



**CABIN CREW COMPETENCY CERTIFICATES
(CABIN CREW REQUIRMENTS, TRAINING AND
EXAMINATION)**

AIR NAVIGATION ORDER

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A. AUTHORITY

A1. This Air Navigation Order (ANO) is issued by the Director General Civil Aviation Authority in pursuance of power vested in him under Rule 4,5,196,201,234,354,357,360 and all other enabling provision of Civil Aviation Rules, 1994 (CARs 94)).

B. PURPOSE

B1. The purpose of this ANO is to provide regulatory framework for the Cabin Crew Competency Certificate and to establish requirements for the issue, renewals, validation, requalification & maintenance by a Cabin Crew License & the conditions of the validity & use by the holders.

C. SCOPE

C1. The ANO contains National Regulations on Training, Certification & Utilization of the Cabin Crew by commercial Air Transport operators holding license & Air Operator Certificate issued under Civil Aviation Rules (CARs94).

C2. All cabin crew members shall comply with the instructions contained in this Air Navigation Order.

D. DESCRIPTION

D1. DEFINITIONS:

D1.1 AVIATION TRAINING CENTRE:

A CAA approved aviation training centre / organization which imparts training for acquisition of a license, certificate or rating in accordance with CARs 94 and relevant ANO.

D1.2 APPROVED TRAINING -(CABIN CREW) :

Training conduct under special curriculum and supervision approved by a contracting state that, where applicable is conducted within an approved training organization.

D1.3 APPROVED TRAINING ORGANIZATION – (CABIN CREW)

An organization approved by a contracting state in accordance with the national regulations to perform Cabin Crew Training and which operates under the supervision of the state

D1.4 APPROVED PERSON

D1.4.1 A person approved by the Licensing authority to perform a specific Licensing functions.

D1.4.2 Under mentioned persons shall be accorded approval before they can exercise the privileges on behalf of the Licensing Authority.

D1.4.3 Head of an Aviation Training Organization.

D1.4.4 Designated Check Cabin Crew (DCCC).

D1.4.5 Designated Examiner (DE)/Ground Instructor Cabin (GIC).

D1.4.6 Designated/Approved person.

D1.5 APPROVAL CERTIFICATE

A certificate issued by the Licensing authority indicating an approval of a person, documents or a training centre.

D1.6 CAA INSPECTORS

A person who is Authorized to exercise powers delegated to him/her under section 10 of the Pakistan CAA Ordinance 1982, and Rules, 4(2)&(3) and 5 of Civil Aviation Rules 1994.

D1.7 CABIN CREW MEMBER

A cabin crew member, who performs in the interest of safety of passenger, duties assign by the operator or Pilot-in-command of the aircraft, but who shall not act as flight crew member.

D1.8 COMPETENCY CERTIFICATE

Competency Certificate (Cabin Crew) is an authorization issued by the Licensing authority to the cabin crew member to exercise the privilege of a cabin crew.

D1.9 CLASS ROOM TRAINING

In person, Instructor LED Training which may include group exercises and interactive instructional sessions.

D1.10 COMPUTER BASED TRAINING

Training involving instructional aids, such as computers and tablets called CBT training. CBT may encompass the use of CD-ROMs as well as web-based training.

D1.11 COMPETENCY

A combination of skills, knowledge and attitudes required to perform a task to the prescribed standards.

D1.12 COMPETENCY BASE TRAINING

Competency based training aims at progressively building and integrating knowledge and skills required for competency job performance.

D1.13 DESIGNATED CHECK CABIN CREW (DCCC)

A Designated Check Cabin Crew is an approved leading cabin crew member who may conduct in-flight under supervision training & in-flight proficiency checks of cabin crew and ground training subject to have undergone the required approval process and having being issued with specific authorization as endorsed on the approval certificate.

D1.14 FLIGHT CREW MEMBERS

A Licensed crew member charged with duties essentials to the operations of an aircraft during a flight duty period.

D1.15 GROUND INSTRUCTOR (CABIN).

An approved and authorized instructor who can conduct initial / re-current or requalification ground training of the cabin crew for the Issue, Renewals, Requalification of CCC and /or endorsement on competency certificate and can be designated as cabin crew examiner & will carry out all the required checks & examinations on ground.

D1.16 LEADING CABIN CREW MEMBER

Cabin crew leader who has overall responsibility for the conduct and co ordination of cabin procedures applicable during normal operations and during abnormal and emergency situations for flights operated with more than one cabin crew member.

D2. LICENSING AUTHORITY

D2.1 The authority designated by a contracting state as responsible for the licensing of personnel, which in case of Pakistan is the Director General CAA under CARs, 1994, who may delegate his powers to any sub-ordinate officer of PCAA.

D2.2 In the provision of Annex-1 the Licensing Authority is deemed to have been given the following responsibilities by the contracting state.

D2.2.1 Assessment of an applicant's qualification to hold a license or rating;

D2.2.2 Issue & Endorsement of license and ratings;

D2.2.3 Designation & authorization of approved persons;

D2.2.4 Approval of training courses;

D2.2.5 Approval of the use of flight simulation training devices and authorization for their use in gaining the experience or in demonstrating the skills require for the issuance of a license or rating;

D2.2.6 Validation of license issued by other contracting state.

D2.2.7 Constitution & approval of medical board.

D2.2.8 Assessment & approval of accredit medical conclusions.

D3. MEDICAL ASSESSMENT

The evidence issued by a contracting state that the license holder meets specific requirements of medical fitness.

D4. MOCK-UP

A training device that is partial, functional, replica of an actual aircraft, without motion.

D5. OPERATIONAL MANUAL

A manual containing procedure, instructions and guidance for use by operational personnel in the execution of their duties.

D6. OPERATOR

A person, organization or enterprise engaged in or offering to engage in an aircraft operations.

D7. PERFORMANCE CRITERIA

Simple, evaluative statements on the required outcome of the competency element and a description of the criteria used to judge whether the required level of performance has been achieved.

D8. PILOT-IN-COMMAND

D8.1 The Pilot designated by the operator, responsible for the operations and safety of the aircraft during flight.

D9. PERSONNEL LICENSING DIRECTORATE

D9.1 An office that performs the Licensing functions under the Licensing Authority.

D10. RATINGS:

An authorization entered on or associated with a license or certificate and forming part thereof stating special conditions, privileges or limitations pertaining to such license or certificate.

D11. CABIN CREW PRE REQUISITES

D11.1 The selection criteria for cabin crew shall be based upon age, knowledge, education requirements, proficiency in language and fitness to perform duties & responsibilities onboard.

D11.2 The following requirements shall be applicable;

D11.2.1 Age : A minimum age requirement of 18 years.

D11.2.2 Education : Intermediate or equivalent.

D11.2.3 Language : Ability to speak, read / write and understand English as common language, as well as proficiency in national language.

D11.2.4 The ability to retrieve safety and emergency equipments and open & close overhead bins on the aircraft , from a standing position.

D11.2.5 The ability & strength to operate equipments / systems as applicable to the operator's procedures during normal / abnormal and emergency situations and to the aircraft type (s) to which cabin crew member will be assigned duties.

D11.2.6 Clear for criminal record / police verification (by the operator)

D11.2.7 Assessed for medical fitness by an approved medical examiner.

D11.2.8 Medical requirements

D11.2.9 ICAO Class II medical assessment .

D11.2.10 Appropriate height/ weight ratio.

Note: The validity of medical assessment shall be two years.

D12. TRAINING

D12.1 GENERAL :

D12.1.1 Operator shall notify PCAA with details of training programme before commencing any training to their cabin crew.

D12.1.2 The details includes the approved syllabus, trainee's and instructor's credentials, date, timings and the venue of the training etc.

D12.1.3 Necessary arrangements shall be made for the inspections of training by CAA Pakistan officials / observers if required.

D12.1.4 Operator shall ensure that all cabin crew have completed the prescribed training before being assigned as a cabin crew member.

D12.1.5 The training programme established by the operator, needs to verify that crew members have obtained the required proficiency level and are able to execute the required task in normal and emergency situation.

D12.1.6 In order to ensure that the crew members maintained the required level of competency, a surveillance program shall be established as a part of the training program and a cabin crew should be checked for their proficiency atleast once in 12 months period.

D12.2 PROVISION OF TRAINING

D12.2.1 The training shall be conducted In CAA approved training organization / centre.

D12.2.2 Training should be performed by personnel suitably experienced & qualified and authorized by CAA for the training elements to be covered.

D12.2.3 Operator must conduct training according to a training program and syllabus approved by CAA Pakistan.

D12.2.4 The ground training organization shall obtain a prior approval from CAA before commencing the initial training course.

D12.3 TYPE OF TRAINING

D12.3.1 Different type of training should be provided to Cabin Crew members. The type of training are as follows:

D12.3.2 Initial Training

D12.3.3 Aircraft type training

D12.3.4 Differences training

D12.3.5 Aircraft visits

D12.3.6 Familiarization Flights

D12.3.7 Recurrent training

D12.3.8 Requalification

D12.4 PARTS OF CABIN CREW TRAINING

D12.4.1 Cabin crew training consist of two major parts "General" and "Specific".

D12.4.2 General Area of the Cabin Crew Training Mostly covers the basic knowledge of aviation field and regularity requirements.

D12.4.3 The specific part of the course is to developed according to operator's training needs covering the aircraft type & operator's procedures.

D12.5 INITIAL TRAINING

Initial training is required for the persons who have not been previously employed by the Airline as a Cabin Crew member. Initial training shall ensure that each trainee acquire the competency,

knowledge and skills required to perform the duties & responsibilities related to the safety of passengers and flight during normal, abnormal and emergency situations.

D12.6 INITIAL TRAINING REQUIREMENTS

D12.6.1 The training is accomplished through class-room instructions and computer based training (CBT) complemented by a series of drills and hands on simulated exercises such as First Aid, EVAC, Fire fighting etc.

D12.6.2 Initial Training Ground Course duration: At least 60 working days.

D12.6.3 Competency score required for qualifying the training: 70% and above (written exam) followed by the drill.

D12.6.4 Aircraft visits & Familiarization Flights: As per specific type of aircraft.

D12.6.5 Initial training shall not be conducted on more than three types of aircraft at a time.

D12.7 AIRCRAFT VISITS

D12.7.1 Operator shall ensure the necessary arrangements for trainees to visit each type of aircraft. The purpose of an aircraft visit is to familiarize each trainee cabin crew member with the aircraft environment and its equipment prior to participating on a familiarization flight.

D12.7.2 The visit is typically conducted onboard a stationary aircraft.

D12.7.3 The aircraft visit should be conducted by suitably qualified person (approved GIC) in accordance with an approved syllabus described in the operations manual.

D12.7.4 The Aircraft visit should provide a complete & thorough overview of the exterior, interior and all cabin functions related to the cabin crew (for guidance Doc ICAO 10002).

D13. FAMILIARIZATION FLIGHTS

D13.1 A familiarization flight is also referred to "Line Indoctrination".

D13.2 Operators must establish minimum time for line indoctrination, approved by CAA Pakistan, for each aircraft in its fleet.

D13.3 A cabin crew trainee must complete atleast one familiarization Flight (two Sectors) on each aircraft type of sufficient duration to permit the trainee to involve in the participation of safety related pre-flight, in flight and post landing duties.

D13.4 Therefore, this training has to be conducted within 90 days of completion of ground training.

D13.5 During familiarization Flight the Cabin Crew trainee should be additional to the minimum number of operating crew. It should be conducted under supervision of DCCC. Familiarization flights forms should be filled & signed by the DCCC and should be the part of the training record for each cabin crew.

D14. RECORD KEEPING

Operator shall maintain all the training / personal records including (Initial, Re-current, Refresher, Type specific, DGR, CRM, Security Etc & Drills) and all the assessment and check / test reports for each cabin crew and will make these record readily available for inspections when ever required by the authority (PCAA). This recurrent training record including the assessments & test reports of the trainee shall be maintained for at least two years or till the next accomplishment of the respective training.

D15. RECURRENT TRAINING

D15.1 Operator shall ensure that each operating cabin crew member receives Recurrent Training annually to ensure the maintenance of complete knowledge & skills through a series of hands on exercise, simulated exercise, written exam etc.

D15.2 For Both General training elements as well as training elements related to aircraft type, It may also be provided to familiarize crew members with the new requirements, procedures and/or equipments introduced since their last training.

D15.3 ICAO standards & recommended practices (SARPs) require to undergo annual recurrent training.

D15.4 Training content may vary and should be covered over 12 to 24 months cycle to ensure that each cabin crew member is maintaining their required competency level.

D16. TRAINING ELEMENTS TO BE COVERED IN EACH 12 MONTHS

- D16.1 Exits (Types, Numbers, Location & Operations);
- D16.2 Assisting evacuation means (slide, slide raft, life raft & rope etc);
- D16.3 Safety & emergency equipments, including location & operations;
- D16.4 Aircraft system relevant to the Cabin Crew duties;
- D16.5 Normal procedures and related hands on and /or simulated exercises;
- D16.6 Abnormal and emergency procedures & related hands on and /or simulated exercise, including;
- D16.7 Fire Fighting (including a live fire fighting exercise).
- D16.8 Smoke removal and procedures.
- D16.9 Decompression.
- D16.10 Evacuation procedures on land and on water ;
- D16.11 Flight or cabin crew member incapacitation;
- D16.12 Passenger handling & crowd control.
- D16.13 Review of recent incidents and /or accidents pertinent to the operator.
- D16.14 Regulatory overview.
- D16.15 Note; All emergency drill are included in above mentioned emergency procedures.

D17. TRAINING ELEMENTS TO BE COVERED IN EACH 24 MONTHS

- D17.1 In addition to above, the recurrent training program shall include the following training elements in each 24 months period;
- D17.2 Crew Resource Management
- D17.3 Aviation Security Procedure
- D17.4 First Aid, Aviation Medicine
- D17.5 Dangerous Goods

D18. RECURRENT TRAINING REQUIREMENTS

- D18.1 A written evaluation shall be conducted after completion of recurrent training to assist the knowledge, skills of the trainee. The required level of competency is also assessed during practical and simulated drills.
- D18.2 A minimum 70% score is required to pass the recurrent examination.

D19. DURATION AND VALIDITY OF RECURRENT TRAINING

- D19.1 This training is to be conducted annually (12 months) and shall not be less than 5 working days. Training hours may increase if operator has multiple aircraft type.
- D19.2 This training remains valid from the month of its completion this year to the same month next year (Feb to Feb or so on).

D20. EXTENSION

The validity period of the CCC, re-current training and the drills may be extended upto a maximum of 90 days, subject to a valid medical, an application and approval from the Licensing Directorate

D21. AIRCRAFT TYPE TRAINING

D21.1 This training deals with the type specific element of the Cabin Crew training Aircraft type training is required to gain a qualification on the aircraft model that the Cabin Crew will be assigned on (eg B-777 or 320).

D21.2 Cabin Crew shall under go the type training course on each type aircraft they require to serve by the operator as a Cabin Crew.

D22. ELEMENTS COVERED IN TYPE SPECIFIC TRAINING

D22.1 This training should include, but is not limited to, the following elements, if applicable to the particular aircraft:

D22.2 Aircraft description;

D22.3 Cabin Configuration (number & distribution of Cabin Crew seats & no. of passenger seats.

D22.4 Cabin layout (interior design, stowage compartments such as overhead bins, and closets etc);

D22.5 Gallies;

D22.6 Lavatories;

D22.7 Flight deck familiarization and egress;

D22.8 Crew rest areas (normal & emergency egress) and other remote areas;

D22.9 exist (Type, number, Location and operation);

D22.10 Assisting evacuation means (slide, slide-raft, life raft, rope etc);

D22.11 Safety and emergency equipment, including location & operation;

D22.12 Aircraft system related to cabin crew duties;

D22.13 Air conditioning, ventilation & pressurization system;

D22.14 Communication system & associated signaling panels;

D22.15 Control Panel;

D22.16 Electrical system (Galley,lavatory,IFE system,in-seat electrical system,circuit breaker panels,etc)

D22.17 Evacuation alarm system;

D22.18 Fire prevention system;

D22.19 Lighting system (interior, exterior & emergency lights);

D22.20 Oxygen systems (cabin & flight deck);

D22.21 Smoke detection systems and smoke removal; and

D22.22 Water & waste system;

D22.23 Installed emergency locator Transmitter;

D22.24 Normal procedures and the related hand-on and/or simulated exercises;

D22.25 Abnormal & emergency procedures and the related hands-on and /or simulated exercise;and

D22.26 Design related elements that may impact on normal and /or emergency procedures (stairs, smoke curtains, social areas, non forward facing passenger seats, cargo areas if accessible from the passenger compartment during flight etc).

D23. AIRCRAFT TYPE TRAINING REQUIREMENTS

D23.1 This Training & associated checking should be accomplished through instructions CBT as well as hands on and simulated exercises with a training device capable of reproducing the appropriate environment / equipment characteristics or on an actual aircraft.

D23.2 A written evaluation shall be conducted at the end of the type specific training and the pass marks for this training is 70% or above.

D23.3 The cabin crew shall undergo familiarization flights/Aircraft visits after completion of this training.

D23.4 NOTE: Land and water emergency evacuation drill has to be conducted with this training.

D24. DIFFERENCES TRAINING:

D24.1 This training is required to gain competence before the Cabin Crew member is assigned to duty on an aircraft that has differences from the model or series that the crew member is previously qualified on. Examples (Airbus 330 vs 320 or a Boeing 737 vs 777). Example of different series include a B-777-200 vs 777-300 or an Airbus A320 vs A321.

D24.2 The training should include the following as minimum, as applicable to the particular aircraft.

D24.3 EXITs (Type, number, location and operation);

D24.4 Assisting evacuation means (slide, slide raft, life raft, rope etc);

D24.5 Safety and emergency equipment including location & operation;

D24.6 Aircraft systems relevant to cabin crew duties.

D24.7 Normal procedures & the related hands on and / or simulated exercises;

D24.8 Abnormal and emergency procedures and the related hands on and /or simulated exercise; and

D24.9 Design related element that may impact on normal and / or emergency procedures (stairs, smoke curtain, social areas, non-forward facing passenger seats, cargo area if accessible from the pax compartment during flight etc).

D25. DIFFERENCES TRAINING REQUIREMENTS

The training and associated checking should be accomplished through class room instructions,CBT,as well as hands on and simulated exercises in mockup or an actual aircraft.

D26. CONVERSION COURSE:

Operator shall ensure that each crew member has completed conversion course before being assigned to operate another aeroplane type on which he/she is not previously certified.

D27. INITIAL TRAINING SYLLABUS

D27.1 The subject given below is the reference guide to the initial training syllabus. Difference in type of Aircraft, operational methods and possibly other training activities of the training school may necessitate changes in the syllabus suggested to allow for completion of the course with in the period allotted for training.

D27.2 Instructors shall, however, ensure that all sections of the syllabus are adequately covered upto the desired level of accomplishment before the trainees are assigned for line indoctrination.

D28. INITIAL TRAINING INCLUDES AVIATION INDOCTRINATION:

D28.1 Introduction of aviation

D28.2 Regulatory aspect /overview

D28.3 National & International regulations

D28.4 Company specific regulations

D28.5 Aviation terminology

D28.6 ICAO phonetics alphabets

- D28.7 Phases of flight
- D28.8 World geography
- D28.9 24hrs clock / time conversion
- D28.10 Area of operation
- D28.11 Passenger distribution
- D28.12 Theory of flight & Aircraft operations
- D28.13 Major aircraft components
- D28.14 Contamination of critical surfaces
- D28.15 Pressurization system
- D28.16 Weight & Balance
- D28.17 Meteorology / Turbulence
- D28.18 Communication equipments on aircraft & their use
- D28.19 Air Traffic control
- D28.20 Physiology of flight
- D28.21 Oxygen system & its use
- D28.22 Effects of altitude
- D28.23 Cabin poisoning

D29. DUTIES & RESPONSIBILITIES:

- D29.1 Pre-flight, in-flight and post-flight including transit stopovers.
- D29.2 General theoretical knowledge of Aviation & Aviation regulations covering all elements relevant to the duties & responsibilities of cabin crew.
- D29.3 The importance of need to respond promptly and effectively to emergency situations and during normal operations.
- D29.4 Continuous competence and fitness to operate as cabin crew member, including as regards flight & duty time limitations & rest requirements.
- D29.5 Passenger handling & cabin surveillance.
- D29.6 The importance of insuring that all relevant documents are upto date, with all the amendments.
- D29.7 Performing duties as per SOP's & SEP (operational manual of the operator).
- D29.8 Provision of all safety information to the crew and importance of pre-flight crew briefing.
- D29.9 The importance of identifying when cabin crew have the authority to initiate an evacuation and other emergency procedures.
- D29.10 Crowd control.

D30. SAFETY, EMERGENCY PROCEDURES TRAINING:

- D30.1 This training covers both the un-usual / abnormal situations and emergency situations.
- D30.2 Turbulence procedures
- D30.3 Fire Fighting
- D30.4 Smoke removal procedures
- D30.5 Decompression slow/rapid
- D30.6 Planned / un-planned emergency evacuation procedures.
- D30.7 Use of emergency equipments

- D30.8 Land/water survival training (post evacuation duties)
- D30.9 Flight /cabin crew incapacitation
- D30.10 Medical emergencies / handling sick passengers
- D30.11 Handling of DG related incidents
- D30.12 Unlawful interference & security issues
- D30.13 Refueling with passenger on board or embarking
- D30.14 FDTL (Flight duty time Limitation)
- D30.15 Sterile cockpit
- D30.16 Safety checks
- D30.17 Post evacuation duties
- D30.18 Others as required

D31. HYGIENE, AVIATION MEDICINE & FIRST AID (2 YEARS Validity)

- D31.1 Terminology
- D31.2 Personal hygiene
- D31.3 Hygiene onboard
- D31.4 Tropical hygiene
- D31.5 Transmissible diseases
- D31.6 Endemic / pandemic disease
- D31.7 Infectious / Quarantinable diseases
- D31.8 Food poisoning / food safety
- D31.9 Handling of clinical waste
- D31.10 Handling death onboard
- D31.11 In-flight medical emergencies & incidents
- D31.12 Emergency child birth procedures
- D31.13 cardio pulmonary resuscitation
- D31.14 Effects of drugs & intoxicants
- D31.15 Use of first aid oxygen onboard
- D31.16 First aid medical supplies
- D31.17 First aid & medical kits, content & its use
- D31.18 Cabin disinfection
- D31.19 Universal precaution kit, content & use

D32. DANGEROUS GOODS TRAINING (2 YEARS Validity)

- D32.1 General philosophy
- D32.2 Legalities, Regulations (National/International)
- D32.3 Type of dangerous goods & its classes
- D32.4 Identification of Dangerous Goods
- D32.5 Labeling & marking
- D32.6 Exception & Prohibited goods.

D32.7 Emergency procedures to deal with dangerous goods & spillage

D33. HUMAN FACTOR / CRM TRAINING(2YEARS Validity)

- D33.1 Fundamental human factor concepts
- D33.2 Human factor in aviation
- D33.3 CRM Principles & objectives & team dynamics
- D33.4 Human performance & limitations
- D33.5 Human error & reliability
- D33.6 Communication
- D33.7 Situational awareness & decision making
- D33.8 Stress/fatigue management
- D33.9 Threat and error management
- D33.10 Conflict resolution
- D33.11 Information acquisition and processing
- D33.12 Personality awareness and self assessment
- D33.13 Attitude and behaviors
- D33.14 Team work and leadership

D34. AVIATION SECURITY TRAINING(2years Validity)

- D34.1 Disruptive / Unruly passenger
- D34.2 Determination of the seriousness of any occurrence.
- D34.3 Crew communication & co-ordination
- D34.4 Appropriate self defense response
- D34.5 Ability to cope with terrorist/hijackers behavior & passenger responses
- D34.6 Flight deck procedures to protect the aero plane
- D34.7 Live situation training exercise regarding various threat conditions.
- D34.8 Aircraft search procedures & guidance of least risk bomb location where applicable.

D35. ADDITIONAL TRAINING AREAS

D35.1 The initial ground training for cabin crew members shall include training in personal appearance & presentation, knowledge of language, communication skills, familiarization with aviation industry, passenger facilitation, filling up of requisite forms / records, flight documentation, custom laws, immigration laws & health laws.

D35.2 Civil Aviation Rules 1994, relevant Air Navigation Orders, Safety Circulars and other instructions issued by CAA Pakistan should also be included.

D36. REQUALIFICATION TRAINING PROGRAM

D36.1 Operator require to have a defined Requalification program for crew members whose qualifications have expired for any reason(e.g.prolonged absence from flying duties),as a part of the process to regain qualification enabling the cabin crew members to perform the required duties and responsibilities.

D36.2 This is determined based on the applicable validity periods,namely the time elapsed since the cabin crew member's last required training.

D36.3 The cabin crew member needs to follow a specific series of steps based on the different time frames or circumstances.

Circumstances	Training required	Remarks
Cabin crew not performing any flight duties for preceding six months.	Re-Familiarization flights (2 sectors) on each type .	If it is within the validity period of last recurrent training.
Cabin crew is not flying particular aircraft type for preceding six months. If it is more than 6 months	Re-Familiarization flights (2 sectors) on that type. Refresher training is required. An operator may replace refresher training by upcoming recurrent training.	In that case the 12 months validity period will count from the new training completion date.
Expiry of training	Annual recurrent training (Elements covered in 12 months training) Biennial Recurrent Training (Elements covered in 24 months training) Initial training	12-18 months(if it is within the six months from the expiry of last recurrent training) 18-24 months(if the time elapsed from the expiry of the last training is more than six months but within one year. If a period more than 24 months has elapsed since the last expiry of the annual training .

D37. RECENCY CHECK

D37.1 A Cabin Crew Member who is not current and whose qualifications have expired for any reason, shall undergo a Recency Check .If incase cabin crew is not in the possession of a valid competency certificate with current validity for aircraft endorsements,operator shall require to submit the application asking for U/S Flying Permit till the Recency Check is being conducted by DCCC.

D37.2 Recency Check report on CAAF-156-LCXX needs to be submitted to Licensing Office for further process and endorsements.

D38. CERTIFICATION

D38.1 ISSUANCE PROCESS OF CABIN CREW COMPETENCY CERTIFICATE

D38.1.1 The issue process of cabin crew competency certificate is as under:

D38.1.2 Successfully completing the initial ground training course.

D38.1.3 Successfully completing all training drills (EVAC, FIRE, WET)

D38.1.4 Passing the theoretical examinations

D38.1.5 Flying two sectors of familiarization flight under supervision to prepare for in flight proficiency check by DCCC on each aircraft type the cabin crew is assigned / trained to operate.

Note – 1 : The proficiency check for the issue of competency certificate is preferably to be monitored by a PCAA Inspector and report is submitted to the licensing office along with other documents, for the necessary certification action.

Note – 2 : Ratio of cabin crew for inflight proficiency check should be one trainee cabin crew for a complete flight(both sectors)

D39. GROUND TRAINING COURSE:

The aviation training organization shall furnish a certificate that the ground training course has been successfully completed.

D40. GROUND TRAINING ASSESSMENT:

GIC is to furnish the ground training report on prescribed CAA form CAAF-153-LCXX, and CAAF-156-LCXX (part A) following the initial, recurrent, Aircraft type or re-qualification training.

D41. ELIGIBILITY FOR CAA EXAMS:

An applicant shall be eligible to appear in PCAA or PCAA approved theory examination after successful completion of ground training.

D42. CONDUCT OF THEORY EXAMINATION:

Unless otherwise authorized, the theory examination shall be conducted by the licensing office. Wherever the written examination have been delegated to the aviation training centers, the centre shall intimate the date of the examination and the licensing office may scrutinize the question papers, monitor the conduct of the examination or select a few checked / marked answer sheets, at random, for scrutiny.

D43. THEORY EXAMINATION:

D43.1 Each applicant shall qualify in the written examination for the issue of cabin crew competency certificate (CCCC) as under:

D43.2 CABIN – 1 : General Subjects

D43.3 CABIN – 2 : Specific / Aircraft Type.

D43.4 CABIN – R : Requalification

D44. REQUIREMENT OF EMERGENCY DRILLS:

D44.1 The trainee cabin crew shall undergo the following emergency Drills for the issue of CCC initially & after recurrent training or when required.

D44.2 These drills will be monitored by PCAA Inspector / DCCC and can be repeated if they are not satisfied with the performance.

D45. THE VALDITY OF EMERGENCY DRILLS

D45.1 Wet Drill : 2 years

D45.2 Evacuation Drill as per Aircraft type: 1 year.

D45.3 Fire Drill : 1 year

D45.4 Evacuation & Fire drills are the part of recurrent training.

D46. UNDER SUPERVISION FLYING PERMIT AND COMPETENCY CHECK

D46.1 After successful completion of Initial Training each Cabin Crew member may operate flights under supervision using the privilege of flying permit until they are not in the possession of PCAA cabin Crew Competency Certificate.

D46.2 Each Cabin Crew shall undergo an in flight proficiency check conducted by Authorized DCCC for issuance of cabin crew competency certificate.

D46.3 The check of the initial issue of CCC is preferably to be monitored by a PCAA designated Inspector.

D47. FLYING PERMIT VALIDITY

D47.1 Validity of undersupervision flying permit is 90 days (i.e 3 months)

D47.2 This flying permit is extendable only once for another 3 months period with valid justification in unavoidable circumstances.

D48. FEE SCHEDULE

D48.1 The fee schedule for licensing actions and examination is available in Air Navigation order ANO-021-LCXX

D48.2 CABIN CREW COMPETENCY CERTIFICATE DOCUMENTATION CHECKLIST

D48.3 Note: The validity of all types of trainings and endorsements have to be maintained and documents for any endorsement are to be submitted to licensing office atleast 20 days prior to expiry date.

D49. ISSUE REQUIREMENTS:

D49.1 Operator, organization or an applicant shall submit the following documents to the Licensing office (PCAA) to issue cabin crew competency certificate.

D49.2 Application form (CAAF-152-LCXX)

D49.3 Valid medical assessment.(CAAF-155-LCXX)

D49.4 3 photographs size 1x1 inch.

D49.5 Attested copy of CNIC.

D49.6 Attested and verified copy of Intermediate/ Equivalent.

D49.7 Attested and verified copy of metric certificate

D49.8 Certificate of training from approved aviation training centre.

D49.9 Theory examination results including emergency drill results

D49.10 Ground training and emergency drills (as per aircraft type) report on CAAF-153-LCXX (signed by GIC)

D49.11 Details of under-supervision flights.

D49.12 Ground/Inflight proficiency check report on CAAF-156-LCXX part A&B by DCCC (preferably monitored by CAA Inspector)

D49.13 Fee voucher/ company letter and Authorization .

D50. RECURRENT REQUIREMENTS (EVERY 12 MONTHS)

D50.1 An applicant shall apply to the Personnel Licensing Office for re-currency endorsement on Cabin Crew Competency Certificate with following document

D50.2 Application form (CAAF-152-LCXX)

D50.3 Cabin Crew Competency Certificate

D50.4 Ground training and emergency drills (as per aircraft type) report on CAAF-153-LCXX (prepared by GIC)

D50.5 Inflight proficiency check report on CAAF-156-LCXX by DCCC, if required.

D50.6 SEP Training / type specific recurrent training results.

D50.7 Fire Drill / evacuation drill report on the Aircraft type shall also be submitted.

D50.8 Differences training report (As per Aircraft type) if required.

D50.9 Fee voucher / company letter and Authorization.

D51. RENEWAL REQUIREMENTS (EVERY 2 YEARS)

D51.1 An applicant shall apply to CAA for renewal of CCC with following documents:

- D51.2 Application form (CAAF-152-LCXX)
- D51.3 Current and Valid medical assessment (CAAF-155-LCXX)
- D51.4 Cabin Crew Competency Certificate.
- D51.5 Ground training (SEP and AIRCRAFT TYPE) and emergency drills (as per aircraft type) report on (CAAF-153-LCXX)
- D51.6 Inflight proficiency check report on (CAAF-156-LCXX).
- D51.7 Valid CRM, Security and DGR certificates.
- D51.8 Fee voucher /company letter and Authorization.

Note: Cabin Crew Competency Certificate may be renewed subject to the valid type specific training.

D52. REQUALIFICATION REQUIREMENTS:

- D52.1 Application form (CAAF-152-LCXX)
- D52.2 Current and Valid medical assessment (CAAF-155-LCXX)
- D52.3 Cabin Crew Competency Certificate
- D52.4 Ground training (SEP and AIRCRAFT TYPE) and emergency drills (as per aircraft type) report on (CAAF-153-LCXX)
- D52.5 Inflight Recency Check Report on each aircraft (CAAF-156-LCXX) .
- D52.6 Familiarization flights details/flight details(if required)
- D52.7 Valid CRM, Security and DGR certificates.(if required)
- D52.8 Theory examination results including emergency drill results
- D52.9 Fee voucher /company letter and Authorization

D53. REQUIREMENTS FOR MISCELLANEOUS ENDORSEMENTS

- D53.1 For all the endorsements of Cabin Crew Competency Certificate the same be submitted to CAA (PLO) along with the following documents.
- D53.2 Application form CAAF-152-LCXX
- D53.3 Ground Training report on CAAF-153-LCXX
- D53.4 Cabin crew competency certificate.
- D53.5 Fee voucher/ company letter and Authorization.

Note: All the photocopies, submitted to PLO for any licensing action shall be attested by any of the authorized person of the airline/operator.

D54. REVALIDATION REQUIREMENTS FOR FOREIGN CREW MEMBERS:

The process of validation for foreign crew shall be given in Air Navigation Order ANO-005-LCXX.

D55. SAFETY OVERSIGHT OF CABIN CREW

D55.1 PCAA inspectors shall carry out safety oversight audits of the operators /Aviation Training Organization/flights to ensure the following:-

D55.2 That the Cabin Crew holds valid Competency Certificate.

D55.3 That the Cabin Crew members perform their functions during flights in accordance with CAA Rules 94 and Regulations made there under.

D55.4 That Operator/Aviation Training organization maintains a complete record of training and utilization of the Cabin Crew.

D55.5 That the flight and duty time limitations are complied with as per CARs, 94 and relevant ANO's.

D55.6 That the operator shall ensure that adequate number of approved GIC's and DCCC's are employed to carry out the required checks & Certification task.

D56. LOST/STOLEN/MUTILATED CABIN CREW CERTIFICATE

D56.1 A request should be made for the replacement of a lost/damaged certificate to CAA licensing office with following documents to issue a duplicate certificate.

D56.2 An application/ a letter of request from the operator concerned.

D56.3 Copy of FIR.

D56.4 Copy of newspaper clipping mentioning the loss of certificate.

D56.5 An affidavit that if the original certificate is found, it shall be returned to the authority.

D56.6 Fee voucher for issue of a duplicate certificate.

D56.7 Incase the license/certificate was mutilated, the applicant shall submit mutilated certificate as well with all other required documents.

Note : A person found guilty of having intentionally mutilated / alter / misplace a certificate is guilty of an offence under the civil Aviation Rules and CAA Enforcement Manual; and is liable for a punitive action.

D57. POSSESSION / CARRIAGE OF A CERTIFICATE

D57.1 The holder of competency certificates must carry the documents whenever exercising the privileges of that certificate or while on duty and required to produce his/her certificate for inspection to a CAA inspector or representative of a foreign authority.

D57.2 In such cases where the certificate is with the licensing office for any licensing action, other than any administrative action the certificate holder is to carry a photocopy of the documents duly attested by the CAA Licensing office or an approved person on domestic flights only. International flights shall not be operated without having the original valid certificate.

D58. LIMITATIONS / CONDITIONS OF USE

D58.1 The certificate is to be available at all times while on duty.

D58.2 No cabin crew member shall be scheduled nor shall any crew member on any aircraft on which he/she is not currently trained;

D58.3 Operating a flight with an invalid certificate or without the appropriate aircraft endorsement will be violation of the rules.

D58.4 Unless otherwise approved by the licensing authority, a cabin crew shall not exercise the privileges of a cabin crew on more than three aircrafts at one time.

D58.5 The privilege of the certificate can be exercised only with a valid medical certificate of appropriate class.

D59. LEAD CABIN CREW TRAINING

D59.1 REQUIREMENTS FOR LEAD CABIN CREW

D59.1.1 Prior to being designated as lead cabin crew, the following criteria shall be met:

D59.1.2 Minimum 02 years of un-interrupted active flying holding valid cabin crew competency certificate.

D59.1.3 Successful completion of LCC training as per the guidelines given in PCAA syllabus.

D59.1.4 Recommended by the company

D59.1.5 A satisfactory monitoring report by CAA inspectors or Authorized DCCC.

D59.2 CONTENT OF LEAD CABIN CREW TRAINING

D59.2.1 Operator shall ensure to develop a specific training program for lead cabin crew members. The content of the training program shall be in accordance with the guidelines given below. This training is mandatory for any cabin crew member that is designated as lead cabin crew.

D59.2.2 Overall this training should cover the following topics to address the competencies specified in the ICAO competency framework.

D59.2.3 Briefings (in normal, abnormal and emergency situations) taking due account of special circumstances of flights (e.g. weather conditions, special category of passenger etc).

D59.2.4 Communication, cooperation and coordination with the Crew and with other personnel's;

D59.2.5 Operator's procedures & legal requirements;

D59.2.6 Administrative task required by the operator;

D59.2.7 Human performance;

D59.2.8 Reporting system and requirements;

D59.2.9 Fatigue management;

D59.2.10 Crew resource management / SMS

D59.2.11 Leadership skills

D59.2.12 Further guidelines on these topics can be taken from ICAO DOC 10002.

D59.3 LEAD CABIN CREW RATING ENDORSEMENT ON CCCC

D59.3.1 After completion of the LCC training, operator shall ensure to develop an assessment /evaluation process along with an inflight proficiency check as an LCC.

D59.3.2 This inflight proficiency check will be monitored by a PCAA inspector /authorized DCCC.

D59.3.3 Monitoring report on CAAF-128-LCXX along with other required documents shall be submitted to licensing office for LCC endorsement on Cabin Crew Competency Certificate.

D59.4 CHECKLIST FOR LCC ENDORSEMENT

D59.4.1 Application form (CAAF-152-LCXX)

D59.4.2 LCC training attendance /result reports.

D59.4.3 Cabin Crew Competency Certificate (with valid aircraft type endorsement)

D59.4.4 LCC Ground training and emergency drills (as per aircraft type) report on CAAF-153-LCXX (prepared by GIC)

D59.4.5 Inflight proficiency check report (by DCCC or CAA Inspector and DCCC)

D59.4.6 Fee voucher / Authorization.

Note : Cabin Crew members who have the rating of Lead Cabin Crew on their CCC may exercise the privileges of lead cabin crew member on all Aircraft Types endorsed thereon.

D59.5 LEAD CABIN CREW MEMBER RECURRENT TRAINING

D59.5.1 Operators shall ensure that Lead Cabin Crew member maintained the required skills and remain proficient /current on the duties & responsibilities specific to the role in order to achieve this goals, Lead Crew member shall receive "Recurrent training".

D59.5.2 In charge Crew member recurrent training must be conducted annually in addition to the regular annual recurrent training required for all cabin crew.

D59.5.3 The training procedure may vary, An operator may develop a stand alone lead cabin crew recurrent training programme or embed aspects of this programme as part of its annual recurrent training programme.

D59.5.4 This lead cabin crew recurrent training syllabus must be in accordance with PCAA regulations /ANO.

D59.6 LCC RECURRENT TRAINING ELEMENTS

D59.6.1 LCC Recurrent Training shall address the following elements..

D59.6.2 Communication, cooperation & coordination with crew;

D59.6.3 Human performance;

D59.6.4 Reporting system & requirements;

D59.6.5 Fatigue risk management;

D59.6.6 Leadership skill, CRM-SMS;

D59.6.7 Safety review/re enforcement (from sources such as SMS, audit feed back etc).

D59.6.8 Operator's procedural reminders and legal updates;

D59.7 CABIN CREW EXAMINERS/DCCCs

D59.7.1 DEFINITION;

Qualified and Authorized lead cabin crew who may assign to carry out assessments, and auditing duties to determine that all required performance standards of cabin crew training have been satisfactorily achieved

D59.7.2 The examiner is also responsible to give any recommendations for corrective action ,if necessary.

D60. REQUIREMENTS FOR EXAMINERS/DCCC's

- D60.1 All candidates must hold a valid cabin crew competency certificate.
- D60.2 Two years of active flying experience as a lead cabin crew.
- D60.3 Recommended by the company, having all the competencies required to perform distinct role of cabin crew examiner.
- D60.4 Sound knowledge of company's SOPs, and cabin crew duties.
- D60.5 Fleet experience (type rating) of each aircraft for which the check is to be carried out.
- D60.6 Successful completion of PCAA Approved Operator's DCCC training and appropriate training in evaluation procedures.
- D60.7 Cleared PCAA AP1 (approved person) Examination .
- D60.8 A satisfactory monitoring report by CAA Inspector.

D61. TRAINING PROGRAMME FOR EXAMINERS/DCCC's

- D61.1 Training programs for the examiner/DCCC role should focus on development of the required competencies listed in the attachment to this ANO. Prior to an organization's authorization, the examiners/DCCCs should undergo a selection process designed to assess that the individual's knowledge, capability and competency are suitable for the examiner's/DCCC's role and to determine the person's motivation.
- D61.2 In addition, selection of an examiner/ DCCC should be based on criteria intended to define a proven capability in the subject for which He/She intends to examine.

D62. DCCC ENDORSEMENT ON CABIN CREW COMPETENCY CERTIFICATE

- D62.1 The procedure for DCCC endorsement and approval certificate is as follows;
- D62.2 Passing the AP1 examination would be the pre-requisite for the Issuance of Approval Certificate /DCCC Endorsement on CCCC.
- D62.3 DCCC Interview and On Board Flight Check will be conducted by PCAA.
- D62.4 Retest / re-examination will be conducted not before 15th day of initial attempt.
- D62.5 Reference with ANO-002-LCXX AP1 (APPROVED PERSON) Exam will be an open book examination. This paper will comprise of 50 questions with pass marks of 60%, time allowed is 1 hr 30mins.
- D62.6 Operator to ensure endorsement of DCCC's on the said certificate prior to deployment.

D63. CHECKLIST FOR DCCC ENDORSEMENT

- D63.1 Application form (CAAF-152-LCXX)
- D63.2 DCCC training attendances/results reports.
- D63.3 Cabin Crew Competency Certificate with valid type endorsements.
- D63.4 Inflight Check/ monitoring report by PCAA Inspector.
- D63.5 Results of AP1 Exam (a copy of marksheet)
- D63.6 A Copy of Valid Approval Certificate.
- D63.7 Fee voucher/ company letter for fee deduction.
- D63.8 Note: Lead Cabin Crew members who have the rating of Designated Check Cabin Crew on their CCCC May exercise the privileges of DCCC on all three aircraft types endorsed thereon subject to the availability of Valid Approval Certificate.

D64. DCCC REFRESHER TRAINING AND CHECK

D64.1 All DCCC's/Examiners shall receive refresher training biennially and be re-assessed according to the given framework in the attachment of this ANO and approved PCAA syllabus.

D64.2 DCCC Inflight Check will be conducted by a PCAA Inspector Every year.

D65. CABIN CREW INSTRUCTORS/GIC's

D65.1 DEFINITION:

A Qualified, Authorized and Impartial Individual with proven knowledge, motivation and competency, in addition, He/She must have the proven capability in the subject for which He/She expects to instruct.

D66. ROLE OF INSTRUCTORS

D66.1 GIC(GROUND INSTRUCTOR CABIN)

D66.2 LINE INSTRUCTORS

D66.3 PCAA require the operator to qualify and assign different individuals to fulfill the distinct role of cabin crew instructor and examiners. However both the roles of the instructors and examiners may be assigned to the same individual.

D66.4 There must be a clear distinction in the competencies required to perform both the roles.

D66.5 A Line Instructor may also be assigned as DCCC (having approval and endorsed), but he/she should remain impartial during the assessment, if he also performs the role of an examiner on trainees that he/she instructed.

D67. REQUIREMENTS FOR CABIN CREW INSTRUCTORS

D67.1 Training should be conducted by suitably qualified instructor who have the knowledge, ability and experience to perform such training.

D67.2 Prior to issue of a cabin crew instructor qualification, the following criteria should be met:

D67.3 All candidates must hold (line instructors) /has held (permanently on ground) Cabin Crew Competency Certificate or an equivalent authorization.

D67.4 Minimum Three years of active flying experience as a Cabin Crew.

D67.5 Recommended by the company.

D67.6 Train the trainer course.

D67.7 A program of familiarization with the operator's training, conducting training whilst under observation by a suitably qualified person, such as an experienced instructor.

D67.8 AP1(Approved Person) Exam.

D67.9 Successful completion of selection & training process in accordance with the guidelines and competencies describe in the attachment to this ANO.

D67.10 An initial check of proficiency & program of regular checks to verify on-going proficiency.

Note: The above requirements does not preclude a subject matter expert from being authorized to instruct on matters that deal with their area of expertise.

D68. CABIN CREW INSTRUCTORS TRAINING

- D68.1 Training program for instructor's role should focus on continuous development of competencies and skills.
- D68.2 The competency framework for instructors should be based on the following competency units.
- D68.3 Manage safety of the training environment;
- D68.4 Prepare the training environment;
- D68.5 Manage and support the trainee;
- D68.6 Conduct training;perform trainee assessment;
- D68.7 Perform course evaluation;and
- D68.8 Continuously improve performance.
- D68.9 Further guidelines can be found in the attachment to this ANO.

D69. ASSESSMENT PROCESS FOR INSTRUCTORS

- D69.1 Prior to issue of an instructor's qualification ,all candidates must successfully complete a formal competency assessment in the role,during the conduct of practical training.
- D69.2 The final assessment /check of an instructor's competence shall be conducted by a PCAA Inspector against the competency frame work given in the attachment to this ANO.

D70. CHECKLIST FOR GIC ENDORSEMENT

- D70.1 Application form (CAAF-152-LCXX)
- D70.2 GIC training attendances/results reports.
- D70.3 Cabin Crew Competency Certificate with valid type endorsements(if needed)
- D70.4 Check/ monitoring report by PCAA Inspector.
- D70.5 Results of AP1 Exam (a copy of marksheet)
- D70.6 A Copy of Valid Approval Certificate.
- D70.7 Fee voucher/ company letter for fee deduction.

D71. CABIN CREW INSTRUCTORS REFRESHER TRAINING AND CHECK

- D71.1 All Cabin Crew Instructors shall receive refresher training biennially and be re-assessed according to the given framework in the attachment of this ANO and approved PCAA syllabus.
- D71.2 GIC Check will be conducted by a PCAA Inspector Every year.

E. EVIDENCES (ACRONYMS / RECORDS / REFERENCES)

E1. ACRONYMS:

AIP	AERONAUTICAL INFORMATION PUBLICATION
ANO	AIR NAVIGATION ORDER
APM	AIRPORT MANAGER
ATPL-H	ATPL-HELICOPTER
DOC	DOCUMENT
ICAO	CIVIL AVIATION ORGANIZATION
U/S	UNDER SUPERVISION

E2. RECORDS:

- E2.1 Application form for appearing in the Technical Examination
E2.2 Oral assessment form

E3. REFERENCES:

- E3.1 ANO-021-LCXX
E3.2 ANO-001-LCXX
E3.3 ANO-002-LCXX
E3.4 ANO-022-LCXX
E3.5 ANO 91.0018 Issue II
E3.6 ICAO DOC 10002
E3.7 Civil Aviation Rules, 1994
E3.8 ICAO Annex-1

IMPLEMENTATION:

This Air Navigation Order shall be implemented with effect from 01 October 2020 and supersedes ANO- 022-XXCL-2.0 dated 20nd May 2011.

(HASSAN NASIR JAMY)
Director General,
Civil Aviation Authority

Dated: September, 2020

(M. NAEEM IQBAL QURESHI)
Director Personnel Licensing

Dated: September , 2020

APPENDIX – A

COMPETENCY FRAMEWORKS FOR CABIN CREW INSTRUCTORS,
CABIN CREW EXAMINERS

COMPETENCY FRAMEWORK FOR CABIN CREW INSTRUCTOR	
1. Manage Safety of the Training Environment	
The instructor must ensure a safe training environment at all times. The instructor must ensure the safety of trainees in his/her care	
<i>Competency Element</i>	<i>Performance Criteria</i>
1.1 Ensure a safe training environment	1.1.1 Ensure that equipment meets safety requirements
	2 Communicate evacuation and occupational, health and safety procedures of the training facility
	3 Create an appropriate safe learning environment (e.g. facilities, cabin simulator, fire fighting facilities, etc.)
	4 Identify hazards and manage them (e.g. slippery floor)
5 Prepare the Training Environment	
The instructor should have adequate facilities for performing the required training and possess or agree to obtain all required equipment prior to conducting any training. The instructor should consider the following sub-elements as essential to a successful outcome.	
<i>Competency Element</i>	<i>Performance Criteria</i>
5.1 Ensure adequate facilities and equipment	5.1.1 Ensure the facilities are scheduled and adequate to meet the learning outcomes objectives
	5.1.2 Ensure that the physical environment is suitable for learning
	5.1.3 Ensure environment and conditions exist for the training objectives
	5.1.4 Ensure that the training equipment is available, accessible and functional
	5.1.5 Follow approved training syllabus or checklists
6 Manage and support the trainee	
The instructor should ensure that training is communicated appropriately to meet the needs of the trainee.	
<i>Competency Element</i>	<i>Performance Criteria</i>
6.1 Understand trainee	6.1.1 Identify and demonstrate awareness of trainee characteristics (experience, language, culture)
	6.1.2 Determine learning needs

	6.1.3 Demonstrate awareness of learning styles
6.2 Coach trainee	6.2.1 Recognize and be flexible and supportive to trainee's performance and needs
	6.2.2 Maintain appropriate interaction with trainee
7 Conduct training	
The instructor must perform a variety of instructional methods as required for the training.	
<i>Competency Element</i>	<i>Performance Criteria</i>
7.1 Establish and maintain credibility	7.1.1 Demonstrate an exemplary role model's behaviour (meaning the behaviours expected in the technical role being trained, according to the competencies and related knowledge and skills)
	7.1.2 Demonstrate respect for organizational goals and requirements (SOPs, dress code, appearance, acceptable personal conduct, etc.)
	7.1.3 State clear objectives and clarify roles for the training or evaluation being undertaken
	7.1.4 Establish and maintain an atmosphere of open communication and mutual respect
7.2 Demonstrate effective presentation skills	7.2.1 Stimulate and sustain trainee's interest
	7.2.2 Sequence and pace instruction appropriately
	7.2.3 Use his/her voice effectively
	7.2.4 Use eye contact effectively
	7.2.5 Use gestures, silence, movement and training aids effectively
	7.2.6 Demonstrate effective variety of questioning skills
7.3 Demonstrate effective instruction and facilitation	7.3.1 Communicate effectively both verbally and non-verbally
	7.3.2 Listen actively and read non-verbal cues correctly and clarify, if necessary
	7.3.3 Ask appropriate questions to encourage learning or to confirm understanding
	7.3.4 Answer questions, correctly and adequately
	7.3.5 Generate content by questioning, redirecting, balancing participation, etc.

	7.3.6 Provide structure by confirming understanding, paraphrasing, summarizing, etc.
	7.3.7 Maintain a realistic approach in the conduct of the scenario
	7.3.8 Monitor comprehension and ensure proficiency
7.4 Manage time	7.4.1 Allocate time appropriately on activities
	7.4.2 Adjust time spent on activities to ensure that objectives are met
	7.4.3 Implement contingency plans for situations in which activities must be eliminated, reduced or replaced
8 Perform Trainee Assessment	
The instructor should assess the trainee during instruction prior to a formal assessment by the examiner.	
<i>Competency Element</i>	<i>Performance Criteria</i>
8.1 Conduct General Assessment	8.1.1 Monitor trainee's performance during instruction
	8.1.2 Make objective assessments on trainee's performance
	8.1.3 Provide understandable and actionable feedback to trainee
8.2 Report information on outcomes	8.2.1 Identify issues, difficulties and barriers faced by trainee
	8.2.2 Make recommendations to the training manager and/or examiner relating the performance of trainee prior to a formal assessment, if applicable
9 Perform Course Evaluation	
The instructor should evaluate the effectiveness of the training system.	
<i>Competency Element</i>	<i>Performance Criteria</i>
9.1 Evaluate the effectiveness of a course or phase of a course	9.1.1 Evaluate trainee's feedback on the training process
	9.1.2 Evaluate trainee's mastery of end-of-course objectives
	9.1.3 Evaluate the effect of facilities, equipment and training materials on trainee's performance
9.2 Report information on course evaluation	9.2.1 Identify systemic safety issues, unexpected outcomes and barriers to the transfer of learning and strengths and/or weaknesses of the training content
	9.2.2 Make recommendations to the training programme developer for improvements relating to course design, course documentation and training media and facilities
	9.2.3 Share information with other instructors and

	management
10 Continuously Improve Performance	
The instructor should evaluate his/her effectiveness and sustain personal development.	
<i>Competency Element</i>	<i>Performance Criteria</i>
10.1 Evaluate Effectiveness	10.1.1 Evaluate his/her own performance as an instructor and learn from the results
	10.1.2 Seek feedback on the training course and his/her own performance from trainees and peers
	10.1.3 Encourage and welcome feedback on his/her performance as an instructor
10.2 Sustain Personal Development	10.2.1 Maintain required Qualifications
	10.2.2 Strive to increase and update relevant knowledge and skills
	10.2.3 Demonstrate continuous improvement of instructor competencies

APPENDIX – B

COMPETENCY FRAMEWORK FOR CABIN CREW EXAMINER

COMPETENCY FRAMEWORK FOR CABIN CREW EXAMINER	
1. Conduct Competency-Based Assessment	
The examiner must assess the trainee appropriately, objectively and correctly.	
<i>Competency Element</i>	<i>Performance Criteria</i>
1.1 Apply assessment methodology	1.1.1 Clarify assessment process and rules with trainee
	2 Communicate to trainee the criteria against which his/her performance will be assessed
	3 Ensure trainee is prepared to begin
3.1 Monitor trainee's performance	4 Observe behaviours and comment
	5 Allow trainee to self-correct, if applicable
	6 Identify individual differences in learning rates
6.1 Conduct Objective Assessments	7 Compare trainee's performance outcomes to defined objectives
	8 Apply performance standards fairly and consistently in accordance with performance criteria
	9 Ensure a level of knowledge and skill that achieves an appropriate level of safety
	10 Observe and encourage self-assessment of performance against performance standards
	11 Confidently make decision on outcome of the task
	12 Ensure assessment techniques are sufficient, valid, reliable and authentic
12.1 Provide clear and concise feedback	13 Ensure trainee fully comprehends the assessment
	14 Apply appropriate corrective actions
	15 Use facilitation techniques where appropriate
	16 Provide positive reinforcement/feedback
	17 Provide and confirm plan for improvement or remediation
17.1 Document training	18 Submit appropriate and adequate training documentation

and performance reports	(e.g. evaluation forms)
	19 Report clearly and accurately on trainee's performance measured against performance criteria
	20 Follow up corrective action plan, if applicable
	21 Report recognized training opportunities within the training system for the purpose of process improvement
	22 Respect confidentiality



	PAKISTAN CIVIL AVIATION AUTHORITY PERSONNEL LICENSING OFFICE APPLICATION FOR CABIN CREW COMPETENCY CERTIFICATE	CAAF-152-LCXX-2.0
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<input type="checkbox"/> ISSUE	<input type="checkbox"/> RENEWAL	<input type="checkbox"/> ENDORSEMENT	<input type="checkbox"/> RE - VALIDATION	Ref: <table border="1"><tr><td> </td><td> </td><td> </td><td> </td></tr></table>				

1. Name (Block Letters)	Father's Name
Address	Email
	Telephone No

2. To be filled only for initial issue:

<input type="checkbox"/> Male	Date of Birth	Place of Birth	Nationality	Domicile																			
<input type="checkbox"/> Female	<table border="1"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>																						
Educational Qualifications	Height	Weight	Hair	Eyes																			
National ID Card No.	Passport No	Date & Place of Issue	Validity																				
<table border="1"><tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr></table>																							

3. Employer	Staff No.			
Previous Employer	From	To	Position	
4. Aircraft Endorsement	Type	Date	Type	Date
	Type	Date	Type	Date

5. Application Certificate

I certify that the statements made by me on this application are true to the best of my knowledge and belief and I have not violated duty time limitations contained in CARs 1994, ANO-91.0042 and Operations Manual of the operator since last issue/renewal.

Date _____

Signature of Applicant

6. Certification (by Director Flight Services)

Certified that I have examined the credentials of Mr./Mrs./Miss and to the best of my knowledge the above information is correct.

Date _____

Signature & Stamp
Certification Officer

Note: It is an offence to make, any false presentation for the purpose of issue of any licence or Endorsement under Civil Aviation Rules. Any person doing so would render him/her liable to disciplinary action.



	PAKISTAN CIVIL AVIATION AUTHORITY PERSONNEL LICENSING OFFICE TRAINING SUMMARY OF CABIN CREW	CAAF-153-LCXX-3.0
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<input type="checkbox"/> Initial Training	<input type="checkbox"/> Recurrent Training	<input type="checkbox"/> Requalification	<input type="checkbox"/> Endorsement	<input type="checkbox"/>	Ref: <input style="width:80%;" type="text"/>
-------------------------------------------	---------------------------------------------	------------------------------------------	--------------------------------------	--------------------------	----------------------------------------------

Name (Block Letters)	Father's Name		
a) Address	Email		
	Telephone No		
<input type="checkbox"/> Male	Staff No.	Employer's Name	
<input type="checkbox"/> Female			

Fill only Applicable Columns			
S.No	Activity	Details	Monitored by CAA / DCCC / GIC (if applicable)
a.	Class Room Training	From _____ To _____	
b.	Fire Drill	Date _____ Location _____	
c.	Wet Drill	Date _____ Location _____	
d.	Evacuation Drill	Aircraft Type _____ Date _____	
		Aircraft Type _____ Date _____	
		Aircraft Type _____ Date _____	
e.	Under Supervision Flight/s Details at The time of Initial Issue required or if required	Date _____ Flight _____ Sector _____	
		Date _____ Flight _____ Sector _____	
		Date _____ Flight _____ Sector _____	
f.	In-flight Proficiency Check/Recency Check	Date _____ Flight _____ Sector _____	
g.	Cabin-1 SEP	Date _____ SEP _____ Pass Mark _____	
	Cabin-2 Type Specific	Date _____ A/c Type _____ Pass Mark _____	
		Date _____ A/c Type _____ Pass Mark _____	
	Final Exam	Date _____ Pass Mark _____	

h. Remarks <div style="display: flex; justify-content: space-between;"> _____ Date _____ Name (Authorized Person) _____ Approval No _____ Signature </div>			
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	PAKISTAN CIVIL AVIATION AUTHORITY PERSONNEL LICENSING OFFICE MEDICAL CERTIFICATE (Aircrew other than Pilots)	CAAF-155-LCXX-2.0
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Licence / Certificate No.

Ref:

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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1. Name (Block Letters)		Father's Name				
Address			Email			
			Telephone No			
To be filled only for initial issue:						
Male	Date of Birth	CNIC NO.	Height	Weight	Hair	Eyes
Female						
Applicant has met Class – II Medical Standards as in ICAO Annex – 1.						
LIMITATIONS						
Date of Examination :			Valid until :			
Authorised Signature						
Dated:						
Signature of Holder						

NEXT DUE

Next Medical Due

E.C.G

X – RAY Chest

Audiometry

Copy to :-

Personnel Licensing Office - CAA
Chief of Aviation Medicine - CAA
Individual Concerned
Manager Flight Services – Concerned Airline



	PAKISTAN CIVIL AVIATION AUTHORITY GROUNDTRAINING / IN-FLIGHT PROFICIENCY REPORT CABIN CREW	CAAF-156-LCXX-2.0
		Ref: _____

Name (Block Letters)		Father's Name			
Male	Staff No.	Employer's Name	Nationally	Location	Date
Female					

Issue	Recurrent	Differences	Conversion	Requalification	Drills
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Part – A TRAINING RECORD (Fill as applicable)

NO.	Subject (In Detail)	SAT	UN-SAT	SIGNATURE
	Aviation Indoctrination			
	Duties & Responsibilities			
	Safety Emergency procedures Training			
	Hygiene, Aviation Medicine & First Aid			
	Carriage Of Dangerous Goods			
	Human Factor			
	Aviation Security			
	Additional Training Areas			
	CARs & ANO's			
	Announcements			

	FROM	TO
Evac Drill	_____	_____
Fire Drill	_____	_____
Wet Drill	_____	_____

Aircraft Orientation & Emergencies

23	(To Specific Aircraft)	Marks Obtained	
24	_____	_____	%
25	_____	_____	%
26	_____	_____	%
	Written Test Final Results Remedial (if any)	_____	%

Note: DCCC/CAA Inspector to ensure that Part "A" is complete in all aspects prior to commencement of In-flight assessment

REMARKS : In Any

Date _____

SIGNATURE/STAMP
Concerned GIC

Use Reverse for Assessment , Certification & Authentication

Part –B ON-BOARD ASSESSMENT IN-FLIGHT CHECK

EXERCISE	SAT	UN-SAT	EXERCISE	SAT	UN-SAT
Aircraft Orientation			Situational Awareness		
Duties & Responsibilities			Handling of Air Rage		
Safety & Emergency Equipment Terminologies			Initiative & Judgement		
Operation Manual (Knowledge)			Theory Of Flight		
Door Operation			Communication Skills (Cockpit, Cabin, Staff, Pax) Etc		
Emergencies (Equip, Drills, Fire, Smoke, Decompression, Spillage) of DG, First Aid , Bomb Threat, Hijacking Turbulence			Emergency Landing (Planned / Un-Planned on Land/water)		
			Cockpit door lock policy, sterile cockpit & pilot Incapacitation & sect operation		
Regulations (CAR's ANO's)			Commands & Actions		
Duty Time Limitation					

REMARKS

CERTIFICATION & RECOMMENDATION:

☆ Strike out where not applicable:

I hereby certify the above applicant has performed

satisfactory
unsatisfactory

 and

Recommend
Not recommend

 the following:

Flight No	Sector	Date	Check Type (Initial Re-Current, requalification. Recency etc)		
Issue	A/c.	Domestic	Flight No./ Sector	Approved Person DCCC/CAA Inspector	Re-Check
Re-current	A/c.				
Requalification	A/c.	International	Flight No./ Sector	Name:	
Conversion					
Differences					

SIGNATURE OF APPLICANT

SIGNATURE
DCCC

NAME

Competency Certificate No.

SIGNATURE
PCAA Inspector

NAME

Competency Certificate No.