secure during critical phases of flight and the consequences of non-compliance.	
			Describe the procedures for notifying the flight deck crew when the cabin is secure for landing, or notification by cabin crew to flight deck crew if landing must be delayed.	
			Describe the different types of pre-landing signals.	
			Describe the importance of focusing on emergency procedures, of situational awareness and of limiting communications between cabin crew members to safety related information during descent and approach.	

			Describe the emergency procedures related to landing (go around causes, effects on occupants and relevant procedures such as communication) – (i) Define “missed approach” and describe the associated procedures. (ii) Describe abnormal landing procedures, e.g. no landing gear, partial landing gear, burst or deflated tyres.	
	Phase of flight 7 - Landing	Perform landing tasks	Describe the sterile flight deck procedure;	
			Describe the emergency procedures related to landing, e.g. -and-go landing, abnormal attitude landing, high speed landing, cross-wind landing etc., causes, effects on occupants and relevant procedures such as communication.	
	Phase of flight 8 – Post-landing and post-flight operations	Post-landing and post-flight tasks	Describe the importance of being alert for any possible situation affecting the safety of passengers and crew, the responsibility to report any abnormality with the aircraft, its equipment or occupants to the PIC.	
			Describe the importance of listening to all announcements in the event that the announcement may contain emergency signals or information.	
			Describe the importance of monitoring operational aircraft systems relevant to cabin crew tasks for any abnormalities.	

			Describe the requirement to comply with the signal and authorisation for door opening.	
			Describe the requirement for ground communications and the availability of ground equipment after the door has been opened.	
			Describe the precautions taken when opening aircraft doors and monitoring open doors if ground equipment is not available.	
			Describe various aircraft door opening procedures, including the importance of complying with the signal and authorisation for door opening.	
			Describe the importance of remaining at the assigned cabin crew station during the door opening and passenger disembarkation process.	
			Describe the components of apron safety, and procedures established to facilitate passenger movement on aircraft aprons, air bridges, boarding using stairs, etc.	
			Describe the importance of ensuring all passengers have disembarked the aircraft at flight termination.	
			Describe the possibility of passengers remaining on board for transit purposes.	

			Describe the importance of proper reporting, including the elements of good reporting techniques.	
			Describe the importance of communication in instances of a cabin crew change, including the responsibility of the cabin crew to brief new cabin crew regarding any unserviceability, passengers with special needs or status, or any other safety related matters pertinent to the flight.	
		Transit tasks	Describe the importance of being alert for any possible situation affecting the safety of passengers and crew, including procedures to report any abnormality with the aircraft, its equipment or occupants to the PIC.	
			Describe the requirement to relay critical safety information to flight deck crew members and other cabin crew members	
			Describe the importance of listening to all announcements in the event that the announcement may contain emergency signals or information.	
			Describe the requirement for a pre-flight briefing including crew coordination and communication, establishing expectations and clarifying procedures.	
			Describe the minimum cabin crew complement during transit stops.	

			Describe the components of apron safety, the responsibilities for passenger movement on airport aprons and procedures established to facilitate passenger movement on airport aprons, air bridges, etc.	
			Describe the cabin crew responsibilities for passenger supervision while the aircraft is on the ground, including seating restrictions, proper selection of passengers seated at emergency exit rows, relocation of passengers in compliance with seating procedures, and acceptance and use of child restraint devices	
Abnormal and emergency situations training	Fire fighting		Identify the threat to safety presented by inflight fires. Describe historic fire incidents and accidents and identify the safety lessons learned, including legislated requirements as a result.	
			Describe the chemistry of fire, including the elements which must be present for a fire to occur.	
			Describe the different classes of fire that may occur onboard an aircraft.	
			Identify the different types of fire, means of fire detection, firefighting systems and established firefighting procedures.	
			Describe the location, pre-flight check, chemical properties	

			<p>and use of firefighting and protective equipment on board different aircraft. This may include but is not limited to –</p> <ul style="list-style-type: none"> (i) smoke detectors; (ii) portable extinguishers; (iii) installed automatic extinguishers, e.g. lavatory; (iv) crowbar; (v) axe; (vi) portable breathing equipment; (vii) protective gloves; and (viii) equipment specific to accessible cargo compartments or cargo aircraft. 	
			<p>Describe various fire prevention techniques. This may include but is not limited to –</p> <ul style="list-style-type: none"> (i) maintaining situational awareness and responding immediately whenever an onboard fire or smoke situation is suspected; (ii) monitoring smoking in the cabin and lavatories; (iii) inspecting the integrity of automatic lavatory extinguishers; (iv) checking that the lavatory waste bin cover flap is closed at all times; (v) preventing ignited materials from being discarded in trash carts; and (vi) identifying and eliminating hazardous flammable materials. 	
			<p>Describe and demonstrate techniques and procedures for firefighting. This may include but is not limited to –</p>	

			<ul style="list-style-type: none"> (i) immediate and aggressive approach to finding the source of the fire; (ii) fighting the fire aggressively and effectively; (iii) applying appropriate firefighting procedures to the type of fire; (iv) type of extinguisher to be used based on the type of fire; (v) additional firefighting equipment needed such as portable breathing equipment (PBE); (vi) techniques for using extinguishers; and (vii) communicating while using PBE. 	
			<p>Describe and demonstrate firefighting procedures for specific types or locations of fires. This may include but is not limited to –</p> <ul style="list-style-type: none"> (i) galleys; (ii) lavatories; (iii) overhead bins; (iv) electrical systems; (v) ovens; (vi) flammable liquids, (vii) metal fires; (viii) lithium battery fires; (ix) upholstery; (x) remote locations, e.g. crew rest or lower level galleys; (xi) hidden fires; and (xii) assisting with flight deck fires, if the flight deck crew requires assistance. 	
			<p>Describe and demonstrate specific crew member responsibilities for firefighting and the importance of being prepared to apply specific firefighting procedures.</p>	

			<p>Describe and demonstrate the importance of crew communication and coordination in fighting a fire and providing the flight deck crew with accurate updates on –</p> <ul style="list-style-type: none"> (i) fire source or location; (ii) extent, severity of smoke or fire; (iii) actions taken, including relocation of passengers and maintenance of breathing comfort; (iv) notification of any injuries to passengers and/or crew members; (v) types and the number of firefighting equipment used; and (vi) current status of smoke or fire, as the situation progresses. 	
			<p>Describe obstructions to firefighting onboard aircraft. This may include but is not limited to –</p> <ul style="list-style-type: none"> (i) limited visibility due to smoke or fumes; (ii) firefighting in confined spaces; (iii) difficulty in locating/accessing the source of the fire, e.g. hidden fires; and (iv) resources to fight the fire, e.g. limited number of portable extinguishers. 	
			<p>Describe the hazards associated with onboard fires. This may include but is not limited to –</p> <ul style="list-style-type: none"> (i) toxicity of smoke and fumes; (ii) flammability of cabin materials; and (iii) variety of combustible materials and volatility. 	
			<p>Define “flashover” and “flashfire”. Describe the cause and</p>	

			dangers of each and conditions onboard an aircraft where this would be likely to occur.	
			Identify different external fires, e.g. engine fires, tailpipe fires, fuel spill or apron fires, fires on loading bridges, service vehicle fires, torching, etc. and describe the procedures established for such fire situations including recognition, communication and coordination, with both ground crew and flight deck crew	
			Describe the procedure for completing the applicable documentation, such as the incident report form	
	Smoke and fume events	Apply procedure for smoke and fume events	Define “smoke removal” and “smoke control”.	
			Describe the possible sources of smoke in the cabin.	
			Describe the possible sources and types of fumes in the cabin.	
			Describe the potential hazards to the aircraft and its occupants of smoke or fumes in the cabin.	
			Describe the requirement for crew to be alert for smoke or fumes in the cabin, including the odour descriptors to recognise the presence of oil and hydraulic fluid fumes.	
			Describe the associated procedures for dealing with smoke	

			or fume events on different types of aircraft, including flight crew communication and advice to passengers.	
			Describe the potential for crew member impairment, including a list of potential acute symptoms that may be experienced as a result of exposure to smoke, oil or hydraulic fluid fumes, and its impact on flight safety.	
			Describe the authority of the PIC to relocate passengers if smoke or fumes is present in the cabin, and when this decision may be taken.	
			Describe how to recognise condensation in the cabin, its similarity to smoke, the causes of this and the phases of flight when it is most likely to be visible.	
			Describe the procedures for completing the applicable documentation, such as an incident report form.	
	Cabin pressurisation problems and decompression	Manage cabin pressurisation problems or decompression	Define the following terms – <ul style="list-style-type: none"> (i) hypoxia; (ii) euphoria; (iii) decompression; and (iv) rapid decompression. 	
			Describe the elementary physiology of oxygen intake and utilisation.	

			Describe the general effects of hypoxia, including the recognition and dangers associated with hypoxia's euphoric effect, aggravation by exertion, individual susceptibility in healthy persons, increased susceptibility in some medical conditions, altitude and time of useful consciousness (duration of consciousness without supplemental oxygen).	
			Describe the effects of oxygen deficiency on human performance and identify the importance of recognizing these signs and symptoms in other crew members.	
			Describe body gas volume changes, including abdominal pain on cabin altitude descent and "blocked ears" on emergency descent of aircraft.	
			Describe the effects on the human body of reduced atmospheric pressure.	
			Describe the effects of rapid decompression on any unsecured objects or persons.	
			Describe the conditions in the cabin and the potential threat to flight safety caused by rapid and slow decompressions.	
			Describe the likely cabin altitude during rapid decompressions and cabin pressurisation problems, including what is meant by a "safe" altitude and the	

			importance of reaching a safe altitude quickly.	
			Describe the potential causes of rapid decompression, e.g. fuselage failure, window or door blowout, air pack failure, etc.	
			Describe the potential causes of cabin pressurization problems, e.g. door seal leaks, cracked windows, system malfunctions, etc.	
			Describe the location, pre-flight check and use of portable oxygen devices.	
			Describe the immediate actions to be taken in the event of rapid decompression or cabin pressure leaks for the safety of the passengers and the cabin crew.	
			Describe the operation of passenger oxygen systems and the use of oxygen masks.	
			Describe the procedures for crew and passenger communication and coordination during a rapid decompression and cabin pressurisation problems, including identification of specific information to be relayed to the flight deck crew and back-up means of communication should normal systems be rendered inoperative, e.g. structural damage.	

			Describe the expected flight deck crew response, e.g. emergency descent, and its effect on the cabin and its occupants.	
			Identify the mechanical indications and safety measures in place onboard the aircraft in the event of a decompression, e.g. blowout panels.	
			Describe the need for cabin crew members to obtain oxygen first before attending to passengers' needs.	
			Describe the post-decompression procedures, including who or what initiates the commencement thereof.	
			Describe the procedures for completing applicable documentation, such as an incident report form.	
	Emergency landing or ditching	Apply procedures for an anticipated/prepared emergency landing or ditching	Identify the verbal and nonverbal signals and/or commands indicating an emergency situation.	
			Describe the importance of gathering information from the flight deck crew and what this briefing should include, i.e. – <ul style="list-style-type: none"> (i) the person responsible to conduct the briefing; (ii) when and where to conduct the briefing; (iii) information that is required; (iv) time available, special instructions, etc.; and (v) the manner in which the briefing is to be conducted. 	
			Describe the method of communicating the briefing to the	

			other cabin crew members.	
			Describe the importance of applying the appropriate procedures and checklist during a prepared emergency landing in a sequence to ensure that priority items are identified and accomplished first.	
			Describe and demonstrate examples of the preparation for emergency evacuation on land and on water. This may include but is not limited to – <ul style="list-style-type: none"> (i) cabin crew tasks; (ii) brace position; (iii) appropriate commands; (iv) precautions and adaptations for passenger management; (v) element of time and time management; (vi) donning of life jackets; and (vii) various possible aircraft attitudes and associated evacuation procedures; 	
			Describe the responsibility of cabin crew members to provide effective leadership during the preparation for an emergency and during an evacuation.	
			Describe the responsibility of cabin crew members to prepare passengers and the cabin in a prepared emergency situation, including the effect of time constraints.	
			Define “Able-Bodied Passenger (ABP)”.	

			Describe the type of a person a cabin crew member would select to be an ABP, including the assistance they could provide during the emergency preparation and the evacuation.	
			Describe the importance of assigning, relocating and briefing ABP, as required, as well as the items to cover in the briefing.	
			Describe the different types of passenger behaviour and identify effective ways of managing passenger behaviour while preparing for an emergency landing and during an evacuation.	
			Define "brace position".	
			Describe the effect of seat pitch on preferred brace positions.	
			Describe and demonstrate the brace position(s), including the importance of assuming the preferred brace position to minimise injury.	
			Identify the signal typically given for assuming the brace position in emergency situations, including when it is given, who is responsible for giving the signal and the crew responsibilities when the brace signal has been given.	

			Identify when cabin crew members should assume the brace position when no signal has been given.	
			Describe and demonstrate the appropriate brace commands.	
			Describe the components and importance of performing a silent review in preparation for an evacuation.	
			Describe the requirement for completing the applicable documentation, such as the incident report form.	
		Apply procedures for an unanticipated/unprepared emergency landing or ditching	Identify the verbal and nonverbal signals and/or commands indicating an emergency situation.	
			Describe the procedure to take the assigned cabin crew station or seat.	
			Describe the procedure to follow if the cabin crew seat is occupied or the cabin crew member is unable to secure him or herself in the nearest available seat, and/or remain secured at the assigned station or seat.	
			Describe the importance of checking the door status.	
			Describe the importance of performing the silent review	
			Describe the elements of the silent review, including – <ul style="list-style-type: none"> (i) brace position; (ii) emergency notification procedures; (iii) location and operation of exits; 	

			<ul style="list-style-type: none"> (iv) location of safety and emergency equipment and removal of equipment designated to the cabin crew station; (v) passenger management and the visual identification of potential able-bodied passengers who may be able to assist in an emergency, number of passengers on board the aircraft, and special categories of passengers; (vi) brace commands; (vii) interior and exterior evacuation commands; (viii) protective position while commanding the evacuation; and (ix) brace and shout brace commands (with appropriate tone, pitch, volume and pace) once the flight deck crew signal is received. This may include the use of the commands for the appropriate scenario (land vs ditching). 	
	Evacuation and rapid disembarkation	Evacuation	Define "evacuation".	
			Describe historic incidents and accidents involving evacuation.	
			<p>Identify the types of emergencies which may require evacuation or rapid disembarkation, including –</p> <ul style="list-style-type: none"> (i) who is responsible for this decision; (ii) the factors to be considered when making this decision; (iii) the different types of emergency landings, i.e. prepared and unprepared; (iv) difference between a "ditching" and "unprepared water landing"; 	

			<ul style="list-style-type: none"> (v) the different attitudes possible as a result of incidents/accidents and how this may affect exit usability, i.e. gear collapse, for aircraft off the runway, shift in the centre of gravity; (vi) the effect of environmental conditions in evacuations, i.e. strong winds, terrain or snow/ice; and (vii) management of an uncommanded evacuation. 	
			Identify the verbal and nonverbal signals and/or commands to initiate an evacuation and crew coordination.	
			Describe scenarios when cabin crew members may initiate an evacuation.	
			Describe the importance of checking exit status and assessing exits before opening.	
			Describe the potential internal and external hazards.	
			Describe the importance of identifying alternate exits and using all available exits and identify the evacuation procedures for each type of exit, i.e. doors, windows, hatches, ventral exits and tailcones.	
			Describe the emergency evacuation procedure of passengers for each of the following types of evacuation, including the applicable escape routes – <ul style="list-style-type: none"> (i) land evacuation – anticipated/prepared and unanticipated/unprepared; 	

			<ul style="list-style-type: none"> (ii) ditching evacuation – anticipated/prepared and unanticipated/unprepared; (iii) evacuation at an airport gate/ramp jetway. 	
			Describe the differences in shouted commands for each type of evacuation and describe the rationale behind each of the commands, including ways to increase the effectiveness of commands, i.e. vocal tone, pace, volume, diction, body language and phraseology.	
			<p>Describe potential passenger problems in an evacuation, including –</p> <ul style="list-style-type: none"> (i) recognising and managing the different types of passenger behaviour (passive, aggressive, hysterical etc.); (ii) redirecting passengers, as necessary; (iii) avoiding panic; (iv) imparting confidence; and (v) using verbal and nonverbal commands, adapted to the situation. 	
			<p>Describe the importance of time management in an evacuation, how time affects survivability and other factors affecting survivability, including –</p> <ul style="list-style-type: none"> (i) fire, smoke or fumes; (ii) water; (iii) human behaviour; (iv) fuselage damage; and 	

			(v) any other danger.	
			Describe the importance of the ability to respond in a hostile environment (smoke, fire, darkness, etc.).	
			Describe the responsibility of crew members to assist passengers, including the procedures to be applied with regards to special categories of passengers and injured occupants, and incapacitated fellow crew members in an evacuation and conditions when crew members should evacuate themselves in life-threatening situations.	
			Describe the importance of situational awareness, as well as awareness of cabin crew member's own duties, the duties of other cabin crew members and the need to take over duties of fellow crew members when required.	
			Describe the flotation characteristics of different aircraft and identify the factors which could adversely affect aircraft flotation in a water landing, i.e. structural damage, weight, centre of gravity, and outside conditions.	
			Describe different slide, slide raft and life raft operations with examples, including – <ul style="list-style-type: none"> (i) activation and deployment of slide or slide rafts; (ii) exit status appropriate to the evacuation; 	

			<ul style="list-style-type: none"> (iii) methods for automatic and manual activation of exits, including alternate procedures if initial inflation fails and if the inflation fails during the course of the evacuation; (iv) slide raft operation, boarding, supplementary survival kits, canopy installation, disconnection of slides or slide rafts, time management and seaworthiness; (v) removal of life rafts from stowage points and positioning at exits, time management, harness attachment, attachment of static lines, raft buoyancy, raft release mechanism, danger of premature inflation of the life raft, distribution of supplementary survival kits, ejection of life rafts, inflation, boarding and seaworthiness; (vi) transfer of slide raft from unusable exit to usable exit; and (vii) identify the inflation times for the different evacuation aids, i.e. slides, ramps, slide or slide rafts, including how to recognise if an evacuation device is fully inflated. 	
			Describe the importance of checking the cabin, flight deck and lavatories after all passengers have been evacuated and describe how and under what conditions this should be accomplished.	
			Describe the cabin crew's responsibilities for removal of equipment when they evacuate the aircraft, especially those that would enhance survivability, and under what conditions this should be accomplished.	

			<p>Describe the cabin crew members' responsibility after an evacuation (e.g. grouping passengers, assisting with first aid, etc.), including liaison with the airport emergency services and cooperating with local authorities. Include the following –</p> <ul style="list-style-type: none"> (i) First aid; (ii) Survival priorities; (iii) Survival equipment; and (iv) Signalling and recovery techniques. 	
			<p>Describe the use of emergency signalling devices, including the importance of transmitting signals at the time of sunrise or sunset or moonrise or moonset as an aid in establishing position –</p> <ul style="list-style-type: none"> (i) emergency locator transmitter; (ii) radio locator beacon; and (iii) survival equipment. 	
			<p>Describe the type of assistance that may be available at the various airports following an evacuation. Include ways cabin crew can manage the evacuation to coordinate their actions with the ground rescue services personnel.</p>	
			<p>Describe post-evacuation procedures to increase survivability under all conditions, including general survival</p>	

			<p>techniques, in –</p> <ul style="list-style-type: none"> (i) sea, including general aquatic survival techniques and physiological limitations in water; (ii) jungle; (iii) desert; (iv) polar regions; and (v) mountainous areas. 	
			<p>Describe the following post-evacuation events and procedures –</p> <ul style="list-style-type: none"> (i) completion of applicable documentation, e.g. incident report form; (ii) dealing with different groups, e.g. media, legal and accident investigators that will attempt to solicit information from cabin crew members; and (iii) accident investigation, including the official groups tasked with accident investigation, internationally and nationally. 	
		Rapid disembarkation	Define “rapid disembarkation”.	
			Describe scenarios when a rapid disembarkation can be used, versus an evacuation, including historic incidents and accidents involving rapid disembarkation.	
			Describe safety considerations when a rapid disembarkation is carried out on the apron;	
			Describe the expected cooperation with local authorities, e.g. airport emergency services and airport security).	

			Describe the procedures for completing the applicable documentation, such as an incident report form.	
	Flight deck and cabin crew member incapacitation	Flight deck crew member incapacitation	Define “incapacitated” as it relates to a flight deck crew member and identify possible causes, i.e. illness, injury, physical and mental incapacitation, food poisoning, death.	
			Describe the impact on flight safety of an incapacitated flight deck crew member.	
			Describe the preferred locations for relocating incapacitated flight deck crew members on different aircraft, if possible.	
			Describe how and where to secure an incapacitated flight deck crew member for landing or during periods of in-flight turbulence.	
			Describe the flight deck crew communication procedures to advise of flight deck crew member incapacitation.	
			Describe the assistance cabin crew members shall be required to provide in the flight deck.	
			Describe and demonstrate the procedures for assisting an incapacitated flight deck crew member.	
			Describe and demonstrate the procedures for administering first aid oxygen to an incapacitated flight deck crew member.	
			Describe the procedures for removing an incapacitated flight	

			deck crew member from the flight deck, where manoeuvrability on the flight deck allows this.	
		Cabin crew member incapacitation	Define “incapacitated” as it relates to a cabin crew member and identify possible causes, i.e. illness, injury, physical and mental incapacitation, food poisoning, and death.	
			Describe the impact on flight safety of an incapacitated cabin crew member.	
			Describe the preferred locations for relocating incapacitated cabin crew members on different aircraft, if possible.	
			Describe the flight crew coordination procedure to ensure that the safety and emergency duties of the incapacitated cabin crew member are assumed and identify the person responsible for this decision.	
			Describe and demonstrate the procedures for assisting incapacitated cabin crew members, including procedures for dealing with more than one incapacitated cabin crew member at a time.	
			Describe and demonstrate the procedures for administering first aid oxygen to an incapacitated cabin crew member.	
		Single cabin crew member incapacitation	Describe preventive measures in case of any doubt of own fitness to perform tasks, including informing flight deck crew,	

			selecting an able-bodied passenger and providing the necessary briefing, etc.	
			Describe the procedures associated with single cabin crew member incapacitation.	
			Describe the procedures for administering first aid on oneself, e.g. self-Heimlich manoeuvre.	
			Describe the procedures for completing the applicable documentation, such as an incident report form.	
	Fuel dumping		Define “fuel dumping”.	
			Describe the conditions under which fuel dumping may occur.	
			Describe the need for flight deck crew communication during fuel dumping and the responsibility of cabin crew members to report any unusual conditions to a PIC.	
			Describe the advice to passengers regarding fuel dumping and the person responsible for this advice.	
	Propeller abnormalities		Define “over speeding or runaway propeller”.	
			Describe the emergencies that may occur as a result.	
			Describe how to recognise propeller malfunctions and their effect on flight characteristics.	
			Describe the cabin crew procedures associated with these	

			propeller abnormalities.	
Security awareness training			Aviation legislation and security programmes, including international, national, airport and aircraft operator requirements;	
			Determination of the seriousness of any occurrence	
			Crew communication and coordination	
			Appropriate self-defence responses	
			Use of non-lethal protective devices assigned to crew members	
			New terrorist profiles	
			Understanding of behaviour of terrorists to facilitate the ability of crew members to cope with hijacker behaviour and passenger responses	
			Live situational training exercises regarding various threat conditions	
			Procedures for aircraft security checks and/or searches	
			Flight crew compartment procedures to protect the aircraft	
			Aircraft search procedures and guidance on least-risk bomb locations where practicable	
			Procedures in handling passengers who have been the subject of judicial or administrative proceedings	

	General security awareness		Describe the history of the development of ICAO Annex 17 with respect to aviation security.	
			Describe the role and responsibilities of aerodrome operators, police and other agencies in the management of a security incident.	
			<p>Define the following terms used in security –</p> <ul style="list-style-type: none"> (i) the Act; (ii) act of unlawful interference; (iii) bomb threat; (iv) explosive disposal expert; (v) firearm; (vi) hijacking; (vii) inadmissible person; (viii) juvenile delinquent; (ix) peace officer; (x) prisoner; (xi) sabotage; (xii) sterile area; (xiii) stowaway; and (xiv) weapon. 	
			Discuss the importance of situational awareness in	

			maintaining security both on the ground and onboard the aircraft.	
			Discuss the importance of situational awareness in maintaining discretion both privately and professionally.	
			Discuss the requirement to report incidents.	
			Describe and practise the information required at the time of reporting a security related incident.	
	Preventive measures during normal operations		Describe the responsibility of holders of airport restricted areas passes, including the requirement to challenge persons in restricted areas who are not wearing passes.	
			Discuss the measures in place to protect and identify cabin crew members' personal belongings.	
			Discuss the measures in place to protect the air operator's property – manuals, permits, uniforms and other documents or items.	
			Discuss the communication protocol regarding any incidents involving the air operator.	
			Describe the measures in place related to screening and transportation of passengers, baggage, cargo, mail, equipment, catering, stores and supplies intended for carriage on an aircraft.	

			Identify the differences between pre-flight safety checks and pre-flight security checks of the cabin or galley equipment and monitoring of passengers during the boarding process.	
			Describe the measures to prevent unauthorised access to the flight deck while in flight.	
			Describe the measures to prevent unauthorised access to aircraft not in service.	
			Describe the cabin post-flight checks and inspections of an aircraft after landing.	
			Discuss the importance of communication between flight crew members regarding possible threats to security.	
	Response to acts of unlawful interference	Management of unruly passengers	Discuss the importance of communication with the flight deck crew during an act of unlawful interference and the type of information that should be conveyed, e.g. threat level, number of perpetrators, any weapons, physical description(s) of perpetrator(s) and assigned seat number(s);	
			Discuss the different threat levels that are prevalent in industry and practice appropriate crew responses;	
			Describe the means of identifying and procedures for managing different passenger behaviours which may	

			interfere with the normal operation of the aircraft and threaten the safety and well-being of passengers and crew members. This may include conflict management and conflict resolution, de-escalation techniques, as well as examples of unruly behaviour, such as harassment, verbal abuse, physical assault, intimidating behaviour, intoxicated and disorderly conduct, disregard of smoking regulations, consuming own “carry on” alcoholic beverages, refusal to follow instructions of the crew and endangering the safety of the aircraft	
			Describe and practise the relevant documentation to be completed, e.g. reports, witness statements and notification cards to unruly passengers;	
			Discuss and practice appropriate self-defence responses	
			Discuss and practice the use of non-lethal protective devices assigned to crew members	
			Discuss and practise the use of able-bodied passengers, their roles and responsibilities in relation to cabin crew during an incident	
		Bomb threat or bomb on board in flight or on the ground	Demonstrate an understanding of the components of an explosive device and the different types of explosives;	

			Discuss the evolution of improvised explosive devices, including awareness of threat evolution	
			Describe the necessity of being vigilant for security concerns, e.g. thorough and frequent checks of any accessible compartments, including non-crewed galleys, cabin and lavatories	
			Discuss the awareness of other available resources in the event of suspicious items or a bomb discovered on board	
			Describe the possible procedures for the handling of suspicious items on board while an aircraft is in flight	
			Describe the possible procedures for the handling of bomb threat or bomb on board during a flight	
			Describe the various procedures for notifying the flight deck crew of an act of unlawful interference inside the cabin, including the presence of suspicious items	
			Describe the checklists for an aircraft search and how to use them	
			Discuss the possible passenger reactions to security incidents	
			Describe the possible procedures for rapid disembarkation and evacuation	

			Describe the various procedures for completing the applicable documentation, such as an incident report form	
		Bomb threat or bomb on board on ground	Describe the possible procedures for the handling of suspicious items on board while an aircraft is on the ground	
			Describe the possible procedures for the handling of a bomb threat or bomb on board on the ground	
			Describe the possible procedures for notifying the flight deck crew of an act of unlawful interference inside the cabin, including the presence of suspicious items.	
			Describe the various procedures for the application of security checks	
			Describe the various procedures for rapid disembarkation and evacuation	
			Describe the possible procedures for completing the applicable documentation, such as incident report form	
		Apply procedures in case of hijacking	Describe the importance of situational awareness and of being vigilant and observant when security concerns are suspected	
			Describe the procedures for dealing with hijackers and understanding their intentions and expected behaviours	
			Describe the techniques for managing distressed	

			passengers.	
			Discuss the importance of monitoring the cabin for additional threats.	
			Describe the symptoms and behaviours associated with situations of captivity, such as a hijacking, e.g. Stockholm syndrome.	
			Describe the procedures related to flight deck door and flight crew actions.	
			Discuss the use of resources during security-related emergencies.	
			Discuss the different means of communications with the ground.	
			Discuss the procedures for hijack resolution.	
			Describe and practise the procedures for completing the applicable documentation, such as an incident report form.	
		Apply procedures for chemical/biological/radiological incidents	Describe the signs and symptoms of chemical, biological and radiological (CBR) agent exposure.	
			Discuss the importance of cabin surveillance to detect suspicious behaviour or items.	
			Describe the distinction between handling dangerous goods, explosive devices and CBR agents, and associated	

			procedures.	
			Describe the importance of containing the CBR agents' aerosol potential before it spreads;	
			Describe and practice the procedures for in-flight CBR incidents.	
			Describe and practice the procedures for completing the applicable documentation, such as an incident report form	
Human performance training	Human factors in aviation		Human factors modelling, such as the SHELL model, which explains the relationship between individuals and their operational environment	
			The role of the human in complex systems, such as aviation, and interactions with other humans, hardware, software, and the environment, including the human's contribution to safety and the human operational performance necessary to achieve the established goal.	
			The concept of human performance as a contributing factor to aircraft accidents;	
			Case studies of accidents or incidents where human factors were identified as a contributing factor	
	Human error		General aspects of human physiology and psychology	

			related to aviation	
			Understanding human performance. This may include aspects of aviation physiology such as limitations of the sense, disorientation, and aviation psychology including workload, information processing, attitudinal factors, judgment and decision-making, stress, operational pressure and corporate pressure	
			Processes and outcomes such as operational errors, normalised deviations, causes and consequences	
			Distinction between errors and violations	
			The concept of an organisational accident, which includes the interaction between organisational processes, workplace conditions, latent conditions, active failures and defences, and how these can result in an accident. This may include understanding errors and their root cause in an operational context. Accident causation such as Reason's "Swiss Cheese" model which may include the error chain, namely the notion of accident causation, including error, deviation and amplification, and how humans contribute to accidents and incidents	
			Organisational factors and their impact on safety and on	

			time performance	
			Defence strategies to prevent or control operational errors, including error prevention, detection and recovery of management techniques. This may include strategies, such as error reduction, error capturing and error tolerance	
	Crew resource management		CRM concepts, general principles and processes during operations	
			use of CRM as a tool to prevent accidents or incidents through improved crew co-ordination, enhanced crew performance and safety awareness	
			CRM specific to different aircraft types, e.g. single or multi deck aircraft, narrow or wide body aircraft, single or multi crew operations	
			the need for individual commitment to CRM principles	
			benefits of joint CRM training	
			interaction between crew members and other individuals involved with operation of the aircraft;	
			competencies that foster CRM, including the components of the relevant competencies;	
			understanding one's own role and impact on the operation	
			the concept of synergy	

			cultural differences, diversity awareness and their impact on individual and team performance	
			the statutory responsibility and accountability of the PIC as the commander	
			the role of the in-charge cabin crew member as the team leader	
			“team required” versus “individual” tasks -the notion that some problems require a team solution while others may be solved through individual effort	
			awareness of behaviours that affect crew effectiveness	
			competencies needed for effective team leaders and team members	
			decision-making processes	
			resources available -identification and use	
			resources for continued self-improvement	
			describe and practice how to write an accident or incident report	
	Threat and error management		The Threat and Error Management (TEM) model, and its components, relevant to cabin operators	
			examples of different threats, errors and undesired states, relevant to cabin operators that impact on safety	

			threat, error and undesired state management techniques such as detecting threats, trapping errors, relevant to cabin operations	
	Fatigue management		definition of fatigue;	
			definition of fatigue risk management	
			consequences of fatigue on cabin crew performance, such as: <ul style="list-style-type: none"> (aa) physical effects; (bb) cognitive effects; (cc) emotional effects; and (dd) operational implications 	
			the scientific principles on which fatigue management is based, such as: <ul style="list-style-type: none"> (aa) sleep as a psychological need; and (bb) the different types and stages of sleep 	
			factors that affect the sleep of an individual on a particular occasion	
			the body clock, circadian rhythms and circadian influences on sleep	
			physical vs cognitive demands of tasks being performed	
			environmental factors that influence fatigue	

			the regulatory requirements for fatigue management as contained in the regulations and technical standards for ensuring that an operator is managing fatigue-related risks to achieve an acceptable level of safety performance	
			operator responsibility for: (aa) providing fatigue management training; (bb) implementing work schedules that enable individual cabin crew members to perform their duties safely; (cc) identifying and following limitations and scheduling rules that allow opportunities for adequate rest and restorative sleep; and (dd) having processes for monitoring and managing fatigue hazards, including managing operational risks within the constraints of the prescriptive regulations as part of their SMS.	
			individual cabin crew member responsibilities related to: (aa) arriving fit for duty; (bb) pursuing personal and operational mitigation strategies appropriately while on duty; and (cc) identifying and reporting fatigue hazards, including “non-fitness to fly”.	

			personal fatigue management strategies, at home and in flight	
			workload management	
	Human performance training in relation to SMS		the importance of cabin crew reporting as part of an operator's SMS	
			how cabin crew reporting of safety information, including the proactive identification of hazards, contributes to the overall achievement of the SMS objectives	
	Human trafficking awareness		general information on trafficking in persons	
			elements of trafficking	
			why trafficking happens	
			types of trafficking	
			general indications of trafficking	
			trafficking indicators for cabin crew members	
			concept of "Do no harm"	
			the Palermo Protocol	