

# Advisory Circular

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## GUIDANCE ON CREW TRAINING FOR ANR-135 OPERATIONS

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### GENERAL

Advisory Circulars (ACs) are issued by the Director-General of Civil Aviation (DGCA) from time to time to provide practical guidance or certainty in respect of the statutory requirements for aviation safety. ACs contain information about standards, practices and procedures acceptable to CAAS. An AC may be used, in accordance with section 3C of the Air Navigation Act (Cap. 6) (ANA), to demonstrate compliance with a statutory requirement. The revision number of the AC is indicated in parenthesis in the suffix of the AC number.

### PURPOSE

This AC provides guidance to demonstrate compliance with, and information related to, the requirements on crew training for operations under ANR-135.

### APPLICABILITY

This AC is applicable for the AOC holder operating in accordance with ANR-135.

**RELATED REGULATIONS**

This AC relates specifically to Division 9 in Part 2 of ANR-135.

**RELATED ADVISORY CIRCULARS**

- AC 135-9-2 Flight Crew Training for ANR-135 Operations
- AC 135-9-3 Cabin Crew Training for ANR-135 Operations
- AC 121-9-4 Flight Dispatcher Training and Appointment
- AC 121-9-5 Safety and Emergency Procedures Training
- AC 135-12-1 Guidance on Logs and Records for ANR-135 Operations
- AC 135-12-2 Operations Manual for operations under ANR-135

**CANCELLATION**

This is the first AC issued on the subject.

**EFFECTIVE DATE**

This AC is effective from 1 October 2018.

**OTHER REFERENCES**

Nil.

**GUIDANCE 135REG139      GUIDANCE FOR REGULATION 139 OF ANR-135 –  
TRAINING PROGRAMME - GENERAL**

1      GENERAL

- 1.1      The statutory requirements relating to crew training are specified in Division 9 in Part 2 of ANR-135. The AOC holder is required to establish training programmes for his operational staff, particularly flight crew, cabin crew and flight dispatcher (or flight operations officer).

The following ACs contain some specific guidance on the training programme for respective operational staff.

- AC 135-9-2 Flight Crew Training for ANR-135 Operations
- AC 135-9-3 Cabin Crew Training for ANR-135 Operations
- AC 121-9-4 Flight Dispatcher Training and Appointment
- AC 121-9-5 Safety and Emergency Procedures Training

- 1.2      While the above ACs cover mostly crew training, the AOC holder should apply the same approach for the training of other operations personnel, such as those performing loading who should undergo mass and balance training. The AOC holder should establish relevant policy and processes for training the various operations personnel.

- 1.3      The AOC holder should designate a suitably qualified person to take general charge of arrangements for training. His authority and responsibilities should be clearly defined.

- 1.4      If the AOC holder engages a separate training organisation to provide crew training, the AOC holder should ensure the training provided and flight documentations used by that training organisation is in accordance with the training manual and any relevant documents in the AOC holder's flight safety documents system (refer to Regulation 18 of ANR-119).

2      TRAINING MANUAL

- 2.1      Regulation 139(4) of ANR-135 requires that the training programmes be incorporated as Part D of the Operations Manual. This may be generally referred to as the "Training Manual". Guidance on the development of the training manual, or Part D of the Operations Manual, and the recommended contents are provided in AC 135-12-1 and AC 135-2-2.

- 2.2      The training manual is a primary indication of how the AOC holder fulfills the requirements on training and testing. It should give formal expression to the AOC holder's training policy and requirements, together with adequate guidance to instructors and examiners.

3      OTHER TRAINING - SECURITY

- 3.1      The AOC holder may incorporate training in other areas as appropriate into the AOC holder's training programme for the crew members. Among these may be the security training that may be required by the National Civil Aviation Security Authority (NCASA).

The AOC holder is therefore reminded to adhere to training requirements that may be specified.

3.2 For information, the security training programme may include the following elements:

- (a) Determination of the seriousness of any occurrence.
- (b) Crew communication and coordination.
- (c) Appropriate self-defence responses.
- (d) Use of non-lethal protective devices assigned to crew members whose use is authorised by the NCASA.
- (e) Potentially disruptive passengers.
- (f) Understanding of behaviour of terrorists so as to facilitate the ability of crew members to cope with hijacker behaviour and passenger responses.
- (g) Live situational training exercises regarding various threat conditions.
- (h) Flight deck procedures to protect the aircraft.
- (i) Aircraft search procedures and guidance on least-risk bomb locations where practicable.
- (j) Recognition of firearms, explosives and incendiary devices and their components.
- (k) Instructions and guidance for searching a bomb and/or inspecting an aircraft for concealed weapons, explosives and other dangerous devices.
- (l) Policy and procedures in relation to a bomb threat or warning, when the aircraft is on ground or in flight.
- (m) Instructions and guidance on appropriate course of action to be taken should a bomb or suspicious object be found.
- (n) Information on the least risk bomb location specific to the aircraft.
- (o) Discreet communication to flight crew by cabin crew in the event of suspicious activity or security breaches in the passenger cabin.

3.3 The AOC holder could also be expected to provide the crew members with an annual recurrent training that covers the following topics:

- (a) Current threat assessment.
- (b) Review of recent incidents: lessons to be learned.
- (c) Government advice.
- (d) Reminders of company emergency procedures, manual amendments, etc.
- (e) Update of initial training course as appropriate.

**GUIDANCE 135REG140      GUIDANCE FOR REGULATION 140 OF ANR-135 –  
TRAINING EQUIPMENT**

- 1 Regulation 140(2) of ANR-135 requires the AOC holder to seek approval from the DGCA for the use of –
  - (a) flight simulation training device; and
  - (b) simulation equipment or apparatus for use in aircraft emergency training required in Regulation 146.
  
- 2 The AOC holder may apply to the CAAS for an approval for the use of its or its service provider's apparatus, including the personnel who may control the apparatus (for the conduct training and testing). Upon satisfactory assessment of the appropriateness of the apparatus and/or personnel for the intended training, an approval (see paragraphs 3 and 4) may be issued to the AOC holder for its use of the apparatus and/or personnel. Each personnel (such as training instructor) who will be using the approved apparatus to conduct training will be assessed before being allowed to use, or control, the training apparatus (see paragraph 5). The period of validity for each approval is typically 12 months. Renewal of the approval will be by similar inspection.
  
- 3 For an apparatus or equipment to be used for practical emergency survival training and testing, it should accurately represent the aircraft in the following particulars:
  - (a) layout of the cabin in relation to exits, emergency exits, galley areas and safety equipment stowage. Dimensions should be an accurate representation typical of aircraft in the fleet;
  - (b) both cabin crew and passenger seat positioning - with particular accuracy where these are immediately adjacent to exits;
  - (c) seat dimensions and seat pitch;
  - (d) operation of exits and emergency exits in all modes of operation particularly in relation to its method of operation and weight and balance;
  - (e) extent of movement and associated force of all controls for all equipment and services;
  - (f) provision of emergency equipment of the type provided in the aircraft;
  - (g) all cabin markings;
  - (h) all cabin lightings;
  - (i) cabin crew communications equipment and associated control panels;
  - (j) evacuation slides, including normal and standby methods of operation; and
  - (k) height and angle of inflated evacuation slides.
  
- 4 Training personnel may be assessed by the CAAS before being allowed to use the apparatus for training purposes. The AOC holder should satisfy itself that the nominated personnel have the qualifications and experience to conduct such training

that is acceptable to CAAS. All approved training personnel should be listed in the training manual.

- 5 The AOC holder may arrange to use the apparatus and/or personnel of another operator. A separate user approval (in accordance with the ANO) will be required in such cases. Such arrangements will be assessed and, where appropriate, incorporated under the approval under Regulation 140(2). The training provided must comply with the training manual and operating procedures of the AOC holder whose crews are being trained.
- 6 The DGCA may include certain limitations and conditions of use in the approvals as items covered in the apparatus may be restricted, if significant differences of cabin layout and equipment exist.

#### **GUIDANCE 135REG142      GUIDANCE FOR REGULATION 142 OF ANR-135 – TRAINING INSTRUCTORS**

- 1 Regulation 142 of ANR-135 requires the AOC holder to develop a process for appointing appropriately qualified instructors to conduct training. The process should clearly describe the selection criteria for the instructors and means of ensuring that the process continually complies with the requirements of ANR-135.
- 2 The AOC holder should maintain details of each instructor, including his curriculum vitae, for review by the CAAS.
- 3 Besides ensuring that the instructors are experienced and qualified for the work, the AOC holder will be expected to arrange, where necessary, training in instructional techniques.
- 4 The following contains more specific information for the various instructors:
  - AC 121-9-4 for the appointment of instructors for flight dispatchers;
  - AC 121-9-5 for the appointment of instructors for SEP

#### **GUIDANCE 135REG143      GUIDANCE FOR REGULATION 143 OF ANR-135 – CREW MEMBER TRAINING PROGRAMME**

- 1 The AOC holder should refer to the following ACs for specific guidance on the training programme for respective operational staff.
  - AC 135-9-2 Flight Crew Training for ANR-135 Operations
  - AC 135-9-3 Cabin Crew Training for ANR-135 Operations
  - AC 121-9-4 Flight Dispatcher Training and Appointment

#### **GUIDANCE 135REG144      GUIDANCE FOR REGULATION 144 OF ANR-135 – PILOT TRAINING REQUIREMENTS**

- 1 The AOC holder should refer to AC 135-9-2 for guidance on flight crew training.

**GUIDANCE 135REG145      GUIDANCE FOR REGULATION 145 OF ANR-135 – CABIN CREW TRAINING**

- 1      The AOC holder should refer to AC 135-9-3 for guidance on cabin crew training.

**GUIDANCE 135REG146      GUIDANCE FOR REGULATION 146 OF ANR-135 – SAFETY AND EMERGENCY PROCEDURES TRAINING**

- 1      The AOC holder should refer to AC 121-9-5: Safety and Emergency Procedures Training, as appropriate for its operations.

**GUIDANCE 135REG147      GUIDANCE FOR REGULATION 147 OF ANR-135 – CREW RESOURCE MANAGEMENT TRAINING REQUIREMENTS**

- 1      The AOC holder is required to provide CRM training for all crew, including cabin crew. The training should focus on the functioning of crew members as a team and not simply as a collection of competent individuals. They should be shown the importance of effective teamwork and communication, the barriers involved and how to overcome them. Emphasis should be given on their role as safety practitioners and the need to maintain a high level of awareness in the environment they operate in.
- 2      The training should include the following topics:
  - (a)      Communications.
  - (b)      Situational awareness.
  - (c)      Problem-solving / decision-making / judgment.
  - (d)      Leadership / following.
  - (e)      Stress management.
  - (f)      Critique.
  - (g)      Interpersonal skills.

**GUIDANCE 135REG150      GUIDANCE FOR REGULATION 150 OF ANR-135 – CREW MEMBER INTRODUCTION SEGMENT**

- 1      The AOC holder should refer to the following ACs for specific guidance on the introduction training segment for respective operational staff.
  - AC 135-9-2 Flight Crew Training for ANR-135 Operations
  - AC 135-9-3 Cabin Crew Training for ANR-135 Operations

**GUIDANCE 135REG151      GUIDANCE FOR REGULATION 151 OF ANR-135 – CREW MEMBER TRANSITION SEGMENT**

- 1      The AOC holder should refer to the following ACs for specific guidance on the transition training segment for respective operational staff.
  - AC 135-9-2 Flight Crew Training for ANR-135 Operations
  - AC 135-9-3 Cabin Crew Training for ANR-135 Operations

**GUIDANCE 135REG152      GUIDANCE FOR REGULATION 152 OF ANR-135 – CREW MEMBER UPGRADE SEGMENT**

- 1      The AOC holder should refer to the following ACs for specific guidance on the upgrade training segment for respective operational staff.
  - AC 135-9-2 Flight Crew Training for ANR-135 Operations
  - AC 135-9-3 Cabin Crew Training for ANR-135 Operations

**GUIDANCE 135REG153      GUIDANCE FOR REGULATION 153 OF ANR-135 – CREW MEMBER RECURRENT SEGMENT**

- 1      The AOC holder should refer to the following ACs for specific guidance on the recurrent training segment for respective operational staff.
  - AC 135-9-3 Cabin Crew Training for ANR-135 Operations
  - AC 121-9-5 Safety and Emergency Procedures Training

**GUIDANCE 135REG155      GUIDANCE FOR REGULATION 155 OF ANR-135 – TRAINING RECORDS**

- 1      The AOC holder's training record system should enable him to monitor a trainee's progress through each stage of training. The system should capture details of training such as, where applicable, the number of times each exercise in base and line training was covered, and should include information about the results of tests. Records should incorporate certificates indicating the competence of examinees to perform the duties in respect of which they have been tested.