



DESIGNATED CHECK CABIN CREW

MANUAL

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TABLE OF CONTENTS

FOREWORD	iv
GLOSSARY OF TERMS AND ABBREVIATIONS/ACRONYMS	v
Chapter 1.....	1-1
DESIGNATED CHECK CABIN CREW (DCCC).....	1-1
1. 1 INTRODUCTION	1-1
1. 2 DCCC QUALIFICATION	1-1
1. 3 DCCC APPROVAL PROCESS.....	1-2
1. 4 DCCC TRAINING REQUIREMENTS	1-4
1. 5 DUTIES AND RESPONSIBILITIES OF DCCC.....	1-5
Chapter 2.....	2-1
ADMINISTRATION	2-1
2. 1 ADMINISTRATION	2-1
2. 2 DELEGATION (PCAA) POLICY.....	2-2
2. 3 CONFLICT OF INTEREST	2-3
Chapter 3.....	2-2
GENERAL GUIDELINE	3-1
3. 1 ASSESSMENT GUIDELINES.....	3-1
3. 2 ASSESSMENT STANDARDS	3-2
3. 3 DOCUMENTATION	3-2
Chapter 4.....	4-1
EMERGENCY EVACUATION DEMONSTRATIONS.....	4-1
4. 1 INTRODUCTION.....	4-1
4. 2 FULL-SCALE EVACUATION DEMONSTRATION.....	4-1
4. 3 PARTIAL EVACUATION DEMONSTRATION.....	4-1
4. 4 PROCEDURES FOR PARTIAL EVACUATION DEMONSTRATION	4-1
4. 5 EVACUATION OF THE PARTIAL EVACUATION DEMONSTRATION	4-3
4. 6 EMERGENCY EVACUATION DEMONSTRATION REPORT	4-3
Chapter 5.....	4-1
DITCHING DEMONSTRATION.....	5-1
5. 1 INTRODUCTION	5-1
5. 2 PARTIAL DITCHING DEMONSTRATION	5-1
5. 3 EVACUATION OF THE DITCHING DEMONSTRATION	5-2

5. 4	DITCHING DEMONSTRATION REPORT	5-3
Chapter 6..... 4-1		
	FIRE FIGHTING DEMONSTRATION.....	6-1
6. 1	FIRE FIGHTING	6-1
6. 2	REQUIRED KNOWLEDGE, SKILL AND ATTITUDE	6-1
6. 3	SMOKE REMOVAL PROCEDURE	6-2
6. 4	UNSATISFACTORY PERFORMANCE OPERATOR / CREW.....	6-2
Chapter 7..... 4-1		
	CABIN CREW / LEAD CABIN CREW (LCC).....	7-1
7. 1	RATINGS.....	7-1
7. 2	VALIDITY.....	7-3
7. 3	EXAMINATION.....	7-3
APPENDICES		
	APPENDIX – “A” PARTIAL EMERGENCY EVACUATION DRILL DEMONSTRATION	APP. A-1
	APPENDIX – “B” DITCHING / WET DRILL DEMONSTRATION.....	APP. B-1
	APPENDIX – “C” FIRE FIGHTING DRILL	APP. C-1
	APPENDIX – “D” MONITORING REPORT – DCCC / LCC.....	APP. D-1
	APPENDIX – “E” TRAINING / PROFICIENCY REPORT COMPETENCY CERTIFICATE – CABIN.....	APP. E-1

FOREWORD

*This manual contains the Standards, Policies, Procedures and Guidelines concerning the Designated Check cabin crew (DCCC) program and is published for use by both **Pakistan Civil Aviation Authority** Inspectors and Air Operator Designated Check cabin crew (DCCCs).*

*The DCCC is generally a company employee, approved by the **Pakistan Civil Aviation Authority**. DCCCs are authorized to conduct Cabin crew Proficiency and Training Checks on behalf of **Pakistan Civil Aviation Authority** while employed by the operator. When performing their duties, DCCCs shall first and foremost act as delegates of the **Pakistan Civil Aviation Authority**.*

--S/d--

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Dated: 26th February, 2019.

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GLOSSARY OF TERMS, ABBREVIATIONS & ACRONYMS

DEFINITIONS

Air Navigation Orders (ANOs). These are regulations developed by concerned quarter of CAA and issued to meet time to time amendments in **ICAO SARPs** for quick implementation by the operators. Rule 3 of CARs 94 (the basic local source of legislation) vests power in DG, CAA to issue and implements ANOs and ASCs. These are equivalent to operating regulations for safe operations activities in accordance with ICAO requirements.

Air Safety Circulars (ASCs). These air safety circulars are regulations developed and issued by the Flight Standards Directorate for circulating essential information of an operational nature to all airlines and civil aircraft owners.

Aircraft Operating Manual. A manual, acceptable to the state of the operator, containing normal, abnormal and emergency procedures, checklists, limitations, performance information, details of the aircraft systems and other material relevant to the operation of the aircraft.

Note: The aircraft operating manual is part of the operations manual.

Approval Certificate. A certificate issued by the PCAA indicating an approval of a person, document or a training centre as required.

Approved Person. A person Approved by the PCAA to perform a specific job function.

Assessment. Operator shall insure that adequate member of approved GIC's and one DCCC for every 50 Cabin Crew Members are available to handled the required certification task.

Authority means a common terminology implied by Civil Aviation Authority.

CAA Inspector: Authorized Person for the purposes of Rule-4(2) and Rule-5 of the Civil Aviation Rules, 1994 who is authorized to perform the duties and exercise the powers under said Rules.

Cabin Crew Competency Certificate (CCCC): Cabin Crew Competency Certificate (CCCC) is an authorization issued by the CAA to Cabin Crew Member to exercise the privileges of a Cabin Crew Member.

Cabin crew member. A crew member who performs, in the interest of safety of passengers, duties assigned by the operator or the Pilot-in-Command of the aircraft, but who shall not act as a flight crew member;

Note: Terminology used as "Cabin Crew Member" means the same as Cabin Attendant or Cabin Crew appearing anywhere in Civil Aviation Regulations.

Check Flight. Check Flight is a test / overall assessment of a cabin crew member's ability to perform a complete line flight operation satisfactorily, including pre-flight and post-flight procedures and the use of any equipment carried aboard the aircraft.

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

Competency Check: The Proficiency Check for the issue of Competency Certificate shall be conducted by a CAA Inspector or a DCCC for each type. The check for the initial issue of CCCC is to be preferably monitored, by a CAA Inspector. CAAF-156-RGLC-1.0 duly completed shall be submitted to the licensing

office, along with other documents, for the necessary licensing action. The DCCC will take only 2 CCM for a check flight on two sectors only each sector flight should not be less than 01:40 hours.

Conversion Training. A Cabin Crew Member performing regular duties on one type of aircraft cannot perform duties on any other type of aircraft until he/she has undergone an approved aircraft specific training course.

Designated Check Cabin Crew Member (DCCC): A Designated Check Cabin Crew Member is an Approved Leading Cabin Crew Member who may conduct in-flight under-supervision training and in-flight competency checks of the Cabin Crew Members; subject to having undergone the required approval process and having been issued with specific authorization/s as endorsed on the Approval Certificate.

Differences Training: Differences training is a training which comprises all the appropriate elements or components of different equipment, equipment location, or safety procedures on currently operated aircraft types or variants.

Ground Instructor – Cabin (GIC). An approved Instructor who can conduct initial/re-current or re-validation ground training of the Cabin Crew Member for the issue, renewal, re-validation of CCCC; and/or endorsement on Competency Certificate – Cabin Crew (CCCC).

Hands-on Exercise. Exercise on the use of equipment/aircraft systems that is conducted without a specific context. Equipment that is removed from operation, or other representative training equipment considered acceptable by State, can be used for the purposes of this training.

In-Flight. The period from the moment all external aircraft doors are closed following boarding through the moment when one external door is opened to allow passengers to leave the aircraft or until, if a forced landing, competent authorities take over responsibility for the aircraft and individuals and property on the aircraft.

Leading Cabin Crew Member (LCC): A Cabin Crew Member who is authorized to supervise a group of Cabin Crew Member functioning under him/her during a flight.

Licensing Authority. The Authority designated by PCAA Pakistan in accordance with CARs, 94 and relevant ANOs.

Medical Assessment: The validity of Medical assessment shall be two years.

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

Monitoring means to taking a passive role during the check. Pakistan Civil Aviation Authority. Inspectors will monitor in the manner in which the DCCC conducts the test, assesses the results and processes the necessary documentation.

Nominee means a person nominated by the Air Operator as a candidate for DCCC approval by Pakistan Civil Aviation Authority.

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

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

Pilot-in-Command. The pilot designated by the operator, or in the case of general aviation, the owner, as being in command and charged with the safe conduct of a flight.

Rating: An authorization entered on or associated with a Licence or Certificate and forming part thereof, stating special conditions, privileges or limitations pertaining to such Licence or Certificate.

Recency Check: A Cabin Crew Member who has not operated any flight during last six months shall undergo a recency check. A recency check report by DCCC on CAAF-156-RGLC-1.0 is to be submitted to the licensing office for record. The conversion training shall be conducted by an approved GIC and DCCC who is trained with the type of aircraft including the emergency procedures.

Safety Risk. The predicted probability and severity of the consequences or outcomes of a hazard.

Simulated Exercise. Exercise representing a full context scenario (e.g. aircraft evacuation) where cabin crew apply the operator's procedures and associated crew responsibilities for dealing with the specific situation. This is typically conducted in a representative training device capable of reproducing the appropriate environment / equipment characteristics (e.g. cabin, flight deck, accessible cargo compartment, crew rest area, etc.), or on an actual aircraft.

Under supervision Flights: After the completion of the ground course, a cabin crew member shall perform the assigned duties of a cabin crew member in at least two sectors(as mentioned in PCAA cabin crew training FSD, ANO) under the supervision of a DCCC before being cleared for a Proficiency Check. Details of these under supervision flights/ Proficiency Check are to be submitted along with other documents for the issue of CCCC. During the Cabin Crew Member's under supervision flights/Proficiency Check, the applicant shall not be assigned as a required crew member on duty. Under Supervision flying permit holders shall only be detailed on flying duties under supervision of type rated DCCC.

ACRONYMS AND ABBREVIATIONS

ANO	:	AIR NAVIGATION ORDER
ASC	:	AIR SAFETY CIRCULARS
CAAF	:	CIVIL AVIATION AUTHORITY FORM
CARS	:	CIVIL AVIATION RULES
CCCC	:	CABIN CREW COMPETENCY CERTIFICATE
CCM	:	CABIN CREW MEMBER
CM	:	CREW MEMBER
CRM	:	CREW RESOURCE MANAGEMENT
CSI	:	CABIN SAFETY INSPECTOR
DCCC	:	DESIGNATED CHECK CABIN CREW
DFS	:	DIRECTOR FLIGHT STANDARDS
DGCAA	:	DIRECTOR GENERAL CIVIL AVIATION AUTHORITY
FSD	:	FLIGHT STANDARDS DIRECTORATE
GIC	:	GROUND INSTRUCTOR - CABIN
ICAO	:	INTERNATIONAL CIVIL AVIATION ORGANIZATION
LCC	:	LEAD CABIN CREW
LCCM	:	LEAD CABIN CREW MEMBER
N/A	:	NOT APPLICABLE
N/O	:	NOT OBSERVED
OJT	:	ON JOB TRAINING
PCAA	:	PAKISTAN CIVIL AVIATION AUTHORITY
PIC	:	PILOT-IN-COMMAND
PLO	:	PERSONNEL LICENSING OFFICE
POI	:	PRINCIPAL OPERATIONS INSPECTOR
RT	:	RECURRENT TRAINING
S	:	SATISFACTORY
SARPS	:	STANDARD AND RECOMMENDED PRACTICES
SB	:	SATISFACTORY WITH BRIEFING
SEP	:	SAFETY EQUIPMENT PROCEDURE
SMS	:	SAFETY MANAGEMENT SYSTEM
SOP	:	STANDARD OPERATING PROCEDURE
U	:	UNSATISFACTORY

Chapter 1

DESIGNATED CHECK CABIN CREW

1.1 INTRODUCTION

This Designated Check Cabin Crew Manual is applicable for a DCCC (Designated Check Cabin Crew) of Pakistan Civil Aviation Authority.

1.1.1 Purpose

1.1.1.1 A Designated Check Cabin Crew Member is an Approved Leading Cabin Crew Member who may conduct in-flight under-supervision training and in-flight competency checks of the Cabin Crew Members; subject to having undergone the required approval process and having been issued with specific authorization/s as endorsed on the Approval Certificate.

1.1.1.2 DCCC Manual is published in order to provide a guideline to DCCC for assessment and evaluation cabin crew members during Flight Check and training activities on ground. The Line flight Competency Checks has different criteria, associated with guidance material and operational manual information for a DCCC to successfully prepare for in-flight Competency Check, Emergency drills or Examination monitoring.

1.1.1.3 In addition to the vital importance of technical competency in performing certification, inspection and surveillance functions, it is likewise critical that DCCC possess a high degree of integrity, impartially in carrying out their tasks, tactfully, have a good understanding of human factor and possess the ability to get along professionally with crew members.

1.1.1.4 Considering the specialized and sensitive nature of the DCCC, it is vitally important that the qualifications, previous experience and personal characteristics of each DCCC to perform their duties be verified and carefully evaluated before selections are made.

1.2 DCCC QUALIFICATION

1.2.1 DCCC Nominee Qualifications (Initial Issue)

1.2.1.1 Criterion for the nomination of DCCC shall be as follows:

1.2.1.1.1 A Leading Cabin Crew Member may be designated as a DCCC provide he/she has:

1.2.1.1.1.1 Valid Competency Certificate.

1.2.1.1.1.2 Suitable temperament and above board conduct.

1.2.1.1.1.3 Been recommended by the company.

1.2.1.1.1.4 At least two year experience as a Leading Cabin Crew Member.

- 1.2.1.1.1.5 Satisfactory assessment on CAAF-624-F (Monitoring Report) By a CAA Inspector for initial and recurrent on each type.
- 1.2.1.1.1.6 CAA Inspector will carry out surveillance check of each DCCC every year on type aircraft.
- 1.2.1.1.1.8 Knowledge of PCAA relevant ANOs and CARs, 94.
- 1.2.1.1.2 Satisfactory performance in SEP Examination and in Drills in last one year.

1.3 DCCC APPROVAL PROCESS

1.3.1 DCCC Initial Approval Process

1.3.1.1 Application

- 1.3.1.1.1 The Air Operator shall select a potential candidate for DCCC as per the approved procedures specified in the Air Operator's Manual and forward a formal application to the Authority for approval.

1.3.2 The Authority

1.3.2.1 **Pakistan Civil Aviation Authority**, upon receipt of the application, will:

1.3.2.1.1 Verify the requirement for a DCCC considering:

- 1.3.2.1.1.1 The nominee should meet the criteria being stated in ANO-018.FSXX for being a DCCC.
- 1.3.2.1.1.2 For every 50 CCM there should be one DCCC furthermore the upgradation of the nominee is totally dependent on the strength of the CCM. The operator will keep a check on this system while it is being monitored by the PCAA.
- 1.3.2.1.1.3 After clearing the interview with Flight Standards Directorate's inspector / DFS the nominee will therefore be sent for the ground training, the syllabus should be approved by the PCAA with intimation to Flight Standards Directorate, PCAA.
- 1.3.2.1.1.4 On successful completion of the ground training the nominee will do the under supervision flights under the vigilance of an approved DCCC if he/she meets the criteria the approved DCCC will fill up the form and submit it to the PCAA.
- 1.3.2.1.1.5 Satisfactory assessment in AP-1 Examination by PCAA Licensing Office.
- 1.3.2.1.1.6 The required number of DCCC employed by the Air Operator as per ANO-018-FSXX.
- 1.3.2.1.1.7 The process followed by the Operator in selecting the nominee(s), in relation to the approved procedure.

- 1.3.2.1.2 Verify the Air Operator's record of performance related to adequacy of record keeping (where applicable) for training and checking;
 - 1.3.2.1.3 Confirm by Operator that Nominee is an LCC, which means he/she is operating flights as an LCC from last 2 years.
 - 1.3.2.1.4 Confirm that the nominee is acceptable in terms of experience, competency and personal suitability and meets the qualifications set out.
 - 1.3.2.1.5 Contact the Air Operator to arrange a interview between the nominee and an Inspector.
 - 1.3.2.1.6 **Pakistan Civil Aviation Authority** may either approve or disapprove a nominee not meeting all of the stated requirements. Justification is to be included with the nomination application form.
- 1.3.3 Initial issuance of DCCC Certificate
- 1.3.3.1 The Competent authority PCAA should issue a DCCC Designated Check Cabin Crew Certificate for a period of one year (12 months).
 - 1.3.3.2 After completion of interview in Flight Standards Directorate, the nominees required to undergo Approved Person (AP-1) Examination at Personnel Licensing Office, PCAA.
 - 1.3.3.3 DCCC approval is valid for one year unless revoked, suspended or cancelled earlier by the Director General, Civil Aviation Authority, without assigning any reason thereof.
- 1.3.4 PCAA Inspector's Brief
- 1.3.4.1 The Inspector of **Pakistan Civil Aviation Authority** will brief, examine and De-brief the candidate on the following topics:
 - 1.3.4.1.1 Responsibility and obligation of the DCCC towards the Authority including powers vested in the DCCC.
 - 1.3.4.1.2 The procedures and technique associated with conducting a check flight;
 - 1.3.4.1.3 The technique and standards used in the assessment and evaluation of a flight;
 - 1.3.4.1.4 Briefing and debriefing procedures and requirements;
 - 1.3.4.1.5 Completion of the **Forms**.
 - 1.3.4.1.6 The contents and interpretation of pertinent publications:
 - 1.3.4.1.6.1 Civil Aviation Rules/Requirements etc.
 - 1.3.4.1.6.2 Personal Licensing Procedure of **Pakistan Civil Aviation Authority**
 - 1.3.4.1.6.3 Adherence to DCCC Manual;
 - 1.3.4.1.6.4 Air Operator's Operations Manual/ CCM SEP Manual.

1.3.4.1.6.5 PCAA ANOs.

1.4 **DCCC TRAINING REQUIREMENTS**

1.4.1 Training of DCCC

1.4.1.1 The PCAA shall verify that the Training Center has established appropriate procedures for DCCC training to ensure proper training standards and compliance with the criteria established by PCAA, including an adequate system to ensure control of the training process (e.g. Training Syllabus, facilities, instructors, course preparation, material and delivery) and DCCC Instructor must have DCCC Certificate.

1.4.1.2 Furthermore, the PCAA should verify that the operator has put in place a system to evaluate, educate and utilize the DCCC effectively for training and maintaining the standard based upon CARs, ANOs and approved Operators Operations Manual.

1.4.1.3 The operator shall establish initial and refresher / recurrent training program for DCCCs.

1.4.2 Assessment of DCCC Trainees

1.4.2.1 The assessment of the DCCC Trainees should be done by the Senior DCCC(s) while performing under supervision flight or Drills. A trainee should be considered to have successfully completed the 20 hours OJT only after demonstrating that he/she possesses the professional capacity, knowledge, judgment, ability and experience to perform in accordance with the regulatory requirements.

1.4.3 Standardization Checks (Random).

1.4.4 DCCC preparedness to perform Function Checks and Emergency Drills.

1.4.4.1 There are certain characteristics of individuals' profiles that are more important in check flight work than in other tasks. In the airlines Cabin Crews are selected against criteria with a different objective in mind.

1.4.4.1.1 Knowledge:

1.4.4.1.1.1 A deep knowledge is clearly required of the aircraft, the theory behind the task and the role. A determined inquisitive mind is essential. Questions coming from newcomers are especially welcome, as they keep the organization true and sharp. Disinformation is generally easy to recognize and has no time in the checking world, so the answers had to be good. An answer that may be was correct five years ago may not be right today. Circumstances change and those changes sometimes demand a re-think. Equally, it is important to be self-reliant in this regard. Don't wait for the information to come to you, go look for it and develop good contacts and sources of updated quality information.

1.4.4.1.2 Skills:

1.4.4.1.2.1 Valued skills include Observation, Interpretation, Analysis and by no means least, Communication. Some of these skills do not come naturally to some. It is necessary to think through each check point or task and decide which parameters are important and prioritize.

1.4.4.1.3 Aptitude:

1.4.4.1.3.1 Aptitude is a bit more complex. In this context, it refers to whether someone "thinks in the right way" and demonstrates the right judgment. Firstly, check trainees need to be able to handle several apparent paradoxes. Taking another example, in a typical group discussion about, for example, a specific systems check and certain people will inevitably have more knowledge than others, so the issue of when to speak from within your own knowledge and when to listen becomes a skill and a challenge. With the right level of sensitivity and awareness of each other, the team dynamic has to lead to the right answer.

1.4.4.1.4 Experience:

1.4.4.1.4.1 Experience (of the right kind) is extremely valuable in terms of improving judgment, prioritization of task and risk evaluation but experience can also, be a great deceiver. Such people have much experience of doing repetitive and similar tasks rather than a range of different experiences which are required to make good informed check flight judgments.

1.4.5 Syllabus

1.4.5.1 Operator should establish syllabus and get approval for Flight Standards Directorate, PCAA.

1.4.5.2 DCCC should have extensive knowledge of the subject and ability to train and conduct check of cabin crew.

1.4.5.3 Syllabus (Reference ICAO Doc 10002, Annex-6 Part-I and ANO-018-FSXX, Para D5 and D6)

1.5 **DUTIES AND RESPONSIBILITIES OF DCCC**

A DCCC shall operate flights over and above the crew complement. Evaluate / Monitor flights, conduct on job training and conduct checks to evaluate proficiency of cabin crew members when authorized by PCAA.

1.5.1 Responsibilities of a DCCC

1.5.1.1 The DCCC responsibilities may include, but are not limited to the following:-

1.5.1.1.1 Assuring a current and approved cabin crew safety training programme;

1.5.1.1.2 Assuring training equipment and facilities meet the required standards;

- 1.5.1.1.3 Providing advice into the development of safety and emergency procedures;
 - 1.5.1.1.4 Providing advice into the development of directives, any updates and notices to cabin crew members;
 - 1.5.1.1.5 Supervising cabin crew training personnel and ensuring that the appropriate guidance is provided;
 - 1.5.1.1.6 Ensure safety procedures are followed
 - 1.5.1.1.7 Operate flights and supervise training and evaluate performances of cabin crew.
 - 1.5.1.1.8 Will be responsible for maintaining highest standards of in-flight safety.
 - 1.5.1.1.9 Will keep themselves aware of the latest development and trends in order to set examples and to impart highest standard of training to achieve standards set by the PCAA.
 - 1.5.1.1.10 Will ensure to keep individual manual, procedure and instruction up to date and carry it on flights for guidance and reference.
 - 1.5.1.1.11 Will make all efforts to ensure the job knowledge of cabin crew is required standard to achieve highest standards of safety and service.
 - 1.5.1.1.12 Will be responsible to maintain highest standards of discipline amongst all ranks of cabin crew.
 - 1.5.1.1.13 Strictly follow CAA regulations during a flight or ground operation/ training and must use the approved checklist during check / examination / drills.
 - 1.5.1.1.14 Any other duties assigned from time to time from management or by PCAA.
 - 1.5.1.1.15 Will be responsible for maintaining his/her check flight records.
 - 1.5.1.1.16 DCCC to fly as LCC on aircraft type at least once in six month to maintain currency.
 - 1.5.1.1.17 Assuming responsibilities delegated by the relevant management.
 - 1.5.1.1.18 Must be in uniform while performing assessments / drills / duties.
- 1.5.1 Initial Cabin Crew Competency Check
 - 1.5.2 Cabin Crew Proficiency Check
 - 1.5.4 Recency Check
 - 1.5.5 Examination and Drills (monitoring, evaluation of question and answer sheet)
 - 1.5.6 Differences Training
 - 1.5.7 Pre-Flight Briefing Cabin Crew
 - 1.5.7.1 Cabin Crew when report for a flight duty must be prepared for flight, like familiarization of the aircraft type is key factor for safety awareness and safety management systems. The LCC/DCCC shall ask to test the cabin crew

knowledge on aircraft systems/emergency equipment, emergency and safety procedures and first aid/medical emergency prior to each flight, to ensure all cabin crew have required knowledge to handle any emergency onboard. If the cabin crew safety knowledge is not-accepted standards, than he / she should not be given any primary door position, he/she must be secondary crew on that flight and a report shall be submitted.

1.5.8 Role of DCCC

- 1.5.8.1 Designated Check Cabin Crew (DCCC) must have a thorough knowledge of SEP Manual Contents and adhere to the policies, regulations and procedures contained herein and PCAA Regulations (CARs), ANOs and Safety Circulars relates to Cabin Operations
- 1.5.8.2 The role of the Designated Check Cabin Crew (DCCC) is to maintain regulations, standards, guidance, policy, and Evaluation Criteria on issues relating to safety, safety procedures and emergency equipment on board aircraft, passenger safety related operational procedures, cabin crew SEP Manuals and cabin crew training.
- 1.5.8.3 It is the responsibility of the Designated Check Cabin Crew (DCCC) to verify that all parts of applicable manuals are consistent and compatible in accordance with regulatory requirements. Designated Check Cabin Crew (DCCC) are responsible for the cross referencing of the CARs and ANOs, with the SEP Manual.
- 1.5.8.4 DCCC must give their Feedback/Suggestions to PCAA on SEP Manual revised or any procedural change.
- 1.5.8.5 As Designated Check Cabin Crew (DCCC) a professional image shall be projected at all times. When in doubt, consultation with POI or Cabin Inspector is recommended.
- 1.5.8.6 Designated Check Cabin Crew (DCCC) must be able to identify, through personal experience, ethics and values that play a significant role in the workplace, such as professional values (serving with competence, excellence, efficiency, objectivity and impartiality); demonstrating respect, fairness and courtesy in their dealings with both Crew and other colleagues). Designated Check Cabin Crew (DCCC) must refrain from expressing disagreement with the regulations, standards and policies, which must be enforced.
- 1.5.8.7 DCCCs are designated and delegated the authority to exercise specific powers, duties or functions on behalf of the PCAA.
- 1.5.8.8 The purpose of DCCC is to isolate systemic faults, not individual crewmember inadequacies, and as such, Designated Check Cabin Crew incorporates a systems approach.
- 1.5.8.9 Assertive behavior.
- 1.5.8.10 Report of failure trainee cabin crew members to be submitted to Flight Standards Directorate at the earliest.
- 1.5.8.11 All PCAA forms to be filled properly / completely and to be submitted in timely manner.

Chapter 2

ADMINISTRATION

2.1 ADMINISTRATION

2.1.1 Approving Authority

2.1.1.1 Pakistan Civil Aviation Authority will be the approving authority for the issuance, variation, withdrawal or suspension of DCCC authority.

2.1.2 Withdrawal of DCCC Privileges

2.1.2.1 DCCC privileges may be withdrawn by the Pakistan Civil Aviation Authority in part or in whole without assigning any reason thereof. In these cases, Pakistan Civil Aviation Authority will issue a notice of suspension to the DCCC concerned and inform the Air Operator affected. Where there is an immediate threat to safety this privilege can be withdrawn immediately.

2.1.2.2 The **Pakistan Civil Aviation Authority** may withdraw a DCCC authority if evidence shows that the DCCC has:

2.1.2.2.1 At any time, acted in a manner which is in contravention of the guidelines contained in this manual or in breach of the trust placed by the Authority on the DCCC;

2.1.2.2.2 Placed a personal interest, or the interest of the company, ahead of the interest of the travelling public;

2.1.2.2.3 Failed to attend the required initial/recurrent training;

2.1.2.2.4 Failed to maintain the required standards or to follow proper procedures, or instructions provided in the DCCC Manual.

2.1.2.2.5 Fraudulently used DCCC authority or has acted in any other way that would discredit the **Pakistan Civil Aviation Authority**.

2.1.2.2.6 Breached the **Pakistan Civil Aviation Rules, Regulations, Instructions etc.**

2.1.2.2.7 **Pakistan Civil Aviation Authority** Inspector determines during the course of a flight check, training or monitor ride, that the DCCC no longer meets Civil Aviation Standards. The DCCC will be informed verbally, immediately upon completion of the check ride or test, or the Inspector may stop the check at the time the problem occur;

2.1.2.2.8 Exercised poor judgment in assessing candidates performance in relation to the standards.

2.1.2.2.9 Been recommended by the operator for withdrawal of DCCC authority based on genuine ground.

2.1.2.2.10 Unsatisfactory performance during Flight Check, Drill(s) and in SEP Examination.

2.1.2.2.11 PCAA may restore DCCC privileges, if deemed necessary, subject to compliance with regulatory requirements and mandatory DCCC Flight Check with satisfactory performance.

2.2 DELEGATION (PCAA) POLICY

2.2.1 Delegation Policy

- 2.2.1.1 The DCCC program has been instituted to allow an Air Operator to develop and maintain a program of cabin crew checks independent of the availability of Inspectors of the Authority. DCCCs must, however, be constantly aware that they perform their training/checking duties as delegates of the Pakistan **Civil Aviation** Authority under **CAR/ANO**. Therefore they should uphold the expectation of the Authority at all times and be loyal to the Authority when performing such delegated tasks and functions
- 2.2.1.2 In ideal case, all the training/checking tasks and functions should be performed by the Inspectors attached to the Authority in order to ensure that every cabin crew achieves and maintains the required level of proficiency in accordance with the Civil Aviation Regulations whilst performing flying duties.
- 2.2.1.3 However, due to shortage of required inspectors with the Authority to perform such tasks, sufficiently experienced cabin crew with integrity in the air operators' fleet may be considered to perform such duties and functions under delegation, for and or on behalf of the Authority. The DCCC program is designed to supplement State's Safety Oversight responsibility by delegation of certain powers and functions.
- 2.2.1.4 The DCCCs shall bear in mind that the standards of competence of cabin crew depend to a great extent on the competence of the DCCC who conducts such training/checks, mode and manner that such training/checks are carried out.
- 2.2.1.5 The number of DCCCs and their conduct of Undersupervision/ Inflight Proficiency Checks are closely monitored by and, at the option of the Authority in order to ascertain whether the DCCCs are in a position to discharge the delegated tasks and functions independently meeting the required standards, without any bias or deviation. Such a monitoring is required for the standardization of the training/checking procedures of DCCCs.
- 2.2.1.6 An Inspector may conduct any of the Flight or Training /Checks referred to in this manual, at any time if deemed so necessary, by the Authority. An Inspector may monitor any approved DCCC conducting any flight / skill training or check.
- 2.2.1.7 Qualified personnel of integrity, nominated by an Air Operator will be designated by the **Pakistan Civil Aviation Authority** for the position of DCCC. The authority is not transferable between Air Operators. However, experience of working as DCCC with one operator will be an added qualification, when it comes to appointment as a DCCC for another operator functioning under the same Authority.
- 2.2.1.8 A DCCC shall hold appropriate certification and current type rating granting privileges at least equal to the certification or rating for which they are authorized to conduct training/checks.
- 2.2.1.9 DCCCs are holders of an 'authority' delegated to them by the **Pakistan Civil Aviation Authority**. This authority is in the form of an approval document

issued to the DCCC authorizing DCCC duties subject to the conditions listed therein.

- 2.2.1.10 The **Pakistan Civil Aviation Authority** may suspend or cancel an 'authority' without assigning a reason.
- 2.2.1.11 DCCC shall conduct training/check on applicants to whom they have given flight instruction for that Cabin Crew Competency Certificate or rating except with the express consent in writing of the Authority
- 2.2.1.12 An air operator intending to establish DCCC Programme, should set out the minimum qualification and experience requirements that should be satisfied by a cabin crew to be recommended by the Operator to the Authority for appointment as a DCCC and obtains the approval of the CAA thereto.
- 2.2.1.13 The system of selecting potential candidates for DCCC should be fair and transparent such that only the proper and competent personnel with integrity will be recommended to the CAA for appointment as DCCC, so that DCCC programme receives the wider recognition. It is necessary that the nominated DCCC will be able to command professional respect from the cabin crew population of the air operator and, the required standards in training/checking are maintained consistently, upholding safety.
- 2.2.1.14 An Air Operator shall report to advise the **Pakistan Civil Aviation Authority** when a DCCC is no longer employed by the Company or will not be required to perform DCCC.
- 2.2.1.15 Though the DCCC is the holder of the authorization he/she requires the authority of the company to do a check ride on behalf of the **Pakistan Civil Aviation Authority**.

2.3 **CONFLICT OF INTEREST**

- 2.3.1 Conflict of Interest is defined as any relationship that might influence a DCCC to act, either knowingly or unknowingly, in a manner that does not hold the safety of the traveling public as the primary and highest priority.
- 2.3.2 The following situations are considered as possible conflict of interest between the DCCC and his/her delegated authority:
 - 2.3.2.1 Level of DCCC's financial interest.
 - 2.3.2.2 Conducting a Test/Check on a cabin crew member whom the DCCC has trained which is subject to the test/check?
 - 2.3.2.3 Conducting a test/check again on a cabin crew who was not successful at the previous test/check which was conducted by the DCCC.
 - 2.3.2.4 Any privileges or favors, which could bias the DCCC's ability to conduct his or her duties.
 - 2.3.2.4.1 In order to preclude this and prior to submission of a DCCC Nomination, each company shall investigate each candidate's background, character and motives and declare any conflict of interest found. In addition, each candidate shall declare on their resume which accompanies their nomination form, any conflict of interest of which they have knowledge, and shall be prepared to discuss at each annual monitor thereafter any change to their status in this regard.

- 2.3.2.4.2 All DCCCs are held to be in a “perceived conflict of interest” in that they are simultaneously employees of the company and delegates of the Pakistan Civil Aviation Authority when performing their checking duties. To avoid a real conflict of interest, it is imperative that DCCCs strictly adhere to the policy and guidelines contained in this manual. Lack of adherence to the manual may result in a suspension or cancellation of a DCCC’s delegation.
- 2.3.2.4.3 The final authority for deciding whether there is any conflict of interest which might affect the DCCC’s ability to conduct check rides in an impartial manner rests with the **Pakistan Civil Aviation Authority**.
- 2.3.2.4.4 It must be stressed that any effort by an Air Operator to influence or obstruct a DCCC in any way in the course of fulfilling his or her obligations to the **Pakistan Civil Aviation Authority** will result in the forfeiture of the operator’s privilege of employing DCCC’s. The validity of any checks performed by the affected DCCC will be revoked.
- 2.3.2.5 Should any DCCC come into a situation of conflict of interest; a full report of the circumstances shall be immediately submitted to the **Pakistan Civil Aviation Authority** for review.
- 2.3.2.6 Furthermore, a company shall periodically review the status of each DCCC to ascertain that they are not in any conflict of interest and shall record this review on the DCCC’s file.

Chapter 3

GENERAL GUIDELINE

3.1 ASSESSMENT GUIDELINES

- 3.1.1 Qualified and authorized DCCC may be assigned to carry out assessments, and auditing duties to determine that all required performance standards have been satisfactorily achieved. The DCCC is responsible for making a determination of the actual standards attained and any recommendation for corrective action, if necessary.
- 3.1.2 Reliability is needed to ensure consistency in assessments conducted by DCCC. When DCCC use an assessment instrument, a process should be in place to ensure the consistency or stability of results given by a DCCC.
- 3.1.3 If the DCCCs have to judge against criteria, reliability training comes into play since assessors need to be calibrated in how they interpret the criteria.
- 3.1.4 Training program for the DCCC role should focus on development of the competencies. The competency framework consists of competency units, competency elements, and performance criteria

Note1: Operator shall ensure that adequate numbers are approved with a ratio of one GIC and one DCCC for every 50 Cabin Crew Members are available to handle the required certification task.

Note2: All DCCC should receive refresher training after every two years.

- 3.1.5 Apply Assessment Methodology:-
 - 3.1.5.1 Clarify assessment process and rules with trainee
 - 3.1.5.2 Communicate to trainee the criteria against which his/her performance will be assessed
 - 3.1.5.3 Ensure trainee is prepared to begin
 - 3.1.5.4 Observe behaviours and comment at the end of the training / check unless safety is jeopardized.
 - 3.1.5.5 Allow trainee to self-correct, if applicable
 - 3.1.5.6 Identify individual differences in learning rates
 - 3.1.5.7 Evaluate the effect of facilities, equipment and training materials on trainee's performance
 - 3.1.5.8 Compare trainee's performance outcomes to defined objectives
 - 3.1.5.9 Apply performance standards fairly and consistently in accordance with performance criteria
 - 3.1.5.10 Ensure a level of knowledge and skill that achieves an appropriate level of safety

- 3.1.5.11 Observe and encourage self-assessment of performance against performance standards
- 3.1.5.12 Confidently make decision on outcome of the task
- 3.1.5.13 Ensure assessment techniques are sufficient, valid, reliable and authentic
- 3.1.5.14 Ensure trainee fully comprehends the assessment
- 3.1.5.15 Apply appropriate corrective actions
- 3.1.5.16 Use facilitation techniques where appropriate
- 3.1.5.17 Provide positive reinforcement/feedback

3.2 ASSESSMENT STANDARDS

- 3.2.1 Each sequence of the check ride shall be graded according to the following assessment standards and rating definitions. The appropriate rating for each exercise must be recorded on the applicable form and any sequence graded “SB” or “U” requires a narrative in the comments section of the form.
- 3.2.2 **Satisfactory (S)** – A sequence shall be rated Satisfactory (S) if:
 - 8.2.2.1 Knowledge is acceptable and safe considering the experience of the candidate.
- 3.2.3 **Satisfactory with Briefing (SB)** – A sequence shall be rated Satisfactory with Briefing (SB) when:
 - 3.2.3.1 Knowledge are safe but of a lower standard than would be expected and any deficiency can be corrected during debriefing;
 - 3.2.3.2 The candidate had a brief excursion from published tolerances but initiated corrective action;
 - 3.2.3.3 Deviates from standard procedures or practices but does not create a more hazardous situation and is repeated satisfactorily or clarified by the candidate during debriefing;
- 3.2.4 **Unsatisfactory (U)**
 - 3.2.4.1 If a sequence cannot be rated *Satisfactory (S)* or *Satisfactory with Briefing (SB)* according to the preceding guidelines, it shall be rated Unsatisfactory.
 - 3.2.4.2 The nominee demonstrates unsatisfactory knowledge of emergency Standard Operating Procedure and emergency procedure.
- 3.2.5 **Not Observed (N/O)**
 - 3.2.5.1 If a sequence cannot be monitored due to non-availability of any item / facility / crew member, it shall be rated Not Observed (N/O).
 - 3.2.5.2 Deviation from required safety standards or practices shall be briefed in assessment.

3.3 DOCUMENTATION

3.3.1 Air Operator Records and Responsibilities

3.3.1.1 It is the Air Operator's responsibility to ensure a DCCC authority is valid before scheduling him/her to conduct a Check. To aid in this responsibility, an Air Operator shall maintain training records (Training Dates, Competency Assessment, Test Records, Aircraft Qualification etc.) to show:

3.3.1.1.1 The last date when the DCCC was monitored conducting a Check Flight by an Inspector and when his/her next monitored ride is due; and

3.3.1.1.2 A list of the Checks Flight and a copy of under supervision Examination / Evacuation Drill and any assigned duties conducted by the DCCC with authority letter of PCAA.

3.3.1.2 The original of all company-conducted checks which are recorded on forms shall be submitted to **Pakistan Civil Aviation Authority** as soon as practicable after the flight check is completed.

3.3.1.3 Some important points the DCCC must adhered to:

3.3.1.3.1 If a DCCC is conducting LCC / CCM / trainee crew under supervision / check flight, he/she needs to make sure that the all relevant documents are valid.

3.3.1.3.2 Trainee LCC shall perform at least three under supervision flights (minimum 10 hours) with DCCC. Two LCC should not be taken on the same flight for their under supervision / check flights.

3.3.1.3.3 A DCCC must adhere to the policy of the carriage limitation of the CCM which is being stated in this manual.

3.3.1.3.4 After the completion of ground training, a trainee cabin crew shall perform the assign duties of cabin crew at least two sectors (under supervision training time shall not be less then 10 hours for initial cabin crew) under supervision of a DCCC before being cleared for the proficiency check. Proficiency Check shall be of two sectors with sufficient duration. Operator may utilize DCCCs on different sectors (short haul / long haul) with prior approval from Flight Standards Directorate, PCAA. Under training or under check cabin crew member should not be part of mandatory cabin crew member compliment.

3.3.1.3.5 DCCC will monitor / conduct checks and drills as mentioned in this Manual i.e. Cabin Crew Proficiency Check, Emergency Evacuation, Ditching and Fire Fighting Drills as and when authorized by PCAA.

3.3.1.3.6 If a Cabin Crew Member is not ready for the check flight than he/she should be sent on the under supervision again without being harsh on them.

Note: Operator to establish / provide approved under supervision training checklist.

Chapter 4

EMERGENCY EVACUATION DEMONSTRATIONS

4.1 INTRODUCTION

There are two categories of emergency evacuation demonstrations: full-scale evacuation and partial evacuation.

4.2 FULL-SCALE EVACUATION DEMONSTRATION

4.2.1 The primary purpose of a full-scale evacuation demonstration is to ensure that the airplane design and seating configuration will permit the safe and complete evacuation of all passengers through 50 per cent of the installed emergency exits within a specified time frame. Adequacy of the crewmember complement and operational procedures and training is also evacuation.

4.2.2 A full-scale evacuation demonstration requires the use of all aircraft, parked on apron or in a hanger, with a complete complement of crewmembers (flight deck and cabin) and each passenger seat occupied by a "passenger" participant. The crewmembers are required to simulate an aborted takeoff followed by a situation which requires the immediate evacuation of the aircraft in 90 seconds or less.

4.2.3 Full scale demonstrations are usually conducted by the manufacturer for the State of manufacture during the type certification process. Subsequent full-scale evacuations are only required when an airline uses a seating capacity, which is greater than what has previously been demonstrated. It is unlikely that the PCAA will ever have to require an operator to perform a full-scale evacuation. Because a full-scale evacuation demonstration is a complex undertaking with an inherent risk of minor injury to the participants, in the event that a full-scale demonstration is required of a Pakistan operator, the PCAA will obtain assistance from another State which is highly experienced in conducting such demonstrations.

4.3 PARTIAL EVACUATION DEMONSTRATION

For issuance of an AOC or variation to an AOC, the adequacy of an operator's training and procedures along with the proper functioning of emergency exits can be determined through a partial evacuation demonstration. In this demonstration, a full complement of crew members are required to carry out the procedures for an emergency evacuation, including opening 50 per cent of the emergency exits and successfully deploying the escape slides at those exits within a specified time frame. No passenger seats are occupied and no person is required to actually exit the airplane by means of an escape slide.

4.4 PROCEDURES FOR PARTIAL EVACUATION DEMONSTRATION

4.4.1 The following procedures will be followed in conducting a partial emergency evacuation demonstration, the operator's DCCC to ensure compliance to procedure stated in the ANO and required to communicate information to authorized PCAA Inspector with reference to venue, type of aircraft, availability of crew members (attendance sheet) and instructor. DCCC is responsible for availability of required documents:

4.4.1.1 A planning meeting should be held with the operator well in advance of the demonstration in order to discuss the exact procedures to be followed and the criteria for a successful demonstration.

- 4.4.1.2 The operator is to provide for the demonstration, an aircraft of the type, model, and cabin configuration for which approval is sought, along with a qualified and current cockpit crew and two complete compliments of cabin crewmembers. The purpose of requiring two complete compliments of cabin crew is so that the PCAA may select, immediately prior to the demonstration, the cabin crewmembers who will actually participate in the demonstration. This is to lessen the possibility that the operator will provide extra training to those cabin crewmembers which it knows in advance will participate in the demonstration, so that their performance will not be representative of the level of proficiency of all of the operator's cabin crew.
- 4.4.1.3 The demonstration will be conducted in darkness, either on an apron at night or in a hangar with the lights extinguished.
- 4.4.1.4 During the steps leading to the commencement of the timing of the demonstration, the airplane's electrical system will be fully powered by either an external power unit or the APU.
- 4.4.1.5 Crewmembers will simulate complete preparation for takeoff, including the execution of checklists up to and including the takeoff checklist. Engine operation will be simulated. Cabin crew will be seated at their normal stations for takeoff.
- 4.4.1.6 The cockpit crew will simulate the commencement of the takeoff roll followed by a high-speed, aborted takeoff due to an engine fire or other appropriate simulated malfunction.
- 4.4.1.7 The evacuation of the airplane will be signaled through the failure normal electrical power (by disconnecting the external power unit or APU). Interruption of normal power will be a clear signal to all involved that the timing of the demonstration has commenced. Outside, the aircraft's external lights (taxi lights, anti-collision lights, positions and logo lights) will extinguish. Inside, normal cabin lighting will extinguish and all emergency exit lights and floor-level lighting (if installed) will illuminate if functioning properly.
- 4.4.1.8 Immediately upon failure of the normal electrical system the cabin crewmembers will be required to unbuckle their safety harnesses, leave their jump seats, ascertain which exits are usable, open the usable exits, and deploy the escape slides. In order for the demonstration to be successful, the total time which elapses from the interruption of electrical power until full deployment of all activated slides must not exceed 15 seconds. Slides are not considered fully deployed until they reach the ground and are inflated to a firmness which would safely support the egress of passengers.
- 4.4.1.9 To monitor, time, and evaluate the demonstration, PCAA personnel will be positioned in the cockpit and at each exit inside of the airplane and outside the airplane at each exit. The PCAA inspector who is responsible for the timing of the demonstration will be positioned outside of the airplane with a stop watch; he will commence timing when the external lights of the aircraft are extinguished. After precisely 15 seconds, he will call "time" to all participants and the demonstration will be considered complete. He will then confer with the PCAA team members who were stationed at the exits both inside and outside of the airplane to confirm whether or not procedures were properly followed and that the slides were adequately deployed by the time 15 seconds elapsed.
- 4.4.1.10 Only 50 per cent of the exits will be used. The operator's personnel inside the airplane should not know in advance which exits will be used and which will be rendered unusable. One method for indicating to the cabin crew immediately

after the commencement of the demonstration which exits are unusable is to station PCAA personnel with bright flashlights outside of those exits. When the exterior lights of the airplane are extinguished and the timing begins, those PCAA personnel will shine their flashlights directly on the windows of the emergency exits which are to be considered inoperable, thus simulating a fire on that side of the airplane. In accordance with their procedures, cabin crew must look through the window of an emergency exit to make sure that it is usable before opening it and deploying the escape slide for use by passengers. In this case, if the cabin crew approaches an exit and observes a light shining on the window, he or she will consider it inoperative and choose an alternative exit to be opened.

4.5 EVALUATION OF THE PARTIAL EVACUATION DEMONSTRATION

4.5.1 Specific points to be noted during the evacuation demonstration are:

- 4.5.1.1 Adherence by flight and cabin crewmembers to the execution of assigned duties and responsibilities both in the aircraft and on the ground;
- 4.5.1.2 Effectiveness of the pilot-in-command in the exercise of command responsibilities; Succession to command in event of casualties;
- 4.5.1.3 Effectiveness of crew members in performing their assigned evacuation duties; and
- 4.5.1.4 Shortcomings, deficiencies or delays encountered.

4.5.2 If the applicant cannot satisfactorily demonstrate emergency evacuation for each particular type, model and configuration of aircraft within 15 seconds, the applicant will be required to take steps to correct the deficiency which could include the following:

- 4.5.2.1 Revising evacuation procedures;
- 4.5.2.2 Improving crew training;
- 4.5.2.3 Modifying or changing the equipment used;
- 4.5.2.4 Changing the passenger compartment arrangement; and
- 4.5.2.5 Reducing total passenger seating capacity.

4.6 EMERGENCY EVACUATION DEMONSTRATION REPORT

The form given at Appendix 'D' will be used for documenting the demonstration.

Chapter 5

DITCHING DEMONSTRATIONS

5.1 INTRODUCTION

5.1.1 A ditching demonstration is required during the operational inspection phase of the certification process for each aircraft type, model and configuration which will be operated on flights over water routes (on any route which passes more than 50 nautical miles from land). The purpose of the demonstration is to evaluate the operator's ability to safely prepare passengers, airplane, and ditching equipment for a planned water landing. Prior to conducting this demonstration the PCAA should determine whether the aircraft has an airworthiness certification covering ditching. If the aircraft is not certificated for ditching, extended flights over water should not be authorized. During the demonstration, the following four areas are evaluated:

5.1.1.1 Emergency training program

5.1.1.2 Ditching procedures

5.1.1.3 Crewmember competency

5.1.1.4 Equipment adequacy and reliability

5.1.2 Similar to the emergency evacuation, there are two types of ditching demonstrations which may be required i.e. full and partial

5.1.3 Since full-scale ditching demonstrations have been conducted by the manufacturer during the type certification process for most airplane types, it is likely that the PCAA will only require a partial demonstration by an applicant for an AOC.

5.2 PARTIAL DITCHING DEMONSTRATION

5.2.1 The following procedures will be followed in conducting a partial ditching demonstration, the operator's DCCC to ensure compliance to procedure stated in the ANO and required to communicate information to authorized PCAA Inspector with reference to venue, type of aircraft, availability of crew members (attendance sheet) and instructor. DCCC is responsible for availability of required documents:

5.2.1.1 The demonstration must be conducted during daylight hours or in a lighted hanger if conducted at night.

5.2.1.2 All required crewmembers must be available and used

5.2.1.3 Passenger participants (company personnel other than crewmembers who are acting as "passengers") will be used only when the operator's procedures require passengers to assist in the removing and launching of life rafts. If used, passengers will not receive any instructions before the demonstration except what is contained in the operator's manual.

5.2.1.4 To commence the demonstration, the crewmembers will simulate, in a parked airplane, a normal takeoff and climb to cruise flight. Engine start will be simulated and all checklists will be accomplished. Upon the PCAA team leader's signal, the captain will order the crew to prepare for ditching. At that time, the team leader will commence timing for 6 minutes in order to give the crew time to prepare for a simulated water landing. After the simulated water landing, all life rafts must be removed from storage. This action is not specifically time; however, the crewmembers must demonstrate competency in removing the rafts

from storage and the raft must be capable of being removed from the airplane for deployment in a reasonable period of time.

5.2.1.5 When the ditching signal is given, each evacuee must put on a life preserver in accordance with the operator's manual and the cabin crewmembers' briefing.

5.2.1.6 Each life raft must be removed from stowage for inspection.

5.2.1.7 One life raft, selected by the PCAA, will be inflated and launched and the evacuees assigned to that raft will get in it. The crewmembers assigned to the raft will locate and describe the use of each item of emergency equipment contained in the raft.

5.2.3 **Note:** For the purpose of the demonstration, "launching" a life raft means to remove it from stowage, manipulate it out of the airplane by means of stands or ramps, and position it on the ground before inflation. Launching a slide raft means to inflate it in the normal manner then lower it to the ground.

5.3 EVALUATION OF THE DITCHING DEMONSTRATION

5.3.1 The following are specific points to be noted and evaluated during the ditching demonstration:

5.3.1.1 A sufficient number of items of emergency equipment, i.e. life rafts, inflatable slides, life jackets, medical kits, first aid kits, emergency locator transmitter, etc., are carried on board;

5.3.1.2 Emergency equipment is properly stowed and can be readily removed or ejected from the aircraft in the time specified;

5.3.1.3 Means are provided and utilized to prevent emergency equipment from drifting away from survivors;

5.3.1.4 Slides, life jackets and life rafts inflate fully within acceptable time limits and other emergency equipment functions properly, including proper deployment of inflatable slides;

5.3.1.5 Selection of emergency exits to be utilized and that such exits can be opened readily

5.3.1.6 Emergency procedures and related checklists are adequate and are properly used by the crew members;

5.3.1.7 The crew is properly trained;

5.3.1.8 Crew members are familiar with and adhere to the timely execution of their assigned duties and responsibilities;

5.3.1.9 Crew members, using available emergency equipment and following the procedures outlined in the operations manual, can facilitate the evacuation of the aircraft under those critical conditions expected during the short period of time the aircraft would remain afloat; and

5.3.1.10 Adequate safety precautions are followed by the crewmembers to prevent possible injury to evacuees or themselves.

5.3.2 In assessing the effectiveness of the ditching demonstration the inspector should record the following:

5.3.2.1 Time from start of ditching until each exit door or emergency exit to be utilized is open;

5.3.2.2 Time when each life raft is launched;

5.3.2.3 Time required to inflate each life raft; and

5.3.2.4 Time when all life rafts are boarded.

5.3.3 Any deficiencies noted during the ditching demonstration regarding the evacuation procedures or related emergency equipment such as inflatable slides, emergency exits, life rafts, etc., must be rectified by the applicant. This may require additional demonstrations before these emergency procedures can be considered acceptable by the PCAA.

5.4 DITCHING DEMONSTRATION REPORT

The form given at Appendix 'E' will be used for documenting ditching demonstrations.

Chapter 6

FIRE FIGHTING DEMONSTRATIONS

6.1 FIRE FIGHTING

- 6.1.1 Fire Fighting exercises are performed in a confined environment with cabin crew members donning personal breathing equipment (PBE).
- 6.1.2 The trainee will be able to identify the different types of fire, describe the fire detection and appropriate fire fighting systems and apply established fire fighting procedures as appropriate.
- 6.1.3 Correct identification of type of fire and corresponding fire extinguishing procedures to be used. Selection and proper use of the fire fighting equipment (fire must be extinguished and not reignite), and proper handling of passenger and crew communication.
- 6.1.4 The operator's DCCC to ensure compliance to procedure stated in the ANO and required to communicate information to authorized PCAA Inspector with reference to venue, type of aircraft, availability of crew members (attendance sheet) and instructor. DCCC is responsible for availability of required documents.

6.2 REQUIRED KNOWLEDGE, SKILL AND ATTITUDE

- 6.2.1 Identification of the different types of fire, means of fire detection, fire fighting systems and established fire fighting procedures;
- 6.2.2 Understanding of fire prevention techniques (monitoring smoking in the cabin and lavatories, inspecting integrity of automatic lavatory trash bin extinguisher, preventing ignited materials from being discarded in trash carts, identifying and eliminating hazardous flammable materials);
- 6.2.3 Techniques and procedures for fighting fires including finding and approaching the source of the fire, type of extinguisher to use (e.g. CO₂, water glycol, halon, etc.), additional fire fighting equipment needed such as smoke hoods, techniques for using extinguishers and communicating while using smoke hoods;
- 6.2.4 Fire fighting procedures for specific types of fires (e.g. galleys, oven, lavatories, electrical, upholstery, etc.);
- 6.2.5 Specific crew member responsibilities for on-board fire fighting and the importance and responsibility of being prepared to implement appropriate fire fighting procedures;
- 6.2.6 Importance of crew communication and co-ordination in fighting an in-flight fire and providing the pilot-in-command with accurate information on fire source, location, extent / severity of fire / smoke and fire fighting actions taken; whether or not passengers should be displaced;
- 6.2.7 Impediments to fire fighting on board aircraft including limited visibility due to smoke / fumes, fire fighting in confined space, difficulty in locating / accessing the source of fire and resources to fight the fire;
- 6.2.8 Hazards associated with on-board fires including toxicity of smoke / fumes, flammability of cabin materials, variety of combustible materials;

- 6.2.9 External fires (e.g. engine fires, fuel spill / apron fires, fires on loading bridges, service vehicle fires, etc.) which could affect flight safety and procedures established for dealing with such fire situations including recognition, crew communication and crew coordination.
- 6.2.10 Communication and co-ordination required with ground personnel on fire fighting assistance required from ground personnel and the assistance crew members can provide to ground personnel;
- 6.2.11 Post-fire procedures;

6.3 SMOKE REMOVAL PROCEDURES

6.3.1 Training Objective

- 6.3.1.1 Conditions: Given visual description (using simulated demonstration, films, video, etc.) of smoke / fume presence in the aircraft cabin.
- 6.3.1.2 Performance: The trainee will be able to describe the hazards associated with smoke and / or fumes in the aircraft cabin, identify and describe potential sources and smoke detecting systems and apply established procedures for removal of smoke / fumes from the cabin as appropriate.
- 6.3.1.3 Standard of Performance: Procedures applied must be correct and in accordance with the procedures recommended in the aircraft operations manual or the manufacturer's aircraft operating manual.

6.3.2 Required knowledge, skill and attitude

- 6.3.2.1 Potential hazards to passengers and aircraft associated with smoke and / or fumes in the cabin, recognition of potential sources of smoke and procedures for dealing with smoke / fumes including locating the source, notifying the pilot-in-command, crew co-ordination, means of ensuring passengers' breathing comfort (e.g. use of wet cloth), dangers associated with the use of oxygen in fire situation and preparation for repaid evacuation;
- 6.3.2.2 Procedures for smoke removal including crew communication, crew co-ordination and passenger management;
- 6.3.2.3 Precautions to be taken before opening emergency exits for smoke removal purposes and methods for opening and replacing emergency exits.

6.3.3 Checklist / Report placed as Appendix-F.

6.4 UNSATISFACTORY PERFORMANCE – OPERATOR / CREW:

6.4.1 The severity and basic course of deficiency must be considered.

- 6.4.1.1 Minor deficiencies usually can be resolved by responsible company personnel without having to declare the demonstration unsatisfactory.
 - a) A demonstration is unsatisfactory if the operator fails to meet the specified time limit.
 - b) Crew member ineffectiveness or equipment malfunctions may be grounds for declaring a demonstration to be unsatisfactory.
 - c) If a relatively severe deficiency occurs due to improper company training, procedure or maintenance the demonstration should be declared unsatisfactory.

- 6.4.1.2 The operator shall ensure strict compliance and if the emergency drills demonstration is unsatisfactory, the operator shall be required to conduct an additional emergency drills demonstration(s) after re-training of the crewmembers and / or the deficiencies have otherwise been corrected.

Chapter 7

CABIN CREW / LEAD CABIN CREW CHECKS

7.1 RATINGS

There shall be two Ratings:

7.1.1 Cabin Crew Member

- 7.1.1.1 An operator shall establish, to the satisfaction of PCAA, the minimum number of cabin crew member(s) required for each type of aeroplane, based on seating capacity or the number of passengers carried, in order to effect a safe and expeditious evacuation of the aeroplane, and the necessary functions to be performed in an emergency or a situation requiring emergency evacuation. The operator shall assign these functions for each type of aeroplane.
- 7.1.1.2 Each cabin crew member assigned to emergency evacuation duties shall occupy a seat provided during take-off and landing and whenever the pilot-in-command so directs.
- 7.1.1.3 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.
- 7.1.1.4 An operator shall establish and maintain a training programme, approved by PCAA Pakistan, to be completed by all persons before being assigned as a cabin crew member. Cabin crew members shall complete a recurrent training programme annually. These training programmes shall ensure that each person is:
 - 7.1.1.5 Competent, to execute those safety duties and functions which the cabin crew member is assigned to perform in the event of an emergency or in a situation requiring emergency evacuation;
 - 7.1.1.6 Drilled and capable in the use of emergency and life-saving equipment required to be carried, such as life jackets, life rafts, evacuation slides, emergency exits, portable fire extinguishers, oxygen equipment, first-aid and universal precaution kits, automated external defibrillators (AED optional);
 - 7.1.1.7 When serving on aeroplanes operated above 3 000 m (10 000 ft), knowledgeable as regards the effect of lack of oxygen and, in the case of pressurized aeroplanes, as regards physiological phenomena accompanying a loss of pressurization;
 - 7.1.1.8 Aware of other crew members' assignments and functions in the event of an emergency as far as is necessary for the fulfilment of the cabin crew member's own duties;
 - 7.1.1.9 Aware of the types of dangerous goods which may, and may not, be carried in a passenger cabin and has completed the dangerous goods training programme as required by Safe Transport of Dangerous Goods by Air, and
 - 7.1.1.10 Knowledgeable about human performance as related to passenger cabin safety duties including flight crew members - cabin crew members coordination.

7.1.1.11 Under Supervision Flights

7.1.1.11.1 After the completion of the ground course, a Cabin Crew Member shall perform the assigned duties of a Cabin Crew Member in at least two sectors minimum 10 hours flight time under the supervision of a DCCC before being cleared for the Proficiency Check. Detail of these under-supervision flights is to be submitted along with other documents for the issue of CCC. During the Cabin Crew Member's under-supervision flights/Proficiency Check, the applicant shall not be assigned as a required crew member on duty.

Note: After completion of minimum two under supervision flights of a trainee, if the performance of the trainee is unsatisfactory, a report is to be submitted to FSD.

7.1.1.12 Competency Check

7.1.1.12.1 The Proficiency Check for the issue of Competency Certificate shall be conducted by a PCAA Inspector or a DCCC for each type. The check for the initial issue of CCC is to be, preferably monitored, by a PCAA Inspector. CAAF-156 duly completed shall be submitted to the licensing office, along with other documents, for the necessary licensing action.

7.1.1.13 Recency Check

7.1.1.13.1 A Cabin Crew Member who has not operated any flight during last six months shall undergo a recency check. A recency check report by DCCC on CAAF-156 is to be submitted to the Licensing office for record.

7.1.2 Leading Cabin Crew Member (LCC)

7.1.2.1 A Cabin Crew Member shall be endorsed with a Leading Cabin Crew Member Endorsement subject to following:

- a) Holds valid Competency Certificate for two years and completed an appropriate course defined in Company's Operations Manual.
- b) Suitable temperament and above board conduct.
- c) Recommended by the Company.
- d) A satisfactory report by a PCAA Inspector or a DCCC on CAAF- 624-F (Monitoring Report).

7.1.2.2 LCC must be assigned for the flight.

7.1.2.2.1 LCC shall:

- a) have the overall responsibility to the aircraft commander for the conduct, coordination and performance of the cabin operations and safety duties.
- b) verify that all cabin crew members are fit for the flight and that they have their documents for flight duty.

- c) coordinate and organize the functions and tasks of all cabin crew members (cabin crew member briefing delegate positions and working areas, in flight service duties):
 - i) checking of emergency equipment, pre-flight safety briefing a reporting matters concerning safety (irregularities and malfunctions) to the Commander.
 - ii) debriefing with cabin crew members when required.
 - iii) ensuring efficient communication with all flight crew members, cabin crew members and ground staff.
 - iv) visiting / contacting the flight deck on regular intervals.

Note1: The Incharge is a Cabin Crew leader who has overall responsibility for the conduct and coordination of cabin procedures applicable during normal operations and during abnormal and emergency situations for flights operated with more than one cabin crew member.

Note 2: In multi-cabin crew operations, the Lead cabin crew member should be designated by the operator.

7.2 VALIDITY

7.2.1 Cabin Crew Competency Certificate: The Cabin Crew Competency Certificate shall remain valid for a period of twenty four months subject to following:

- a) valid medical assessment.
- b) has met the CCCC recurrent requirements.
- c) has performed at least three flights in last six months as Cabin Crew Member.

Note 1: Re-current Training: The re-current training shall be valid for one year.

Note 2: Drills: The validity of the emergency drills shall be as follows:

- | | |
|----------------------|-------------|
| i) Wet Drill | Three Years |
| ii) Evacuation Drill | One Year |
| iii) Fire Drill | One Year |

Note 1: Evacuation and fire drill shall be part of each recurrent training.

Note 2: Cabin Crew Members are required to wear uniform while simulating all drills.

7.2.2 Medical Assessment: The validity of Medical assessment shall be two years.

7.3 EXAMINATION

7.3.1 Eligibility for Examinations: An applicant shall be eligible to appear in written examinations after having successfully completed the ground training course.

7.3.2 Conduct of Written Examinations: Written examinations have been delegated to the Aviation Training Centres, which shall intimate the date of the examinations to Flight Standards Directorate. Flight Standards Directorate & Licensing may scrutinize the

question papers, monitor the conduct of the examinations or select a few checked/marked answer sheets, at random, for scrutiny.


7.3.3 Written Examinations: Each applicant shall qualify in the written examination for the issue of Competency Certificate Cabin (CCCC) as under:

- a) CABIN-1 : General subjects
- b) CABIN-2 : Specific on type of aircraft
- c) CABIN-R : Re-validation of CCCC.

7.3.4 Authorized DCCC is to conduct / monitor the SEP Examination and will ensure to all required mandatory topics are covered in questionnaires. DCCC is also responsible to conduct viva as and when required as per training program for cabin crew training.

APPENDICES

APPENDIX – “A”

	PAKISTAN CIVIL AVIATION AUTHORITY AIR OPERATOR PARTIAL EMERGENCY EVACUATION DRILL DEMONSTRATION	CAAF-010-FSXX-3.0
	Flight Standards Directorate	

Operator:	Date:	Location:	Aircraft:	Inspector:
DCCC:			Crew Member Names: (List Attached)	

GRADING: S = Satisfactory SB = Satisfactory with Briefing U = Unsatisfactory N = Not Observed

	GRADE		GRADE
1 Venue		4 Unplanned Emergency	
a) CAA Approved		a) Preparation	
2 Briefing		b) Commands	
a) Required ANO covered		5 Communication	
b) Clarity		a) Pilot-in-Command to LCC	
c) Crew Compliment		b) LCC to Pilot-in-Command	
3 Planned Emergency		c) LCC to Cabin Crew	
a) Pilot-in-Command Briefing		d) Cabin Crew to Passenger	
b) LCC Briefing		e) Evacuation Flow	
c) Emergency Demonstration		f) Evacuation Time	
d) Use of PA System / PM		6 Bomb Threat Drill	
e) ABP Selection / Briefing		a) _____	
f) Cabin Checks		7 Post Evacuation Procedure	
g) Commands		a) Survival	
h) Initiating Evacuation		b) _____	
i) Panic Control		c) _____	
j) Crew Incapacitation		8 Situational Awareness	
k) Special Needs Passenger		a) _____	
l) Exit Operation		b) _____	

REMARKS (Continuation may be done on extra sheet, if required) :

Overall Result:	Inspector:	Lic. No. /CCCC No.
<input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory		

Inspector's Signature

DFS REMARKS:

APPENDIX – “B”

 <p>پاکستان سول ایوی ایشن اتھارٹی</p>	PAKISTAN CIVIL AVIATION AUTHORITY AIR OPERATOR DITCHING / WET DRILL DEMONSTRATION	CAAF-011-FSXX-3.0
	Flight Standards Directorate	

Operator:	Date:	Location:	Aircraft:	Inspector:
DCCC:			Crew Member Names: (List Attached)	

GRADING: S = Satisfactory SB = Satisfactory with Briefing U = Unsatisfactory N = Not Observed

	GRADE		GRADE
1 Venue		4 Unplanned Ditching / Wet Drill	
a) CAA Approved		a) Preparation	
2 Briefing		b) Commands	
a) Required ANO covered		5 Communication	
b) Clarity		a) Pilot-in-Command to LCC	
c) Crew Compliment		b) LCC to Pilot-in-Command	
3 Planned Ditching / Wet Drill		c) LCC to Cabin Crew	
a) Pilot-in-Command Briefing		d) Cabin Crew to Passenger	
b) LCC Briefing		e) Evacuation Flow	
c) Emergency Demonstration		f) Evacuation Time	
d) Use of PA System / PM		g) L.J. Inflation Procedure	
e) ABP Selection / Briefing		6 Post Ditching / Wet Drill Procedure	
f) Cabin Checks		a) Survival	
g) Commands		b) _____	
h) Initiating Evacuation		c) _____	
i) Panic Control		7 Situational Awareness	
j) Crew Incapacitation		a) _____	
k) Special Needs Passenger		b) _____	
l) Exit Operation		c) _____	
m) Availability of Slide Raft			
n) Deployment of Raft			
o) Simulating / Boarding Slide Raft			

REMARKS (Continuation may be done on extra sheet, if required):

Overall Result:	Inspector:	Lic. No. / CCCC No.
<input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory		

Inspector's Signature

DFS REMARKS:

APPENDIX – “C”

	CIVIL AVIATION AUTHORITY AIR OPERATOR FIRE FIGHTING DRILL Flight Standards Directorate	CAAF-060-FSXX-1.0

Operator	Date	Location	Aircraft	DCCC
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Crew Member Names: (List Attached)

GRADING: S = Satisfactory U = Unsatisfactory N = Not Observed

	GRADE		GRADE
1 Venue		5 Communication	
a) Approval		a) Pilot-in-Command to Cabin Crew	
2 Briefing		b) Cabin Crew to Pilot-in-Command	
a) Use of Equipment / Technique		c) Cabin Crew to Cabin Crew	
b) Clarity		d) Information to Pilot-in-Command	
c) Fire Prevention		6 Cabin Smoke Procedure	
3 Drill		a) Execution of Procedure	
a) Compliment of sets		b) Panic Control	
b) Use of PBE		7 Fire Fighting Equipment	
c) Use of Fire Extinguisher		a) Type & Validity of Fire Extinguisher	
d) Communication while using PBE		• _____	
4 Fire Fighting Procedure		8 Post Fire Fighting Procedure	
a) Checklist		a) Investigate / Monitor	
b) Fire Fighter		b) _____	
c) Backup		c) _____	
d) _____		9 Situation Awareness	
e) _____		a) _____	
f) _____		b) _____	
		c) _____	

REMARKS: (Continuation may be done on extra sheet, if required)

Overall Result: <input type="checkbox"/> Satisfactory <input type="checkbox"/> Unsatisfactory	PCAA Inspector:	Lic. No./ CCCC No.
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Inspector Signature

DFS REMARKS:

APPENDIX – “D”

 <p>پاکستان سول ایوی ایشن اتھارٹی</p>	PAKISTAN CIVIL AVIATION AUTHORITY MONITORING REPORT DCCC / LCC	CAAF-030-FSXX-2.0
	Flight Standards Directorate	

INITIAL APPROVAL
 REVALIDATION
 SPECIAL

Flight Date:	Flight Time:	Base:	Aircraft Type:	Aircraft Registration No.:
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CSI:	DCCC:	Lic. No. / CC No.:	Operator:	Crew under Check:	CC No.:
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S = Satisfactory SB = Satisfactory with Briefing U = Unsatisfactory N/O = Not Observed

	GRADE		GRADE
1. PRE- FLIGHT BRIEFING		4. POST FLIGHT BRIEFING	
a) Content Adequacy		a) Content Adequacy	
b) Clarity		b) Relative to Flight Check	
c) Communication Skills		c) Coverage - Errors Weaknesses	
2. SCOPE OF FLIGHT CHECK		5. FLIGHT CHECK REPORT	
a) Use of Questions		a) Coverage - Errors Weaknesses	
b) Required items Covered		b) Content – General	
c) Relative to Briefing		c) Assessment – Validity	
3. CONDUCT OF FLIGHT CHECK		6. KNOWLEDGE	
a) Safety / Equipment		a) _____	
b) Standard Procedures		b) _____	
c) Relative to Briefing		c) _____	
d) Communication Skills		d) _____	

CSI / DCCC REMARKS:

PCAA Inspector:	Lic. No. / CCCC No.	Date:
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Inspector's Signature

DFS REMARKS:

APPENDIX – “E”

 <p>پاکستان سول ایوی ایشن اتھارٹی</p>	<p>PAKISTAN CIVIL AVIATION AUTHORITY PERSONNEL LICENSING OFFICE</p> <p>TRAINING / PROFICIENCY REPORT COMPETENCY CERTIFICATE – CABIN</p>	<p>CAAF-156-RGLC-1.0</p>
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ISSUE	Renewal	Endorsement	Location	Date	Ref: <input style="width:20px;" type="text"/> <input style="width:20px;" type="text"/> <input style="width:20px;" type="text"/>
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Name (Block Letters)	Father's Name
-----------------------------	----------------------

a) Address	Email:
	Telephone No.

<input type="checkbox"/> Male	Staff No.	Employer's Name	Nationally	Passport
<input type="checkbox"/> Female				

INITIAL TRAINING	REFRESHER	DRILLS	
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Training Record (Fill as applicable)

NO.	EXERCISE	SAT	UN-SAT	SIGNATURE
1	Written Tests			
2	Safety Equipment			
3	Announcements			
4	General Emergencies			
5	First Aid			
6	Galley Equipments			
7	Cabin Equipment			
8	Evacuation (Mock up)			
9	Evacuation (Actual Aircraft)			
10	Fire Fight & Drill			
11	Ditching			
12	Aircraft Orientation & Emergencies (To specific Aircraft)			
	a) _____			
	b) _____			
	c) _____			
	d) _____			
	e) _____			

Use Reverse for Assessment, Certification & Authentication

INITIAL / RENEWAL ASSESSMENT

No	EXERCISE	SAT	UN-SAT	No	EXERCISE	SAT	UN-SAT
1	Oral / Practical Skill			8	Refresher Training		
2	FARs / CARs / ANOs			9	Judgment		
3	Operations Manual (Knowledge)			10	Initiative		
4	Emergency equipment & Drill			11	Situational Awareness		
5	First Aid & Medical Aspect			12	General Knowledge (Aviation)		
6	Crew Resource Management			13	Use of Avionics Equipment		
7	Conversion & Differences Trg.			14	Evacuation (Oral / Demo)		

REMARKS

CERTIFICATION & RECOMMENDATION:

★ Strike out where not applicable:

I hereby certify that the above applicant has performed

Satisfactory
Unsatisfactory

and

Recommend
Not recommend

the following:

ISSUE
RENEWAL
ENDORSEMENT

DOMESTIC
INTERNATIONAL

A/C:
A/C:
A/C:

APPROVED PERSON

RE-CHECK

SIGNATURE OF APPLICANT (If briefed after failure)

SIGNATURE
DESIGNATED PERSON

NAME

Competency Certificate No.

SIGNATURE
CAA AUTHORIZED PERSON
(If applicable)

NAME

Competency Certificate No.