



Appendix 1 to OPS 1.1010

Conversion and differences training

(a) General

An operator shall ensure that:

1. conversion and differences training is conducted by suitably qualified personnel; and
2. during conversion and differences training, training is given on the location, removal and use of all safety and survival equipment carried on the aeroplane, as well as all normal and emergency procedures related to the aeroplane type, variant and configuration to be operated.

(b) Fire and smoke training

An operator shall ensure that:

1. each cabin crew member is given realistic and practical training in the use of all fire-fighting equipment including protective clothing representative of that carried in the aeroplane. This training must include:
 - (i) extinguishing a fire characteristic of an aeroplane interior fire except that, in the case of halon extinguishers, an alternative extinguishing agent may be used; and
 - (ii) the donning and use of protective breathing equipment in an enclosed, simulated smoke-filled environment.

(c) Operations of doors and exits

An operator shall ensure that:

1. each cabin crew member operates and actually opens all normal and emergency exits for passenger evacuation in an aeroplane or representative training device; and
2. the operation of all other exits, such as flight deck windows is demonstrated.

(d) Evacuation slide training

An operator shall ensure that:

1. each cabin crew member descends an evacuation slide from a height representative of the aeroplane's main deck sill height;
2. the slide is fitted to an aeroplane or a representative training device; and
3. a further descent is made when the cabin crew member qualifies on an aeroplane type in which the main deck exit sill height differs significantly from any aeroplane type previously operated.

(e) Evacuation procedures and other emergency situations

An operator shall ensure that:

1. emergency evacuation training includes the recognition of planned or unplanned evacuations on land or water.

This training must include recognition of when exits are unusable or when evacuation equipment is unserviceable;

and

2. each cabin crew member is trained to deal with the following:



- (i) an in-flight fire, with particular emphasis on identifying the actual source of the fire;
- (ii) severe air turbulence;
- (iii) sudden decompression, including the donning of portable oxygen equipment by each cabin crew member; and
- (iv) other in-flight emergencies.

(f) Crowd control

An operator shall ensure that training is provided on the practical aspects of crowd control in various emergency situations, as applicable to the aeroplane type.

(g) Pilot incapacitation

An operator shall ensure that, unless the minimum flight crew is more than two, each cabin crew member is trained in the procedure for flight crew member incapacitation and shall operate the seat and harness mechanisms. Training in the use of flight crew members' oxygen system and use of the flight crew members' check lists, where required by the operator's SOP's, shall be conducted by a practical demonstration.

(h) Safety equipment

An operator shall ensure that each cabin crew member is given realistic training on, and demonstration of, the location and use of safety equipment including the following:

1. slides, and where non-self-supporting slides are carried, the use of any associated ropes;
2. life-rafts and slide-raft, including the equipment attached to, and/or carried in, the raft;
3. lifejackets, infant lifejackets and flotation cots;
4. dropout oxygen system;
5. first-aid oxygen;
6. fire extinguishers;
7. fire axe or crow-bar;
8. emergency lights including torches;
9. communication equipment, including megaphones;
10. survival packs, including their contents;
11. pyrotechnics (actual or representative devices);
12. first-aid kits, their contents and emergency medical equipment; and
13. other cabin safety equipment or systems where applicable.

(i) Passenger briefing/safety demonstrations

An operator shall ensure that training is given in the preparation of passengers for normal and emergency situations in accordance with OPS 1.285.

(j) Crew resource management. An operator shall ensure that:

- (1) each cabin crew member completes the operator's CRM training covering the training elements in Appendix 2 to OPS 1.1005/1.1010/1.1015 Table 1, Column (a) to the level required in Column (c) before undertaking subsequent aeroplane type specific CRM and/or recurrent CRM training;



(2) when a cabin crew member undertakes a conversion course on another aeroplane type, the training elements in Appendix 2 to OPS 1.1005/1.1010/1.1015 Table 1, Column (a) shall be covered to the level required in Column (d), Aeroplane type specific CRM;
 (3) the operator's CRM training and aeroplane type specific CRM shall be conducted by a least one cabin crew CRM instructor.

Appendix 2 to OPS 1.1005/1.1010/1.1015
Training

		1. The CRM training syllabi, together with CRM methodology and terminology, shall be included in the operations manual. 2. Table 1 indicates which elements of CRM shall be included in each type of training.
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Table 1
CRM training

Training	Introductory CRM course	Operator's CRM course	Aeroplane type specific CRM	Annual Recurrent CRM training	Senior cabin crew course
(a)	(b)	(c)	(d)	(e)	(f)
General principles					
Human factors in aviation	In depth	Not required	Not required	Overview	
General instructions on CRM principles and objectives			Not required		
Human performance and limitations					
From the perspective of the individual cabin crew member					
Personality awareness, human error and reliability, attitudes and behaviours, self-assessment					
Stress and stress management					
Fatigue and vigilance	In depth Not required	Not required	Overview	(3-year cycle)	Not required
Assertiveness					
Situation awareness, information acquisition and processing					
From the perspective of the whole aeroplane crew					
Error prevention and detection					



Shared situation awareness, information acquisition & processing				Overview	
Workload management				(3-year cycle)	
Effective communication and coordination between all crew members including the flight crew as well as inexperienced cabin crew members, cultural differences	Not required	In-depth	Relevant to the type(s)		Reinforcement (relevant to the senior cabin crew duties)
Leadership, cooperation, synergy, decision-making, delegation					
Individual and team responsibilities, decision making, and actions					
Identification and management of the passenger human factors: crowd control, passenger stress, conflict management, medical factors					
Specifics related to aeroplane types (narrow/wide bodies, single/multi deck), flight crew and cabin crew composition and number of passengers		Not required	In depth		
From the perspective of the operator and the organisation					
Company safety culture, SOPs, organisational factors, factors linked to the type of					



operations					
Effective communication and coordination with other operational personnel and ground services	Not required	In depth	Relevant to the type(s)	Overview (3 year cycle)	
Participation in cabin safety incident and accident reporting					
Case based studies (see note)			Required	Required	
<i>Note:</i> n Column (d), if relevant aeroplane type specific case based studies are not available, then case based studies relevant to the scale and scope of the operation shall be considered.					