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## AIC for Malaysia



AIC  
03/1999  
Effective from 26 AUG 1999  
to PERM  
Published on 26 AUG 1999

# TRAINING AND TESTING REQUIREMENTS FOR CABIN CREW

## 1 INTRODUCTION

1.1 The purpose of this AIC is to indicate the requirement relating to the training and periodical testing of cabin crew (and where applicable to flight crew) as outlined in the Malaysian Civil Aviation Regulation 1996 (MCAR) requirement:

- a. Regulation 39(1), (6 to 10) - Composition of crew aircraft
- b. Regulation 49(2) - Public transport operator's responsibilities
- c. Ninth Schedule - Part B Crew Training and Tests

## 2 TRAINING MANUAL

2.1 It is a statutory requirement that a training manual shall contain all such information and instructions as may necessary to enable persons appointed by the operator to give or supervise the training, practice and periodical tests to perform their duties.

2.2 The training manual is regarded as the primary indication of the standards of training and testing likely to be achieved by the operator. One copy must be submitted to the Department of Civil Aviation Malaysia (DCA) for the approval.

2.3 Each copy of the manual must bear a serial number and a distribution list, to be held by a person responsible for issuing amendments. Each volume of the manual must be numbered, showing a title and the list of contents, giving clear indication of its scope. The title of the person responsible for the issued of the manual must also be included. At the front of each volume there must be an amendment page to record amendment number, date incorporation, signature of person amending, and page(s) or paragraph(s) affected. The numbering of pages, section, paragraph etc should be orderly and systematic so as to facilitate immediate identification of any part of the subject matter.

2.4 The standard of printing, duplication, binding, section dividers, indexing of sections etc should be of sufficient quality to enable the document to be read without difficulty and to ensure that it remains intact and legible during normal use.

2.5 In addition to the more general matter of policy, the following particular must be included in the training manual:

2.5.1 Operator's requirements in respect of qualifications, training and experience of training staff;

2.5.2 the name and title of persons ultimately responsible for cabin crew training and testing on cabin familiarisation and safety with reporting lines to and from the persons' post;

2.5.3 a comprehensive statement of the duties and responsibilities of all staff conducting training, which should include their names, type of training and/or testing on the types of aircraft on which they are qualified and authorised to conduct;

- 2.5.4 syllabuses pertaining to cabin familiarisation and Safety Emergency Procedures (SEP) for both ground and flying training, and specimen record forms in respect of all training and tests;
- 2.5.5 arrangements for administering and recording the periodical tests of all cabin crew;
- 2.5.6 instructions covering re-testing and re-training after unsatisfactory performance or periods of non flying due to illness or other causes;
- 2.5.7 the use of training devices, training apparatus and copies of approval documents held where applicable;
- 2.5.8 crew resource management training (CRM) or safety awareness programme (SAP).
- 2.5.9 aviation security training programme;
- 2.5.10 dangerous goods training programme (DGR);
- 2.5.11 pilot incapacitation procedures;
- 2.5.12 cabin familiarisation and roles of cabin crew.

### **3 TRAINING AND TESTING STAFF.**

- 3.1 An operator shall ensure that a person, whose qualification and experience are agreed by DCA to be suitable, must be designated to take general and overall charge of arrangements for the training and testing of cabin crew. This person's name, authority, responsibilities and reporting routes must be clearly defined in the operations manual.
- 3.2 Under the control of the person in charge of training the operator will need to appoint examiners and instructors to conduct periodic tests and give the practical training, as necessary, to satisfy the requirements of the MCAR. The number of training staff employed is expected to be consistent with the operator's task and their qualifications and experience are expected to reflect the role and types of aircraft used.
- 3.3 The conduct of crew training and of tests carried out by the operator's examiners and instructors will be observed by the operator's authorised personnel and DCA Examiners or authorised Inspectors.

### **4 CREW CO-ORDINATION AND COMBINED TRAINING**

- 4.1 The successful containment of aircraft emergencies depends heavily upon effective co-ordination and two-way communication between flight crew and cabin crew.
- 4.2 Operators are expected to make every effort to provide combined training for flight crew and cabin crew. Much of the training that both must receive prior to operating public transport aircraft covers common ground i.e. Initial Training, Aircraft Type Training, Recurrent Training and Refresher Training. Flight crew should be made aware of such training as is provided to cabin crew in compliance with this requirement
- 4.3 Particular emphasis should be placed on the provision of joint practice in aircraft evacuations so that all who are involved learn of the duties other crew must perform before, during and after the evacuation, thereby appreciating the necessity for effective two way communications in such an emergency.
- 4.4 When combined training cannot be arranged, an operator's instructors should adopt the role of flight crew or cabin crew, as appropriate.
- 4.5 To facilitate and ensure effective training, it is essential that there is adequate liaison between flight crew and cabin crew training departments;
- 4.6 To promote consistency of drills and procedures, provision should be made for appropriate qualified personnel or instructors to observe and comment on crew training.

### **5 TRAINING SYLLABUS**

An operator shall ensure that a training and testing syllabus is to be specified in the training manual. The syllabus should differentiate between initial training (basic), aircraft type training (conversion), recurrent training (annual) and refresher training (competency). See Appendix A on the training syllabus requirements for cabin crew.

### **6 RECORDS OF TRAINING AND TEST**

- 6.1 Records must be maintained to show trainees' progress through each stage of training and include information about the results of tests. Records should indicate the competence of trainees to perform the duties on which they have been tested.

6.2 Operators must keep records for all cabin crew to show when practices and tests are due for renewal. There should also be an effective system to guard against crew being rostered for duty when practices and tests are overdue

## **7 OPERATION ON MORE THAN ONE TYPE OR VARIANT**

7.1 An operator shall ensure that a cabin crew does not operate on more than two aeroplane types. However, a cabin crew may operate on three aeroplane types subject to the approval of DCA, provided that safety equipment and emergency procedures for at least two of the type are similar.

7.2 for the purposes of subparagraph 7.1 above, variants of an aeroplane type are considered to be different types if they are not similar in the following aspects;

7.2.1 emergency exit operation;

7.2.2 location and type of safety equipment; and

7.2.3 emergency procedures.

## **8 APPROVAL OF AIRCRAFT EMERGENCY TRAINING APPARATUS AND OF PERSONNEL CONDUCTING TRAINING AND TESTING WITH SUCH APPARATUS**

8.1 Operators may wish to conduct some of their emergency training and testing, on training apparatus rather than on an actual aircraft, in accordance with Schedule 10, Part B 1(i)(b) of the MCAR. Where this is the case, the apparatus and the persons controlling the apparatus must be formally approved by DCA.

8.2 Operators who wish to obtain Approval for their apparatus and personnel should apply to the DCA Flight Operations Inspectorate through their assigned Inspector. An inspection will then be arranged. Upon satisfactory conclusion of the inspection, an Approval will be issued. Renewal of the Approval will be by similar inspection.

8.3 Subject to the proviso in paragraph 8.2, the apparatus should accurately represent the aircraft in the following particulars:

8.3.1 layout of the cabin in relation to all exits, galley areas and safety equipment stowage; dimensions should be an accurate representation typical of aircraft in the fleet;

8.3.2 both cabin crew and passenger seat positioning with particular accuracy where these are immediately adjacent to exits;

8.3.3 seat dimensions and seat pitch;

8.3.4 operation of all exits in all modes of operation particularly in relation to method of operation and weight and balance;

8.3.5 extent of movement and associated forces of all controls for all equipment and services;

8.3.6 provision of the emergency equipment of the type provided in the aircraft;

8.3.7 all cabin markings;

8.3.8 all cabin lighting;

8.3.9 cabin crew communications equipment and associated control panels;

8.3.10 evacuation slides, including normal and standby methods of operation;

8.3.11 height and angle of inflated evacuation slides.

8.4 Operators should nominate training personnel to be approved by DCA for the control of training apparatus. Operators must satisfy themselves that nominated personnel have the qualifications and experience to conduct such training and that they have undergone a period of training which the Assigned Inspector may wish to observe.

8.5 An operator may arrange to use the apparatus and/or personnel of another operator. A separate Approval will be required in such cases. The training given should closely comply with the training manual and operating procedures of the operator whose crew are being trained. However, if the items covered in the apparatus is restricted or if significant differences of cabin layout and equipment exist, the apparatus may not be used.

Director General

Department of Civil Aviation

Malaysia

## **9 TRAINING SYLLABUS REQUIREMENTS FOR CABIN CREW**

### **10 INITIAL TRAINING.**

1.1 Introduction. An operator shall ensure that each cabin crew successfully completes initial training. The initial training programme must be approved by the Department of Civil Aviation, Malaysia. Crew are to be trained in the following subjects which are of a general nature and not necessarily related to a specific aircraft type.

1.2 Crew Resource Management (CRM) / Safety Awareness Programme (SAP). An operator shall ensure that CRM/SAP is included in the training of cabin crew. Emphasis is to be placed on the importance of the human component, and ensures the safest and most effective people are working in the system. The CRM/SAP training should include:

1.2.1 Effective teamwork/co-ordination and two-way communication between flight crew and cabin crew; the need for good and exemplary leadership by senior crew;

1.2.2 Situational Awareness, to be alert and to identify unusual situations that may occur inside and outside the aircraft that could affect the safety of the aircraft or its occupants.

1.2.3 Nature of operations, crew complement and the effects of culture on their working environment associated with work, different personalities and problem solving and decision making.

1.3 Medical aspects and First Aid. An operator shall ensure that medical and first aid training includes:

1.3.1 Instruction on first aid and the use of first aid kits;

1.3.2 First aid associated with survival training and appropriate hygiene;

1.3.3 The physiological effects of flying and with particular emphasis on hypoxia;

1.4 Fire and Smoke Training. An operator shall ensure that fire and smoke training include:

1.4.1 Emphasis on the responsibility of cabin crew to deal promptly with emergencies involving fire and smoke and in particular, emphasis on the importance of identifying the actual source of the fire.

1.4.2 The importance of informing the flight crew immediately, as well as the specific actions necessary for co-ordinating and assistance, when fire or smoke is discovered.

1.4.3 The necessity for frequent checking of potential fire-risk areas including toilets, and the associated smoke detectors.

1.4.4 The classification of fires and the appropriate type of extinguishing agents and procedures for particular fire situations, the techniques of application of extinguishing agents, the consequences of misapplication, and of use in a confined space,

1.4.5 Dissemination of information on Airport Emergency Services (AES) at the aerodromes pertaining to the whole scenario in the event of a post evacuation situation.

1.5 Water Survival Training - Use of Flotation Device. An operator shall ensure that water survival training includes actual donning and use of lifejacket or personal floatation equipment in water by each cabin crew. Before first operating on an aeroplane fitted with life-rafts or other similar equipment, training must be given on the use of this equipment, as well as actual practise in water.

1.6 Survival Training. An operator shall ensure to provide survival training, including the use of any survival equipment carried, appropriate to their areas of operation e.g. polar, desert, jungle or sea.

1.7 Passenger Handling. An operator shall ensure that training for passenger handling includes the following:

1.7.1 Advice on the recognition and management of passengers who are, or become, disruptive, intoxicated with alcohol or are under the influence of drugs or are aggressive and not compliant with safety regulations;

1.7.2 Methods used to motivate passengers and the crowd control necessary to expedite an aeroplane evacuation;

1.7.3 Regulations covering the safe stowage of cabin baggage (including cabin service items) and the risk of it becoming a hazard to occupants of the cabin or otherwise obstructing or damaging safety equipment or aeroplane exits;

1.7.4 The importance of correct seat allocation with reference to aeroplane mass and balance. Particular emphasis shall also be given on the seating of disabled passengers, and the necessity of seating able bodied passengers adjacent to

unsupervised exits and the carriage of special devices (Child Restraint Device, incubator, stretcher, etc;)

1.7.5 Duties to be undertaken in the event of encountering turbulence including securing the cabin and galley;

1.7.6 Dangerous goods training and aviation security procedures.

1.8 Discipline and Responsibilities. An operator shall ensure that each cabin crew receives training on:

1.8.1 The importance of cabin crew performing their duties in accordance with the operations manual;

1.8.2 Continuing competence and fitness to operate as cabin crew with special regard to flight and duty time limitations and rest requirements;

1.8.3 An awareness of the aviation regulations relating to cabin crew and the role of the Authority;

1.8.4 General knowledge of relevant aviation terminology, theory of flight, passenger distribution, meteorology and areas of operation;

1.8.5 Pre-flight briefing of cabin crew and the provision of necessary safety information with regard to their specific duties;

1.8.6 The importance of ensuring that relevant documents and manuals are kept up to date with amendments provided by the operator;

1.8.7 The importance of identifying when cabin crew have the authority and responsibility to initiate an evacuation and other emergency procedures; and

1.8.8 The importance of safety duties and responsibilities and the need to respond promptly and effectively to emergency situations.

1.8.9 Documentation.

1.8.10 Accident / Incidents reporting.

## **11 AIRCRAFT TYPE TRAINING.**

2.1 General. An operator shall ensure that each cabin crew has completed appropriate training, as specified in the Operations Manual, before undertaking the assigned duties.

2.2 Conversion Training. A conversion course must be completed before being:

2.2.1 first assigned by the operator to operate as a cabin crew; or

2.2.2 assigned to operate another aeroplane type

2.3 Differences Training. Differences training must be completed before operating:

2.3.1 on variant of an aeroplane type currently operated; or

2.3.2 with different safety equipment, safety equipment location, or normal and emergency procedures on currently operated aeroplane types or variants.

2.4 An operator shall ensure that conversion and differences training are conducted by suitably qualified persons. The training includes the use of all safety equipment and the practise of all normal and emergency procedures applicable to the type or variant of aeroplane. This involve training and practise on either a representative training device or on the actual aeroplane.

2.5 Fire and Smoke Training. An operator shall ensure that each cabin crew is given realistic and practical training in the use of all fire fighting equipment including protective clothing equipment carried in the aeroplane. This training must include:

2.5.1 each cabin crew extinguished a fire characteristic of an aeroplane interior fire except that, in the case of halon extinguisher, an alternative extinguishing agent or method may be used; and

2.5.2 the donning and use of protective breathing equipment by each cabin crew in an enclosed, simulated smoke filled environment.

2.6 Operation of Doors and Exits. An operator shall ensure that:

2.6.1 each cabin crew operates and actually opens all normal and emergency exits for passenger evacuation in an aeroplane or representative training device; and

2.6.2 the operation of all other exits, such as flight deck windows is demonstrated.

2.7 Evacuation slide training. An operator shall ensure that:

2.7.1 each cabin crew descends an evacuation slide from a height representative of the aeroplane main deck sill height;

2.7.2 the slide is fitted to an aeroplane or a representative training device.

2.8 Evacuation procedures and other emergency situations. An operator shall ensure that; emergency evacuation training includes the recognition of planned or unplanned evacuations on land or water. This training must include recognition of exits are unusable or when evacuation equipment is unserviceable; and each cabin crew is trained to deal with the following:

2.8.1 an in-flight fire, with particular emphasis on identifying the actual source of fire,

2.8.2 air turbulence;

2.8.3 decompression, including the donning of portable oxygen equipment by each cabin crew; and other in-flight emergencies.

2.9 Crowd control. An operator shall ensure that training is provided on the practical aspects of crowd control in various emergency situations, as applicable to the aeroplane type. This training should include:

2.9.1 communications between flight crew and cabin crew and use of all communications equipment, including the difficulties of co-ordination in a smoked-filled environment;

2.9.2 verbal commands;

2.9.3 the physical contact that may be needed to encourage people out of an exit and onto a slide;

2.9.4 the re-direction of passengers away from unusable exits;

2.9.5 the marshalling of passengers away from the aeroplane;

2.9.6 the evacuation of disabled passengers; and

2.9.7 authority and leadership.

2.10 Pilot Incapacitation. An operator shall ensure that, unless the minimum flight crew is more than two, each cabin crew is trained to assist if a pilot becomes incapacitated. This training can be a demonstration of:

2.10.1 fastening and unfastening the pilot's seat harness;

2.10.2 use of pilot's oxygen equipment;

2.10.3 use of pilots' checklists.

2.11 Safety Equipment. An operator shall ensure that each cabin crew is given realistic training on, and demonstration of, the location and use of safety equipment including the following:

2.11.1 slides, and where non-self supporting slides are carried, the use of any associated ropes;

2.11.2 life rafts and slide rafts, including the equipment attached to and/or earned in the raft;

2.11.3 lifejackets, infant lifejackets and flotation cots;

2.11.4 dropout oxygen system;

2.11.5 first aid oxygen;

2.11.6 fire extinguishers and PBE;

2.11.7 fire axes or crowbar;

2.11.8 emergency lights, including torches or flashlights;

2.11.9 emergency lighting systems, including floor proximity lighting systems;

2.11.10 communications equipment, including megaphones;

2.11.11 survival packs, including their contents; pyrotechnics;

2.11.12 first aid kits, their contents and emergency medical equipment;

2.11.13 other cabin safety equipment or system where applicable.



2.12 Passenger Briefing/Safety demonstrations. An operator shall ensure that training is given in the preparation of passengers for normal and emergency situation.

2.13 Aeroplane Visits. The purpose of the aeroplane visits is to familiarise each cabin crew with the aeroplane environment and its equipment, provided it is of a different type of aeroplane. It should be conducted by suitably qualified persons and the visit should provide an overview of the aeroplane's exterior, interior and systems including the following:

- 2.13.1 interphone and public address systems;
- 2.13.2 evacuation alarm systems;
- 2.13.3 emergency lighting;
- 2.13.4 smoke detection systems;
- 2.13.5 safety / emergency equipment;
- 2.13.6 flight deck;
- 2.13.7 cabin crew stations;
- 2.13.8 toilet compartments;
- 2.13.9 galleys, galley security and water shut-off;
- 2.13.10 cargo areas if accessible from the passenger compartment during flight;
- 2.13.11 circuit breaker panels located in the passenger compartment;
- 2.13.12 crew rest areas;
- 2.13.13 exit location and its environment.

2.14 Familiarisation Flights or SNY Flights. An operator shall ensure that, following completion of conversion training, each cabin crew undertakes a minimum of two sectors of familiarisation flights prior to operating as one of the minimum number of cabin crew. However, before undertaking the familiarisation flight, they must have successfully completed the training and testing requirements. During the familiarisation flights, the operator should ensure the following:

- 2.14.1 the cabin crew should be additional to the minimum number of cabin crew required;
- 2.14.2 the familiarisation flights should be conducted under the supervision of the senior cabin crew;
- 2.14.3 the familiarisation flights should be structured and involve the cabin crew in the participation of safety related pre-flight, in-flight and post-flight duties;
- 2.14.4 the familiarisation flights should be operated with the cabin crew in the operator's uniform; and
- 2.14.5 the familiarisation flights should form part of the training record for each cabin crew.

## **12 RECURRENT TRAINING.**

3.1 An operator shall ensure that each cabin crew undergoes recurrent training, covering the actions assigned to each crew (in normal and emergency procedures and drills) relevant to the type(s) and/or variant(s) of aeroplane on which they operated.

3.2 An operator shall ensure that the recurrent training and testing programme, approved by the Authority, is conducted by suitably qualified person. It shall include theoretical and practical instruction, together with individual practise, as prescribed below:

- 3.2.1 emergency procedures including pilot incapacitation;
- 3.2.2 evacuation procedures including crowd control techniques;
- 3.2.3 touch-drills by each cabin crew for opening normal and emergency exits for passenger evacuation;
- 3.2.4 the location and handling of emergency equipment, including oxygen systems, and the donning by each cabin crew of lifejackets, portable oxygen and protective breathing equipment (PBE);
- 3.2.5 first aid and the contents of the first aid kit(s);
- 3.2.6 stowage of articles in the cabin;
- 3.2.7 dangerous goods procedures;

3.2.8 aviation security procedures;

3.2.9 handling of disruptive passengers;

3.2.10 crew resource management;

3.2.11 incident and accident review;

3.3 Training Validity - The maximum period of validity of recurrent training and the associated checking shall be 13 calendar months. For practical training, an operator shall ensure that, once every 3 years, recurrent training also includes:

3.3.1 EXITS - Operation and actual opening of all doors in normal and emergency mode, for passenger evacuation in an aeroplane or representative training device and demonstration of the operation of all other exits e.g. flight deck windows.

3.3.2 FIRE FIGHTING - Each cabin crew being given realistic and practical training in the use of all fire-fighting equipment, including protective clothing, representative of that carried in the aeroplane. This training must include:

3.3.2.1 a cabin crew extinguishing a fire characteristic of an aeroplane interior fire except that, in the case of halon extinguishers, an alternative extinguishing agent or method may be used; and

3.3.2.2 the donning and use of protective breathing equipment by each cabin crew in an enclosed simulated smoke-filled environment.

3.3.3 LIFE RAFT - Demonstration of the use of the life raft, or slide-raft, where fitted, and use of pyrotechnics.

## **13 REFRESHER TRAINING.**

4.1 An operator shall ensure that each cabin crew who has been absent from all flying duties for more than 6 months and still remains within the period of validity of the previous check, completes refresher training as prescribed below:

4.1.1 evacuation procedures including crowd control techniques;

4.1.2 the operation and actual opening of all normal and emergency exits for passenger evacuation in an aeroplane or representative training device; demonstration of the operation of all other exits e.g. flight deck windows;

4.1.3 the location and handling of emergency equipment, including oxygen systems, and the donning of lifejackets, portable oxygen and protective breathing equipment.

4.2 An operator shall ensure that when a cabin crew has not been absent from all flying duties, but has not, during the preceding 6 months, undertaken duties on a type of aeroplane as a cabin crew, before undertaking such duties on that type, the cabin crew either:

4.2.1 completes refresher training on the type; or

4.2.2 operates two re-familiarisation sectors as defined below:

4.2.2.1 during familiarisation flights, the cabin crew should be additional to the minimum number of cabin crew required.

4.2.2.2 familiarisation flights should be conducted under the supervision of the senior cabin crew.

4.2.2.3 familiarisation flights should be structured and involve the cabin crew in the participation of safety related pre-flight, in-flight and post-flight duties.

4.2.2.4 familiarisation flights should be operated with the cabin crew in the operator's uniform.

4.2.2.5 familiarisation flights should form part of the training record for each cabin crew.

## **14 SENIOR CABIN CREW TRAINING**

5.1 General. The senior cabin crew member shall have the responsibility to the commander for the conduct and co-ordination of normal and emergency procedure(s) specified in the Operations manual.

5.2 An Operator shall establish procedures to select the next most qualified cabin crew member to operate as senior cabin crew member in the event of the nominated senior cabin crew member becoming unable to operate. Such procedures must be acceptable to the Authority and take account of a cabin crew member's operational experience.

5.3 Should an operator appoint a cabin crew to a higher position of responsibility and leadership, the cabin crew shall have at least one year experience as an operating crew, and shall be required to undergo a Senior Cabin Crew course as follows:

5.3.1 Cabin Familiarisation



### 5.3.1.1 Pre-flight Duties

5.3.1.1.1 operating as a crew;

5.3.1.1.2 allocation of cabin crew stations and responsibilities

5.3.1.1.3 consideration of the particular flight including:

5.3.1.1.3.1 aeroplane type and layout;

5.3.1.1.3.2 galley and equipment;

5.3.1.1.3.3 area and type of operation;

5.3.1.1.3.4 categories of passengers, including the disabled, infants, stretcher cases and other special devices; and

5.3.1.2 Co-operation within crew.

5.3.1.2.1 discipline, responsibilities and chain of command

5.3.1.2.2 importance of co-ordination and communication

5.3.1.2.3 Review of operators' responsibilities and legal requirements;

5.3.1.2.3.1 passengers safety briefing, safety cards;

5.3.1.2.3.2 documentation

5.3.1.2.3.3 securing of galleys;

5.3.1.2.3.4 stowage of cabin baggage;

5.3.2 Safety Familiarisation

5.3.2.1 CRM/SAP;

5.3.2.2 Flight and duty time limitations and rest requirements;

5.3.2.3 Pilot Incapacitation;

5.3.2.4 Carriage of Portable Electronic Device;

5.3.2.5 Procedures when fuelling with passengers on board;

5.3.2.6 Turbulence;

5.3.2.7 Accident / incident reporting; and

5.3.2.8 Handling of Disruptive Passengers. (HDP)