

Cabin Crew - Initial Safety Training

Instructions and procedures for the approval of
Training Organisations

CAP 783



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Enquiries regarding the content of this publication should be addressed to:
Cabin Safety Office, Flight Operations Division, Safety Regulation Group, Civil Aviation Authority,
Aviation House, Gatwick Airport South, West Sussex, RH6 0YR.

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Revision History

Issue 2 - April 2013

This second edition of CAP 783 Cabin Crew - Initial Safety Training completely replaces the first issue, published August 2008 (ISBN 978 0 11792 099 6).

As of April 2013 in the UK the parts of the EASA Aircrew Regulations relating to initial cabin crew training supersede those parts of the EU-OPS regulations which relate to initial cabin crew training. This CAP has been updated to reflect these changes.

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SECTION 1

Introduction

- 1.1 The Safety Regulation Group (SRG) of the United Kingdom (UK) CAA regulates training of cabin crew who operate on UK registered aircraft.
- 1.2 Common, comprehensive and detailed requirements, known as European Aviation Safety Agency (EASA) Implementing Rules, have been agreed by Member States of the European Community covering many requirements relating to the safety of commercial air transport aeroplanes. These requirements are published in the form of a European Regulation which has the force of law throughout the European Community including the UK.
- 1.3 One of these requirements, in the EASA Aircrew Regulation, Annex V (Part-CC), CC.TRA.220, is for each cabin crew member to complete an initial training course and to undergo an examination to demonstrate knowledge and proficiency.
- 1.4 Annex V (Part-CC) of the EASA Aircrew Regulation, CC.CCA.100 requires a cabin crew attestation to be issued to those applicants who have passed the examination following completion of the initial training course. This can be issued by the competent authority or an organisation approved to do so by the competent authority. For the UK, the competent authority is the CAA.
- 1.5 This document contains guidance and information for the benefit of organisations seeking approval from the CAA. It is intended to serve two purposes:
 - To help organisations ensure that an application made for an approval will satisfy the CAA that the relevant requirements and standards have been met and thereafter will continue to be met.
 - To explain administrative arrangements in the UK.
- 1.6 The CAA expects organisations seeking approval to be in possession of the latest version of the relevant EASA Aircrew Regulation and all associated Acceptable Means of Compliance (AMC) and Guidance Material (GM) and the organisations' representatives to be familiar with the content.

- 1.7 A Training Organisation (TO) is considered normally to be a single organisation, staffed, equipped and operated in a suitable environment, offering the practical training and theoretical instruction required for the course provided. If training is conducted at other locations, a robust audit and compliance process must be in place to ensure that such locations meet all required standards.
- 1.8 A TO may make training arrangements with other TOs or providers, but must ensure that these other organisations comply with the appropriate requirements. Where training is provided at multiple locations, all sites will be subject to inspection. The TO must be self-sufficient and able to test its trainees at the completion of each module of training. In all cases, the TO's Head of Training is responsible to the CAA for its training standards and compliance with appropriate requirements, including testing, even though a sub-contracted organisation may also be approved.

SECTION 2

Obtaining approval

- 2.1 It is the CAA's experience that considerable resources and effort are required to prepare an initial application for approval to conduct courses of training, particularly in relation to the development of the required documentation. Equally, the review of such material is demanding of staff effort within the Cabin Safety Office (CSO) and must take its place beside other work undertaken. Therefore organisations should make realistic assumptions from the outset as to how long it will take to obtain approval and are strongly recommended to inform the CAA of their intentions at an early stage of planning.
- 2.2 It is strongly recommended that organisations intending to make application for an approval arrange, in the first instance, a face-to-face meeting with a member of CSO staff to discuss the details of the approval process.
- 2.3 The CAA will only approve courses prepared and delivered in the English language. All course material and documents shall be in English. TOs shall ensure that trainees for whom English is a second language have an adequate understanding of spoken and written English before admitting them to a course.

- 2.4 A TO seeking approval for the cabin crew Initial course should apply to the Manager Management Support Office, Flight Operations Division. Application form SRG 1804 for the approval of TOs is available on the Publications area of the CAA website, under 'CAA Forms' and then 'Flight Operations, Training and Simulator Forms', or directly via www.caa.co.uk/srg1804. The application form should be accompanied by the charge prescribed in the CAA's Scheme of Charges/Personnel Licensing, current at the time of application. These charges can be found at www.caa.co.uk/ors5.
- 2.5 The application should also include the following documentation:
- Operations Manual containing:
 - All information given to trainees during the course.
 - Amendment process for update of information and CAA notification.
 - TO Training Manual containing:
 - Course syllabi and methodology.
 - Instructor guidance notes.
 - Amendment process for update of information and CAA notification.
 - Quality Manual containing:
 - Quality oversight procedures.
 - Procedures for changing instructors.
 - Procedures for trainee failure.
 - Detailed management structure and post holder CVs.
 - List of external facilities to be used on the course:
 - Swimming pools, aircraft training devices, etc.
 - Description of accommodation and facilities:
 - Classrooms, restrooms, toilets, etc.
 - Number of staff and trainees that can be accommodated.
 - Statement that it is adequately lit, ventilated and free from external noise and distractions.

- Ratio of instructor to trainees.
- List of equipment, training material, DVDs, handouts, etc.
- List and qualifications of instructors.
- Evidence of continuing availability of equipment, facilities and instructors.
- Samples of course documentation:
 - Attestation record form including responsibility for production, issue and retention.
 - Procedure for suspension or revocations of attestations.
 - TO training records.
- At least two sample examination papers for each module.

NOTE: The TO will not be required to duplicate submission of information relating to the above items if the information is already included in another document submitted, e.g. Training Manual.

2.6 **Initial Inspection:** When the CAA is satisfied that the application and associated documentation complies with the requirements, all aspects of the TO and all training locations will be inspected to ensure that the requirements are met. Subject to satisfactory inspection, an approval for courses to be conducted under the direction of the Head of Training will be issued. The approval will not have an expiry date but will remain in place, subject to inspection and audit and an annual charge for oversight.

2.7 The initial inspection will focus on:

- Staff – adequacy of numbers and qualifications.
- Training equipment.
- Facilities – adequacy for course and number of trainees.
- Documentation – compliance with requirements and amendment status.
- Instruction – conduct and content of course material.
- Quality system.

NOTE: In practice, consideration of these items will have taken place before the initial approval inspection.

- 2.8 It may be necessary to make two approval inspections, the first to ensure compliance of the infrastructure and documentation and the second to observe the training course. If a TO elects to sub-contract any element of the course, the CAA may choose to conduct a further inspection of the sub-contractor.
- 2.9 It will be a condition of the approval that the CAA may re-inspect the TO at any time during the period of approval. Continuation of an approval is not automatic but depends on the outcome of annual inspections and audits. Reports will be provided to the TO following inspection visits by CAA staff.

SECTION 3

Revocation or suspension of an approval

- 3.1 An approval issued by the CAA may be revoked or suspended if the requirements cease to be met in part or in whole or if the standards on which the approval was granted are not maintained. Should there be a failure to meet the requirements or standards, the organisation will be formally notified of the non-compliances and remedial action will be identified and agreed within a specified time scale. Should the organisation fail to meet the standards in the specified time, revocation or suspension of the approval will be considered.
- 3.2 If an application is refused or a proposal is made to revoke or suspend an approval, the applicant or holder will be entitled to a review of the decision. The appeal procedure is on the CAA website at www.caa.co.uk, following the links to:

About the CAA | Resources - Requests and Appeals | Appeals link | any other type of licence, certificate, authorisation or approval issued by the CAA's Safety Regulation Group.
- 3.3 If an approval is revoked and the TO wishes to reapply for renewal of this approval, then the initial application process must be followed and the relevant charge will apply.

SECTION 4

Continuation of approval

- 4.1 An annual programme of inspections and audit will focus on the organisation's maintenance of the necessary training standards and compliance with the appropriate requirements. As well as the items in paragraph 2.7 above, the inspection will concentrate on the day-to-day conduct of training. Particular attention will be paid to:
- Action taken on any non-compliances raised at the last inspection.
 - Operation of the Quality System.
 - Current numbers of training staff.
 - Training task since last inspection and forecast for next year.
 - Changes to location of facilities.
 - Course structure and training aids.
 - Training records – a representative sample will be examined in detail.
 - Examination results and analysis.
 - Future plans.
- 4.2 An organisation may not commence, conduct or continue training courses requiring approval, unless it has the relevant approval documentation in its possession, except with the express consent in writing of the CSO.

SECTION 5

Management and staffing

- 5.1 An adequate number of qualified, competent staff is to be employed and the management structure should ensure supervision of all grades of staff by persons who have the necessary experience and qualities. The CAA will place particular emphasis on the qualifications and competence of all training staff in their specialisation and in training techniques.

- 5.2 Any intended changes to training staff must be notified to the CSO at least 14 days prior to appointment.
- 5.3 **Head of Training.** The Head of Training should have extensive experience in cabin crew training and a sound managerial capability.
- 5.4 Should the Head of Training cease to be employed in that role, the approval will automatically lapse. The CAA must be informed of the departure or intended departure of the Head of Training. However, provided that a named deputy has been in post and has been active for at least 90 days before the departure of the Head of Training, permission may be given for the approval to continue pending the appointment of a permanent replacement. The acceptability to the CAA of an intended appointee should be confirmed before the appointment is made.

SECTION 6

Instructors

- 6.1 Sufficient instructors must be employed to ensure the proper continuity of training for all trainees attending the course.

SECTION 7

Training standards

- 7.1 The CAA requires that adequate arrangements be put in place by the Head of Training for the standardisation of instructors and the provision of instructor briefing material. Such arrangements shall be detailed in the Training Manual.
- 7.2 Arrangements are to be made for periodic standardisation and checking. Such training and checking is to be recorded within the organisation's quality control system.

SECTION 8**Records**

- 8.1 The form of trainee training records including the attestation is to be specified in the Training Manual and must comply with the format detailed in the EASA Aircrew Regulation, Appendix II to Part VI (Part-ARA). There must be an acceptable procedure in place to allow the CAA access to the list of attestations issued by the TO.
- 8.2 Records should be retained by the TO for a minimum of five years.

SECTION 9**Training programme**

- 9.1 The Training Manual will state entry requirements for the course and include the standards and objectives for each module of training that the trainees are required to complete.
- 9.2 The length and amount of training appropriate to the course should be designed for a trainee with the minimum entry requirements as detailed in the Training Manual.
- 9.3 The training course should be based on generic procedures and regulatory requirements, and not refer to a specific aircraft type.