



Acceptable Means of Compliance and Guidance Material
to TCAR OPS Part Cabin Crew
(AMC/GM to TCAR OPS Part - CC)

AMC/GM to TCAR OPS Part - CC

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Approved By

Suttipong Kongpool

Director General

The Civil Aviation Authority of Thailand

THAILAND CIVIL AVIATION REGULATION (TCAR)

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RECORD OF REVISIONS

Issue No.	Revision No.	Date (DD/MMM/YYYY)	Subject	Insert By (Department/Division)
01	00	20 Dec 2024	Initial issue	OPS

REVISION HIGHLIGHTS

Area of Change	Change Detail(s)
New Issue	New Issue

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INTRODUCTION AND APPLICABILITY

In this publication the word ‘should’ is used to indicate that the Organisation, Owner or Operator has a degree of latitude in adhering to the requirement, particularly where the nature of the operation - or proposed operation - affects their ability to achieve the necessary degree of compliance with the requirement; provided that an acceptable level of safety is achieved.

If the Organisation’s/owner’s/operator’s response is deemed to be inadequate by the Director General, a specific requirement or restriction may be applied as a condition of the appropriate instrument to be issued under Thailand Civil Aviation Regulations. This publication includes associated means of compliance and interpretative material wherever possible and, unless specifically stated otherwise, clarification will be based on this material or other relevant CAAT documentation.

These Acceptable Means of Compliance (AMC) and Guidance Material (GM) to TCAR OPS - Part CC are based upon or derived from the AMCs and GM corresponding to European Union Aircrew Regulation (EU) 1178/2011 up to and including EASA Executive Director decision “ED Decision 2020/005/R” of the 19/03/2020.

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AMC1 Appendix 1 to Part CC (3) Initial training course and examination

CREW RESOURCE MANAGEMENT TRAINING TABLE

The CRM training table recapitulates all elements relevant to CRM training for cabin crew, specifying the following:

- (a) The elements of the introductory course on CRM required for the cabin crew initial training course, where ‘in-depth’ means a training that should be instructional or interactive in style taking full advantage of group discussions, team task analysis, team task simulation, etc., for the acquisition of knowledge, skills and attitudes.
- (b) The elements identified as ‘not required’ for the cabin crew initial training are listed for information as they are covered during other training in accordance with the applicable requirements of TCAR OPS Part ORO.

CRM TRAINING TABLE	
Training elements	Introductory course on CRM
General Principles	
Human factors in aviation; General instructions on CRM principles and objectives; Human performance and limitations; Threat and error management.	In-depth
Relevant to the individual cabin crew member	
Personality awareness, human error and reliability, attitudes and behaviours, self-assessment and self-critique; Stress and stress management; Fatigue and vigilance; Assertiveness; situation awareness, information acquisition and processing.	In-depth
Relevant to the entire aircraft crew	
Shared situation awareness, shared information acquisition and processing; Workload management; Effective communication and coordination between all crew members including the flight crew as well as inexperienced cabin crew members; Leadership, cooperation, synergy, delegation, decision- making, actions; Resilience development; Surprise and startle effect; Cultural differences; Identification and management of passenger human factors: crowd control, passenger stress, conflict management, medical factors.	Not required (covered under CRM training required by TCAR OPS Part ORO)
Specifics related to aircraft types (narrow-/wide-bodied, single-/multi-deck), flight crew and cabin crew composition and number of passengers	
Relevant to the operator and the organisation (principles)	
Operator's safety culture and company culture, standard operating procedures (SOPs), organisational factors, factors linked to the type of operations; Effective communication and coordination with other operational personnel and ground services; Participation in cabin safety incident and accident reporting.	Not required (covered under CRM training required by TCAR OPS Part ORO)
Case studies	