

Notification of the Department of Air Transport

Re: Cabin Crew Training Program

By virtue of Clause 9.4 of Regulation of the Civil Aviation Board Issue 78 announced on 4 January B.E. 2551 prescribing that the Certified Air Operator shall plan the training program for cabin crew, which has been approved by the Department of Transport, and that cabin crew shall completely attend such training before being assigned to perform any cabin crew duty, and that the cabin crew shall attend the training at least once a year according to plan, the Department of Air Transport, for serving as a guidance for creating training course for cabin crew, hereby issues the Notification follows:

Clause 1. In this Notification

“Competent officer” means the Director of the Bureau of Standards safety Aviation ,Department of Aviation or assignment

Clause 2. The training courses for staff in aircraft can be divided into 3 types as follows:

2.1 Initial Training Program means the Training Program for cabin crew which is the first training pattern.

2.2 Recurrent Training Program means the Training Program for cabin crew to review the terms set out in the Regulation of Civil Aviation Board No. 78 Re: Duty in Normal/Abnormal and Emergency Flight Conditions.

2.3 Conversion / Transition Training Program means the Training program for cabin crew in order to change the aircraft in duty such as switching from B737-300 to A300-600 or switching from B757 to B767.

Clause 3. Training program for cabin crew in the aircraft in accordance with Clause2. shall include at least the following subjects:

3.1 Aviation Indoctrination

3.1.1 Regulatory Aspects as detailed below

3.1.1.1 National and International Regulations

3.1.1.2 Company Rules Regulations and Orders (Company Specific)

3.1.2 Aviation terminology and Terms of Reference as detailed below

3.1.2.1 Terminology

3.1.2.2 Term of Reference

3.1.3 Theory of Flight and Aircraft Operations as detailed below

3.1.3.1 Theory of Flight

3.1.3.2 Major Aircraft Components

3.1.3.3 (Critical Surfaces)

3.1.3.4 Pressurization System

3.1.3.5 Weight and Balance of the aircraft

3.1.3.6 Meteorology and Turbulence

3.1.3.7 Communication Equipment

3.1.3.8 Air Traffic Control

3.1.4 Physiology of Flight as details below

3.1.4.1 Oxygen system and Use

3.1.4.2 Effects of Altitude

(8) Air Traffic Control

3.1.4 Physiology of Flight as detailed below

(1) Oxygen system and Use

(2) Effects of Altitude

(3) Cabin Poisoning

3.2 Duties and Responsibilities as detailed below

3.2.1 General responsibilities

3.2.2 Pre-flight and Post-flight responsibilities

3.2.3 In-flight duties and responsibilities

3.3 Emergency Procedures as detailed below

3.3.1 General emergency procedures and basic principles)

3.3.2 Emergency Equipment

3.3.3 Fire Fighting

3.3.4 Smoke Removal Procedures

3.3.5 Emergency Lighting Systems

3.3.6 Decompression – Slow/Rapid

3.3.7 Emergency Landing Preparations

3.3.8 Evacuation Procedures

3.4 Carriage of Dangerous Goods as detailed below

3.4.1 General Philosophy of Dangerous good

3.4.2 Prohibited goods in the aircraft

3.4.3 Label Identification

3.4.3 Exceptions on carriage of dangerous good

3.4.5 Emergency Procedures

3.5 Human Factors as detailed below

3.5.1 Fundamental Human Factor Concept

3.5.2 Crew Resource Management

3.6 Hygiene, Aviation Medicine and First Aid as detailed below

3.6.1 Terminology

3.6.2 Personal Hygiene

3.6.3 Tropical Hygiene

3.6.4 Transmissible Diseases

3.6.5 Quarantinable Diseases

3.6. 6 Endemic Diseases

3.6.7 Food Poisoning

3.6.8 In-flight Medical Emergencies and Incidents

3.6.9 Artificial Respiration

3.6.10 Effects of Drugs/Intoxications

3.6.11 First-aid Medical Supplies as follows:

3.6.11.1 First-aid kits (Contents and Use of)

3.6.11.2 Medical kits (Contents and Use of)

Clause 5. The topics to be trained in each course shall be conducted in accordance with Appendix 2 attached at the end of this Notification.

Clause 6. The total hours of training hours for each course are detailed below:

Initial (Hrs.)	Recurrent (Hrs.)	Conversion (Hrs.)
80	24	16

Clause 7. The person who will serve as a trainer for cabin crew must hold a training personnel certificate in the air sector for Ground Instructor from the Department of Air Transport.

Clause 8. After passing each training course in accordance with Clause 3, the certificated Air operator must ensure that each cabin crew has knowledge and ability at the level set forth in each of the following.

8.1 Definition of the level of competence.

8.1.1 Level 1 means that cabin crew must have a basic knowledge about the subject itself. But do not expect them to use their knowledge and skills while performing duty.

8.1.2 Level 2 means that the cabin crew must have a knowledge and ability to apply them while performing duty by referring to reference document and suggestion.

8.1.3 Level 3 means that the cabin crew must have full knowledge and can apply such knowledge promptly and accurately while performing duty.

8.1.4 Level 4 means that the cabin crew must have a thorough knowledge on all subjects, which can be applied to perform their duties and appropriately making a decision in each situation.

8.2 Level of knowledge and ability of each subject shall be determined in compliance with Appendix 2 attached at the end of this Notification.

9. Terms & Conditions

9.1 In the event that the cabin crew has been recorded in the aircraft capacity Specialization model (Aircraft Type) in the Training Record, but has not performed his or her duties for more than three months but not exceeding one year, such cabin crew must re-attend and pass the Recurrent Training course according to the topics and the number of hours required by Clause 5. and Clause 6. before returning to duty.

9.2 In the event that the cabin crew has been recorded in the aircraft capacity Specialization model (Aircraft Type) in the Training Record, but has not performed his or her duties for more than one year, such cabin crew must re-attend and pass an Initial Training program course according to the topics and the number of hours defined by Clause 5. and Clause 6. before returning to duty.

Clause 10. In conducting Training Program for the cabin crew, certified air operator must hold the competent training plans by submitting a training plan including the testing process stages and other details to the official before conducting the training for at least 10 working days for the officials to certify. The cabin crew training program certified by the official will be a part of Cabin Crew Training Manual of certified Air Operator.

The training that does not follow the plan certified by staff officer or in the case that the trainer is not certified as Ground Instructor from Air Transport Department will not be able to utilize the training result to apply for the Cabin Crew Certificate from the competent authority.

Clause 11. The certified Air Operator is responsible to improve and develop the Cabin Crew Training programs to be up-to-date and be in accordance with Security standard of the Department of Civil Aviation or the International Civil Aviation Organization, or other standards are consistently higher. The modified training plan must be submitted the official at least 10 working days before conducting the training.

Claus 13. This Notification shall come into force in 30 days after the date of publication.

Announced on 5 June 2008

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Director-General, the Department of Air Transport

Appendix 1

Details about the training according to 3.3

Regarding procedures in the event of an aircraft incident or emergency

(Emergency Procedure Training)

1. General Provisions

The Cabin Crew shall undertake training on procedures in the event that the aircraft was in an unusual or emergency event (Emergency Procedure Training) and pass the following requirements:

2. The training course can be divided into 3 types as follows:

2.1 Initial Training course means the training courses for cabin crew on procedures in the event of an aircraft incident or an emergency event which training with the first aircraft to perform their duties.

2.2 Recurrent Training course means the training course for cabin crew on procedures in the event of an aircraft incident or an emergency, which is refresher training as scheduled by the Regulations of the Civil Aviation Board No. 78

2.3 Conversion/ Transition Training Course means the training course for cabin crew on procedures in the event of an aircraft unusual or emergency event, which is training for changing type of aircraft on which the flight crew will be performing duty.

3. Training plans and teaching materials

Training plan on procedures in the event of an aircraft incident or emergency for cabin crew must include the followings:

3.1 Emergency Equipment

3.2 Evacuation procedures in the event of aircraft emergency or unusual event on the ground or in the water (Wet Drill) and procedures after the evacuation.

3.3 Training to use oxygen and the use of fire extinguishers in the event that the aircraft got fire (Fire Drill).

3.4 Getting out of aircraft using the Slide (Slide Drill) using rubber rafts and life jackets.

3.5 Training in first aid and medical assistance.

4. The criteria and standards for testing

4.1 Cabin crew shall undertake theoretical test (both subjective and objective) about procedures in case of emergency or unusual aircraft incident and how to use emergency equipment on the aircraft's performance.

4.2 In undertaking the theoretical test, the cabin crew must achieve at least 90 percent in order to pass the test. A candidate achieving less than 90 percent shall retake the test within 14 days after the date of the first test until achieving up to 90 percent.

The cabin crew whose score is less than 90 percent will not be able to perform their duties.

Appendix 2

Topic of subject to be trained in each level of knowledge and competency determined in each subject
topic after passing the training

Topic	Initial	Recurrent	Conversion/Transition	Level of knowledge and competency
3.1.1(1)	■	□	-	2
3.1.1(2)	■	□	□	3
3.1.2(1)	■	■	-	2
3.1.2(2)	■	□	-	3
3.1.3(1)	■	-	-	2
3.1.3(2)	■	-	■	1
3.1.3(3)	■	■	□	3
3.1.3(4)	■	-	■	2
3.1.3(5)	■	-	■	1
3.1.3(6)	■	□	-	1
3.1.3(7)	■	□	□	2
3.1.3(8)	■	-	-	1
3.1.4(1)	■	■	■	4
3.1.4(2)	■	■	-	4
3.1.4(3)	■	■	-	4

3.2.1	■	■	-	4
Topic	Initial	Recurrent	Conversion/Transition	Level of knowledge and competency
3.2.2	■	■	■	4
3.2.3	■	■	■	4
3.3.1	■	■	□	4
3.3.2	■	■	□	4
3.3.3	■	■	-	4
3.3.4	■	■	□	4
3.3.5	■	■	■	4
3.3.6	■	■	□	4
3.3.7	■	■	□	4
3.3.8	■	■	□	4
3.3.9	■	■	-	4
3.3.10	■	■	-	4
3.3.11	■	■	□	4
3.4.1	■	■	-	4
3.4.2	■	■	-	4
3.4.3	■	■	-	4
3.4.4	■	■	-	4
3.4.5	■	■	-	4

3.5.1	■	□	-	2
Topic	Initial	Recurrent	Conversion/Transition	Level of knowledge and competency
3.5.2	■	■	-	4
3.6.1	■	□	-	2
3.6.2	■	□	-	4
3.6.3	■	□	-	2
3.6.4	■	□	-	4
3.6.5	■	□	-	2
3.6.6	■	□	-	4
3.6.7	■	□	-	4
3.6.8	■	□	-	4
3.6.9	■	■	-	4
3.6.10	■	■	-	4
3.6.11(1)	■	■	-	4
3.6.11	■	■	-	4

Remark: ■ means compulsory topic to be studied in each program.

□ means compulsory topic in case of selection to utilize equipment or new duty performing procedure.