



**CABIN CREW MEMBER  
(TRAINING, CERTIFICATION & UTILIZATION)**

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**AIR NAVIGATION ORDER**

**VERSION : 2.0**  
**DATE OF IMPLEMENTATION : 20-05-2011**  
**OFFICE OF PRIME INTEREST : Personnel Licensing Office**

	NAME	DESIGNATION	SIGNATURE
PREPARED BY	FAISAL M. ANSARI	Deputy Manager Licensing	
REVIEWED BY	Captain SYED AFTAB HUSAIN	General Manager Licensing	
APPROVED BY	Air Vice Marshal RIAZ UL HAQ	Director General Civil Aviation Authority	
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**A. AUTHORITY:**

A1. This Air Navigation Order (ANO) is issued by the Director General, Civil Aviation Authority in pursuance of the powers vested in him under Rules 4, 5, 196, 201, 202, 234, 354, 357, 360 and all other enabling provisions of Civil Aviation Rules, 1994 (CARs, 94).

**B. PURPOSE:**

B1. The purpose of this Air Navigation Order is to provide regulatory framework for the issuance, renewal and revalidation of Cabin Crew Competency Certificate.

**C. SCOPE:**

C1. This ANO contains instructions governing the Training, Certification and Utilization of the Cabin Crew Members used by the Commercial Air Transport operators holding Licence and Air Operator Certificate issued under Civil Aviation Rules 1994.

C2. All Cabin Crew members shall comply with the instructions contained in this Air Navigation Order and ANO 91.0018.

**D. DESCRIPTION:**

**D1. DEFINITIONS:**

The following terms shall have the meanings assigned to them herein under. Any other term used in this ANO but not defined here shall have the same meanings as given in Civil Aviation Ordinance, 1960, Pakistan Civil Aviation Authority Ordinance, 1982 and Civil Aviation Rules, 1994.

**D1.1 ABLE-BODIED PASSENGERS:**

Passengers selected by crew members to assist in managing emergency situation if and as required. Non-able bodied passengers should be removed from exit rows prior to flight. In a planned emergency, able-bodied passengers will be briefed on their responsibilities if time permits.

**D1.2 AVIATION TRAINING CENTRE:**

A CAA approved aviation training centre/organization which imparts training for acquisition of a Licence, Certificate or a Rating in accordance with CARs, 94 and relevant ANOs.

**D1.3 APPROVED TRAINING:**

Training carried out under special curricula and supervision approved by the CAA.

**D1.4 APPROVED PERSON:**

A person approved by the Licensing Authority to perform a specific licensing function.

**D1.5 APPROVAL CERTIFICATE:**

A certificate issued by the Licensing Authority indicating an approval of a person, document or a training centre.



D1.6 **CAA INSPECTOR:**

Authorized Person for the purpose of Rule 4(2) and Rule 5 of the Civil Aviation Rules, 1994 who is authorized to perform the duties and exercise the powers under the said Rules.

D1.7 **CABIN CREW MEMBER:**

A crew member who performs, in the interest of safety of passengers, duties assigned by the operator or the pilot-in-command of the aircraft; but who shall not act as a flight crew member.

**Note:** Terminology used as "Cabin Crew Member" means the same as Cabin Attendant or Cabin Crew appearing anywhere in the Civil Aviation Rules, 1994 and/or Regulations made there under.

D1.8 **COMPETENCY CERTIFICATE - CABIN (CCC):**

Competency Certificate Cabin (CCC) is an authorization issued by the Licensing Authority to cabin crew member to exercise the privileges of a cabin crew.

D1.9 **CREW MEMBER:**

A person assigned by an operator for duty on an aircraft during flight time.

D1.10 **DANGEROUS GOODS:**

Articles or substances which are capable of posing significant risk to health, safety or property when transported by air.

D1.11 **DESIGNATED CHECK CABIN CREW MEMBER (DCCC):**

A Designated Check Cabin Crew Member is an approved leading cabin crew member who may conduct in-flight under-supervision training and in-flight competency checks of the cabin crew member; and ground training subject to having undergone the required approval process and having been issued with specific authorization/s as endorsed on the approval certificate.

D1.12 **DIFFERENCES TRAINING:**

Differences training is a training which comprises all the appropriate elements or components of different equipment, equipment location, or safety procedures on currently operated aircraft types or variants.

D1.13 **FLIGHT CREW MEMBER:**

A licensed crew member charged with duties essential to the operation of an aircraft during flight time.

D1.14 **GROUND INSTRUCTOR - CABIN (GIC):**

An approved instructor who can conduct initial/re-current or re-validation ground training of the cabin attendants for the issue, renewal, re-validation of CCC; and/or endorsement on Competency Certificate - Cabin (CCC).

D1.15 **LEADING CABIN CREW MEMBER:**

A cabin crew member who is authorized to supervise a group of cabin crew members functioning under him/her during a flight.

D1.16 **LICENSING AUTHORITY:**

The authority designated by a Contracting State as responsible for the licensing of personnel, which in case of Pakistan is the Director General CAA under CARs, 1994 who may delegate his powers and functions to any sub-ordinate officer of CAA.

D1.17 **MEDICAL ASSESSMENT:**

The evidence issued by the Licensing Authority that the holder meets specific requirements of medical fitness. It is issued following an evaluation by the Licensing Authority of the report submitted by the designated medical examiner who conducted the examination of the applicant for the licence or certificate or rating.

D1.18 **PILOT-IN-COMMAND:**

The pilot responsible for the operation and safety of the aircraft during flight time.

D1.19 **PERSONNEL LICENSING OFFICE (PLO):**

An office that performs the licensing functions under the Licensing Authority.

D1.20 **RATING:**

An authorization entered on or associated with a licence or certificate and forming part thereof, stating special conditions, privileges or limitations pertaining to such licence or certificate.

**D2. AGE, EDUCATION AND LANGUAGE QUALIFICATIONS:**

D2.1 The following requirements shall be applicable for age, educational requirements and proficiency in language:

D2.1.1 **EDUCATION:** Intermediate or equivalent

D2.1.2 **AGE:** Minimum age of 18 years

D2.1.3 **LANGUAGE:** Should be able to speak, read and write English and the national language.

**D3. MEDICAL:**

D3.1 The applicant shall meet the following medical requirements:

D3.1.1 Class II Medical.

D3.1.2 Able to reach safety equipment and open and close the overhead bins in standing position in the specific aircraft.

D3.1.3 **Weight:** Should be proportionate to age, height ratio provided the applicant is:

D3.1.3.1 Able to move comfortably down the aisle, single file, facing forward.

D3.1.3.2 Able to pass quickly through the smallest cabin emergency exit window.

D3.1.3.3 And an appropriate height/weight ratio.

**D4. TRAINING:**

D4.1 **GENERAL:**

D4.1.1 The training shall be conducted in CAA approved aviation training organization / centre. The aviation training organization shall ensure that the training is conducted in accordance with this ANO and ICAO document 7192 AN/857 Part E-1 (Second Edition). The centre shall obtain a prior approval from the CAA before commencing the initial training course.

D4.2 **TYPES OF TRAINING:**

D4.2.1 Basically, it is required that cabin crew member annually complete the training programme established by the operator. They also require cabin crew member to be knowledgeable

about the location and operation of safety and emergency equipment for each type of aircraft on which they operate and to be trained to deal with both normal and emergency safety situations including relevant communication and crew co-ordination procedures.

D4.2.2 Initial training is required for persons who have not been previously employed by the airline as a cabin crew member. To be effective, initial training should be rapidly complemented by line indoctrination. Initial training shall ensure that each trainee acquires the knowledge necessary to fulfill the responsibilities and duties assigned to cabin crewmember in the interest of safety. This will be primarily accomplished through classroom instructions complemented by a series of drills, exercises and hands-on training on safety and emergency procedures designed to provide trainees with the skills necessary to perform their duties. Operators must establish minimum time of line indoctrination, approved by CAA Pakistan, for each aircraft in its fleet. Each trainee must complete at least one check ride of sufficient duration to permit the trainee to perform, and be checked on, all pre-flight, in-flight, pre-landing and post-landing duties. Additional training and checking may be performed on CAA approved training device / mock up, depending on the technical capabilities of the device; for example, exercises involving emergency lights, operable galley equipment, smoke or other technical capabilities may be performed on a training device / mock up / simulator capable of producing the appropriate environment.

D4.2.3 The period of validity of initial / recurrent training shall be 12 calendar months in addition to the remainder of the month of issue. If issued within the final 3 calendar months of validity of a previous check, the period of validity shall extend from the date of issue until 12 calendar months from the expiry date of that previous check.

D4.2.4 Aircraft type training is required in order to qualify and maintain qualification on each type of aircraft to which the crew member will be assigned to duty.

#### D4.3 **TRAINING SYLLABUS:**

The subjects given below is a reference guide to the training syllabus to be completed during initial, recurrent and aircraft type training and the desired level of accomplishment to be achieved during initial training. Differences in types of aircraft, operational methods and, possibly, other training activities of the training school may necessitate changes in the syllabus suggested to allow for completion of the course within the period allotted for training. Instructor should, however, ensure that all sections of the syllabus are adequately covered to the degree necessary to meet the desired level of accomplishment before the trainees are assigned to line indoctrination.

#### D4.3.1 **AVIATION INDOCTRINATION**

D4.3.1.1 Regulatory aspects

D4.3.1.1.1 National and International

D4.3.1.1.2 Company-specific

D4.3.1.2 Aviation Terminology and terms of reference

D4.3.1.2.1 Terminology

D4.3.1.2.2 Terms of reference

D4.3.1.3 Theory of flight & aircraft Operation (Basic Information)

D4.3.1.3.1 Theory of flight

D4.3.1.3.2 Major aircraft components

D4.3.1.3.3 Critical surfaces (contamination of)

D4.3.1.3.4 Pressurization system

D4.3.1.3.5 Weight and balance



- D4.3.1.3.6 Meteorology/ Turbulence
- D4.3.1.3.7 Communications equipment
- D4.3.1.3.8 Air Traffic control
- D4.3.1.4 Physiology of flight
- D4.3.1.4.1 Oxygen system and use
- D4.3.1.4.2 Effects of altitude
- D4.3.1.4.3 Cabin poisoning
- D4.3.2 **DUTIES & RESPONSIBILITIES**
- D4.3.2.1 General Responsibilities
- D4.3.2.2 Pre-flight and post-flight
- D4.3.2.3 In-flight
- D4.3.3 **EMERGENCY PROCEDURES**
- D4.3.3.1 Gen. Emergency procedures & basic principles
- D4.3.3.2 Emergency equipment
- D4.3.3.3 Fire fighting
- D4.3.3.4 Smoke removal procedures
- D4.3.3.5 Emergency lighting systems
- D4.3.3.6 Decompression-slow / rapid
- D4.3.3.7 Emergency landing preparations
- D4.3.3.8 Evacuation procedures
- D4.3.3.9 Unwarranted evacuations-water ditching
- D4.3.3.10 Life-and slide-rafts (use of)
- D4.3.3.11 Unlawful interference
- D4.3.4 **CARRIAGE OF DANGEROUS GOODS** (Only handling aspects)
- D4.3.4.1 General Philosophy
- D4.3.4.2 Prohibited goods
- D4.3.4.3 Label identification
- D4.3.4.4 Excerptions
- D4.3.4.5 Emergency procedures
- D4.3.5 **HUMAN FACTORS**
- D4.3.5.1 Fundamental human factor concepts
- D4.3.5.2 Crew resource management (CRM)

D4.3.6 **HYGIENE, AVIATION MEDICINE & FIRST AID**

- D4.3.6.1 Terminology
- D4.3.6.2 Personal hygiene
- D4.3.6.3 Tropical hygiene
- D4.3.6.4 Transmissible diseases
- D4.3.6.5 Quarantinable diseases
- D4.3.6.6 Endemic diseases
- D4.3.6.7 Food poisoning
- D4.3.6.8 In-flight medical emergencies and incidents
- D4.3.6.9 Artificial respiration
- D4.3.3.10 Effects of drugs/intoxicants
- D4.3.3.11 First aid medical supplies
  - D4.3.3.11.1 First aid kits (contents & use of)
  - D4.3.3.11.2 Medical kits (contents & use of)
  - D4.3.3.11.3 Dangerous goods training program as required by Annex 18.

D4.4 **ADDITIONAL TRAINING AREAS:**

- D4.4.1 Civil Aviation Rules of 1994, relevant Air Navigation Orders, Air Safety Circulars and other instructions issued from time to time.
- D4.4.2 Relevant portions of the Operations Manual.
- D4.4.3 Basic indoctrination ground training.
- D4.4.4 Discipline, Duties and Responsibilities.
- D4.4.5 Crew Resource Management.
- D4.4.6 The training program shall include training which will enable crew members to act in the most appropriate manner to minimize the consequences of acts of unlawful interference.
- D4.4.7 The training program shall include training which will acquaint crew members with preventive measures and techniques in relation to passengers, baggage, mail, equipment, stores and supplies intended to be carried on an aircraft so that they can contribute to the prevention of acts of sabotage or other forms of unlawful interference.
- D4.4.8 Training in the location of the least risk location for a bomb on each type of aircraft operated and methods or specialized means to be employed to attenuate and direct the blast.
- D4.4.9 Knowledge and skill in human performance as related to passenger cabin safety duties including flight crew-cabin crew member co-ordination. The initial ground training for cabin crew members shall include training in personal appearance and presentation, knowledge of languages, familiarization with aviation industry, passenger facilitation, filling up of requisite forms/records, flight documentation, custom laws, immigration laws and health laws.

D4.5 **AIRCRAFT SPECIFIC TRAINING:**

D4.5.1 A general description of the aircraft emphasizing physical characteristics that may have a bearing on ditching, evacuation, and flight emergency procedures and on other related duties;

D4.5.1.1 The use of both the public address system and the means of communicating with other flight crew members.

D4.5.1.2 Proper use of electrical galley equipment and the controls of cabin heat and ventilation.

D4.5.1.3 Proper opening and closing of doors and other exits.

D4.5.1.4 A general description of the aircraft emphasizing physical characteristics, cabin system, total seats, oxygen system, water and lavatories, emergency equipment carried on board, type of engines, location of galleys, cabin lights and their operation, cabin temperature control, electrical pertaining to passenger cabin and emergency exits.

D4.5.1.5 Knowledge of galley, passenger oxygen system, flight crew oxygen system, public address system, electrical system, position and use of fire extinguishers, emergency means of communication during any unusual situation of flight including hijacking and other unusual situations.

D4.5.1.6 Cabin heat, ventilation, pressurization, air-conditioning, heating system, electrical panels in the cabin etc.

D4.5.1.7 Shall include instructions regarding the proper packaging, marking, labeling and documentation of dangerous goods and magnetized materials and instructions regarding their loading, storage and handling characteristics.

D4.5.1.8 With emphasis on type of extinguisher to be used on different classes of fires.

D4.5.1.9 Emergency exits in the emergency mode with the evacuation slide/raft pack attached (if applicable), with training emphasis on the operation of the exits under adverse conditions.

D4.5.2 Instruction in the handling of emergency situation including

D4.5.2.1 Rapid decompression;

D4.5.2.2 Fire in flight or on the ground and smoke control procedures with emphasis on electrical equipment and related circuit breakers found in the cabin areas including all galleys, service centers, lifts, lavatories, movie screens.

D4.5.2.3 Ditching and other evacuations, including the evacuation of other persons and their attendants, if any, who may need the assistance of another person to move expeditiously to an exit in the event of an emergency; Aborted takeoff - which should be conducted during day and night simulated conditions and with low illumination of floor light. Emergency Training

D4.6 **EMERGENCY TRAINING:**

D4.6.1 Each training program shall provide the emergency training set forth with respect to each aircraft type, model and configuration and each kind of operation conducted in so far as appropriate.

D4.6.2 Instruction in emergency assignments and procedures including coordination among crew members.

D4.6.3 Individual instructions on the location, function and operation of emergency equipment including:

D4.6.3.1 Equipment used in ditching and evacuation

D4.6.3.2 First Aid kit and its proper use

D4.6.3.3 Portable fire extinguishers



D4.6.3.4 Illness, injury or other abnormal situations involving passenger or crew members to include familiarization with the physician kit.

D4.6.3.5 Hijacking and other unusual situations like bomb threat.

D4.6.3.6 Review and discussion of previous aircraft accidents and incidents pertaining to actual emergency situations.

D4.6.3.7 Each cabin crew member shall accomplish the following emergency training during the specified training periods, using those items of installed emergency equipment for each type of aircraft in which he or she is to serve.

D4.6.3.8 Emergency drill requirements shall be accomplished during initial training. Each cabin crew member must perform:

D4.6.3.9 At least one approved fire fighting drill using at least one type of installed hand fire extinguisher, appropriate for the type of fire to be fought, while using the type of installed protective breathing equipment, for combating fires aboard aircraft.

D4.6.3.10 Observe the following drills:

D4.6.3.10.1 Removal from the aircraft (or training device) and inflation of each type of life raft, if applicable.

D4.6.3.10.2 Deployment, inflation and detachment from the aircraft (or training device) of each type of slide/ raft pack)

D4.6.3.10.3 Emergency evacuation including the use of a slide.

D4.6.3.11 Cabin crew members who serve in operations above 25000 feet shall receive instruction in the following:

D4.6.3.11.1 Respiration.

D4.6.3.11.2 Hypoxia.

D4.6.3.11.3 Duration of consciousness without supplemental oxygen at altitude, gas expansion.

D4.6.3.11.4 Gas bubble formation.

D4.6.3.11.5 Physical phenomena and incidents of decompression.

D4.7 **RECURRENT TRAINING:**

D4.7.1 Recurrent training, once in every 12 months, shall ensure that each cabin crew member is adequately trained and currently proficient with respect to the type of aircraft (including differences training).

D4.7.1.1 Emergency drill requirements shall be met when due.

D4.8 **CONVERSION TRAINING:**

D4.8.1 A cabin crew member performing regular duties on one type of aircraft cannot perform duties on any other type of aircraft until he/she has undergone an approved aircraft specific training course as explained above.

D4.8.2 The conversion training shall be conducted by an approved GIC or DCCC who is familiar with the type of aircraft including the emergency procedures.

D5. **CERTIFICATION:**

D5.1 **GROUND TRAINING COURSE & EXAMINATIONS:**

D5.1.1 **GROUND TRAINING COURSE:** The aviation training organization shall furnish a

certificate that the ground training course has been successfully completed. (Specimen attached)

D5.1.2 **GROUND TRAINING ASSESSMENT:** GIC is to furnish the ground training assessment report on CAAF – 646 following the initial, re-current, type or re-validation training.

D5.1.3 **ELIGIBILITY FOR CAA EXAMINATIONS:** An applicant shall be eligible to appear in CAA theory examinations after having successfully completed the ground training course.

D5.1.4 **CONDUCT OF THEORY EXAMINATIONS:** Unless otherwise authorized, the theory examination shall be conducted by the Licensing Office. Wherever the written examinations have been delegated to the aviation training centre, the centre shall intimate the date of the examinations and the Licensing Office may scrutinize the question papers, monitor the conduct of the examinations or select a few checked/marked answer sheets, at random, for scrutiny.

D5.1.5 **THEORY EXAMINATIONS:** Each applicant shall qualify in the written examination for the issue of Competency Certificate Cabin (CCC) as under:

D5.1.5.1 CABIN-1: General subjects

D5.1.5.2 CABIN-2: Specific on type of aircraft

D5.1.5.3 CABIN-R: Re-validation of CCC.

**D5.2 SKILL TEST REQUIREMENT:**

D5.2.1 An operator shall establish and maintain a training programme, approved by PCAA, to be completed by all persons before being assigned as a cabin crew member. Cabin crew member shall complete a recurrent training programme annually. These training programmes shall ensure that each person is:

D5.2.1.1 competent to execute those safety duties and functions which the cabin crew member is assigned to perform in the event of an emergency or in a situation requiring emergency evacuation;

D5.2.1.2 drilled and capable in the use of emergency and life-saving equipment required to be carried, such as life jackets, life rafts, evacuation slides, emergency exits, portable fire extinguishers, oxygen equipment and first-aid universal precaution kits;

D5.2.1.3 when serving on aircrafts operated above 3,000m (10,000 ft), knowledgeable as regards the effect of lack of oxygen and, in the case of pressurized aircraft, as regards physiological phenomena accompanying a loss of pressurization;

D5.2.1.4 aware of other crew members' assignments and functions in the event of an emergency so far as is necessary for the fulfillment of the cabin crew member's own duties;

D5.2.1.5 aware of the types of dangerous goods which may, and may not, be carried in a passenger cabin and has completed the training, examination and checks.

D5.2.1.6 knowledgeable about human performance as related to passenger cabin safety duties including flight crew members – cabin crew members coordination.

D5.2.2 **Under Supervision Flights:** After the completion of the ground course, a cabin crew member shall perform the assigned duties of a cabin crew member in at least two sectors under the supervision of a DCCC before being cleared for the Proficiency Check. Detail of these under-supervision flights is to be submitted along with other documents for the issue of CCC. During the cabin crew member's under-supervision flights / proficiency check, the applicant shall not be assigned as a required crew member on duty.

D5.2.3 **Competency Check:** The proficiency check for the issue of Competency Certificate shall be conducted by a CAA Inspector or a DCCC. The check for the initial issue of CCC is to be, preferably monitored, by a CAA Inspector. CAAF-646 duly completed shall be submitted to the licensing office, along with other documents, for the necessary licensing action.

**D6. RATINGS:**

D6.1 There shall be two ratings:

D6.1.1 Cabin Crew Member.

D6.1.2 Leading Cabin Crew Member.

**D6.2 CABIN CREW MEMBER:**

An applicant, having met the above training and certification requirements, shall be endorsed with a Cabin Crew Member Rating.

D6.3 **LEADING CABIN CREW MEMBER:** A Cabin Crew Member shall be endorsed with a Leading Cabin Crew Member endorsement subject to following:

D6.3.1 Holds and has held Competency Certificate for two years and completed an appropriate course.

D6.3.2 Suitable temperament and above board conduct.

D6.3.3 Recommended by the Company.

D6.3.4 A satisfactory report by a CAA Inspector or a DCCC on CAAF-624-F (Monitoring Report)

**D6.4 GROUND INSTRUCTOR – CABIN (GIC):**

A Ground Instructor – Cabin (GIC) may be approved provided he/she:

D6.4.1 Holds or has held CCC or an equivalent authorization.

D6.4.2 Has three years of experience of cabin crew member.

D6.4.3 Suitable temperament and above board conduct,

D6.4.4 Been recommended by the Company.

D6.4.5 Satisfactory assessment on CAAF-624-F (Monitoring Report) by a CAA Inspector.

**D6.5 DESIGNATED CHECK CABIN CREW MEMBER (DCCC):**

A Leading Cabin Crew Member may be designated as a DCCC provided he/she has:

D6.5.1 Valid Competency Certificate

D6.5.2 Suitable temperament and above board conduct.

D6.5.3 Been recommended by the Company.

D6.5.4 At least one year experience as a Leading Cabin Crew Member.

D6.5.5 Satisfactory assessment on CAAF- 624-F (Monitoring Report) by a CAA Inspector.

**D6.6 ASSESSMENT:**

D6.6.1 The operators shall ensure that adequate number of approved GICs and DCCCs are available to handle the required certification task.

D6.6.2 CAA Inspector / Designated Examiner will carry out surveillance checks of each DCCC / GIC every year.

**D7. VALIDITY:**

**D7.1 CABIN COMPETENCY CERTIFICATE:**

The Cabin Competency Certificate shall remain valid for a period of twenty-four months subject to following:

- D7.1.1 Valid medical assessment.
- D7.1.2 Has met the CCC re-current and renewal requirements.
- D7.1.3 Has performed at least three flights in last six months as cabin crew member.

D7.2 **RE-CURRENT TRAINING:**

The re-current training shall be valid for one year.

D7.3 **DRILLS:**

The validity of the emergency drills shall be as follows:

- D7.3.1 Wet Drill 3 Years
- D7.3.2 Evacuation Drill 1 Year
- D7.3.3 Fire Drill 1 Year

**Note:** Evacuation and fire drill shall be part of each re-current training.

D7.4 **MEDICAL ASSESSMENT:**

The validity of medical assessment shall be two years.

D7.5 **EXTENSION:**

The validity period of the CCC, re-current training and the drills may be extended upto to a maximum of 90 days, subject to a valid medical, an application and approval from the Licensing Office.

D7.6 **REGENCY CHECKS:**

A cabin crew member who has not operated any flight during last six months shall undergo a recency check. A recency check report by DCCC on CAAF-646 is to be submitted to the Licensing Office for record.

**D8. FEE SCHEDULE:**

D8.1 The fee schedule for Licensing actions and examination shall be given in Air Navigation Order ANO-021-XXLC-2.0.

**D9. ISSUE REQUIREMENTS:**

An applicant shall apply to the CAA for issue of Competency Certificate - Cabin with following documents:

- D9.1 Application Form: CAAF 600-1
- D9.2 Valid medical assessment
- D9.3 03 Photographs size 1x 1 inch.
- D9.4 Attested copy of CNIC
- D9.5 Attested copy of Intermediate or equivalent.
- D9.6 Certificate of birth or Matriculation Certificate.
- D9.7 Certificate of training from approved aviation training centre

- D9.8 Theory examination result – Cabin I & Cabin II.
- D9.9 Detail of under-supervision flights.
- D9.10 Ground training report by GIC/DCCC.
- D9.11 In-flight proficiency report by CAA Inspector or DCCC.
- D9.12 Fee Voucher/Authorization.

**D10. RECURRENT REQUIREMENTS (every 12 months)**

An applicant shall apply to the CAA for re-currency endorsement on the CCC with following documents:

- D10.1 Application Form CAAF 600-1.
- D10.2 Training certificate from aviation training center.
- D10.3 Medical Assessment.
- D10.4 Cabin Competency Certificate.
- D10.5 Ground training report on CAAF-646 by GIC/DCCC.
- D10.6 Fee Voucher/Authorization.

**D11. RENEWAL REQUIREMENTS (every 24 months)**

An applicant shall apply to the CAA for renewal of CCC with following documents:

- D11.1 Application Form: CAAF 600-1
- D11.2 Valid medical assessment.
- D11.3 Cabin Competency Certificate.
- D11.4 Certificate of training by aviation training centre.
- D11.5 Ground training report on CAAF –646 by GIC/DCCC.
- D11.6 In-flight proficiency report on CAAF-646 by CAA Inspector or DCCC.
- D11.7 Fee Voucher/Authorization.

**D12. MISCELLANEOUS ENDORSEMENTS:**

For all endorsements on the Cabin Competency Certificate, the CCC shall be submitted to the CAA along with the following documents:

- D12.1 Application Form: CAAF 600-1
- D12.2 Ground training report on CAAF-646 by GIC/DCCC.
- D12.3 Cabin Competency Certificate.
- D12.4 Certificate of training by aviation training centre.
- D12.5 Fee Voucher/Authorization.

**D13. CONVERSION OF EXISTING AUTHORIZATIONS INTO CCC:**

The existing Cabin Crew Members' Authorizations / Certificates shall be converted into the CAA issued Competency Certificates in a phased out manner; and required instructions shall be issued at appropriate time.

**D14. REVALIDATION REQUIREMENTS:**

The revalidation requirements for an expired Competency Certificate shall be as follows:

- D14.1 Expiry period not exceeding 12 months.
- D14.1.1 Recurrent training.
- D14.1.2 Two days extended training.
- D14.2 More than 12 months but not more than 36 months.
- D14.2.1 Theory examination paper: Cabin- R.
- D14.2.2 Recurrent training.
- D14.2.3 Five days or more of extended training.
- D14.3 More than 36 months
- D14.3.1 Theory examination paper - Cabin – 1.
- D14.3.2 Theory examination paper - Cabin –2.
- D14.3.3 Basic cabin crew member course.

**D15. PRIVILEGES:**

- D15.1 The privileges of a cabin crew member shall be as under:
  - D15.1.1 Preserve the safety of passengers on board an aircraft and provide guidance to all persons on board during emergency.
  - D15.1.2 Safe evacuation of passengers in an emergency.
  - D15.1.3 Assist passengers in case of an injury or sickness.
  - D15.1.4 Comply with the Pilot-in-Command instructions for the safe conduct of flight.
- D15.2 The privileges of a leading cabin crew member shall be as under:
  - D15.2.1 Exercise the privileges of a cabin crew member.
  - D15.2.2 Exercise the privilege of supervising a group of cabin crew members.

**D16. UTILIZATION:**

**D16.1 UTILIZATION OF CABIN CREW MEMBERS BY OPERATORS:**

- D16.1.1 CAA Inspectors shall carry out safety oversight audits of the Operators / Aviation Training Organizations / Flights to ensure the following:
  - D16.1.1.1 That Operator / Aviation Training Organization maintains a complete record of training of cabin crew members.
  - D16.1.1.2 That the flight and duty time limitations are comply with as per CARs, 94 and relevant Air Navigation Orders.



D16.1.1.3 That the supervisor cabin crew member detailed on wet lease aircraft can fluently express in English the instructions to Pakistani cabin crew members detailed on the flight.

D16.1.1.4 That the cabin crew members hold valid Competency Certificates.

D16.1.1.5 That the cabin crew members perform their function during the flights in accordance with CAA Rules, 1994 and/or Regulation made there under.

D16.2 **MINIMUM CREW:**

D16.2.1 The following minimum number of cabin crew members shall be assigned on the aircraft on the number of seats installed as under:

D16.2.1.1 19-50 seats: one

D16.2.1.2 51-100 seats: two

D16.2.1.3 101-150 seats: three

**Note:** Each additional 50 seats, or part thereof installed, require an additional cabin crew member.

D16.2.2 Any alteration to the number of seats or removal of aircraft seats shall be subject to approval from CAA.

D16.3 **LIMITATIONS:**

D16.3.1 Unless otherwise approved by the Licensing Authority, a cabin crew member shall not exercise the privileges of a cabin crew member on more than three aircraft at one time.

D16.3.2 No cabin crew member shall be scheduled nor shall any cabin crew member operate on any aircraft on which he/she is not currently trained; and holds valid Competency Certificates with appropriate type endorsement.

D16.3.3 An operator shall ensure that all cabin crew members are seated at their assigned stations, with their seat belts and shoulder harness on, during take-off and landing; and whenever deemed necessary by the pilot-in-command in the interest of safety.

D16.3.4 An operator shall ensure by procedures that no revenue passenger is allowed to occupy a jump seat during flight.

**E. EVIDENCES (ACRONYMS / RECORDS / REFERENCES):**

**E1. ACRONYMS:**

ANO	AIR NAVIGATION ORDER
PCAA	PAKISTAN CIVIL AVIATION AUTHORITY
CAR	CIVIL AVIATION REGULATIONS
CCC	CABIN CREW COMPETENCY CERTIFICATE
CAAF	CIVIL AVIATION AUTHORITY FORM
DCCC	DESIGNATED CHECK CABIN CREW
DE	DESIGNATED EXAMINER
GIC	GROUND INSTRUCTOR CABIN
ICAO	INTERNATIONAL CIVIL AVIATION ORGANIZATION
LCC	LEADING CABIN CREW MEMBER

**E2. RECORDS:**

E2.1	CCC Application Form CAAF-610-XXLC-1.0
E2.2	CCC Training /Proficiency Report CAAF-646-XXLC-2.0
E2.3	



E2.4 Certificate of Training CAAF-647-XXLC-2.0

- E3. REFERENCES:**  
E3.1 ANO-90.0022 (Issue I)  
E3.2 ANO-91.0018 (Issue II)  
E3.3 CARs, 94

**IMPLEMENTATION:**

This Air Navigation Order shall be implemented with effect from 20<sup>th</sup> May, 2011 and supersedes ANO 90.0022.

**(RIAZ UL HAQ)**  
Air Vice Marshal  
Director General  
Pakistan Civil Aviation Authority

Dated:       May, 2011      

**(CAPT. S. AFTAB HUSAIN)**  
General Manager Licensing  
Dated:       May, 2011        
File No. HQCAA/1710/03/Lic



**PAKISTAN  
CIVIL AVIATION AUTHORITY  
PERSONNEL LICENSING OFFICE**

**TRAINING / PROFICIENCY REPORT  
COMPETENCY CERTIFICATE – CABIN**

**CAAF-646-XXLC-2.0**

<b>ISSUE</b>	<b>RENEWAL</b>	<b>ENDORSEMENT</b>	<b>LOCATION</b>	<b>DATE</b>	Ref: <table border="1" style="display: inline-table; width: 40px; height: 20px;"><tr><td> </td><td> </td><td> </td><td> </td></tr></table>				

<b>Name</b> (Block Letters)		<b>Father's Name</b>		
Address			Email	
			Telephone No	
<input type="checkbox"/> Male	Staff No.	Employer's Name	Nationally	Passport
<input type="checkbox"/> Female				

<b>INITIAL TRAINING</b>	<b>REFRESHER</b>	<b>DRILLS</b>	
-------------------------	------------------	---------------	--

**Training Record** (Fill as applicable)

NO.	EXERCISE	SAT	UN-SAT	SIGNATURE
1	Written Tests			
2	Safety Equipment			
3	Announcements.			
4	General Emergencies			
5	First Aid			
6	Galley Equipments			
7	Cabin Equipment			
8	Evacuation (Mock up)			
9	Evacuation (Actual Aircraft)			
10	Fire Fight & Drill			
11	Ditching			
12	Aircraft Orientation & Emergencies (To specific Aircraft)			
	a) _____			
	b) _____			
	c) _____			
	d) _____			
	e) _____			

*Use Reverse for Assessment , Certification & Authentication*

**INITIAL/RENEWAL ASSESSMENT**

No	EXERCISE	SAT	UN-SAT	No	EXERCISE	SAT	UN-SAT
1	Oral / Practical Skill			7	Refresher Training		
2	FARs/CARs/ANOs			8	Judgment		
3	Operation Manual (Knowledge)			9	Initiative		
4	Emergency equipment & Drill			10	Situational Awareness		
5	First Aid & Medical Aspect			11	General Knowledge (Aviation)		
6	Crew Resource Management			12	Use of Avionics Equipment		
7	Conversion & Differences Trg.			13	Evacuation (Oral / Demo)		

**REMARKS**

**CERTIFICATION & RECOMMENDATION:**

★ *Strike out where not applicable:*

I hereby certify the above applicant has performed 

satisfactory
unsatisfactory

 and 

Recommend
Not recommend

 the following:

ISSUE
RENEWAL
ENDORSEMENT

DOMESTIC
INTERNATIONAL

A/C:
A/C:
A/C:

<b>APPROVED PERSON</b>
----------------------------

RE-CHECK
----------

\_\_\_\_\_  
**SIGNATURE OF APPLICANT** (If briefed after failure)

\_\_\_\_\_  
**SIGNATURE**  
DESIGNATED PERSON

\_\_\_\_\_  
**NAME**

\_\_\_\_\_  
**Competency Certificate No.**

\_\_\_\_\_  
**SIGNATURE**  
CAA AUTHORIZED PERSON

(If applicable)

\_\_\_\_\_  
**NAME**

\_\_\_\_\_  
**Competency Certificate No.**

 <p>پاکستان سول ایوی ایشن اتھارٹی</p>	<b>PAKISTAN CIVIL AVIATION AUTHORITY PERSONNEL LICENSING OFFICE</b>	<b>CAAF-610-XXLC-1.0</b>
	<b>APPLICATION FOR COMPETENCY CERTIFICATE CABIN ATTENDANT</b>	

<input type="checkbox"/> ISSUE	<input type="checkbox"/> RENEWAL	<input type="checkbox"/> ENDORSEMENT	<input type="checkbox"/> RE - VALIDATION	Ref No:				
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<b>Name</b> (Block Letters)		<b>Father's Name</b>	
Address			Email
			Telephone No

1. To be filled only for initial issue:

<input type="checkbox"/> Male	Date of Birth <table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>							Place of Birth	Nationality	Education													
<input type="checkbox"/> Female																							
Educational Qualifications	Height	Weight	Hair	Eyes																			
National ID Card No. <table border="1"><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table>																					Passport No	Date & Place of Issue	Validity

2. Employer			Staff No.	
Previous Employer		From	To	Position
3. Aircraft Endorsement	Type	Date	Type	Date
	Type	Date	Type	Date

4. **Application Certificate**

I certify that the statements made by me on this application are true to the best of my knowledge and belief and I have not violated duty time limitations contained in CARs 1994, ANO-91.0042 and Operations Manual of the operator since last issue/renewal.

Date \_\_\_\_\_

\_\_\_\_\_  
**Signature of Applicant**

5. **Certification** (by Director Flight Services)

Certified that I have examined the credentials of Mr./Mrs./Miss \_\_\_\_\_ and to the best of my knowledge the above information is correct.

Date \_\_\_\_\_

\_\_\_\_\_  
**Signature & Stamp**  
Certification Officer

**Note:** It is an offence to make, any false presentation for the purpose of issue of any Licence/ Certificate or Endorsement under Civil Aviation Rules. Any person doing so would render him/her liable to disciplinary action.



**PAKISTAN  
CIVIL AVIATION AUTHORITY  
PERSONNEL LICENSING OFFICE  
CERTIFICATE OF TRAINING  
CABIN CREW**

**CAAF-647-XXLC-2.0**

<input type="checkbox"/> Initial Training	<input type="checkbox"/> Recurrent Training	<input type="checkbox"/> Renewal	<input type="checkbox"/> Endorsement	<input type="checkbox"/>	Ref No: <table border="1" style="display: inline-table; width: 100%; height: 20px; vertical-align: middle;"><tr><td style="width: 25%;"></td><td style="width: 25%;"></td><td style="width: 25%;"></td><td style="width: 25%;"></td></tr></table>				

<b>Name</b> (Block Letters)		<b>Father's Name</b>		
a) Address			Email	
			Telephone No	
<input type="checkbox"/> Male	Staff No.	Employer's Name	Nationally	Passport
<input type="checkbox"/> Female				

Fill only Applicable Columns				
S.No	Activity	Details		Monitored by CAA (if applicable)
a.	Class Room Training	_____ From _____ To _____	CAAF-646 Part A filled	
b.	Fire Drill	_____ Date _____ Location _____	CAAF-646 Part B filled	
c.	Wet Drill	_____ Date _____ Location _____	CAAF-646 Part B filled	
d.	Evacuation Drill	_____ Aircraft Type _____ Date _____	CAAF-646 Part B filled	
		_____ Aircraft Type _____ Date _____	CAAF-646 Part B filled	
		_____ Aircraft Type _____ Date _____	CAAF-646 Part B filled	
e.	Under Supervision Flight/s (separate CAAF-646 for each flight)	_____ Date _____ Flight _____ Sector _____	CAAF-646 Remarks	N/A
		_____ Date _____ Flight _____ Sector _____	CAAF-646 Remarks	
		_____ Date _____ Flight _____ Sector _____	CAAF-646 Remarks	
		_____ Date _____ Flight _____ Sector _____	CAAF-646 Remarks	
f.	In-flight Proficiency Check	_____ Date _____ Flight _____ Sector _____	CAAF-646 Remarks	
		_____ Date _____ Flight _____ Sector _____	CAAF-646 Remarks	
g.	Cabin-1 SEP	_____ Date _____ SEP _____	Pass Mark	N/A
		_____ Date _____ A/c Type _____	Pass Mark	
	Cabin-2 Type Specific	_____ Date _____ A/c Type _____	Pass Mark	
		_____ Date _____ A/c Type _____	Pass Mark	
		_____ Date _____ A/c Type _____	Pass Mark	

h. Remarks			
_____ Date _____	_____ Name _____	_____ Approval No _____	_____ Signature _____

 <p>پاکستان سول ایوی ایشن اتھارٹی</p>	<b>PAKISTAN CIVIL AVIATION AUTHORITY PERSONNEL LICENSING OFFICE</b> <b>MEDICAL CERTIFICATE</b> (Aircrew other than Pilots)	<b>CAAF-006-XXLC-2.0</b>
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<b>Licence / Certificate No.</b>		<b>Ref:</b>			
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<b>Name (Block Letters)</b>		<b>Father's Name</b>	
Address		Email	
		Telephone No	

**To be filled only for initial issue:**

<input type="checkbox"/> Male	Date of Birth	CNIC NO.	Height	Weight	Hair	Eyes
<input type="checkbox"/> Female						

Applicant has met Class – II Medical Standards as in ICAO Annex – 1.

<b>LIMITATIONS</b>	
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<b>Date of Examination :</b>	<b>Valid until :</b>
------------------------------	----------------------

<b>Authorized Signature</b>
<b>Dated:</b>

<b>Signature of Holder</b>
----------------------------

<b>NEXT DUE</b>	<b>Next Medical Due</b> _____
	<b>E.C.G</b> _____
	<b>X – RAY Chest</b> _____
	<b>Audiometry</b> _____

- Copy to :-**
- Personnel Licensing Office - CAA
  - Chief of Aviation Medicine - CAA
  - Individual Concerned
  - Manager Flight Services – Concerned Airline