
Chapter 13—Cabin crew training and checking

Division 1—English Language proficiency

13.01 Prescribed requirements for English language proficiency

Requirements

- (1) For the purposes of paragraph 121.655(1)(b) of CASR, the requirements for English language proficiency that must be met by a person assigned to duty as a cabin crew member are that:
 - (a) either subsection 13.02(1) (English as a foreign language tests) or subsection 13.02(2) (education or English language work experience) applies to the person; and
 - (b) the person:
 - (i) has been assessed as meeting the English language performance standard mentioned in subsection (2) by a member of the operator's personnel (the **assessor**) who is authorised by the operator to carry out the assessment; and
 - (ii) holds an assessment report issued by the assessor that states the person has met the standard.

English language performance standard

- (2) The English language performance standard is the ability of a person to demonstrate the person can:
 - (a) pronounce words clearly, using an accent that does not cause difficulties in understanding; and
 - (b) convey information in clearly structured sentences without confusion or ambiguity; and
 - (c) use an extensive vocabulary to accurately communicate on general and technical topics, without excessive use of jargon, slang or colloquial language; and
 - (d) speak fluently without long pauses, repetition or false starts; and
 - (e) respond to communications with actions that demonstrate that the information has been received and understood; and
 - (f) exchange information clearly in a variety of situations with both expert and non-expert English speakers while giving and receiving timely and appropriate responses; and
 - (g) use appropriate techniques such as questioning, non-verbal communication and paraphrasing to validate communications.
- (3) The performance standard applies to oral and written communications and in face-to-face situations relevant to the duties and obligations of a cabin crew member in an aviation technical learning environment.

13.02 English language tests, education or work experience

English as a foreign language tests

- (1) For the purposes of paragraph 13.01(1)(a), this section applies to a person who has documentary evidence that the person has completed:
 - (a) the International English Language Testing System (IELTS) general or academic training module, with an overall grade of 5.5, and no individual grade in a paper lower than 5; or
 - (b) the Test of English for International Communication (TOEIC-Secure Program Public Testing Centre), with grades not less than:
 - (i) 350 for listening; and
 - (ii) 300 for reading; and
 - (iii) 160 for speaking; and
 - (iv) 140 for writing; or
 - (c) the Test of English as a Foreign Language internet-based test (TOEFL IBT) with a grade not less than 71; or
 - (d) the Test of English as a Foreign Language computer-based test (TOEFL CBT) with a grade not less than 197; or
 - (e) the Test of English as a Foreign Language paper-based test (TOEFL PB) with a grade not less than 530.

Education or English language work experience

- (2) For the purposes of paragraph 13.01(1)(a), this section applies to a person who:
 - (a) has completed a minimum of 3 years of secondary education in an Australian or New Zealand education institution in which the principle language of instruction is English; or
 - (b) has completed a minimum of 3 years in a course that is at least the equivalent of an Australian secondary education in an educational institution in a country where one of the principal languages of instruction was English; or
 - (c) has worked in Australia or New Zealand for at least 3 of the 5 years immediately before commencing employment as a cabin crew member with the operator; or
 - (d) has worked in one of the following countries for at least 3 of the 5 years immediately before commencing employment as a cabin crew member with the operator:
 - (i) United Kingdom;
 - (ii) Republic of Ireland;
 - (iii) United States of America; or
 - (e) has worked in Canada for at least 3 of the 5 years immediately before commencing employment with the operator as a cabin crew member and has documentary evidence showing the use of English in the workplace.

Division 2—Senior cabin crew members: training and checking

13.03 Scope of Division 2, Chapter 13

This Division:

- (a) is made for the purposes of paragraph 121.665(1)(b) of CASR; and
- (b) prescribes training and checking that must be successfully completed by a senior cabin crew member in relation to an aeroplane and a flight.

13.04 Senior cabin crew training

Training for a senior cabin crew member must cover the duties and responsibilities of the senior cabin crew member, and include at least the following:

- (a) how to deliver briefings regarding normal, abnormal and emergency situations;
- (b) communication, cooperation and coordination with the crew and other personnel;
- (c) the operator's procedures and the requirements of the civil aviation legislation;
- (d) the administrative tasks required by the operator;
- (e) reporting systems and requirements;
- (f) fatigue management.

Note: Provisions in Part 119 relating to human factors and non-technical skills also affect the training that an operator is required to provide to senior cabin crew members:

- (a) regulation 119.180 of CASR makes it a requirement that a cabin crew member must not carry out a duty of the person's position unless the person meets the requirements in the operator's exposition about training in human factors principles and non-technical skills; and
- (b) regulation 119.175 of CASR requires the operator to have a program for training and assessing its operational safety-critical personnel in human factors principles and non-technical skills.

13.05 Senior cabin crew competency checks

- (1) A competency check for a senior cabin crew member must check the competency of the person in carrying out the duties and responsibilities of the senior cabin crew member.
- (2) The senior cabin crew member must meet the competency level specified in the operator's exposition for a competency check of a senior cabin crew member.

Note: A senior cabin crew member must also meet the training and checking requirements applicable to a cabin crew member under Division 121.P.2 of Part 121 of CASR (including Divisions 4 to 7 in this Chapter).

Division 3—Training facilities and devices

13.06 Scope of Division 3, Chapter 13

- (1) For the purposes of subregulation 121.680(2) of CASR, this Division prescribes requirements for a training facility or device that is used to carry out training and checking of crew members.
- (2) This Division has requirements for training facilities and the following training devices:
 - (a) cabin training devices;
 - (b) emergency exit trainers;
 - (c) emergency or safety equipment;
 - (d) any other device used for:
 - (i) training or checking on emergency or safety equipment; or
 - (ii) training or checking on emergency or safety or procedures; or
 - (iii) any other training or checking.

Note 1: Under regulation 121.680 of CASR, training and checking of a cabin crew member that is carried out using a training facility or device must be carried out using a facility or device that is specified in the operator's exposition and meets the requirements prescribed by this instrument.

Note 2: A training facility or device that is used (instead of an aeroplane) to conduct an annual or 3-yearly emergency and safety equipment check of flight crew must meet the requirements prescribed under this Division for the purposes of regulation 121.680 of CASR: see paragraphs 121.610(2)(c) and 121.620(2)(b) of CASR.

Note 3: Some elements of flight crew training prescribed under Chapter 12 also require compliance with the training facility or device standards in this Division: see sections 12.03, 12.14, 12.26 and 12.31.

13.07 Training facilities—general requirements

A training facility that is used for training or checking must be equipped with the emergency and safety equipment and other devices that would enable that training or checking to be conducted in accordance with the training and checking requirements in Part 121 of CASR, this Manual of Standards, and the operator's training and checking system.

13.08 Training devices—general requirements

- (1) A device used, instead of an aeroplane, for training or checking a crew member must be capable of re-creating realistic situations for providing effective training or checking to a crew member.
- (2) A device used for training a crew member must be adequate and appropriate to ensure that the objectives of the training can be achieved.
- (3) A device used to conduct a check of a crew member must be capable of being used by the crew member to demonstrate the competencies being checked.

-
- (4) A device used to carry out training or checking must include the components necessary for the training or checking, including all the equipment required for the completion of practical exercises relevant to the training.

Example: A cabin training device used for firefighting training must be equipped to enable the crew member to complete practical exercises in firefighting.

Multiple cabin crew environment

- (5) If a cabin training device, or other device, is used to train crew members in operations conducted using multiple cabin crew, the device must be capable of assessing the competency of a member of the crew in a multiple cabin crew environment.

Simulated scenarios generally

- (6) A cabin training device or other device that will use a particular scenario to carry out training of a crew member in relation to an aeroplane must include any equipment, exits, aircraft systems, and other feature or component that is relevant for the scenario.

Simulations for emergency procedures

- (7) If the device is used to carry out training of a crew member in emergency procedures, it must be capable of simulating a realistic environment applicable to the relevant emergency scenario (for example, a smoke-filled cabin).

13.09 Firefighting training facilities and devices

- (1) Practical training using a firefighting simulated exercise must be conducted in an area that adequately simulates the confined space and obstacles of an aircraft cabin.
- (2) Fire extinguishers used for live firefighting exercises must be charged with an agent that adequately simulates the flow rate and dispersal pattern of the agent used in fire extinguishers fitted to, or carried on, aeroplanes operated by the operator.
- (3) If a training facility or device is used to simulate a fire for live firefighting exercises, it must adequately simulate the characteristics of a fire relevant to the training (for example, flame, heat, smoke or a fire's reaction to the application of an extinguishing agent).

13.10 Water-survival training facilities

If wet drills are to be, or are required by this Manual of Standards to be, conducted in a practical exercise at a training facility, the facility must have a body of water or pool of sufficient depth to enable the exercise to be realistically performed.

13.11 Devices used for training on emergency or safety equipment

- (1) If training and checking for a crew member involves training or checking a crew member on emergency and safety equipment (the ***relevant equipment***) fitted to, or carried on, an aeroplane, the equipment or other device used for the training or checking must be representative of the relevant equipment in accordance with this section.
- (2) Emergency or safety equipment used for the training or checking must:
 - (a) be the same, or substantially the same, equipment fitted to, or carried on, the aeroplane; and
 - (b) be capable of being used by the crew member to demonstrate a competency:
 - (i) relating to the functionality, purpose or use of the equipment that is fitted to, or carried on, the aeroplane; and
 - (ii) that is the subject of the training.
- (3) A device used for the training or checking, that incorporates emergency or safety equipment, must:
 - (a) have incorporated into the device equipment that is the same, or substantially the same, emergency or safety equipment fitted to, or carried on, the aeroplane; and
 - (b) be capable of being used by the crew member to demonstrate a competency:
 - (i) relating to the functionality, purpose or use of the emergency or safety equipment that is fitted to, or carried on, the aeroplane; and
 - (ii) that is the subject of the training.

13.12 Cabin training devices etc. must be representative

- (1) This section applies to a cabin training device, exit trainer and any other device that is used for training or checking a crew member in relation to an aeroplane type.
- (2) Any dials, handles, switches, restraint brackets and mounting devices that are included in the device must be representative of those fitted to, or carried on, an aeroplane of that type, in respect of:
 - (a) their operation; and
 - (b) any force required for their operation.
- (3) The direction of movement, associated forces and travel of all controls on equipment in the device must be representative of the equipment fitted to, or carried on, an aeroplane of that type, including the weight of an emergency exit operated without power assist.
- (4) The weight of any emergency exit hatch included in the device, must be representative of the emergency hatch fitted to the aeroplane.

-
- (5) Emergency and safety equipment included in the device must be:
 - (a) secured in brackets or mounting devices that are representative of those found on an aeroplane of that type; and
 - (b) located and stowed in a way representative of the location and stowage of the equipment on an aeroplane of that type.

13.13 Devices for emergency evacuation and emergency exit training

- (1) A cabin training device used to carry out training of a crew member in emergency evacuations of an aeroplane using a particular scenario, must also include the features that are relevant in the scenario, including:
 - (a) the capability to operate exits in both normal and emergency modes, particularly in relation to the method of operation and the ways of operating the exits;
 - (b) the width, height and angle of inflated evacuation slides that are representative of those used for an aeroplane of that type;
 - (c) operational exits sufficient to carry out practical training of a crew member in relation to the aeroplane;
 - (d) a simulation of an unserviceable exit or exits;
 - (e) a simulation of hazards at emergency exits, for example, an obstacle, or fire or water.
- (2) An emergency exit trainer, cabin training device or other device used for training or checking of a crew member in the operation of an emergency exit for an aeroplane type, must also meet the following requirements:
 - (a) it must replicate the size and weight of an emergency exit of an aeroplane of that type;
 - (b) it must replicate the operating characteristics of the exit;
 - (c) it must permit the exit to be operated in both normal and emergency modes, particularly in relation to the method of operation and the forces required to operate them.

Division 4—Initial training for cabin crew

- Note 1: Provisions in Part 119 of CASR relating to human factors and non-technical skills also affect the training that an operator is required to provide to cabin crew members. A cabin crew member must meet the requirements in the operator's exposition about training in human factors principles and non-technical skills before carrying out a duty of the person's position: see regulation 119.180 of CASR. Regulation 119.175 of CASR requires the operator to have a program for training and assessing its operational safety-critical personnel in human factors principles and non-technical skills.
- Note 2: Other CASR provisions may affect the training that an operator is required to provide to cabin crew members. For example, Australian aircraft operators must ensure that certain of its employees undertake dangerous goods training in accordance with regulation 92.110 of CASR before the employee first performs certain duties for the operator.
- Note 3: Other Commonwealth legislation such as the *Navigation Act 2012*, the *Aviation Transport Security Act 2004*, and the *Transport Safety Investigation Act 2003* may also affect the training that an operator is required to provide to cabin crew members.

13.14 Scope of Division 4, Chapter 13

This Division is:

- (a) made for paragraph 121.710(b) of CASR; and
- (b) prescribes requirements for initial training for a cabin crew member in relation to an operator and an aeroplane.

13.15 Cabin crew—knowledge of aviation, regulations, duties and responsibilities

- (1) Initial training for a cabin crew member must include the training necessary to familiarise the cabin crew member with:
 - (a) the aviation environment, including aviation terminology, the theory of flight and aircraft operations; and
 - (b) the civil aviation legislation applicable to the cabin crew member's duties and responsibilities; and
 - (c) the authority and responsibilities, under the civil aviation legislation, of the pilot in command; and
 - (d) the knowledge, skills and competencies required to perform the duties and responsibilities of the position occupied by the cabin crew member, including on the matters set out in subsection (2).
- (2) For paragraph (1)(d), initial training must include training on the following matters:
 - (a) the cabin crew member's duties and responsibilities during operations, including the need to respond promptly and effectively to emergency situations;
 - (b) the requirements for continuing competence and fitness to operate as a cabin crew member, including the management of fatigue;
 - (c) responsibilities in ensuring that relevant documents and manuals are kept up-to-date;
 - (d) responsibilities in ensuring that the cabin crew member performs his or her duties in accordance with the operator's exposition;

-
- (e) identifying when cabin crew members have the authority and responsibility to initiate an evacuation and any other emergency procedure.

13.16 Cabin crew—effective communication and coordination

- (1) Initial training for a cabin crew member must include training on the importance of effective communication and coordination:
 - (a) between crew members; and
 - (b) between cabin crew members and other parties (such as passengers, dispatchers and other external agencies)in normal, abnormal and emergency situations.
- (2) The training must cover:
 - (a) communication techniques and the use of common language and terminology; and
 - (b) the importance of pre-flight briefings and communicating necessary safety information during the briefing (between the crew, or the operator and the crew); and
 - (c) the importance of coordination between cabin crew and flight crew for operational safety when applying procedures, particularly in abnormal and emergency situations.

13.17 Cabin crew—fire and smoke: initial training

- (1) Initial training for a cabin crew member must include training in fire and smoke detection and suppression, including training in:
 - (a) the importance of:
 - (i) frequently checking potential fire-risk areas including the toilets and any associated smoke detectors; and
 - (ii) dealing promptly with emergencies involving fire and smoke; and
 - (iii) correctly identifying the source of the fire; and
 - (iv) informing the flight crew as soon as practicable; and
 - (v) taking specific actions necessary for coordination and assistance when fire or smoke is discovered;
 - (b) the classification of fires and the appropriate type of extinguishing agents for each classified type of fire;
 - (c) firefighting techniques for particular fire situations, including techniques for the application of extinguishing agents;
 - (d) the consequences of misapplication of extinguishing agents and of using extinguishing agents in a confined space;
 - (e) the effects of smoke in an enclosed area;
 - (f) the visual restrictions associated with using smoke protection equipment relevant to aviation;
 - (g) the procedures of ground-based emergency services relevant to general fire and smoke emergency procedures for cabin crew.

-
- (2) On and after 2 December 2023, the training must also include practical training in firefighting that covers:
- (a) extinguishing a fire; and
 - (b) using the firefighting equipment, specified for the purpose in the operator's exposition, in a smoke-filled (or simulated smoke-filled) environment.

Note 1: The practical training mentioned in paragraph (2)(a) is a live firefighting exercise and therefore must meet the requirements in subsections 13.09(2) and (3).

Note 2: The practical training mentioned in paragraph (2)(b) must meet the requirements in subsection 13.09(1).

Note 3: Subsection (2) does not require the firefighting equipment to be specific to a particular aeroplane type, since the requirement to use aeroplane-specific type equipment is covered by conversion training and the 3-yearly training requirements.

13.18 Cabin crew—general-survival training

- (1) Initial training for a cabin crew member must include training in survival methods on land and water appropriate to the operator's areas of operation.
- (2) The training must include practical training using survival equipment determined by the operator, under the procedures mentioned in regulation 121.340 of CASR, for an aeroplane in respect of which the cabin crew member has been assigned duties.

13.19 Cabin crew—water-survival training

Life jackets

- (1) The requirements in subsection (2) apply if:
 - (a) life jackets are, under section 11.59, required to be carried for a flight of an aeroplane operated by the operator; and
 - (b) the cabin crew member is assigned to duty for a flight of the aeroplane.
- (2) The training must include a comprehensive drill requiring the cabin crew member to:
 - (a) don a life jacket; and
 - (b) practice, in water, the techniques that maximise survival time in the water.

Life rafts, slide rafts and associated equipment

- (3) The requirements in subsection (4) apply if:
 - (a) life rafts are, under section 11.62, required to be carried for a flight of an aeroplane operated by the operator; and
 - (b) the cabin crew member is assigned to duty for a flight on the aeroplane.
- (4) The following requirements must be met:
 - (a) training of the cabin crew member must include a demonstration of:
 - (i) the inflation of life rafts and slide rafts carried on the aeroplane; and
 - (ii) any life-saving equipment or survival equipment for the rafts mentioned in regulation 121.335 or 121.340 of CASR;

-
- (b) the training must include a comprehensive drill requiring the cabin crew member to:
 - (i) practice boarding the life raft in water; and
 - (ii) practice using the life-raft equipment in water.

13.20 Cabin crew—first-aid training

Basic first-aid training

- (1) Initial training for a cabin crew member must include basic first-aid training that includes instruction about treating the following:
 - (a) airsickness;
 - (b) gastro-intestinal disturbances;
 - (c) hyperventilation;
 - (d) burns;
 - (e) wounds;
 - (f) an unconscious person;
 - (g) fractures and soft tissue injuries.

In-flight emergencies and associated first aid

- (2) Initial training must include instruction on in-flight medical emergencies and associated first aid on treating the following:
 - (a) asthma;
 - (b) stress and allergic reactions;
 - (c) shock;
 - (d) burns;
 - (e) choking;
 - (f) epilepsy;
 - (g) childbirth;
 - (h) stroke;
 - (i) heart attack.

First-aid equipment and CPR

- (3) The training must include instruction and practical training on:
 - (a) the use of appropriate equipment, including first-aid oxygen, first-aid kits, universal precaution kits and emergency medical kits and their contents; and
 - (b) practical cardio-pulmonary resuscitation that takes account of an aircraft environment.

13.21 Cabin crew—training for passenger handling

Initial training for a cabin crew member must include training on passenger handling, including:

- (a) the importance of correct passenger seat allocation, as follows:
 - (i) correct seat allocation with reference to weight and balance;
 - (ii) correct seat allocation of special categories of passenger (for example, passengers who are ill or incapacitated, with reduced mobility, or restricted passengers);
 - (iii) the necessity of seating suitable persons in emergency exit row seats; and
- (b) regulatory requirements concerning the safe stowage of cabin baggage and cabin service items and the associated risks to safety, for example, that baggage (including a portable electronic device) or service items can:
 - (i) become a hazard to occupants; and
 - (ii) obstruct or damage the emergency equipment or exits; and
- (c) precautions for when live animals are carried in the passenger compartment; and
- (d) the handling of a death on board; and
- (e) the identification of passengers affected by psychoactive substances.

13.22 Cabin crew—training in the physiological effects of flying

Initial training for a cabin crew member must include training about the physiological effects of flying, including instruction on the following:

- (a) hypoxia;
- (b) oxygen requirements;
- (c) the atmosphere and atmospheric pressure;
- (d) pressurised and non-pressurised aircraft cabins;
- (e) the physiological effects of pressure changes in the body, dealing with, for example, gases, cavities, sinuses, eustachian tubal function and barotrauma;
- (f) time of useful consciousness.

Division 5—Conversion training for cabin crew

13.23 Scope of Division 5, Chapter 13

This Division:

- (a) is made for paragraph 121.715(2)(a) of CASR; and
- (b) prescribes requirements for conversion training for a cabin crew member in relation to an operator and an aeroplane type.

Note: Provisions in Part 119 of CASR relating to human factors and non-technical skills also affect the training that an operator is required to provide to cabin crew members:

- (a) a cabin crew member must meet the requirements in the operator's exposition about training in human factors principles and non-technical skills before carrying out a duty of the person's position: see regulation 119.180 of CASR; and
- (b) regulation 119.175 of CASR requires the operator to have a program for training and assessing its operational safety-critical personnel in human factors principles and non-technical skills.

13.24 Cabin crew—fire and smoke: conversion training

- (1) Conversion training for a cabin crew member for an aeroplane type must include training on:
 - (a) the use of firefighting and any related equipment (for example, protective clothing, smoke protection) fitted to, or carried on, an aeroplane of the aeroplane type;
 - (b) drills for firefighting.
- (2) The training must include a practical component in which the cabin crew member participates in a firefighting simulated exercise for the practice of what has been covered by the training.

Note 1: Training that requires the use of emergency and safety equipment in relation to an aeroplane type must use equipment that is representative of equipment fitted to, or carried on, an aeroplane of the type: see section 13.11.

Note 2: Practical training that uses a firefighting simulated exercise must meet the requirements in subsection 13.09(1).

13.25 Cabin crew—doors and exits: conversion training

- (1) Conversion training for a cabin crew member for an aeroplane type must include training on the operation of each door and exit (including any flight deck window or hatch):
 - (a) fitted to each model or variant of an aeroplane of the aeroplane type to which the crew member has been assigned duties; and
 - (b) in normal and emergency mode.
- (2) Training must include use of the means (not including evacuation slides) for assisting evacuation on the aeroplane, for example, escape ropes.

Note: Requirements for training on evacuation slides are provided for in section 13.26.

-
- (3) The training must include a demonstration, given to the cabin crew member, of the operation of the flight deck exits (other than a flight crew compartment security door), in normal and emergency modes.
 - (4) The training must include a practical component in which the cabin crew member:
 - (a) operates and opens each of the exits covered by the training (other than a flight deck exit whose operation is demonstrated under subsection (3)), in normal and emergency modes; and
 - (b) if escape ropes are carried on the aeroplane—prepares the escape ropes (other than flight deck escape ropes) for use in an evacuation, up to the point of (but not including) evacuating using the ropes.

13.26 Cabin crew—evacuation slides

- (1) Conversion training for a cabin crew member for an aeroplane type must include training on the use of each evacuation slide that is fitted to, or carried on, an aeroplane of the type (the *first-mentioned aeroplane*).
- (2) If:
 - (a) the crew member is assigned to duty on another aeroplane of the aeroplane type; and
 - (b) an evacuation slide fitted to, or carried on, the aeroplane is different to an evacuation slide fitted to, or carried, on the first-mentioned aeroplane;then conversion training must include training on the use of the different slide.
- (3) The training must include a practical component requiring the cabin crew member to safely complete a descent using an evacuation slide representative of one fitted to an aeroplane of the aeroplane type.
- (4) For the purposes of subsection (3), if the aeroplanes of the aeroplane type have more than one passenger deck, the descent using an evacuation slide is required to be conducted from the height of the lower passenger deck only.
- (5) Despite subsection (3), a descent in relation to an aeroplane of the aeroplane type (the *relevant aeroplane*) need not be conducted if:
 - (a) the crew member has completed a descent when undertaking conversion training for an aeroplane of a different aeroplane type with the same operator; and
 - (b) any difference in the characteristics of the evacuation slide used for that descent (such as height or width of the slide, or angle of the slide with respect to the ground) are not significant enough to affect the outcomes of the training regarding the crew member's competency to perform a descent using an evacuation slide for the relevant aeroplane.

13.27 Cabin crew—crew incapacitation procedures

- (1) Conversion training for a cabin crew member and an aeroplane of the aeroplane type must include training on:
 - (a) how cabin crew are to respond in the event of crew incapacitation during normal, abnormal and emergency situations; and
 - (b) the aeroplane type specific elements and conditions relevant to the response.
- (2) The training must include instruction on how to operate any equipment fitted to, or carried on, the aeroplane that relates to treating an incapacitated crew member (for example, flight crew seats, flight deck oxygen).
- (3) The training must include a practical component in which the cabin crew member participates in simulated realistic scenarios that allow practice in what has been covered by the training.

13.28 Cabin crew—aircraft systems: conversion training

- (1) Conversion training for a cabin crew member for an aeroplane type must include training on the location and use of the aircraft systems of an aeroplane of the aeroplane type, that are relevant to the duties of a cabin crew member.
- (2) The training must include a practical component in which the cabin crew member participates in simulated realistic scenarios that allow practice in what has been covered by the training.

13.29 Cabin crew—normal, abnormal and emergency procedures: conversion training

- (1) Conversion training for a cabin crew member for an aeroplane type must include training on the operator's normal, abnormal and emergency procedures for an aeroplane of the aeroplane type.
- (2) The training must cover standard operating procedures that relate to the cabin crew member's safety-related duties and responsibilities during normal day-to-day operations, including the following:
 - (a) safety procedures for normal operations;
 - (b) management of the cabin environment;
 - (c) procedures for turbulence;
 - (d) the operation of equipment and aircraft systems;
 - (e) management of, and assistance to, the passengers;
 - (f) communication and coordination with crew members and other personnel who have safety-related duties (for example, ground crew);
 - (g) security requirements and procedures.
- (3) The training must cover emergency procedures for abnormal and emergency situations in flight and on the ground, including the following:
 - (a) firefighting;

-
- (b) smoke or fumes in the cabin;
 - (c) cabin pressurisation problems and decompression;
 - (d) unlawful interference;
 - (e) anticipated and unanticipated landing or ditching;
 - (f) rapid disembarkation;
 - (g) evacuation on land and water;
 - (h) crew communication and coordination (within the meaning of subsection 13.16(1));
 - (i) passenger handling and crowd control.
- (4) The training must include a practical component in which the cabin crew member participates in simulated realistic scenarios that allow the crew member to practice what is covered by the training.

Division 6—Annual training for cabin crew

13.30 Scope of Division 6, Chapter 13

This Division:

- (a) is made for subregulation 121.725(1) of CASR; and
- (b) prescribes requirements for annual training for a cabin crew member in relation to an operator and an aeroplane type.

Note: Provisions in Part 119 of CASR relating to human factors and non-technical skills also affect the training that an operator is required to provide to cabin crew members:

- (a) a cabin crew member must meet the requirements in the operator's exposition about training in human factors principles and non-technical skills before carrying out a duty of the person's position: see regulation 119.180 of CASR; and
- (b) regulation 119.175 of CASR requires the operator to have a program for training and assessing its operational safety-critical personnel in human factors principles and non-technical skills.

13.31 Cabin crew—general requirements: annual training

Annual training mentioned in this Division must, in relation to any emergency or safety equipment covered by the training:

- (a) give a general description of the equipment;
- (b) instruct about pre-flight serviceability of the equipment;
- (c) instruct about the operation of the equipment;
- (d) instruct about the conditions required for the operation of the equipment;
- (e) instruct on the operational limitations of the equipment and duration of use;
- (f) instruct on precautions for use of the equipment;
- (g) instruct about the failure modes of the equipment;
- (h) instruct about the location of the equipment;
- (i) instruct on the relevant communication and coordination activities with crew members and other personnel.

13.32 Cabin crew—emergency and safety equipment: annual training

- (1) Annual training for a cabin crew member must include training on emergency or safety equipment to which this section applies.
- (2) This section applies to each of the following items of emergency or safety equipment fitted to, or carried on, an aeroplane of the aeroplane type in relation to which the cabin crew member has been assigned duties (the *first-mentioned aeroplane*):
 - (a) survival equipment required under section 11.13;
 - (b) signalling equipment required under section 11.13;
 - (c) oxygen equipment required under Division 9 of Chapter 11;
 - (d) a survival ELT required under Division 10 of Chapter 11;
 - (e) each item of portable equipment required under Division 11 of Chapter 11;
 - (f) life jackets required under section 11.59;
 - (g) life rafts required under section 11.62.

-
- (3) If:
- (a) the crew member is assigned to duty on another aeroplane of the aeroplane type; and
 - (b) an item of emergency or safety equipment fitted to, or carried on, the other aeroplane is different to any of the items fitted to, or carried on, the first-mentioned aeroplane;
- then subsection (1) applies to that item of equipment.
- (4) If life jackets are carried on an aeroplane of the aeroplane type in relation to which the crew member has duties, the training must include donning of life jackets.
- (5) If an aeroplane of the aeroplane type in relation to which the crew member has duties carries portable supplemental oxygen, first-aid oxygen or protective breathing equipment—the training must include donning of the equipment.
- (6) The training must include a practical component in which the cabin crew member:
- (a) practices handling the equipment to which this section applies (other than the equipment mentioned in subsection (7)); and
 - (b) participates in simulated realistic scenarios that allow practice in what has been covered by the training as it relates to the equipment.
- (7) The requirements in subsection (6) do not apply in relation to:
- (a) life rafts, slide rafts, survival ELTs or signalling equipment; or
 - (b) if other survival equipment has been determined by the operator, using the procedures mentioned in regulation 121.340 of CASR, for an aeroplane of the aeroplane type in relation to which the cabin crew member has been assigned duties—that equipment.

Note: Training that requires the use of emergency and safety equipment must use equipment that is representative: see section 13.11.

13.33 Cabin crew—doors and other exits for passenger evacuation: annual training

Application

- (1) This section applies to a normal and emergency exit:
- (a) fitted to an aeroplane of the aeroplane type in relation to which the cabin crew member has been assigned duties (the ***first-mentioned aeroplane***); and
 - (b) that enables passenger evacuation (a ***passenger evacuation exit***).
- (2) If:
- (a) the crew member is assigned to duty on another aeroplane of the aeroplane type; and
 - (b) a passenger evacuation exit on the aeroplane is different to any of the passenger evacuation exits on the first-mentioned aeroplane;
- then this section also applies to that exit.

Training on operating the exits and evacuation procedures

- (3) Annual training for the crew member must cover:
 - (a) the operation of each of the exits to which this section applies in normal and emergency mode; and
 - (b) the evacuation procedures that relate to using the exits for passenger evacuation.

Means for assisting evacuation

- (4) The training must include instruction on use of the means for assisting evacuation on the aeroplane to which the exit is fitted (for example, escape ropes or evacuation slides).

Practical component

- (5) The training must include a practical component in which the cabin crew member:
 - (a) operates and opens, in normal and emergency mode, the exits for which the cabin crew member has been assigned responsibility, as required by the operator's evacuation procedures; and
 - (b) participates in simulated realistic scenarios that allow practice in what has been covered by the training.

Flight crew compartment security door

- (6) The training must also include:
 - (a) instruction on the operation of the flight crew compartment security door fitted to the first-mentioned aeroplane; and
 - (b) if:
 - (i) the cabin crew member is assigned to duty on another aeroplane of the aeroplane type (the *second-mentioned aeroplane*); and
 - (ii) the flight crew compartment security door on the second-mentioned aeroplane is different to the one fitted on the first-mentioned aeroplane;instruction on the operation of the door fitted to the second-mentioned aeroplane.

13.34 Cabin crew—abnormal, emergency and safety procedures: annual training

- (1) Annual training for a cabin crew member for an aeroplane type must include training on the operator's abnormal, emergency and safety-related procedures for an aeroplane of the aeroplane type.
- (2) The training must cover safety-related procedures for the following:
 - (a) stowage of articles in the cabin;
 - (b) turbulence;

-
- (c) the operation of equipment and aircraft systems that are relevant to the duties of a cabin crew member;
 - (d) the physiological effects of flying, including hypoxia, oxygen requirements, pressurisation in the atmosphere and the cabin, effects of pressure changes on the body and time of useful consciousness;
 - (e) the provision of first aid on an aeroplane and treatment of the physiological effects of flying, including the use of equipment for the purpose;
 - (f) communication and coordination with crew members and other personnel who have safety-related duties (for example, ground crew);
 - (g) security requirements and procedures.
- (3) The training must cover emergency procedures for abnormal and emergency situations in flight and on the ground, including the following:
- (a) firefighting;
 - (b) smoke or fumes in the cabin;
 - (c) cabin pressurisation problems and decompression;
 - (d) unlawful interference;
 - (e) anticipated and unanticipated landing or ditching;
 - (f) rapid disembarkation;
 - (g) evacuation on land and water;
 - (h) crew communication and coordination (within the meaning of subsection 13.16(1));
 - (i) crew incapacitation;
 - (j) passenger handling and crowd control.
- (4) The training must also cover:
- (a) post-accident survival techniques on land and water and the use of related survival equipment; and
 - (b) reviewing incidents and accidents that are relevant to the operator and a flight of the aeroplane.
- (5) The training must include a practical component in which the cabin crew member participates in simulated realistic scenarios that collectively allow practice in at least the following matters covered by the training:
- (a) crew communication and coordination;
 - (b) firefighting;
 - (c) cabin pressurisation problems and decompression;
 - (d) crew incapacitation;
 - (e) evacuation on land and on water.

Division 7—Three-yearly training and checking for cabin crew

13.35 Three-yearly training requirements

(1) This section:

- (a) is made for subregulation 121.735(1) of CASR; and
- (b) prescribes requirements for 3-yearly training for a cabin crew member in relation to the operator of an aeroplane and the aeroplane type.

Note: Provisions in Part 119 of CASR relating to human factors and non-technical skills also affect the training that an operator is required to provide to cabin crew members:

- (a) a cabin crew member must meet the requirements in the operator's exposition about training in human factors principles and non-technical skills before carrying out a duty of the person's position: see regulation 119.180 of CASR; and
- (b) regulation 119.175 of CASR requires the operator to have a program for training and assessing its operational safety-critical personnel in human factors principles and non-technical skills.

(2) Three-yearly training must include the following:

- (a) training in the method of opening the flight crew compartment security door (if any) in emergency mode;
- (b) practical training in the operation of any other exit on the aeroplane that enables passenger evacuation and is not covered by the training in section 13.33;
- (c) training in the use of the means for assisting evacuation in relation to an exit mentioned in paragraph (b) (for example, escape ropes or evacuation slides);
- (d) if life rafts are, under section 11.62, required to be carried on the aeroplane—practical training in the use of a life raft and its associated equipment;
- (e) practical training in the use of a survival ELT, and any other signalling equipment, fitted to, or carried on, the aeroplane;
- (f) practical training in the use of the flight crew seats, restraint system and oxygen system fitted to, or carried on, the aeroplane, for the purpose of responding to pilot incapacitation;
- (g) training on firefighting that requires the cabin crew member to complete a simulated firefighting exercise:
 - (i) using all of the firefighting equipment for the cabin crew member's duties on the aeroplane, including the donning and use of protective clothing and protective breathing equipment; and
 - (ii) which, on and after 2 December 2023, must be conducted in a smoke-filled or simulated smoke-filled environment.

Note: Practical training that uses a firefighting simulated exercise must meet the requirements in subsection 13.09(1).