

Advisory Circular

CABIN CREW TRAINING FOR ANR-121 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, requirements on cabin crew training.

APPLICABILITY

This AC is applicable to a Singapore AOC holder operating in accordance with ANR-121.

RELATED REGULATIONS

This AC relates specifically to Regulations 147, 149, 154, 155, 156, and 157 of ANR-121.

RELATED ADVISORY CIRCULARS

- AC 121-9-1 Guidance on Crew Training for ANR-121 Operations
- AC 121-9-5 Safety and Emergency Procedures Training

CANCELLATION

This is the first AC on the subject.

EFFECTIVE DATE

This AC is effective from 1 October 2018.

OTHER REFERENCES

Nil.

1 TRAINING FOR A CABIN CREW MEMBER

1.1 The basic training provided to a cabin crew member includes the following:

- (a) Cabin crew training as required in Regulation 149 of ANR-121;
- (b) Safety and emergency procedures training as required in Regulation 150 of ANR-121 (refer to AC 121-9-5 for additional guidance);
- (c) Dangerous goods training as required in Regulation 153 of ANR-121; and
- (d) Security training as may be required by the National Civil Aviation Security Authority.

Note: Training for service-related duties is not within the scope of aviation safety regulations.

1.2 Following the basic training, the cabin crew member is to acquire operating experience as supernumerary crew in accordance with Regulation 162 of ANR-121. This will form the “consolidation training” required under Regulation 158 of ANR-121. For the purpose of Regulation 158, the appropriate supervision of the supernumerary cabin crew members should be provided by a senior ranking cabin crew member, such as the CIC. For a new start up AOC holder, or for a new aircraft under Entry-into-Service phase, the AOC holder may consult the DGCA for the assignment of an appropriate person (such as an instructor) to supervise the new crew undergoing “consolidation”.

1.3 The recurrent training for cabin crew should be configured to cover the various areas such as SEP, first aid, CRM, Dangerous Good and Security.

2 CREW-IN-CHARGE (CIC) TRAINING

2.1 INITIAL TRAINING

2.1.1 Before a cabin crew member may be designated as a CIC, the cabin crew member should be given training on the following topics:

- (a) items to be covered at pre-flight briefing:
 - (i) allocation of cabin crew stations and responsibilities;
 - (ii) aircraft type and equipment fit;
 - (iii) area, route and type of operation; and
 - (iv) any special category passengers such as infants, disabled or stretcher cases, etc.
- (b) co-operation with the crew:
 - (i) discipline, responsibilities and chain of command;
 - (ii) importance of co-ordination and communications; and
 - (iii) action in the event of pilot incapacitation.
- (c) review of legal and AOC holder's requirements pertaining to cabin safety:
 - (i) passenger safety briefing, safety cards;
 - (ii) securing of galleys;
 - (iii) stowage of cabin baggage;
 - (iv) restrictions on use of portable electronic device;
 - (v) procedure during turbulence;

- (vi) procedures when re-fuelling with passengers on board; and
- (vii) documentation.
- (d) human factors and crew resource management, including participation in flight simulator Line Oriented Flight Training (LOFT) exercise if practicable;
- (e) accident and incident reporting;
- (f) flight and duty times limitations and rest requirements;
- (g) safety on the ramp;
- (h) aircraft diversion involving emergency first aid cases;
- (i) minimum equipment list;
- (j) aviation security matters; and
- (k) use of automated external defibrillators, (if carried).

2.2 RECURRENT TRAINING

2.2.1 In addition to the recurrent training for a cabin crew member, CIC should complete and demonstrated competency in the management of the following scenarios annually:

- (a) planned crash/ditching;
- (b) unruly passengers;
- (c) crew incapacitation;
- (d) emergency first aid cases;
- (e) in-flight cabin fire;
- (f) ramp safety;
- (g) dangerous goods incidents; and
- (h) aviation security matters; and
- (i) use of automated external defibrillators, (if carried)

2.2.2 The CIC recurrent training should also include topics covered during the CIC initial training. All topics should be reviewed once every 2 years during the recurrent training.

3 TRAINING ON NEW OR SPECIAL EQUIPMENT

3.1 Formal training should be given to aircraft crew as necessary on new equipment as they are introduced.

4 TRAINING ON SPECIAL OPERATIONS

- 4.1 All approved special operations should be incorporated into the training programme of the cabin crew. Guidance may be provided for the respective special operation, such as Ultra Long Range (ULR) operations.