

**CIVIL AVIATION AUTHORITY, PAKISTAN**

**Air Navigation Order**

**No. : 91.0018**

**Date : 17<sup>th</sup> September, 2009**

**Issue : Two**

**CABIN CREW MEMBER**  
**TRAINING, CERTIFICATION AND UTILIZATION**

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### **CABIN CREW MEMEBR** **TRAINING, CERTIFICATION AND UTILIZATION**

#### **1. Authority**

- 1.1 This Air Navigation Order (ANO) has been issued in pursuance of Rules 4(3), 118, 196 and all other enabling provisions contained in Civil Aviation Rules, 1994 (CARs, 94).

#### **2. Scope**

- 2.1 This ANO contains instructions governing the Cabin Crew Member Training, Certification and Utilization used by the Commercial Air Transport Operators holding AOCs issued under CARs, 94.
- 2.2 All Cabin Crew Members shall comply with the instructions contained in this ANO and ANO 91.0001.

#### **3. Effective Date**

- 3.1 This ANO shall come into force with immediate effect.

#### **4. Purpose**

- 4.1 This ANO provides standards and procedures for Cabin Crew members deployed by the Commercial Air Transport Operators holding AOC issued by Pakistan Civil Aviation Authority to ensure safety.

#### **5. Definitions**

- 5.1 **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.
- 5.2 **Aviation Training Centre:** A CAA approved Aviation Training Centre which imparts training for acquisition of a Licence, Certificate or a Rating in accordance with CARs, 94 and relevant ANOs.
- 5.3 **Approved Training:** Training carried out under special curricula and supervision approved by the CAA.
- 5.4 **Approved Person:** A person Approved by the CAA to perform a specific job function.
- 5.5 **Approval Certificate (CAAF- 618A/B/C):** A certificate issued by the CAA indicating an approval of a person, document or a training centre as required.
- 5.6 **Barostatic:** An atmospheric pressure, used in forecasting the weather and determining altitude, derived using a barometer.

- 5.7 **CAA Inspector:** Authorized Person for the purposes 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 said Rules.
- 5.8 **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 Civil Aviation Regulations.
- 5.9 **Cognitive:** Pertaining to cognition. Knowing, perceiving, or conceiving as an act or faculty distinct from emotion and volition.
- 5.10 **Colicky Pain:** Denoting or resembling the pain of colic: pain relating to the colon. Spasmodic pains in the abdomen caused by spasm, obstruction or twisting.
- 5.11 **Cabin Crew Competency Certificate (CCCC):** Cabin Crew Competency Certificate (CCCC) is an authorization issued by the CAA to Cabin Crew Member to exercise the privileges of a Cabin Crew Member.
- 5.12 **Convention:** The Convention on International Civil Aviation (ICAO Doc 7300) signed at Chicago on 7 December, 1944.
- 5.13 **Crew Member:** A person assigned by an operator to duty on an aircraft during flight time.
- 5.14 **Critical Phases of Flight:** The period of high workload on the flight deck, normally being the periods between the beginning of taxing until the aircraft is on the route climb phase and between the final part of descent to aircraft parking.
- 5.15 **Dangerous Goods:** Articles or substances which are capable of posing significant risk to health, safety or property when transported by air.
- 5.16 **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 Members; subject to having undergone the required approval process and having been issued with specific authorization/s as endorsed on the Approval Certificate.
- 5.17 **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.
- 5.18 **Emergency Locator Transmitter (ELT):** A generic term describing equipment which broadcast distinctive signals on designated frequencies and, depending on application, may either sense a crash and operate automatically or be manually activated. An ELT may be any of the following:
- 5.18.1 Automatic Fixed ELT: An ELT which is permanently attached to the aircraft.
- 5.18.2 Automatic Portable ELT: An ELT which is rigidly attached to an aircraft but readily removable from the aircraft after a crash.
- 5.18.3 Automatically Deployable ELT: An ELT which is rigidly attached to an aircraft and deployed automatically in response to a crash. Manual deployment is also provided.
- 5.18.4 Survival ELT: An ELT which is removable from an aircraft, stowed so as to facilitate its ready use in an emergency and activated by survivors. Automatic activation may apply.

- 5.19 **Exanthematous diseases:** Relating to an exanthema: a skin eruption occurring as a symptom of an acute viral or coccal disease, as in scarlet fever or measles.
- 5.20 **Flight Crew Member:** A licensed crew member charged with duties essential to the operation of an aircraft during flight time.
- 5.21 **Ground Instructor - Cabin (GIC):** An approved Instructor who can conduct initial/re-current or re-validation ground training of the Cabin Crew Member for the issue, renewal, re-validation of CCC; and/or endorsement on Competency Certificate - Cabin (CCC).
- 5.22 **Hypoglycemic attack:** Pertaining to or characterized by hypoglycemia abnormal decrease in concentration of glucose in the circulating blood, e.g. less than the minimum of the normal range.
- 5.23 **Hypothermia:** A subnormal body temperature significantly below 37°C.
- 5.24 **Hypoxia:** A deficiency of oxygen in inspired gases, arterial blood or tissue, short of anoxia (almost complete absence of oxygen).
- 5.25 **Leading Cabin Crew Member (LCC):** A Cabin Crew Member who is authorized to supervise a group of Cabin Crew Member functioning under him/her during a flight.
- 5.26 **Licensing Authority:** The Authority designated by CAA Pakistan in accordance with CARs, 94 and relevant ANOs.
- 5.27 **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.
- 5.28 **Minimum Equipment List:** A list which provides for the operation of aircraft, subject to specified conditions, with particular equipment inoperative, prepared by an operator in conformity with, or more restrictive than, the master minimum equipment list (MMEL).
- 5.29 **Mock-up:** A training device that is a partial, functional replica of an actual aircraft, without motion.
- 5.30 **Pilot-in-Command:** The pilot responsible for the operation and safety of the aircraft during flight time.
- 5.31 **Personnel Licensing Office (PLO):** An office that performs the Licensing functions under the Licensing Authority.
- 5.32 **Protective Breathing Equipment (PBE):** Breathing equipment providing full, sealed protection against smoke, fumes, etc., covering the head, the collar and upper shoulder area. Fifteen-minutes minimum oxygen supply per PBE is recommended.
- 5.33 **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.
- 5.34 **Simulator:** An apparatus which provides an accurate representation of the flight deck and/or cabin of a particular aircraft type to the extent that the mechanical, electrical, electronic, etc., aircraft systems control functions, the normal environment of the flight crew members and/or cabin crew member and the performance and characteristics of that type of aircraft are realistically simulated.
- 5.35 **Sterile Flight Deck:** During critical phases of flight and all flight operations (except curies) conducted below 10 000 feet, no crew member may engage in any activity or conversation that is not required for safe operation of the aircraft. Non-essential cockpit-cabin communication is prohibited during this period.

## **6. Age, Education and Language Qualifications**

6.1 The following requirements shall be applicable for age, educational requirements and proficiency in language:

6.1.1 **Education:** Intermediate or equivalent.

6.1.2 **Age:** Minimum age of 18 years.

6.1.3 **Language:** Should be able to speak, read and write English and the national language.

## **7. Medical**

7.1 The applicant shall meet the following medical requirements:

7.1.1 Class II Medical.

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

7.1.3 Weight: Should be proportionate to age, height ratio provided the applicant is:

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

7.1.3.2 Able to pass quickly through the smallest secondary cabin emergency exit window.

7.1.3.3 And an appropriate height/weight ratio.

7.1.3.4 Eyesight: Correct vision to appropriate standard (20/40, 60/120, 0.5 recommended).

## **8. Training**

### **8.1 General**

8.1.1 The training shall be conducted in CAA Approved Aviation Training Centre which shall ensure that the training is conducted in accordance with this ANO. Training Centre shall obtain a prior approval from the CAA before commencing the initial training course.

### **8.2 Types of Training**

8.2.1 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.

8.2.2 Initial training is required for persons who have not been previously employed by the airline as 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 fulfil the responsibilities and duties assigned to cabin crew member 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. Operator 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.

- 8.2.3 Line indoctrination should be accomplished with an acceptable student-to-instructor ratio; ideally one student to one instructor up to maximum of four to one. If there is more than one student per instructor, safeguards must be in place to assure proper supervision, training and evaluation by the instructor. Indoctrination must have taken place before a cabin crew member performs duties as a required crew member. Cabin Crew member on line indoctrination are on board the aircraft for training purposes and must not be considered as part of the required minimum number of cabin crew member for the flight.
- 8.2.4 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.
- 8.2.5 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.

### 8.3 **Standard of accomplishment**

- 8.3.1 Each training objective is described with a basic reference for the establishment of conditions, performance and a standard of accomplishment. The conditions describe the scenario where trainee performance will be developed and tested while indicating whether actual equipment, mock-ups, or simulators, etc. are to be used. The standard of accomplishment establishes the level of trainee performance which must be attained. Standard of accomplishment may differ from school to school depending on training equipment available.
- 8.3.2 In measuring standard of accomplishment, the use of only two grades, pass and fail is recommended. It must, however, be noted that many training establishments prefer to use a numerical grading system as students strive harder and learn more when rewards increase. If the same grade, pass, for a 99 per cent score is given as for 75 per cent score, students may not strive for perfection. In all cases, test results should only be used as diagnostic tools to help the instructor and trainees take remedial steps to assure mastery of the subject.

### 8.4 **Training Reference Guide**

- 8.4.1 Table 1-1 presents a reference guide to the subject matter 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. Instructors 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 students are assigned to line indoctrination.
- 8.4.2 To clarify understanding of the desired level of accomplishment required, the various parts of the course, as applicable, have been marked with a coding from 1 to 4 indicating an increasing degree of expertise:

- 1 Denotes a basic knowledge of a subject. Trainees should have a basic understanding of the subject but are not expected to apply that knowledge.
  - 2 Denotes knowledge of the subject and the ability, where applicable, to apply it in practice with the help of reference materials and instructions.
  - 3 Denotes a thorough knowledge of the subject and the ability to apply it with speed and accuracy.
  - 4 Denotes extensive knowledge of the subject and the ability to apply procedures derived from it with judgment appropriate to the circumstances.
- ◆ Denotes subject matter that must be covered during the specific training phase.
- ◇ Denotes subject matter that may need to be covered during recurrent or type training phases as a result of new equipment or newly introduced procedures.

**Table 1-1. Training Reference Guide**

Subject matter	Initial training	Recurrent training	A/C type training	Degree of expertise
<b>Chapter 1 – Aviation indoctrination</b>				
<b>a) Regulatory aspects</b>				
- National and International	◆	◇		2
- Company-specific	◆	◇	◇	3
<b>b) Aviation terminology and terms of reference</b>				
- Terminology	◆	◆		2
- Terms of reference	◆	◇		3
<b>c) Theory of flight and aircraft operations</b>				
- Theory of flight	◆			2
- Major aircraft components	◆		◆	1
- Critical surfaces (contamination of)	◆	◆	◇	3
- Pressurization system	◆		◆	2
- Weight and balance	◆		◆	1
- Meteorology / turbulence	◆	◇		1
- Communications equipment	◆	◇	◇	2
- Air traffic control	◆			1
<b>d) Physiology of flight</b>				
- Oxygen system and use	◆	◆	◆	4
- Effects of altitude	◆	◆		4
- Cabin poisoning	◆	◆		4
<b>Chapter 2 – Duties and responsibilities</b>				
- General responsibilities	◆	◆		4
- Pre-flight and post-flight	◆	◆	◆	4
- In-flight	◆	◆	◆	4
<b>Chapter 3 – Emergency procedures</b>				
- General emergency procedures and basic principles	◆	◆	◇	4
- Emergency equipment	◆	◆	◇	4
- Fire fighting	◆	◆		4
- Smoke removal procedures	◆	◆	◇	4
- Emergency lighting systems	◆	◆	◆	4
- Decompression – slow / rapid	◆	◆	◇	4
- Emergency landing preparations	◆	◆	◇	4
- Evacuation procedures	◆	◆	◇	4
- Unwarranted evacuations – water ditching	◆	◆		4
- Life – and slide-rafts (use of)	◆	◆		4
- Unlawful interference	◆	◆	◇	4
- Security Training (ANO 91.0034)	◆	◆	◇	4

Subject matter	Initial training	Recurrent training	A/C type training	Degree of expertise
Chapter 4 – Carriage of dangerous goods (ANO 91.0030)				
- General philosophy	◆	◆		4
- Prohibited goods	◆	◆		4
- Label Identification	◆	◆		4
- Exceptions	◆	◆		4
- Emergency procedures	◆	◆		4
Chapter 5 – Human Factors				
- Fundamental Human Factors concepts	◆	◇		2
- Crew resource management (CRM)	◆	◆		4
Chapter 6 – Hygiene, aviation medicine and first aid				
- Terminology	◆	◇		2
- Personal hygiene	◆	◇		4
- Tropical hygiene	◆	◇		2
- Transmissible diseases	◆	◇		4
- Quarantinable diseases	◆	◇		4
- Endemic diseases	◆	◇		4
- Food poisoning	◆	◇		4
- In-flight medical emergencies and incidents	◆	◇		4
- Artificial respiration	◆	◆		4
- Effects of drugs / intoxicants	◆	◆		4
- First-aid medical supplies				
• first-aid kits (contents and use of)	◆	◆		4
• medical kits (contents and use of)	◆	◆		4

## 8.5 Additional Training Areas

- 8.5.1 Civil Aviation Rules, 1994, relevant Air Navigation Orders, Air Safety Circulars and other instructions issued from time to time.
- 8.5.2 Relevant Portions of the Operations Manual.
- 8.5.3 Basic indoctrination ground training.
- 8.5.4 Discipline, Duties and Responsibilities.
- 8.5.5 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.
- 8.5.6 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.
- 8.5.7 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.

## 8.6 Aircraft Specific Training

- 8.6.1 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.
- 8.6.1.1 The use of both the public address system and the means of communicating with other crew members.

- 8.6.1.2 Proper use of electrical galley equipment and the controls of cabin heat and ventilation.
- 8.6.1.3 Proper opening and closing of doors and other exits.
- 8.6.1.4 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.
- 8.6.1.5 Knowledge of galley, passenger oxygen system, flight crew member 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.
- 8.6.1.6 Cabin heat, ventilation, pressurization, air-conditioning, heating system, electrical panels in the cabin etc.
- 8.6.1.7 With emphasis on type of extinguisher to be used on different classes of fires.
- 8.6.1.8 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.
- 8.6.2 Instruction in the handling of emergency situations including.
  - 8.6.2.1 Rapid decompression.
  - 8.6.2.2 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 centres, lifts, lavatories, movie screens.
  - 8.6.2.3 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;
  - 8.6.2.4 Aborted takeoff - which should be conducted during day and night simulated conditions.

## 8.7 **Emergency Training**

- 8.7.1 Emergency drill requirements shall be accomplished during initial and recurrent training annually. Each Cabin Crew Member must perform:
  - 8.7.1.1 At least one approved fire fighting drill using at least one type of installed 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.
- 8.7.2 Observe the following drills:
  - 8.7.2.1 Removal from the aircraft (or training device) and inflation of each type of life raft, if applicable.
  - 8.7.2.2 Deployment, inflation and detachment from the aircraft (or training device) of each type of slide/ raft pack).
  - 8.7.2.3 Emergency evacuation including the use of a slide.

- 8.7.3 Cabin Crew Member who serve in operations above 25,000 feet shall receive instructions in the following:
- 8.7.3.1 Respiration.
  - 8.7.3.2 Hypoxia.
  - 8.7.3.3 Duration of consciousness without supplemental oxygen at altitude, Gas expansion.
  - 8.7.3.4 Gas bubble formation.
  - 8.7.3.5 Physical phenomena and incidents of decompression.
- 8.8 **Recurrent Training**
- 8.8.1 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.
  - 8.8.2 Emergency drill requirements shall be met annually.
- 8.9 **Conversion Training**
- 8.9.1 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.
  - 8.9.2 The conversion training shall be conducted by an approved GIC and DCCC who is trained with the type of aircraft including the emergency procedures.
9. **Certification**
- 9.1 **Ground Training Course & Examinations**
- 9.1.1 **Ground Training Course:** The Aviation Training Centre shall furnish a Certificate that the ground training course has been successfully completed. (Specimen attached)
  - 9.1.2 **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.
  - 9.1.3 **Eligibility for Examinations:** An applicant shall be eligible to appear in written examinations after having successfully completed the ground training course.
  - 9.1.4 **Conduct of Written Examinations:** Written examinations have been delegated to the Aviation Training Centres, which shall intimate the date of the examinations to Flight Standards Directorate. Flight Standards Directorate may scrutinize the question papers, monitor the conduct of the examinations or select a few checked/marked answer sheets, at random, for scrutiny.
  - 9.1.5 **Written Examinations:** Each applicant shall qualify in the written examination for the issue of Competency Certificate Cabin (CCC) as under:
    - 9.1.5.1 CABIN-1 : General subjects
    - 9.1.5.2 CABIN-2 : Specific on type of aircraft
    - 9.1.5.3 CABIN-R : Re-validation of CCC.

## 9.2 CAA Regulatory Requirement

- 9.2.1 An operator shall establish, to the satisfaction of CAA Pakistan, the minimum number of cabin crew member(s) required for each type of aeroplane, based on seating capacity or the number of passengers carried, in order to effect a safe and expeditious evacuation of the aeroplane, and the necessary functions to be performed in an emergency or a situation requiring emergency evacuation. The operator shall assign these functions for each type of aeroplane.
- 9.2.2 Each cabin crew member assigned to emergency evacuation duties shall occupy a seat provided during take-off and landing and whenever the pilot-in-command so directs.
- 9.2.3 Each cabin crew member shall be seated with seat belt or, when provided, safety harness fastened during take-off and landing and whenever the pilot-in-command so directs.
- 9.2.4 An operator shall establish and maintain a training programme, approved by CAA Pakistan, to be completed by all persons before being assigned as a cabin crew member. Cabin crew members shall complete a recurrent training programme annually. These training programmes shall ensure that each person is:
- 9.2.4.1 competent, to execute those safety duties and functions which the cabin crew member is assigned to perform in the even of an emergency or in a situation requiring emergency evacuation;
  - 9.2.4.2 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, first-aid and universal precaution kits, automated external defibrillators (AED optional);
  - 9.2.4.3 when serving on aeroplanes operated above 3 000 m (10 000 ft), knowledgeable as regards the effect of lack of oxygen and, in the case of pressurized aeroplanes, as regards physiological phenomena accompanying a loss of pressurization;
  - 9.2.4.4 aware of other crew members' assignments and functions in the event of an emergency as far as is necessary for the fulfilment of the cabin crew member's own duties;
  - 9.2.4.5 aware of the types of dangerous goods which may, and may not, be carried in a passenger cabin and has completed the dangerous goods training programme as required by Safe Transport of Dangerous Goods by Air, ANO 91.0030; and
  - 9.2.4.6 knowledgeable about human performance as related to passenger cabin safety duties including flight crew members - cabin crew members coordination.
- 9.2.5 **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.
- 9.2.6 **Competency Check:** The Proficiency Check for the issue of Competency Certificate shall be conducted by a CAA Inspector or a DCCC for each type. 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.

### 9.3 Ratings

9.3.1 There shall be two Ratings:

9.3.1.1 Cabin Crew Member.

9.3.1.2 Leading Cabin Crew Member.

9.3.2 **Cabin Crew Member:** An applicant, having met the above Training and Certification requirements, shall be endorsed with a Cabin Crew Member Rating.

9.3.3 **Leading Cabin Crew Member (LCC):** A Cabin Crew Member shall be endorsed with a Leading Cabin Crew Member Endorsement subject to following:

9.3.3.1 Holds and has held Competency Certificate for two years and completed an appropriate course defined in Company's Operations Manual.

9.3.3.2 Suitable temperament and above board conduct.

9.3.3.3 Recommended by the Company.

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

9.3.3.5 LCC must be assigned for the flight.

9.3.3.6 LCC shall:

- a) Have the overall responsibility to the aircraft commander for the conduct, coordination and performance of the cabin operations and safety duties.
- b) Verify that all cabin crew members are fit for the flight and that they have their documents for flight duty.
- c) Coordinate and organise the functions and tasks of all cabin crew members (cabin crew member briefing delegate positions and working areas, in flight service duties):
  - i) Checking of emergency equipment, pre-flight safety briefing a reporting matters concerning safety (irregularities and malfunctions) to the Commander.
  - ii) Debriefing with cabin crew members when required.
  - iii) Ensuring efficient communication with all flight crew members, cabin crew members and ground staff.
  - iv) Visiting / contacting the flight deck on regular intervals.

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

9.3.4.1 Holds or has held CCC or an equivalent Authorization.

9.3.4.2 Has 3 years of experience of Cabin Crew Member.

9.3.4.3 Suitable temperament and above board conduct,

9.3.4.4 Been recommended by the Company.

9.3.4.5 Satisfactory assessment on CAAF-624-F (Monitoring Report) by a CAA Inspector for initial and renewal.

9.3.4.6 CAA Inspector will carry out surveillance check of each GIC every year.



- 9.7.1.2 Valid Medical Assessment.
- 9.7.1.3 03 Photographs size 1x 1 inch.
- 9.7.1.4 Attested copy of CNIC.
- 9.7.1.5 Attested copy of Intermediate or equivalent.
- 9.7.1.6 Matric Certificate.
- 9.7.1.7 Certificate of Training from Approved Aviation Training Centre.
- 9.7.1.8 Theory Examination Result – Cabin I & Cabin II.
- 9.7.1.9 Detail of under-supervision flights.
- 9.7.1.10 Ground Training Report on CAAF-646 by GIC.
- 9.7.1.11 In-flight Proficiency Report on CAAF – 646 by CAA Inspector and / or DCCC on each type.
- 9.7.1.12 Fee Voucher / Authorization.

#### 9.8 **Recurrent/Renewal Requirements** (Every 12 months)

- 9.8.1 An applicant shall apply to the CAA for re-currency endorsement on the CCCC with following documents:
  - 9.8.1.1 Application Form CAAF 600-1.
  - 9.8.1.2 Training Certificate from Aviation Training Centre.
  - 9.8.1.3 Medical Assessment.
  - 9.8.1.4 CCCC – CAAF 645.
  - 9.8.1.5 Ground Training Report and In-flight Proficiency Report on CAAF-646 by GIC and DCCC respectively on each type.
  - 9.8.1.6 FEE Voucher/Authorization.

#### 9.9 **Miscellaneous Endorsements**

- 9.9.1 CCCC (CAAF-645) shall be submitted to the CAA for all endorsements with the following documents:
  - 9.9.1.1 Application Form – CAAF 600-1.
  - 9.9.1.2 Ground Training and In-Flight Proficiency Report on CAAF-646 by GIC and DCCC respectively for each type.
  - 9.9.1.3 Cabin Crew Competency Certificate CAAF-645.
  - 9.9.1.4 Certificate of Training by Aviation Training Centre.
  - 9.9.1.5 Fee Voucher/Authorization.

#### 9.10 **Conversion of Existing Authorizations into CCCC** (CAAF-645)

- 9.10.1 The existing Cabin Crew Member' Authorizations/Certificates shall be converted into the CAA issued Cabin Crew Competency Certificates (CAAF-645) in a phased out manner; and required instructions shall be issued at appropriate time.

## 9.11 Revalidation Requirements

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

9.11.1.1 Expiry Period Not Exceeding 12 Months.

- a) Recurrent Training.
- b) 02 days extended training.

9.11.1.2 More Than 12 Months but not more than 36 Months.

- a) Theory Examination Paper: Cabin- R.
- b) Recurrent Training.
- c) 05 days or more of extended training.

9.11.1.3 More Than 36 Months

- a) Theory Examination Paper - Cabin – 1.
- b) Theory examination Paper - Cabin – 2.
- c) Basic Cabin Crew Member Course.

## 9.12 Privileges

9.12.1 The privileges of a Cabin Crew Member shall be as under:

9.12.1.1 Preserve the safety of passengers on board an aircraft and provide guidance to all persons on board during emergency.

9.12.1.2 Safe evacuation of passengers in an emergency.

9.12.1.3 Assist passengers in case of an injury or sickness.

9.12.1.4 Comply with the Pilot-in-Command instructions for the safe conduct of flight.

9.12.2 The privileges of a Leading Cabin Crew Member shall be as under:

9.12.2.1 Exercise the privileges of a Cabin Crew Member.

9.12.2.2 Exercise the privilege of supervising a group of Cabin Crew Member.

## 10. Utilization

### 10.1 Utilization of Cabin Crew Member by Operators

10.1.1 CAA Inspectors shall carry out Safety Oversight Audits of the Operators/Aviation Training Centres/Flights to ensure the following:

10.1.1.1 That Operator/Aviation Training Centre maintains a complete record of training of Cabin Crew Member.

10.1.1.2 That the Flight and Duty Time limitations are complied with as per CARs 94 and relevant ANOs.

10.1.1.3 That the Supervisor Cabin Crew Member detailed on wet lease aircraft can fluently express in English the instructions to Pakistani Cabin Crew Member detailed on the flight.

10.1.1.4 That the Cabin Crew Member hold Valid Competency Certificates.

10.1.1.5 That the Cabin Crew Member perform their function during the flights in accordance with CAA Regulations.

## 10.2 Minimum Crew

10.2.1 The following minimum number of Cabin Crew Member shall be assigned on the aircraft on the number of seats installed as under:

10.2.1.1 19-50 seats : 01

10.2.1.2 51-100 seats : 02

10.2.1.3 101-150 seats : 03

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

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

## 10.3 Limitations

10.3.1 Unless otherwise approved by CAA, a Cabin Crew Member shall not exercise the privileges of a Cabin Crew Member on more than three aircraft at one time.

10.3.2 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.

10.3.3 An operator shall ensure that all Cabin Crew Member 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.

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

--S/d--

**( M. JUNAID AMEEN )**

Air Commodore (Retd)

Director General,

Pakistan Civil Aviation Authority

Dated: 17<sup>th</sup> September, 2009

**APPENDIX "A"**

**ISLAMIC REPUBLIC OF PAKISTAN**  
**CIVIL AVIATION AUTHORITY**

CAAF-600-1  
Ref No. 

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**APPLICATION FOR COMPETENCY CERTIFICATE – CABIN CREW MEMBER**

<input type="checkbox"/> <b>ISSUE</b>	<input type="checkbox"/> <b>RENEWAL</b>	<input type="checkbox"/> <b>ENDORSEMENT</b>	<input type="checkbox"/> <b>RE - VALIDATION</b>
---------------------------------------	---	---	---

1. <b>Name</b> (Block Letters)	<b>Father's Name</b>																					
Address & Tel No.		Competency Certificate <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr></table>																				
2. To be filled only for initial issue:																						
<input type="checkbox"/> Male <input type="checkbox"/> Female	Date of Birth <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr></table>						Place of Birth	Nationality														
Domicile																						
Height	Weight	Hair	Eyes																			
National ID Card No. <table border="1" style="display: inline-table; vertical-align: middle;"><tr><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td><td style="width: 20px; height: 20px;"></td></tr></table>																					Passport No	Date & Place of Issue
		Validity																				
3. Employer		Staff No.																				
Previous Employer	From	To	Position																			
4. Aircraft Endorsement	Type	Date	Type																			
	Type	Date	Date																			

## 5. 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 91.00012 and Operations Manual of the operator since last issue/renewal.

Date \_\_\_\_\_

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

## 6. Certification

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  
Authorized Person

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

**ISSUE REQUIREMENTS**

- Application Form – CAAF-600-1
- Valid Medical Assessment
- 03 Photographs size 1x 1 inch.
- Attested copy of CNIC.
- Attested copy of Matric or equivalent. For age verification
- Certificate of Training from Aviation Training Centre.
- Written Examination Result – Cabin I & Cabin II.
- Detail of under-supervision flights.
- Ground Training Report on CAAF-646 by GIC/DCCC.
- In-flight Assessment Report on CAAF-646 by DCCC/CAA Inspector on each type.
- In-flight Assessment Report on CAAF-646 for DCCC by CAA Inspector on each type.
- FEE Voucher/Authorization.

**RECURRENT/RENEWAL REQUIREMENTS** (every 12 months)

- Application Form CAAF 600-1
- Competency Certificate – CAAF-645
- Medical Assessment
- Ground Training Certificate from Aviation Training Centre
- Ground Training Report on CAAF-646 from GIC/DCCC
- In-flight Proficiency Report on CAAF-646 by DCCC on each type.
- In-flight Proficiency Report on CAAF-646 for DCCC on each type by CAA Inspector.
- FEE Voucher/Authorization

**APPENDIX "B"**

**ISLAMIC REPUBLIC OF PAKISTAN  
CIVIL AVIATION AUTHORITY**

Ref. No **CAAF – 646**

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

<b>NAME</b>			<b>STAFF NO</b>	<b>COMPANY</b>
<input type="checkbox"/> <b>ISSUE</b>	<input type="checkbox"/> <b>RENEWAL</b>	<input type="checkbox"/> <b>ENDORSEMENT</b>		

**LOCATION****DATE****PART – A Training Record**

SUBJECT	RESULT	DATE	SUBJECT	RESULT	DATE
<b>AVIATION INDOCTRINATION</b>			g) Emergency landing preparations		
a) Regulatory aspects			h) Evacuation procedures		
i) National and International			j) Unwarranted evacuations – water ditching		
ii) Company – specific			k) Life – and slide – rafts (use of)		
b) Avn. Terminology and terms of ref.			l) Unlawful interference		
i) Terminology			<b>CARRIAGE OF DANGEROUS GOODS</b>		
ii) Terms of reference			a) General philosophy		
c) Theory of flight & aircraft operation			b) Prohibited goods		
i) Theory of flight			c) Label identification		
ii) Major aircraft components			d) Excerptions		
iii) Critical surfaces (contamination of)			e) Emergency procedures		
iv) Pressurization system			<b>HUMAN FACTORS</b>		
v) Weight and balance			a) Fundamental human factor concepts		
vi) Meteorology / Turbulence			b) Crew resource management (CRM)		
vii) Communications equipment			<b>HYGIENE, AVN. MEDICINE AND FIRST AID</b>		
viii) Air Traffic control			a) Terminology		
d) Physiology of flight			b) Personal hygiene		
i) Oxygen system and use			c) Tropical hygiene		
ii) Effects of altitude			d) Transmissible diseases		
iii) Cabin poisoning			e) Quarantinable diseases		
<b>DUTIES AND RESPONSIBILITIES</b>			f) Endemic diseases		
a) General responsibilities			g) Food poisoning		
b) Pre – flight and post – flight			h) In-flight medical emergencies & incidents		
c) In – flight			j) Artificial respiration		
<b>EMERGENCY PROCEDURES</b>			k) Effects of drugs / intoxicants		
a) Gen. emergency procedures & basic principles			l) First-aid & Medical supplies		
b) Emergency equipment			i) first-aid kits (contents & use of)		
c) Fire fighting			ii) medical kits (contents & use of)		
d) Smoke removal procedures			m) Security Procedures		
e) Emergency lighting systems					
f) Decompression – Slow / Rapid					

Remarks (if any)

S : Sat U : Un-Sat

Date \_\_\_\_\_

\_\_\_\_\_  
AUTHORISED PERSON

**Part-B ISSUE/RENEWAL/RE-VALIDATION ASSESSMENT (Tick only where applicable)**

EXERCISE	SAT	UN-SAT	EXERCISE	SAT	UN-SAT
Aviation Indoctrination			Duty time limitations		
Duties and Responsibilities			Physiology of Flight		
Announcements			First Aid & Medical Aspect		
Terminologies			Crew Resource Management		
Evacuation			Aerodynamics (Theory of Flt. & A/c. Operation)		
Oral / Demo			Operation Manual (Knowledge)		
Water Ditching			Aircraft Orientation		
Partial			Situational Awareness		
Emergencies (Equip., Drills, Fire, Smoke & Decompression)			Use of Avionics Equipment		
Dangerous Goods			Security Training		
Hygiene, Avn. Medicine and First aid					
Regulation (CARs/ANOs)					

**REMARKS:**

**CERTIFICATION & RECOMMENDATION:**

★ *Strike out where not applicable:*

I hereby certify that the above applicant has performed 

Satisfactory
Unsatisfactory

 and 

Recommend
Not recommend

 the following:

<b>ISSUE</b>
<b>RENEWAL</b>
<b>ENDORSEMENT</b>

<b>DOMESTIC</b>
<b>INTERNATIONAL</b>

<b>A/C:</b>
<b>A/C:</b>
<b>A/C:</b>

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

<b>RE-CHECK</b>
-----------------

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

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

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

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

\_\_\_\_\_  
**SIGNATURE**  
CAA AUTHORIZED PERSON  
(If applicable)

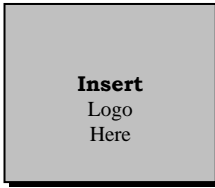
\_\_\_\_\_  
**NAME**

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

**APPENDIX "C"**

Ref. No. 

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COMPANY NAME  
Company Address  
City, Pakistan  
Phone Number, Fax Number

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# CERTIFICATE OF TRAINING

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(CABIN CREW MEMBER)

Certified that Mr./Miss./Mrs. \_\_\_\_\_  
Holder of Competency Certificate No. \_\_\_\_\_ has successfully completed the  
Initial/Recurrent/Type Training for Aircraft Type \_\_\_\_\_ ; and required drills  
in accordance with ANO 91.0018.

<u>TRAINING TYPE</u>	<u>FROM</u>	<u>TO</u>	<u>SIGNATURE</u>
Initial Training	_____	_____	_____
Re-current Training	_____	_____	_____
Aircraft type Training	_____	_____	_____
Additional Endorsement	_____	_____	_____

**Drills**

a)	Wet Drills	Date	_____	Validity	_____
b)	Evacuation Drill	Date	_____	Validity	_____
c)	Fire Drills	Date	_____	Validity	_____

Date: \_\_\_\_\_

---

**Signature & Stamp**  
(Authorized Person)