



สำนักงานการบินพลเรือนแห่งประเทศไทย
The Civil Aviation Authority of Thailand

Thailand Civil Aviation Regulation - Air Operations
Part Cabin Crew
(TCAR OPS Part - CC)

TCAR OPS Part - CC

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Approved By

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Suttipong Kongpool

Director General

The Civil Aviation Authority of Thailand

THAILAND CIVIL AVIATION REGULATION (TCAR)

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RECORD OF REVISIONS

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REVISION HIGHLIGHTS

Area of Change	Change Detail(s)
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INTRODUCTION AND APPLICABILITY

In this publication the word ‘must’ or ‘shall’ is used to indicate where the Director General requires the individual applicant or operator to respond to and comply with, or adhere closely to, the defined requirement.

If the applicant or 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 TCAR OPS Part CC is adapted from The European Union Aircrew Regulation (EU) No 1178/2011, through this regulation, allows cabin crew initial training, and the related knowledge and competencies gained by the cabin crew member, to be granted credit and be transferable among the operators in the Kingdom of Thailand. This approach is based on the issuance to each cabin crew member of a cabin crew initial training certificate that is recognized among the operators in the Kingdom of Thailand.

To ensure the transferability of the initial training, the programme does not include any training elements that are specific to individual operators. Those training elements must be covered by cabin crew trainees when completing the training provided by individual operators, e.g. aircraft type specific training and operator conversion training, differences training, etc.

TCAR OPS Part CC is a part of the overall TCAR OPS Regulation set.

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SUBPART GEN - GENERAL REQUIREMENTS

CC.GEN.001 Competent authority

For the purpose of this Part, the competent authority shall be the Civil Aviation Authority of Thailand (CAAT).

CC.GEN.005 Scope

This Part establishes the requirements for the issue of cabin crew initial training certificate and the conditions for their validity and use by their holders.

CC.GEN.010 Definitions

The term of 'Cabin crew attestation' used in TCAR OPS means a cabin crew initial training certificate as used in this part.

CC.GEN.020 Minimum age

The applicant for a cabin crew initial training certificate shall be at least 18 years of age.

CC.GEN.025 Privileges and conditions

- (a) The privileges of holders of a cabin crew initial training certificate are to act as cabin crew members in commercial air transport operation with aircraft.
- (b) Cabin crew members may exercise the privileges specified in (a) only if they:
 - (1) hold a valid cabin crew initial training certificate; and
 - (2) comply with CC.GEN.030, CC.TRA.225 and the applicable medical requirements.

CC.GEN.030 Documents and record-keeping

To show compliance with the applicable requirements as specified in CC.GEN.025(b), each holder shall keep, and provide upon request, the cabin crew initial training certificate, and the training and checking records of his/her aircraft type or variant qualification(s), unless the operator employing his/her services keeps such records and can make them readily available upon request by the CAAT, another civil aviation authority or by the holder.

SUBPART CCC - SPECIFIC REQUIREMENTS FOR THE CABIN CREW INITIAL TRAINING CERTIFICATE (CCC)

CC.CCC.100 Issue of the cabin crew initial training certificate

- (a) Cabin crew initial training certificates shall only be issued to applicants who have passed the examination following completion of the initial training course in accordance with this Part.
- (b) Cabin crew initial training certificates shall be issued by a commercial air transport operator and/or the operators, who approved by the CAAT to deliver initial cabin crew training and to issue cabin crew initial training certificates.
- (c) Cabin crew initial training certificates as referred to in (a) and (b) shall contain the following information;
 - A statement declaring that the initial training certificates is issued in accordance with TCAR OPS Part CC
 - Reference Number (TH-YYYY-AOC-XXXXXX): State of issue – Year of initial completion - AOC ICAO Code - Employee or Reference number according to a code established by the issuing body
 - Full name of holder
 - Date and place of birth of holder
 - Nationality of holder
 - Signature of holder
 - The official name, address of the operator issuing the CC initial training certificate and the stamp or logo
 - Full name and signature of the authorised person issuing the CC initial training certificate
 - Date of issue (DD/MMM/YYYY)
 - A statement as follows: “The holder may only exercise the privileges to act as a cabin crew member on aircraft engaged in commercial air transport operations if he/she complies with the requirements contained in TCAR OPS Part CC for continuous fitness and valid aircraft type qualifications.”

CC.CCC.105 Validity of the cabin crew initial training certificate

The cabin crew initial training certificate shall be issued with unlimited duration and shall remain valid unless its holder has not exercised the associated privileges during the preceding 60 months on at least one aircraft type.

SUBPART TRA - TRAINING REQUIREMENTS FOR CABIN CREW INITIAL TRAINING CERTIFICATE APPLICANTS AND HOLDERS

CC.TRA.215 Provision of training

Training required in this Part shall be:

- (a) provided by commercial air transport operators and/or the operators, approved to do so by the competent authority;
- (b) performed by personnel suitably experienced and qualified for the training elements to be covered; and
- (c) conducted according to a training programme and syllabus approved by the CAAT.

CC.TRA.220 Initial training course and examination

- (a) Applicants for a cabin crew initial training certificate shall complete an initial training course to familiarise themselves with the aviation environment and to acquire sufficient general knowledge and basic proficiency required to perform the duties and discharge the responsibilities related to the safety of passengers and flight during normal, abnormal and emergency operations.
- (b) The programme of the initial training course shall cover at least the elements specified in Appendix 1 to this Part. It shall include theoretical and practical training.
- (c) Applicants for a cabin crew initial training certificate shall undergo an examination covering all elements of the training programme specified in (b), except CRM training, to demonstrate that they have attained the level of knowledge and proficiency required in (a).

CC.TRA.225 Aircraft type or variant qualification(s)

- (a) Holders of a valid cabin crew initial training certificate shall only operate on an aircraft if they are qualified in accordance with the applicable requirements of TCAR OPS Part ORO.
- (b) To be qualified for an aircraft type or a variant, the holder:
 - (1) shall comply with the applicable training, checking and validity requirements, covering as relevant to the aircraft to be operated:
 - (i) aircraft-type specific training, operator conversion training and familiarisation;
 - (ii) differences training;
 - (iii) recurrent training; and
 - (2) shall have operated within the preceding 6 months on the aircraft type, or shall have completed the relevant training and checking before operating again on that aircraft type.

SUBPART TRC - REQUIREMENTS FOR CABIN CREW INSTRUCTORS/EVALUATORS

CC.TR300 Qualifications of cabin crew instructors/evaluators

- (a) Instructors/Evaluators providing theoretical and/or practical training on Safety and Emergency Procedures (SEP) and aero-medical aspects and first aid for cabin crew shall have minimum qualifications as follows:
- (1) Have five years' experience as a crew member or previous experience as a safety training instructor or hold or have held an appropriate aero-medical qualification; and
 - (2) Have a thorough knowledge and pass theoretical and/or practical assessment of competence in the appropriate aircraft category to demonstrate the ability to instruct and train to the level required by the operators for the issuance of relevant certificate or internal record of approval; and
 - (3) Have ability to fulfill the operators' cabin crew training policy and standards; and
 - (4) Have completely received training in accordance with the applicable requirements of this Part to efficiently cover the duties and responsibilities to be performed. The training elements for instructors/evaluators shall include but not limit to:
 - (i) The fundamental principles of the teaching and learning process;
 - (ii) Elements of effective teaching;
 - (iii) Teaching methods and procedures;
 - (iv) Student evaluation and testing procedures;
 - (v) Course development;
 - (vi) Lesson planning;
 - (vii) Facilitation skills; and
 - (viii) Classroom training techniques.
 - (5) Have observed one classroom to the training subject related to their application and have conducted one classroom under supervision of the operator's qualified and suitable to assess personnel their ability to conduct the class effectively.
 - (6) An applicant without the experience requirement specified in (a)(1) but with other relevant aviation experience or appropriate qualifications may still be considered for appointment subject to the operator's consideration, assessment, selection and approval process. Such appointment process shall be reported to authority for acknowledgement either by a separate document or a part of the operator's training manual.
- (b) Instructors providing theoretical training for Crew Resource Management (CRM) aspects shall meet TCAR OPS Part ORO for CRM instructor.
- (c) Instructors providing theoretical training for in-flight security aspect shall meet the National Civil Aviation Security Training Programme (NCASTP) requirements and be as a CAAT approved instructor.
- (d) Instructors providing theoretical training for dangerous goods aspect shall meet TCAR OPS Part SPA AMCs & GM, Subpart G Transport of Dangerous Goods, AMC1 SPA.DG.105(a) Approval to transport Dangerous Goods, Training Programme (b) for Dangerous Goods instructor.

CC.TRC.305 Supervision of Cabin crew instructors/evaluators

- (a) All cabin crew instructors and evaluators specified in CC.TRC.300 (a) shall receive recurrent training and checking and undergo a periodic performance review annually to ensure their competency and standardisation with respect to delegated tasks by using assessment process acceptable to the CAAT, implemented by the operator.
- (b) The operator shall maintain the following records of their instructors and evaluator:
 - (1) Qualifications and training records;
 - (2) Training classes observed and conducted;
 - (3) Examinations received and conducted;
 - (4) Checks as carried out by the authorised personnel;
 - (5) Records of performance review; and
 - (6) Licenses and/or certificates in accordance with regulatory requirements.

Appendix 1 to Part CC - Initial training course - TRAINING PROGRAMME

The training programme of the initial training course shall include at least the following:

1. General theoretical knowledge of aviation and aviation regulations

This shall cover all elements relevant to the duties and responsibilities required from cabin crew:

- 1.1. aviation terminology, theory of flight, passenger distribution, areas of operation, meteorology and effects of aircraft surface contamination;
- 1.2. aviation regulations relevant to cabin crew and the role of the CAAT;
- 1.3. duties and responsibilities of cabin crew during operations and the need to respond promptly and effectively to emergency situations;
- 1.4. continuing competence and medical fitness to operate as a cabin crew member, including as regards flight and duty time limitations and rest requirements;
- 1.5. the importance of ensuring that relevant documents and manuals are kept up-to-date, with amendments provided by the operator as applicable;
- 1.6. the importance of cabin crew performing their duties in accordance with the operations manual of the operator;
- 1.7. the importance of the cabin crew's pre-flight briefing and the provision of necessary safety information with regards to their specific duties; and
- 1.8. the importance of identifying when cabin crew members have the authority and responsibility to initiate an evacuation and other emergency procedures.

2. Communication

During training, emphasis shall be placed on the importance of effective communication between cabin crew and flight crew, including communication techniques, common language and terminology.

3. Introductory course on human factors (HF) in aviation and crew resource management (CRM)

This course shall be conducted by at least one cabin crew CRM instructor. The training elements shall be covered in depth and shall include at least the following:

- 3.1. General: human factors in aviation, general instructions on CRM principles and objectives, human performance and limitations;
- 3.2. Relevant to the individual cabin crew member: personality awareness, human error and reliability, attitudes and behaviours, self-assessment; stress and stress management; fatigue and vigilance; assertiveness; situation awareness, information acquisition and processing.
- 3.3. Training shall include information on flight time limitations, the effects of operating for extended periods of time and the effects of time zone changes. Human performance and limitations shall include illness, use of alcohol and drugs, blood donations etc. Advice shall be given on general health care, especially whilst operating overseas, and the need for preventive medicine such as immunisation, when operating to potentially infected areas.

4. Passenger handling and cabin surveillance

- 4.1. The importance of correct seat allocation with reference to aeroplane mass and balance, special categories of passengers and the necessity of seating able-bodied passengers adjacent to unsupervised exits;
- 4.2. Rules covering the safe stowage of cabin baggage and cabin service items and the risk of it becoming a hazard to occupants of the passenger compartment or otherwise obstruction or damaging emergency equipment or exits;
- 4.3. Advice on the recognition and management of passengers who are, or become, intoxicated with alcohol or are under the influence of drugs or are aggressive;
- 4.4. Precautions to be taken when live animals are carried in the passenger compartment;
- 4.5. Duties to be undertaken in the event of turbulence, including securing the passenger compartment; and
- 4.6. Methods used to motivate passengers and the crowd control necessary to expedite an emergency evacuation.

5. Aero-medical aspects and first-aid

- 5.1. General instruction on aero-medical aspects and survival;
- 5.2. The physiological effects of flying with particular emphasis on hypoxia, oxygen requirements, Eustachian tubal function and barotraumas;
- 5.3. Basic first-aid, including care of:
 - a) air sickness;
 - b) gastro-intestinal disturbances;
 - c) hyperventilation;
 - d) burns;
 - e) wounds;
 - f) the unconscious; and
 - g) fractures and soft tissue injuries;
- 5.4. In-flight medical emergencies and associated first-aid covering at least:
 - a) asthma;
 - b) stress and allergic reactions;
 - c) shock;
 - d) diabetes;
 - e) choking;
 - f) epilepsy;
 - g) childbirth;
 - h) stroke; and
 - i) heart attack;
- 5.5. The use of appropriate equipment including first-aid oxygen, first-aid kits and emergency medical kits and their contents;
- 5.6. Practical cardio-pulmonary resuscitation training by each cabin crew member using a specifically designed dummy and taking account of the characteristics of an aircraft environment; and

5.7. Travel health and hygiene, including:

- a) hygiene on board;
- b) risk of contact with infectious diseases and means to reduce such risks;
- c) handling of clinical waste;
- d) aircraft disinsection;
- e) handling of death on board; and
- f) alertness management, physiological effects of fatigue, sleep physiology, circadian rhythm and time zone changes.

6. Dangerous goods in accordance with the applicable ICAO Technical Instructions.

7. General security aspects in aviation

This shall include awareness of the provisions laid down in security regulations, including in the National Civil Aviation Security Training Programme (NCASTP).

8. Fire and smoke training

- 8.1. Emphasis on the responsibility of cabin crew to deal promptly with emergencies involving fire and smoke and, in particular, emphasis on the importance of identifying the actual source of the fire;
- 8.2. The importance of informing the flight crew immediately, as well as the specific actions necessary for coordination and assistance, when fire or smoke is discovered;
- 8.3. The necessity for frequent checking of potential fire-risk areas including toilets, and the associated smoke detectors;
- 8.4. The classification of fires and the appropriate type of extinguishing agents and procedures for particular fire situations;
- 8.5. The techniques of application of extinguishing agents, the consequences of misapplication, and of use in a confined space including practical training in fire-fighting and in the donning and use of smoke protection equipment used in aviation; and
- 8.6. The general procedures of ground-based emergency services at aerodromes.

9. Survival training

- 9.1. Principles of survival in hostile environments (e.g. polar, desert, jungle, sea); and
- 9.2. Water survival training which shall include the actual donning and use of personal flotation equipment in water and the use of slide-rafts or similar equipment, as well as actual practice in water.

Appendix 2 to Part CC – Examination for Issuance of a cabin crew initial training certificate

- (a) The examination for the issuance of the cabin crew initial training certificate consists of a theoretical test and a practical test on the knowledge programme defined in TCAR OPS Part CC.
- (b) Applicants shall have received the necessary training before to be authorised to attempt the corresponding examination.
- (c) The theoretical knowledge examinations shall be done in written or computer-based form and shall cover all aspects of the theoretical knowledge training. It shall focus on the quality of the examination to ensure each cabin crew trainee acquires both knowledge and skills of the competency requirements.

To pass, the applicant shall obtain at least a score of 80%. No point shall be awarded for a wrong answer, for no answer or for several answers to the same question.

- (d) To be admitted to the practical test, the applicant shall have passed the theoretical knowledge part of the training.
- (e) The practical test shall allow to verify the applicant's ability to ensure passengers safety efficiently and effectively, particularly through the use of various safety equipment and by performing passenger rescue and assistance exercises, demonstrating proficiency in using different materials and performing tasks in an aquatic environment.

A clear rating methodology and evaluation criteria for cabin crew performance shall be developed, including specific success criteria for each practical test.