

Democratic Socialist Republic of Sri Lanka



Civil Aviation Authority of Sri Lanka

Implementing Standards

(Issued under Sec. 120, Civil Aviation Act No. 14 of 2010)

Title: Conformance to Annex-6-Part 1 – Chapter 12 Cabin Crew

Reference No. : IS-6-(I)-12

SLCAIS: 021

Date: 20th May 2018

Pursuant to Sec.120 of the Civil Aviation Act No.14 of 2010 which is hereinafter referred to as the CA Act, Director General of Civil Aviation shall have the power to issue, whenever he considers it necessary or appropriate to do so, such Implementing Standards for the purpose of giving effect to any provision in the CA Act, Regulations or Rules made thereunder including the Articles of the Convention on International Civil Aviation specified in the Schedule to the CA Act.

Accordingly, I, being the Director General of Civil Aviation do hereby issue the Implementing Standards on Cabin Crewmembers as mentioned in the Attachment hereto (Ref: IS-6-(I)-12], elaborating the requirements to be satisfied for the effective implementation of the International Standards and Recommended Practices on ‘Cabin Crew’ contained in Chapter12 of the Annex-6 “Aircraft Operations” to the Convention.

This document supersedes IS 058 dated 01st May 2017 issued by the DGCA.

This Implementing Standard shall be applicable to every person holding an Air Operator Certificate issued by Director General of Civil Aviation who employ Cabin Crewmembers and shall come in to force with immediate effect and remain in force unless revoked.

Attention is also drawn to Sec. 103 of the Act, which states inter alia that failure to comply with Implementing Standard is an offence.

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Director General of Civil Aviation and
Chief Executive Officer

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Enclosure: Attachment No. IS-6-(I)-12 – Att;

Implementing Standards

SLCAIS-021: Compliance to Annex-6 Part 1 –Chapter 12 – Cabin Crew

GENERAL:

Introduction

- A. Requirements contained in this document are based on the amendments up to 42 of Edition 10 of the ICAO Annex 6 - "Operation of Aircraft" Chapter 12 – Cabin Crew.
- B. The requirements contained in this document are applicable to person/organizations holding an air operator certificate issued by Director-General of Civil Aviation, Sri Lanka for commercial air transportation and prospective applicants for Air Operator Certificate for commercial air transportation.
- C. Holders of Air Operator Certificate issued by the DGCA for commercial air transportation shall comply with the requirements published in this document and are hereby instructed to forward to the DGCA a "Declaration of Conformance" which indicates the degree of compliance with each item detailed in the document.
- D. This document supersedes IS 058 dated 01st May 2017 issued by the DGCA.
- E. This document may be amended from time to time and the amendments will be reflected with the vertical line on the right side of the text.

Reference Documents

- Annex 6 Part 1 Chapter 12
- Doc 10002 – Cabin Crew Safety Training Manual
- Doc 10072 – Manual on the Establishment of Minimum Cabin Crew Requirements
- Doc 9683 - Human Factors Training Manual
- Cir 300 – Human Factors in Cabin Safety
- CAASL Published Regulations – Implementing Standards/ General Direction/ Directives
 - (a) Implementing Standards 036 – Personnel Licensing Medical Requirements
 - (b) Implementing Standards 007 – Compliance to Annex 9 – Facilitation
 - (c) Implementing Standards 090 Approval of Instructors
 - (d) General Direction 006 – Bracing for Impact
 - (e) Directive 007 – Medical Requirements and Examinations for Cabin Crew Members
 - (f) SLCAP 4305 – Cabin Crewmember Training Standards Manual
 - (g) SLCAP 4300 – Cabin Crewmember Manual Standards

1. Requirements for Cabin Crew Members

1.1 Applicability

This Implementing Standard shall apply to every holder of an Aircraft Operator Certificate to carry passengers in aircraft ensuring employment of cabin crew.

2. Definition

Cabin Crew Member means any crew member, other than a flight crew member, who performs, in the interests of safety of passengers, duties assigned to him/her by the operator or the pilot-in-command of the aircraft.

3. Identification

- A. An operator shall ensure that all Cabin Crewmember's wear the operator's Cabin Crewmember uniform and are clearly identifiable to the passengers as a Cabin Crewmember.
- B. Other personnel, such as
 - a) Interpreters,
 - b) Child minders,
 - c) Security staff,
 - d) Escorts,

Who undertake tasks in the cabin, shall not wear a similar uniform which might identify them to passengers as a Cabin Crewmember, unless they are in possession of a Cabin Crewmember Certificate issued by the DGCA and in compliance to any other applicable requirements of this Implementing Standard.

4. Number and composition of Cabin Crew Members

- A. From 20 up to 50 passenger seats on board 01 minimum required Cabin Crewmember.
- B. From 51 up to 100 passenger seats on board 02 minimum required Cabin Crewmembers.
- C. If more than 100 passenger seats 01 minimum required Cabin Crewmember for each floor level exit, and
- D. In all aircraft with an upper deck 01 minimum required Cabin Crewmember for each exit in the upper deck cabin, unless otherwise specified by the DGCA.
- E. The DGCA may under exceptional circumstances require an operator to include in the crew, additional Cabin Crewmembers in the interest of safety of passengers.
- F. In unforeseen circumstances the required minimum number of Cabin Crewmember may be reduced provided that:
 - a) The number of passengers has been reduced in accordance with procedures specified in the Operations Manual; and
 - b) A report is submitted to the Authority after completion of the flight.

Note 1: Due to the nature of duties of a cabin crewmember in commercial airlines other than duties mentioned in paragraph 10 A the operator shall ensure that the number of cabin crew members for each type of aircraft in its fleet is

more than the required number specified paragraph 11. For more information refer IS 054 & SLCAP 4305.

Note 2: Guidance material to Minimum Crew Operations can be found in the Manual on the Establishment of Minimum Cabin Crew Requirements (Doc 10072)

5. Assignments of Emergency Duties

- A. An operator shall not operate an aircraft with a maximum approved passenger seating configuration of more than 19, unless at least one cabin crewmember is included in the crew, for the purpose of safe and expeditious evacuation of the aeroplane and the necessary functions to be performed in an emergency or a situation requiring emergency evacuation as specified in the operator's Operations Manual and/ or Safety and Emergency Procedures Manual.
- B. The number and composition of the crew shall not be less than the number of Cabin Crew Members who actively participated in the aeroplane cabin during the relevant emergency evacuation demonstration at the time of certification, or who were assumed to have taken part in the relevant analysis.
- C. When complying with subparagraph (a) above, an operator shall ensure that the minimum number of Cabin Crew Member' is as per paragraph 4.

6. Cabin Crew Members at Emergency Evacuation Stations

- 6.1 Operator shall ensure that each Cabin Crew Member assigned to emergency evacuation duties shall occupy a seat provided in accordance with Implementing Standard 015, during take-off and landing and whenever the Pilot-in-Command so directs.

Note: The foregoing does not preclude the Pilot-in-Command from directing the fastening of the seat belt only, at times other than during take-off & landing

7. Protection of Cabin Crew Members during Flight

- 7.1 Operator shall ensure that each Cabin Crew Member shall be seated with seat belt or, when provided, safety harness fastened during take-off and landing and whenever the pilot-in command so directs.

Note: The foregoing does not preclude the Pilot-in-Command from directing the fastening of the seat belt only, at times other than during take-off & landing.

8. Fatigue Management

Please refer Implementing Standard 013 & IS 054 for the requirement for fatigue management

9. Training

- 9.1 An operator shall establish and maintain an approved Training Programme as specified in "Cabin Crewmember Training Standard" SLCAP 4305 issued by the

DGCA. The training programme shall ensure that Cabin Crew Members are Competent to execute those safety duties and functions which the Cabin Crew Members are assigned and be aware of other Crew Members assignments and functions in the event of an emergency so far as is necessary for the fulfillment of the Cabin Crew Member's own duties to perform in the event of an emergency or in a situation requiring emergency evacuation.

- 9.2 An operator shall be guided with the requirements as specified in ICAO Doc 10002, when submitting Cabin Safety Training Programme for DGCA approval.
- 9.3 An operator shall ensure that each Cabin Crew Member successfully completes initial training before being assigned as a Cabin Crew Member and completes a recurrent Training Programme annually as specified in SLCAP 4305.
- A. All Operators shall have an approved training manual in compliance to SLCAP 4305.
 - B. All training shall be conducted as stipulated in the training manual & shall be guided by the procedures laid down in the approved Safety & Emergency Procedures Manual in accordance with SLCAP 4300.
 - C. Safety training for Cabin Crew Members shall be conducted using only Safety Instructors approved by the DGCA. All safety training Instructors shall comply with requirements published in paragraph 19 to this Implementing Standard & IS 090.
 - D. The question papers and / or question bank for evaluation shall have prior approval of the DGCA.
 - E. The operator shall keep the CAASL informed at least 30 days prior, with regard to commencement of a training programme.
 - F. Any amendment or revisions to the approved training Programme or evaluation methods shall have prior approval of the DGCA.
 - G. The operator is permitted to outsource safety training to organizations approved by the DGCA provided they use the training programme approved by the DGCA when conducting such training.
 - H. On successful completion of the required training, Line Indoctrination shall be carried out as specified in SLCAP 4305.
 - I. All Cabin Crewmembers shall be in possession of a Cabin Crewmember Certificate issued by the DGCA when operating aircraft as a Cabin Crewmember.
 - J. All Cabin Crewmembers shall undergo recurrent training as specified by the SLCAP 4305.

Note: Guidance material to design training programmes to develop knowledge and skill in human performance can be found in the Human Factors Training Manual (Doc 9683)

10. Checking

- 10.1 The operator shall ensure that each Cabin Crewmember undergoes 2 mandatory on board line checks every year covering the training received in order to verify his/her proficiency in carrying out normal and emergency safety duties. The personnel performing these checks shall be approved by the DGCA. The operator shall ensure that each Cabin Crew Member undergoes checks as follows:

- A. Initial safety
- B. Recurrent training.

Note: Requirements for safety instructors & assessors is given below in paragraph 19 to this Implementing Standard & IS 090.

11. Training records

- 11.1 An operator shall maintain a training file for each Cabin Crew Member & all records of all training as follows;
- A. All required safety training as specified in SLCAP 4305;
 - B. Records of medical examinations; and
 - C. Have the records of all initial, conversion and recurrent training and checking available on request, to the Civil Aviation Authority.

12. Minimum Requirements for the Issuance of a Cabin Crewmember Certificate

An operator shall ensure that each Cabin Crew Member:

- A. Is at least 18 years of age.
- B. Has passed a medical examination as required by IS 036 & Directive 007 or assessment at regular intervals as specified by the Authority so as to check the medical fitness to discharge his/her duties.
- C. The ability & the height to retrieve safety and emergency equipment and open and close overhead bins on the aircraft, from a standing position.
- D. Is competent to perform his/her duties in accordance with procedures specified in the Operations Manual and/or in Safety & Emergency Procedures manual.
- E. Is able to understand, read, write & converse in English language, due to the nature of the job which entails effective communication with Flight & Cabin crew & international communities.
- F. Has successfully completed initial training in accordance with SLCAP 4305 and holds a valid Cabin Crewmember Certificate issued by the DGCA as specified below.
- J. Shall undergo recurrent training in accordance with SLCAP 4305.

13. Cabin Crewmember Certificates

- 13.1 No person shall be on board an aircraft as a Cabin Crew Member, unless the person has a Cabin Crewmember Certificate rendered valid by the DGCA. The guidance for the issuance of a Cabin Crewmember Certificate is given in Annex A to this Implementing Standard. The Cabin Safety Manager or a nominated post holder of the operator shall forward the application to the CAASL. The Cabin Crewmember Certificate is issued to a person employed by an airline and hence the validity lapses at the time the Crew Member leaves the airline.

14. Senior Cabin Crew Members

(Further guidance is available in Chapter 13 of ICAO 10002)

- A. An operator shall nominate a Senior Cabin Crew Member whenever more than one Cabin Crew Member is assigned to be responsible to the commander.
- B. The Senior Cabin Crewmember shall have responsibility to the commander for the conduct and coordination of normal and emergency procedure(s) specified in the Operations Manual and or Safety & Emergency Procedures Manual.
- C. Where required to carry a Senior Cabin Crewmember, an operator shall not appoint a person to the post of Senior Cabin Crewmember unless that person has at least one year's experience as an operating Cabin Crewmember and has completed an appropriate course covering the following as a minimum:
 - a) Responsibility to the commander
 - b) Briefing of Cabin Crew Member – Normal, Abnormal and Emergency Situations,
 - c) Safety briefing of passengers
 - d) Accident & incident reporting
 - e) Documentation
 - f) Flight time, flight duty periods, duty periods & rest periods for Fatigue Risk Management Systems
 - g) Leadership
 - h) Decision Making
 - i) Individual & team responsibilities
 - j) Effective communication
 - k) CRM & Human Factors
 - l) Safety Management Systems
- D. An operator shall establish procedures to select the next most suitably qualified Cabin Crewmember to operate as Senior Cabin Crewmember in the event of the nominated Senior Cabin Crewmember becoming unable to operate. Such procedures must be acceptable to the Authority and take account of a Cabin Crewmember's operational experience.

15. Single Cabin Crewmember operations

- 15.1 An operator shall ensure that each Cabin Crewmember who does not have previous comparable experience completes the following, before operating as a single Cabin Crewmember:
 - A. Responsibility to the commander for the conduct of cabin safety, and
 - B. Emergency procedure(s) specified in the Operations Manual;
 - C. Importance of coordination and communication with the flight crew,
 - D. Management of unruly or disruptive passengers;
 - E. Review of operator's requirements and legal requirements;
 - F. Documentation;
 - G. Accident and incident reporting;
 - H. Flight Time, Flight Duty Periods, Duty period and Rest Periods for Fatigue Risk Management System (FRMS).
- 15.2 Training in addition to that required by 14c and shall include particular emphasis on the following to reflect single Cabin Crewmember operations:
 - A. Responsibility to the commander for the conduct of cabin safety, and
 - B. Emergency procedure(s) specified in the Operations Manual;
 - C. Importance of coordination and communication with the flight crew,
 - D. Management of unruly or disruptive passengers;
 - E. Review of operator's requirements and legal requirements;
 - F. Documentation;
 - G. Accident and incident reporting;
 - H. Flight Time, Flight Duty Periods, Duty period and Rest Periods for Fatigue Risk Management System (FRMS).

16. Operation on more than one type or variant

- A. An operator shall ensure that each Cabin Crewmember does not operate on more than three aeroplane types except that, with the approval of the Authority, the Cabin Crew Member may operate on four aeroplane types, provided that for at least two of the types:
- a) Non-type specific normal and emergency procedures are identical; and
 - b) Safety equipment and type specific normal and emergency procedures are similar.
- B. For the purposes of subparagraph (A) above, variants of an aeroplane type are considered to be different types if they are not similar in all the following aspects:
- a) Aircraft Configuration
 - b) Emergency exit operation;
 - c) Aircraft Systems
 - d) differences in procedures
 - e) Type, Location and operation of portable safety equipment; and
 - f) Type specific emergency

Note: for more guidance refer SLCAP 4305

17. Cabin Safety Manager

- 17.1 The Cabin Safety Manager in an airline is a nominated post holder of the CAASL & hence shall have the prior approval of the DGCA. The Cabin Safety Manager shall demonstrate a thorough understanding and knowledge of the administrative and practical responsibilities and procedures associated with the position.

Note: In Airlines which has less than 100 Cabin Crewmembers this post may be handled by a safety instructor approved by the DGCA.

17.2 Qualifications

- A. Two years' experience in a reputed airline as a Manager in In-flight services section; and
- B. Five years' experience as a Cabin Safety Instructor approved by the DGCA handling cabin crew in an airline; and
- C. Persons acceptable to the Authority with knowledge in related regulations pertaining to cabin crew members in commercial aviation.

17.3 Cabin Safety Manager shall:

- A. Know-such of the contents of the Air Operator's Operations Manual, Air Operator Certificate and Operations Specifications as are necessary for the performance of the assigned duties;
- B. Know such of the provisions of the applicable Regulations and Standards necessary for the performance of the assigned duties; and
- C. Demonstrate to the DGCA that the person has the ability to fulfil the responsibilities of the position as specified below;

17.4 Responsibilities

- A. Cabin Safety Manager is responsible to the DGCA through Flight Crew Training Manager for the conduct of safety training of Cabin Crewmembers in the airline.
- B. Ensure a current and approved Safety & Emergency Procedures Manual is in place.
- C. Ensure a current and approved Cabin Crewmember Training Program is in place.
- D. Ensure training equipment and facilities meet the required standards approved by the DGCA
- E. Shall be Responsible for all Cabin Safety Instructors & Assessors, Shall Observe & Assess their performance on a recurrent basis & shall keep records of each individual instructor/ assessor.
- F. Responsible for the issuance of safety directives and notices to the Cabin Crewmembers as required;
- G. Assuming any responsibilities delegated by Head of Flight Operations;
- H. Training of Cabin Crewmembers in accordance with the approved training program and ensuring mandatory two line checks are carried out on each Cabin Crewmember once a year.
- I. The maintenance of Cabin Crewmembers training records;
- J. Liaise with other company departments in reference to enhancement of safety;
- K. Liaising with company departments to ensure cabin safety objectives are met;
- L. Liaising with the Regulatory Authority for Cabin Safety Compliance.
- M. The development of safety features cards for DGCA's approval; and
- N. In his or her absence, all responsibilities for duties shall be delegated to another qualified individual acceptable to the DGCA.

18. Cabin Crew Safety Training Manager

18.1 The Cabin Crew Safety Training Manager is responsible for the development of Cabin Crew Safety Training Programme in accordance with published regulations & requirements. The training managers shall demonstrate that they possess the competencies described by CAASL and that they have the ability to develop training, accordance with the features of a competency based approach to training, as required. They shall be well versed with;

- A. Understanding competency based training programme,
- B. Benefits of competency based training,
- C. Development of competency framework,
- D. Breakdown of the framework components,
- E. Structure of the competence based training.

18.2 Qualifications

- A. The Cabin Crew Safety Training Manager shall have a minimum of 3 years' experience as a cabin crewmember.
- B. The Cabin Crew Safety Training Manager shall have followed a "Train the Trainer" programme or a similar programme to ensure that the person has the attitude & skill to impart knowledge.

- C. Shall complete the Initial training as specified by the authority and shall maintain on a recurrent basis the knowledge & skill required to ensure the knowledge is up to date.
- D. Shall be evaluated once a year by the respective CAASL Inspector to ensure the competency and the subject knowledge required with respect to the delegated task is satisfactory.
- E. Training requirements of the Cabin Crew Safety Training Manager shall be stipulated in the training manual which shall have the prior approval of the DGCA.

18.3 Responsibilities

- A. Designing of the training programme,
- B. Defining training objectives,
- C. Designing course examinations & practical evaluations,
- D. Designing training modules,
- E. Determining training strategy,
- F. Selecting training media (CBT, Classroom. Cabin Training Devices)
- G. Make available competency based training & assessment material,
- H. Constant improving of the training programme based on analysis of different sources of information, (e.g. – safety audits, trainee feedback, reporting systems etc.)
- I. Conduct training sessions with the safety instructors & assessors to ensure regulatory & Company objectives are met with the training programmes.

Note: The Operator may appoint one person to be responsible for paragraph 17 & 18 with the consent of the DGCA.

19. Cabin Safety Instructors & Assessors

19.1 All personnel imparting / assessing knowledge on cabin safety of cabin crewmembers shall have the prior approval of the DGCA. The nominated persons shall be assessed to check that the person has the knowledge, capability and competence, suitable for the Instructor/ Assessor role and to determine the individual's motivational capability as well. The CAASL Inspector shall determine the person nominated is a subject matter expert on the field he/she intends imparting/ assessing knowledge by an evaluation process as determined by CAASL.

19.2 Qualifications:

- A. All Safety Trainers & Assessors shall have a minimum of 3 years' experience as a Cabin Crew Member.
- B. All Safety Trainers shall have followed a "Train the Trainer" programme or a similar programme to ensure that the person has the attitude & skill to impart knowledge.
- C. Shall complete the Initial training as specified by the authority and shall maintain on a recurrent basis the knowledge & skill required to ensure the knowledge is up to date.
- D. Shall be evaluated once a year by the respective CAASL Inspector to ensure the competency and the subject knowledge required with respect to the delegated task is satisfactory.
- E. Training requirements of the Instructors & Assessors shall be stipulated in the training manual which shall have the prior approval of the DGCA.

Note: Prior to recommending the candidates for para 17, 18 & 19 to the DGCA's approval, the operator shall assess the individuals' knowledge, capabilities & the competency by a panel of safety instructors to determine that he/she is a subject matter expert who is capable of executing the responsibilities. Please refer Implementing Standards "Requirements of Approval of Instructors" for more information.

19.3 Instructor Responsibilities:

- A. Conduct training as per the approved programme.
- B. Ensure that the training programme is accurate & up to date.
- C. Endeavor to constantly improve the training requirements in reference to programme material, equipment & evaluation processes etc.
- D. Manage occupational health & safety of the training environment.
- E. Prepare the training environment with regard to the facilities & equipment required.
- F. Manage & Support the trainee to ensure the needs of the trainee is met with the company objectives.
- G. Perform trainee assessment with regard to individual characteristics, determine learning needs & styles, identify strengths & weaknesses, in order to develop the trainee to achieve the company requirement & objective.

19.4 Assessor Responsibilities:

- A. Shall be knowledgeable & an expert in the field of assessment of the trainee.
- B. Carry out assessments as per DGCA's directives.
- C. Shall be aware of the required competency based framework of the organization.
- D. All assessors shall have consistency in assessment of performance standards & expected knowledge of the trainee & hence shall have approved checklists with answer keys.
- E. Clarify assessment process and rules with the trainee and give positive feedback & Reinforcement.
- F. Responsible for making a determination of the actual standard attained by the trainee and if necessary recommend corrective action required to the Cabin Safety Manager.
- G. Submit evaluation forms to Cabin Safety Manager & respect confidentiality.

20. Flight Time, Flight Duty Periods and Rest Periods

The DGCA shall establish regulations specifying the limits applicable to flight time, flight duty periods and rest periods for Cabin Crew. Please refer Implementing Standard 054 & SLCAP 4210.

Annex A

ISSUANCE OF CABIN CREWMEMBER CERTIFICATES.

Pursuant to this Implementing Standard, it is mandatory for operators employing Cabin Crew Members in their airline to obtain a certificate to that effect from the DGCA.

- A. The Operator shall submit to the Civil Aviation Authority, completed Application Form for the issuance of the Cabin Crewmembers Certificate with the applicable fee. The operator has to register with the Computerized Licensing System through CAASL official website www.caa.lk and create the user profile and submit the application form of “Issuance of Cabin Crew Certificate”.
- B. Once issued, the Certificate shall be renewed annually by the Operator. The holder is required to attend a recurrent training programme (SEP) as approved by the DGCA for the renewal of the certificate.
- C. An Operator shall ensure that following completion of initial and/or recurrent training each crewmember undergo a minimum of two (2) mandatory on board line checks covering the training received, in order to verify the proficiency of the crewmember. These checks must be carried out by personnel approved by the DGCA.
- D. An operator shall maintain records of each crewmember of all training and checking required as above.
- E. The Cabin Crewmember Certificate is valid for five years (05) from the date of issue. The operator shall submit training details pertaining to the holder, along with an Application Form for the subsequent issue of Cabin Crewmember Certificate.
- F. The loss of a Cabin Crewmember Certificate shall be informed to the Civil Aviation Authority forthwith. For a re issuance of a Cabin Crewmember Certificate the applicable fee and a penalty fee of Rs. 500/= or the fee in force, shall be paid to the DGCA.
- G. The cabin crewmember shall undergo a Class II Medical Examination as approved by the DGCA.
- H. The airline shall keep the DGCA informed with regard to any change in the Application Form and for any subsequent issuance of Cabin Crewmember Certificate, item F) mentioned above shall be in force.
- I. The validity of a Cabin Crewmember Certificate will expire automatically with the crewmember's separation from the operator, due to any reason.