

IHB 6-3

CIVIL AVIATION AUTHORITY OF BANGLADESH



INSPECTOR HAND BOOK
ON
CABIN SAFETY

VERSION 1.0

03 MAY 2017

CAAB HQS, KURMITOLA, DHAKA-1229

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Foreward

Quote:- : “ Safety- The body Language of Aviation”

This updated first version of Cabin Safety Inspector Hand Book on Cabin Safety (IHB 6-3), which as a CAAB regulatory document, replaces and supersedes the dormant Cabin Safety Inspector’s Manual/15-04-2009), has been prepared for the use and guidance of Cabin Safety Inspectors in the performances of their duties.

The Cabin Safety Inspector Hand Book on Cabin Safety(IHB 6-3) lays a strong foundation of the processes and practices surrounding the regulation of Cabin Safety and all matters pertaining to Cabin Safety Inspectors’ duties, responsibilities and procedures have been covered to the extent possible.

The IHB 6-3 outlines Civil Aviation Authority, Bangladesh policies and procedures for the certification and safety oversight of the civil aviation industry in respect to cabin safety matters as delegated and authorized to the Cabin Safety Inspectors.

Cabin Safety Inspectors are expected to use good judgment in dealing with matters where specific guidance is unavailable or be aware of changes in aviation technology, legislation and developments within the industry that may necessitate changes to requirements and the relevant procedures followed by CAAB.

The IHB 6-3 will be updated from time to time in relation to changes in regulations and/ or based on received suggestive ideas. Comments and recommendations are welcome and should be forwarded to the undersigned.

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Wg Cdr
Director
Flight Safety & Regulations

Inspector Hand Book on Cabin Safety

TABLE OF CONTENTS

GENERAL - CHAPTER 1		Page No.
1.1	Acronyms	8-9
1.2	Definitions	10-14
1.3	Introduction	15
1.4	Publication, Distribution & Amendment of IHB 6-3	15
POLICY & ADMINISTRATION - CHAPTER 2		Page No.
2.1	Cabin Safety Program- Role, Duties and Responsibilities of Cabin Safety Inspectors	16-19
2.2	Line and Functional Management	19-20
2.3	Cabin Safety Inspector Conduct	20
2.4	Conflict of Interest	21
2.5	Cabin Safety Inspector Qualification	21
2.6	Cabin Safety Inspector Training	21-48
2.7	Cabin Safety Inspector Credentials & Documentation	49
2.8	Publications	49
2.9	Air Operator Publications	49
2.10	Cabin Safety Inspector Travel	50
2.11	Planned Workload of Cabin Safety Inspector	50
2.12	Plan of Action On Proposed Amendments	50
2.13	Working Groups	50
2.14	Occupational Health & Safety	50-51
CERTIFICATION OF AIR OPERATOR-CHAPTER 3		Page No.
3.1	Air Operator Certification/Approval	52
3.2	Certification/Approval Procedures	52
3.3	Cabin Crew Selection & Training Approval Process	53
3.4	Manager Cabin Crew/Cabin Safety Approval Process	54
3.5	Cabin Crew Instructor Approval Process	54
3.6	Cabin Crew Training Facilities Approval Process	55
3.7	Cabin Safety Training Manual Approval Process	55
REGULATORY APPROVALS - CHAPTER 4		Page No.
4.1	Delegation of Authority	56
4.2	Exemptions	56
4.3	Air Operator Merger or Take over	56
4.4	Cabin Safety Inspectors' Regulatory Functions	57-70
4.5	Review/Revision of CSM/Training Program for First Aid, CRM, AV SEC, DGR	70
4.6	Documentation Procedures/Review	70
4.7	Minimum Equipment List Approvals	70
4.8	Approval letters	71
4.9	Acceptance Letters	71
4.10	Non-Compliance letters	71

Inspector Hand Book on Cabin Safety

TABLE OF CONTENTS

INSPECTIONS- CHAPTER 5		Page No.
5.1	Cabin Safety Inspection Program	72
5.2	Quarterly/Half-Yearly (Annual) Inspection Plan & Frequency of Inspection	72-74
5.3	Inspection Responsibilities	74
5.4	CSI Identification	75
5.5	Routine Inspections	75
5.6	Special Purpose In-flight Inspections	76
5.7	General On-Board Inspection Procedures	76-77
5.8	Ramp & In-flight (cabin en-route) Inspections—Preparation	77
5.9	Ramp Inspections	77-78
5.10	In-flight (cabin en-route) Inspections	78-82
5.11	Ramp & In-flight (cabin crew) Inspections—Debriefing	82
5.12	Aircraft Inspections	82-83
5.13	Cabin Crew Training Program Inspections	83-85
5.14	Inspections During Strikes/Labor disputes	85-86
5.15	Inspection Reports	86-87
5.16	Base Inspections	87-90
5.17	Operational Audit Policy & Procedures	90-91
5.18	Regulatory Services—Enforcement of Cabin Safety Requirements	91
5.19	Reference Publications for CSIs	91-92

ANNEXURES- CHAPTER 6		Page No.
	LIST OF ANNEXURES 1-12	93
1	Ramp (Cabin Safety) Inspection Checklist	94
2	Ramp (SAFA-Cabin Safety) Inspection Checklist	95
3	OPS (Combined) Cabin Safety Inspection Checklist	96
4	Air Operator (Cabin en-route) Inspection Checklist	97
5	Base Station Inspection Checklist	98-100
6	Cabin Crew Training Center Approval/ Inspection Checklist	101-103
7	Cabin Crew Safety/Training Manual Assessment Checklist	104-106
8	Cabin Crew Instructor/Trainer/Examiner Selection & Approval Criteria	107-109
9	Cabin Crew Instructor/Trainer/Examiner Evaluation Check List	110-111
10	Cabin Crew Instructor/Trainer/Examiner Line Check List	112-113
11	ANO OPS E6 (Flight Time, Duty Time, Rest Period etc of Cabin Crew)	114-120
12	ANO OPS E7 (Medical Supplies in the aircraft)	121-125

Inspector Hand Book on Cabin Safety

CHAPTER-1

GENERAL

1.1 ACRONYMS

APU	-	Auxiliary power unit
AFM	-	Aircraft Flight Manual
AGL	-	Above Ground Level
AMT	-	Aircraft Maintenance Technician
AME	-	Aircraft Maintenance Engineer
AMO	-	Approved Maintenance Organization
ACAS	-	Airborne Collision Avoidance system
AGA	-	Aerodromes, air routes and ground aids
AIG	-	Accident investigation and prevention
ANO	-	Air Navigation Order
ANS	-	Air Navigation System
AOC	-	Air Operator Certificate
APM	-	Airport Manager
ATC	-	Air Traffic Control
ATM	-	Air traffic management
ATS	-	Air Traffic Services
C of A	-	Certificate of Airworthiness
C of R	-	Certificate of Registration
C of G	-	Centre of Gravity
CAA	-	Civil Aviation Authority
CAR	-	Civil Aviation Regulations
CAT	-	Clear Air Turbulence
CBT	-	Computer Based Training
COB	-	Carry-on Baggage
COM	-	Company Operations Manual
CRM	-	Crew Resource Management
CSI	-	Cabin Safety Inspector
CSIHB	-	Cabin Safety Inspector's Hand Book on Cabin Safety
CCSTM	-	Cabin Crew Safety Training Manual-2014 (ICAO DOC 10002)
CVR	-	Cockpit Voice Recorder
DG	-	Dangerous Goods
DGR	-	Dangerous Goods Regulations
EASA	-	European Aviation Safety Agency
ELT	-	Emergency locator transmitter
ELT (AD)	-	Automatic deployable ELT
ELT (AF)	-	Automatic fixed ELT
ELT (AP)	-	Automatic portable ELT
ELT(S)	-	Survival ELT
FDR	-	Flight Data Recorder
FAA (USA)	-	Federal Aviation Administration
FAR	-	Federal Aviation Regulation

Inspector Hand Book on Cabin Safety

FAM	-	Flight Attendant Manual
FOD	-	Foreign Object Damage
FOI	-	Flight Operations Inspector
FOM	-	Flight Operation Manual
FPL	-	Floor Proximity Emergency Escape Path Lighting
GMT	-	Greenwich Mean Time
GNSS	-	Global Navigation Satellite System
GPS	-	Global Positioning System
g	-	Normal Acceleration
hPa	-	Hecto Pascal
IATA	-	International Air Transportation Association
ICAO	-	International Civil Aviation Organization
IFALPA (INT)	-	International Federation Of Airline Pilots Association
IRT	-	Instrument Rating Test
MCTOW	-	Maximum Certificated Take-Off Weight
MEA	-	Minimum En-route Altitude
MDA	-	Minimum descent altitude
MEL	-	Minimum Equipment List
MMEL	-	Master Minimum Equipment List
NOTAM	-	Notice to Airmen
NTSB (USA)	-	National Transportation Safety Board
NM	-	Nautical mile
OHS	-	Occupational Health and Safety
OJT	-	On-the-Job Training
PEDS	-	Portable Electronic Devices
POI	-	Principal Operations Inspector
PBN	-	Performance –based navigation
PPC	-	Pilot Proficiency Check
QRH	-	Quick Reference Handbook
SAR	-	Search and Rescue
SFC	-	Safety Features Card
SOB	-	Souls on Board
SOP	-	Standard Operating Procedure
TCAS	-	Traffic Alert and Collision Avoidance System
UTC	-	Coordinated Universal Time
WXR	-	Weather

Inspector Hand Book on Cabin Safety

1.2 DEFINITIONS

The terms below used for the operation of aircraft of international commercial air transport as the Standards and Recommended Practices, have the following meanings.

Aerodromes: A defined area on land or water (including any building, installations and equipment) intended to be used either wholly or in part for the arrival, departure and surface movement of aircraft.

Aero plane: A power driven heavier- than - air aircraft, deriving its lift in flight chiefly from aerodynamic reactions on surfaces which remain fixed under given conditions of flight.

Aircraft: Any machine that can derive support in the atmosphere from the reactions of the air other than the reactions of the air against the earth's surface.

Air Operator Certificate (AOC): A certificate authorizing an operator to carry out specified commercial air transport operations.

Airworthy: The status of an aircraft, engine, propeller or part when it conforms to its approved design and is in a condition for safe operation.

Crew Member: A person assigned by an operator to duty on an aircraft during a flight duty period.

Cabin Crew Member: A crew member who performs, in the interest of safety, duties assigned by the operator or the pilot in command, but who shall not act as a flight crew member.

Commercial Air Transport Operation: An aircraft operation involving the transport of passengers, cargo or mail for remuneration or hire.

Continuing Airworthiness: The set of processes by which an aircraft, engine, propeller or part complies with the applicable airworthiness requirements and remains in a condition for safe operation throughout its operating life.

Cruise level: A level maintained during a significant portion of a flight.

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

Computer-Based Training: Training involving instructional aids, such as computers and tablets. It may encompass the use of CD-ROMS as well as web-based training (commonly referred to as e- Learning).

Inspector Hand Book on Cabin Safety

Critical Phases Of Flight: The period of high workload on the flight deck, normally being the periods between the beginnings of taxiing until the aircraft is on the route climb phase and between the final parts of descent to aircraft parking.

Dangerous Goods: Articles or substances which are capable of posing a risk to health, safety, property or the environment and which are shown in the list of dangerous goods in the Technical Instructions or which are classified according to those instructions.

Disaster: A serious disruption of the functioning of society, causing widespread human, material or environmental losses which exceed the ability of the affected society to cope using only its own resources.

Duty: Any task that flight or cabin crew member are required by the operator to perform, including, for example, flight duty, administrative work, training, positioning and standby when it is likely to induce fatigue.

Duty Period: A period which starts when a flight or cabin crew member is required by an operator to report for or to commence a duty and ends when that person is free from all duties.

Emergency Exit: Door, window exit or any other type of exit (cockpit sliding window/hatch/tail cone exit) used as an egress point to allow maximum opportunity for cabin evacuation within an appropriate period.

Emergency Locator Transmitter (ELT): Generic term describing equipment which broadcast distinctive signals on designated frequencies and depending on application may be automatically activated by impact or be manually activated.

ELT Automatic Fixed (AF): An automatically activated ELT which is permanently attached to an aircraft.

ELT Automatic Portable (AP): An automatically activated ELT which is rigidly attached to the aircraft but readily removable from aircraft.

ELT automatic deployable (AD): An ELT which is rigidly attached to an aircraft and which is automatically deployed and activated by impact and in some cases, also by hydrostatic sensors. Manual deployment is also provided.

ELT Survival (S): An ELT which is removable from the aircraft stowed so as to facilitate its ready use in an emergency and manually activated by survivors.

Emergency: A sudden and usually unforeseen event that calls for immediate measures to minimize its adverse consequences.

Engine: A unit used or intended to be used for aircraft propulsion. It consists of those components and equipment necessary for functioning and control but excludes the propellers/rotors (if applicable).

Inspector Hand Book on Cabin Safety

Flight Crew Member: A licensed crew member charged with duties essential to the operation of an aircraft during a flight duty period.

Fatigue: A physiological state of reduced mental or physical performance capability resulting from sleep loss or extended wakefulness and/ or physical activity that can impair a crew member's alertness and ability to safely operate an aircraft or perform safety related duties.

Fatigue Risk Management System (FRMS): A data-driven means of continuously monitoring and managing fatigue-related safety risks, based upon scientific principles and knowledge as well as operational experience that aims to ensure relevant personnel are performing at adequate level of alertness.

Flight Data Analysis: A process of analyzing recorded flight data in order to improve the safety of flight operations.

Flight Duty Period: A period which commences when a flight or cabin crew member is required to report for duty that includes a flight or series of flights and which finishes when the aeroplane finally comes to rest and the engines are shut down at the end of the last flight on which he/she is a crew member.

Flight manual: A manual, associated with the certificate of airworthiness, containing limitations within which the aircraft is to be considered airworthy, and instructions and information necessary to the flight crew members for the safe operation of the aircraft.

Flight Plan: Specified information provided to air traffic services units, relative to an intended flight or portion of a flight of an aircraft.

Flight Recorder: Any type of recorder installed in the aircraft for the purpose of complementing accident/incident investigation.

Flight Time—Aero Planes: The total time from the moment an aero plane first moves for the purpose of taking-off until the moment it finally comes to rest at the end of the flight.

Flight time, defined above, is synonymous with the term “ block to block” time or “chock to chock” time in general usage and measured as above.

General Aviation Operation: An aircraft operation other than a commercial air transport operation or an aerial work operation.

Ground Handling: Services necessary for an aircraft's arrival at and departure from an airport, other than air transport services

Human Performance: Human capabilities and limitations which have an impact on the safety and efficiency of aeronautical operations.

Inspector Hand Book on Cabin Safety

In-Charge Cabin Crew (CIC): Cabin crew leader who has overall responsibility for the conduct and co-ordination of cabin procedures applicable during normal operations and during abnormal & emergency situations for flights operated with more than one cabin crew.

Large Aeroplane: An aeroplane of a maximum certificated take-off mass of over 5700 kg.

Minimum Equipment List (MEL): A list which provides for the operation of aircraft, subject to specified conditions, with particular equipment inoperative, prepared by an operator in conformity with, or more restrictive than, the MMEL established for the aircraft type.

Master Minimum Equipment List (MMEL): A list established for the particular aircraft type by the organization responsible for the type design with the approval of the State of Design containing items, one or more of which is permitted to be unserviceable at the commencement of a flight. The MMEL may be associated with special operating conditions, limitations or procedures.

Mistakes: Mistakes are failures in the plan of action. Even if the execution of the plan was correct, it will not be possible to achieve the intended outcome.

Mock-Up: A training device that is partial, functional replica of an aircraft without motion.

Night: The hours between the end of evening civil twilight and the beginning of morning civil twilight or such other period between sunset and sunrise, as may be prescribed by the applicable authority.

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

Operations Specifications: The authorization, conditions and limitations associated with the air operator certificate and subject to the conditions in the operations manual.

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 case of general aviation, the owner, as being in command and charged with the safe conduct of a flight.

Pressure-Altitude: An atmospheric pressure expressed in terms of altitude which corresponds to that pressure in the standard atmosphere.

Psychoactive Substances: Alcohol, opioids, cannabinoids, sedatives and hypnotics, cocaine, other psychostimulants, hallucinogens and volatile solvents, whereas coffee and tobacco are excluded.

Rest Period: A continuous and defined period of time, subsequent to and prior to duty, during which flight or cabin crew members are free of all duties.

Inspector Hand Book on Cabin Safety

Small Aeroplane: An aeroplane of a maximum certificated take-off mass of 5700 kg.

State Of Registry: The State on whose register the aircraft is entered.

State Of The Operator: The State in which the operator's principle place of business is located or, if there is no such place of business, the operator's permanent residence.

State Safety Program: An integrated set of regulations and activities aimed at improving safety.

Safety Management System: A systematic approach to managing safety including the necessary organizational structures, accountabilities, policies and procedures.

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

Safety (1): The state in which risks associated with aviation activities are reduced and controlled to an acceptable level.

Safety (2): The state in which the possibilities of harm to person or of property damage is reduced to or maintained at or below an acceptable level through a continuing process of hazard identification or safety risk management.

Safety (3)[Cabin Safety]: Cabin safety contributes to the prevention of accidents and incidents, protection of the aircraft's occupants through proactive safety management including hazard identification and safety risk management and the increase of survivability in the event of an emergency situation.

Safety (4) [Cabin Safety]: Cabin safety is aimed at minimizing risk to occupants of the aircraft by reducing or eliminating hazards with the potential for creating injuries and causing damages.

Safety (5) [Cabin Safety]: Cabin safety focuses on providing a safer environment for the occupants of the aircraft.

Safety (6) Stake Holders Of Safety: The aviation professionals—Flight crew, cabin crew, the AMEs & the ATCOs.

Slips & Lapses: Slips and lapses are failures in the execution of intended actions. Slips are actions that do not go as planned. Lapses are memory failures.
(Operating the flap instead of (intended) gear lever is a slip. Forgetting a checklist is a lapse).

Violation: A deliberate act of willful misconduct or omission resulting in deviation from established procedures, norms and practices.

1.3 INTRODUCTION

The Cabin Safety Inspector Hand Book on Cabin Safety (IHB 6-3) has been readied for use by the Cabin Safety Inspectors of CAAB.

The activities of the Cabin Safety Inspectors (CSIs) for their routine jobs are provided through the procedural guidance as directed by the contents of the IHB 6-3.

Every CSI must have an in-depth knowledge of and adherence to the policies and procedures as contained in the IHB 6-3 for conducting the inspection in a uniform manner and on a high standard.

Any CSI, during the course of the inspection, may come across new, difficult or unique issues or situations for which no specific guidance is provided. In that case, consultation with Director, Flight Safety & Regulations or for that matter, with any senior officer of the Directorate is recommended for creating awareness and consistency among all the CSIs.

1.4 PUBLICATION, DISTRIBUTION & AMENDMENT OF CSIH

A copy of the IHB 6-3 and revised editions will be made available to all CSIs of CAAB and if deemed relevant, to Commercial and Business Aviation and other interested parties. The IHB 6-3 may be made accessible on the CAAB website and other intranet sites.

All recipients of the IHB 6-3 are individually responsible to ensure that their copy of the IHB 6-3 is up to date.

The IHB 6-3 will be reviewed annually and amended periodically. If any procedural changes occur, they will be notified through Bulletins. These Bulletins are to be inserted in the relevant portion of the IHB 6-3.

CSIs and other interested parties are invited to proffer and justify their suggestion/s and guidance material/s which are to be evaluated in the amendment process, to the Director Flight Safety & Regulations.

CHAPTER 2

POLICY & ADMINISTRATION

2.1 CABIN SAFETY PROGRAM

The Cabin Safety Program is part of Operations activity of CAAB. The Cabin Safety Program is administered by the Directorate of Flight Safety & Regulations, Civil Aviation Authority of Bangladesh.

2.1.1 CHIEF OF CABIN SAFETY STANDARDS

Director Flight Safety & Regulations is the chief of Cabin Safety Standards in Bangladesh. He is responsible for the development and application of regulations, standards, policies and guidance material on cabin safety on a national basis.

2.1.2 ROLE OF CABIN SAFETY SECTION

The role of the Cabin Safety Section is to develop and maintain Regulations, Standards, Guidance, Policy and Inspection criteria on issues relating to safety and emergency equipment on board passenger carrying aircraft, passenger safety related operational procedures, design of tool kits based on incident/ accident/ surveillance analysis, cabin crew training, and cabin safety manuals. The Cabin Safety Section shall deal with the aviation industry, such as associations and unions, on a national basis rather than the individual operators (If required).

The Cabin Safety Section provides functional direction and support to other operations inspectors. The Cabin Safety Program is monitored through:

- a. Quality Assurance Reviews (QARs),
- b. Feedback from Surveillance Inspectors, Operators and Airline Industry,
- c. Operating crew reports and feedback on safety related matters and Passenger input.

2.1.3 ROLE OF CABIN SAFETY INSPECTORS

Cabin Safety Inspectors are designated Civil Aviation Safety Inspectors, delegated the authority to exercise specific powers, duties or functions on behalf of CAAB on all cabin safety related affairs.

The Cabin Safety Inspectors function as a resource and technical authority on cabin safety requirements as they relate to work activities affecting civil aviation.

The CSIs provide technical support regarding cabin safety for assigned air carriers and air operators.

The CSIs ensure assigned operators comply with applicable Civil Aviation Regulations, Policies, Guidance and Approved Programs.

The role of CSIs is to monitor and maintain regulations, standards, guidance, policy and inspection criteria on issues relating to safety and emergency equipment on board passenger-carrying aircraft, passenger safety-related operational procedures, cabin safety manuals and cabin crew training.

Inspector Hand Book on Cabin Safety

The CSIs deal with the relevant aviation industry on a national basis as opposed to individual operators.

Represent cabin safety on national/international cabin safety advisory committees and task groups to promote safety practices, awareness and global participation and harmonization

Participate in national and international safety courses/training schedules, The CSIs ensure that the Cabin Safety Program is managed and implemented in accordance with the national regulatory requirements and standards and achieve safety oversight over operators' compliance through various inspections.

2.1.4 DUTIES AND RESPONSIBILITIES OF CABIN SAFETY INSPECTORS

2.1.4.1 Technical Administration

a) Develop a work program to ensure periodic surveillance of operators' training centers, training instructors/ examiners/ line checkers etc, training facilities, training programs and all phases of air carrier operations.

b) Determine through surveillance and investigation that the training facilities are properly and adequately organized and equipped, staffed with appropriately qualified instructors and conduct cabin crew training as required by appropriate Civil Aviation Regulations and CAA approved training program.

c) Serve as the technical advisers to the Principal Operations Inspectors(POIs) on assigned areas of the company's training program.

d) Coordinate technical instructions, policy orders and procedures through the POIs and related CAA personnel to ensure standardization of training activities.

e) Conduct investigations of public complaints, government inquiries and aircraft incidents and accidents relating to cabin safety.

f) Conduct enforcement investigations and prepare final reports and recommendations on disposition.

g) Provide verbal and/ or written technical assistance to legal counsel testifying at court trials and formal hearings and give depositions.

h) Develop recommendations for new or revised regulations, standards and procedures governing cabin safety aspects of certification and operational practices of air carriers and air operators.

i) Attend workshops/seminars/conferences etc in the field of cabin safety.

Inspector Hand Book on Cabin Safety

2.1.4.2 Certification

- a. Perform initial certification of new operators in all cabin safety related areas. Review documents and evaluate plans to ensure compliance with the Civil Aviation Regulations, CAA policy and guidance.
- b. Review and recommend approval or disapproval of manuals and revisions related to cabin safety manuals. Obtain amendments to previously approved manuals to correct conflict with regulatory requirements, eliminate unsafe practices and ensure the specificity of instruction.
- c. Evaluate cabin crew training programs to ensure that they meet CAA requirements, national and regional directives and safe operating practices. Recommend approval or disapproval of training programs including cabin simulators, training devices and other training aids used in these programs.
- d. Evaluate operations and facilities by on-site inspections and by reviewing reports of other inspectors or other personnel. Negotiate necessary changes in policies and procedures.
- e. Evaluate requests to operate under conditions not previously authorized and recommend additional conditions and limitations as appropriate.
- f. Participate in proving flight evaluations to determine compliance with Civil Aviation Regulations. Recommend changes that will be required prior to approval.
- g. Evaluate air carrier and air operator emergency evacuation, ditching and other emergency procedures and make recommendations to the POIs.
- h. Review proposed modifications to aircraft interiors and location and use of equipment affecting cabin safety and make recommendations to the POIs.

2.1.4.3 Surveillance

- a. Monitor all phases of assigned cabin safety activities including training programs and records, base and station facilities and route systems, Evaluate cabin simulators, training devices and other training aids to ensure compliance with original approval. Coordinate with and review reports from other inspectors and other personnel to identify trends that indicate deterioration in cabin safety functions. Recommend necessary changes to the POIs.
- b. Monitor and evaluate activities of classroom and instructors to assure continued competency of cabin crew. Observe the conduct of cabin crew initial, transition, recurrent and difference training to ensure adherence to approved training programs and the continued competency of cabin crew.
- c. Conduct enroute inspections and ramp inspections of air carrier operators. Evaluate crew coordination procedures between flight crew members and cabin crew. Recommend changes to

Inspector Hand Book on Cabin Safety

the POIs on location and/or security of aircraft equipment affecting passengers safety or emergency procedures.

d. Participate in cabin safety related incident/accident investigations of air carriers and air operators when requested.

e. Conduct cabin safety system analysis independently or as a team member on special inspection team.

2.1.4.4 Other

a. CSIs may be assigned other duties and responsibilities as required.

b. The CSIs, when so directed, are required to keep an appropriate control point informed as to his/her whereabouts and the telephone number at which he/she can be reached in the event of an aviation incident/accident requiring CAA investigation.

2.1.4.5 Supervisory activities

A CSI independently performs technical execution of assigned regulatory, certification and/or surveillance activities.

An assigned CSI supervisor provides general technical and administrative supervision. Actions taken are guided by adherence to Civil Aviation Regulations, national and regional directives and sound management practices

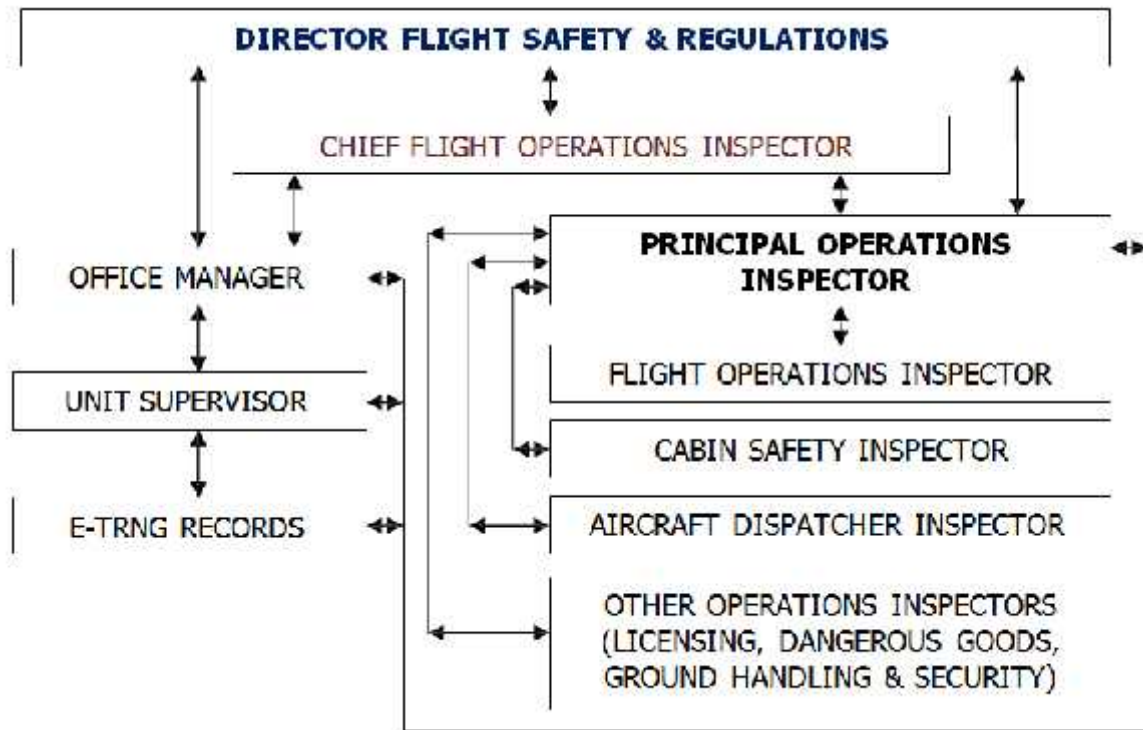
2.2 LINE & FUNCTIONAL MANAGEMENT

Director Flight Safety & Regulations holds the authority on line and functional relationship within and among the CSIs as well as within and among the various other inspectors.

The policy on authorities and accountabilities, and relationships and communication channels between different line and functional elements are well-defined and monitored.

Director Flight Safety & Regulations provides functional authority and guidance.

CAAB ORGANIZATIONAL STRUCTURE FOR OPERATIONS INSPECTOR



2.3 CABIN SAFETY INSPECTOR CONDUCT

It must be clearly mentioned here that Cabin Safety Inspectors may encounter some hostile behavioral situations arising out of inspection duties which may entail exemplary conduct i.e. Professional image to be displayed by the CSIs.

At all times, CSIs must refrain from expressing disagreement or displeasure with the regulations, standards and policies, which must be enforced.

If in doubt and/or uncertain, CSIs must consult immediately with a senior CSI or the concerned FOI/POI.

CSIs must be adept to identify through personal experience, ethics and values that play a notable role in the work place and these are:

Democratic values: to serve the public interest under the national laws

Professional values: to serve the nation and the organization with competence, excellence, efficiency, objectivity and impartiality

Ethical values: to perform in a way to uphold the public trust

People values: to demonstrate respect, fairness and courtesy in their dealings.

2.4 CONFLICT OF INTEREST

In order to avoid any perception or any potential of conflict of interest or to dispel as to whether or not any conflict of interest exists, the CSIs shall consult with the immediate superior and/or refer to relevant policies and procedures as contained in CSIHB or in other Manuals/Handbooks. In case of new hire or inexperienced new CSI, it may be necessary to restrict him/her from activities involving air operator.

2.5 CABIN SAFETY INSPECTOR QUALIFICATION

It is now gradually realized and recognized that cabin crew play a vital role in enhancing cabin safety and survivability.

A cabin crew's timely and proper part in the prevention and management of emergencies is irrefutable.

Cabin Safety is a key field where cabin crew is needed to maintain and enhance operational safety. It is, therefore, undeniable that none, other than cabin crew, can and will efficiently accomplish the duties and responsibilities of cabin safety inspectors.

CAAB, understanding the need and importance of cabin crew for managing, inspecting and reporting state cabin operational safety standards, has set the following criteria as selection qualifications for cabin safety inspectors.

- Minimum 10 years or more working experience as cabin crew
- Skill and experience on cabin crew supervision and cabin crew training
- Minimum Bachelor degree from any recognized university
- Fluency in English
- Strong capability to read, understand and write English
- Excellent Computer knowledge
- Experience on any functional or organizational audit techniques

2.6 CABIN SAFETY INSPECTOR TRAINING

A. All CSIs must be trained in every aspect of his/her line of duties.

As representatives of Civil Aviation Authority, Bangladesh, it is imperative that the CSIs maintain the knowledge and skills required to fulfill his/her responsibilities and maintain qualifications.

CSIs, along with other inspectors of CAAB, perform inspections, audits and surveillances on not only the airlines operating scheduled services but also on non-scheduled operators, general aviation operators of both fixed wings and helicopters as well as operations and trainings of various aviation training organizations and centers.

In order to enable the above tasks by qualified operations inspectors including the CSIs, CAAB has developed appropriate recruitment system and training for them to conduct their

Inspector Hand Book on Cabin Safety

activities in accordance with the policies laid down in ICAO Annexes/ DOCs, CARs/ANOs and in Civil Aviation Procedure Document on Recruitment and Training of Operations Inspectors(CPD 6-1).

B. Specialized Training for Cabin Safety Inspector:

Following specialized training courses are strongly recommended for the CSIs with a view to enhance their knowledge and experience level to confidently perform such special inspection activity over cabin safety related matters:

- a. SMS,SSP and quality system
- b. Human factors principles
- c. Basic enforcement course
- d. ICAO D.G Technical instruction course
- e. Aircraft accident investigation course
- f. Train the trainer course
- g. Safe working procedures(health & safety) training
- h. Safety assessment of foreign aircraft
- i. Training for the specific role of the CSI with emphasis on those areas requiring CAAB approval e.g; Safety & Emergency procedures for aircraft type training

2.6.1 Training details for Cabin Safety Inspector:

The Cabin Safety Inspector must be trained in every aspect of his / her duties as a technical inspector and as a regulatory officer through ICAO & IASA compliant Civil Aviation Procedure Document on Recruitment and Training of Operation Inspectors (CPD 6-1) for new-hire and/or recurrent training courses. The training program provides an ICAO compliant frame work and turn-key system to manage the development of aviation safety inspectors from new-hire to retirement.

The CPD 6-1 training which include ICAO new-hire qualifications, inspector training profiles, formal class room training course standards and individual job task analysis for numerous specific tasks accomplished by Aviation Safety Inspectors along with specially developed software for record keeping and automated reporting.

The training course is divided into **two principal parts.**

The first part focuses on training system management and includes an overview of the CPD 6-1 system, ICAO requirements, CAA responsibilities, the CPD 6-1 Program Guide, Formal Course Standards, Job Task Analysis, Logistics, resource Allocation, Budgeting, Scheduling, Planning, Training Profiles, Recordkeeping and final Inspector Qualification Guidelines.

The second part focuses on the actual delivery of technical OJT and is primarily intended for Flight Standard OJT Instructors. This portion of the training includes the psychology of learning, train- the- trainer concepts, the three phase OJT process, using the Training Record Software, OJT demonstration and actual practice in the delivery of OJT. During this second week the OJT Instructors teach how to implement the CPD 6-1 system on a daily basis through conduct of actual OJT training on specific job tasks for technical personnel.

Inspector Hand Book on Cabin Safety

Through role playing and practical exercises, the training process will be covered in detail from initial planning through technical delivery and on to final recordkeeping. Each class participant will experience the CPD 6-1 process as a student, as an instructor and also will observe the entire OJT process several times over.

The objective of the above two parts of training courses is the establishment of a permanent, self-sustaining inspector training system at the national CAA.

Courseware:

The CPD 6-1 training system includes the following **5 principal components:**

1. Program Guide- A comprehensive guide describing the program. Includes a description of the training process, job profiles for each inspector specialty and complete inspector Job Task Listings.
2. OJT Guide- Detailed instructions for the conduct of On-The-Job Training and instructions on how to use the Training Record Software.
3. Formal Course Standards- describe the minimum content that should be included in each of the formal class room training courses provided to Flight Standards Inspectors.
4. Job Task Analysis(JTA) documents- detailed descriptions of the standards and procedures used to conduct the job tasks normally associated with Flight Standards activities. Many of these technical documents have been created for the various inspectors specialties. Sufficient detail is provided in these documents to consider them as a summary handbook of technical guidance material for Aviation Safety Inspectors.
5. Training Record- A computer program that automates training and qualification recordkeeping to support the structure and requirements of the CPD 6-1 system. The software records the completion of class room courses, OJT and final inspector qualification for each job task. The software allows supervisory comments, includes a training logbook for each employee and prepares automated training reports for managers. The software creates a permanent record to document the training and qualification status of each inspector and the database can be used to forecast future training needs.

Completion of the CPD 6-1 course is the first step toward installation of a comprehensive and fully ICAO compliant Cabin Safety Inspector training system at the CAA.

2.6.2 TRAINING SYLLABUS FOR CABIN SAFETY INSPECTOR (CSI)

(Based on Civil Aviation Procedure Document on Recruitment and Training of Operations Inspectors CPD 6-1)

Cabin Safety Inspector Training Profile:

A. Indoctrination (Mandatory)

Formal Course Name: New Employee Orientation

Formal Course number: 1001

Task Description:

Employee Benefits

Time and Attendance

Employee Training and Development

Office Communication

Computer Systems

Managing Resources

Employee Ethics

Labour Unions

Conduct and Discipline

Travel

Security

B. Certification (Mandatory)

Formal Course Name: Air Operator Certification-Operations

Formal Course number: 2001

Task Description:

Cert Phase 1: Pre-Application Phase

Cert Phase 11: Formal Application Phase

Cert Phase 111: Document Compliance Phase

Cert Phase 1V: Demonstration and Inspection Phase

Cert Phase V: Certification Phase

Evaluate a Compliance Statement

Inspector Hand Book on Cabin Safety

Approve an Exit Row seating Program

Approve a Carry-on Baggage Program

Approve a Passenger Briefing(Safety Feature) Card

Evaluate and Approve a Minimum Equipment List(MEL/EEL)

Evaluate a Line Station Facility

Evaluate a Crew Member Record Keeping System

Evaluate a Main Operation Base

Conduct an Emergency Evacuation Demonstration

Conduct a Ditching Demonstration

Conduct an Aircraft Proving Test

Evaluate Personnel who have been granted Operational Control Authority

Evaluate Cabin Crew Training Program

Evaluate a Cabin Safety Manual/Cabin Crew Training Manual

C. Surveillance (Mandatory)

Formal Course Name: Air Operator Surveillance-Operations

Formal Course Number: 3001

Task Description:

Plan a Surveillance Work program

Conduct an Ultralight Ramp Inspection

Conduct Airplane Ramp Inspection

Conduct a Cabin En-Route Inspection

Inspect a Line Station Operation and Facilities

Inspect a Cabin Crew Training Program

Inspect Personnel who have been granted Operational Control Authority

Conduct Surveillance of a Special Event

Inspector Hand Book on Cabin Safety

Conduct a Ramp Inspection of Foreign Registered Aircraft (SAFA)

D. Job Skills (Specific):

Formal Course Name: Foreign Air Carriers

Formal Course Number: 6801

Task Description:

Conduct a Ramp Inspection of Foreign Registered Aircraft(SAFA)

Investigate a Foreign Air Carrier Incident

Investigate a Report of Emergency Evacuation

E. Cabin Safety(Specific):

Formal Course Name: Cabin Safety

Formal Course Number: 8001

Task Description:

Evaluate a Cabin Safety Manual/Cabin Crew Training Manual

Evaluate a Cabin Crew Training Program

Inspect a Cabin Crew Training Program

Conduct a Cabin En-Route Inspection

2.6.3 QUALIFICATION CRITERIA FOR CONDUCTING INSPECTION/MONITOR/AUDIT

Prior to conducting inspection/monitor/audit etc, a cabin safety inspector is required to undergo cabin safety inspector training courses for a minimum period of years as outlined below:

- A.** Successfully complete the either or both the Initial Course Structure (Part-A) as in para 2.6.4 and Initial Course Structure (Part-B) as in para 2.6.6.
- B.** Successfully complete at least one course as outlined in the CPD 6-1 JOBTASK to accomplish inspection/monitor/audit etc. in that area.
- C.** The inspector shall be qualified to perform inspection/monitor/audit etc. on as many type as he/she will undertake CPD 6-1 JOBTASK training.
- D.** For Competence Check and Monitor of Cabin Crew performance, a Cabin Safety Inspector is required to be Type Rated and Current on the equipment he/she should be checking or monitoring progressively from lower equipment to higher equipment.

2.6.4 Cabin Safety Inspector Course Descriptions:

INITIAL COURSE STRUCTURE (PART-A)

1. Creating a safe and reliable air transportation system for the traveling public is the responsibility of the Civil Aviation Authority of Bangladesh. As part of the effort to ensure proper aviation safety oversight, the Directorate of Flight Safety & Regulations of CAAB provides a high quality-training program for Flight Operations Inspectors who perform the technical work of the department.
2. This document, the CPD 6-1 Formal Course Standards, provides a description of the minimum standards and content that should be included in formal classroom training courses provided to Operations inspector personnel. This catalog includes an entry for each course referenced in the CPD 6-1 Training Profiles. Additional courses may be added at the discretion of Chairman CAAB.
3. Courses appended below, accomplished under ICAO, FAA, EASA COSCAPs and/or any ICAO endorsed training establishment/personnel, shall be credited as adequate for the qualification of Operations Inspectors of CAAB:
 - a. Basic Flight Operations Inspector Course;
 - b. Advance Inspector Course (The syllabus should include ETOPs, Cat II & III Operations, RVSM/MNPS, MMEL; and may be covered in different phases);
 - c. Audit Policy and Procedures Course;
 - d. Designated Check Pilot Course;
 - e. Aircraft Performance Course;
 - f. Aircraft Type Training (as required);
 - g. Crew Resource Management Course;
 - h. Simulator Evaluation & Approval Course (Depending on Assigned Duties);
 - i. Dangerous Good Course (Depending on Assigned Duties);
 - j. Ground Handling Course (Depending on Assigned Duties);
 - k. Accident Investigation Course (Depending on Assigned Duties);
 - l. Safety Management System and State Safety Program (Depending on Assigned Duties);
 - m. Aviation Safety Promotion Course (Depending on Assigned Duties)
 - n. Personnel Licensing Course (Depending on Assigned Duties);
 - o. Aerodrome Certification Course (Depending on Assigned Duties);
 - p. Cabin Safety Course (Depending on Assigned Duties);**
 - q. Course on Quality Assurance (Depending on Assigned Duties);
 - r. Courses on Security and Safety.
4. In this document, course descriptions are arranged according to the nine training categories used in the Inspector Training System. Course descriptions are provided for Flight Operations Inspectors.
5. When considering a course for inspector personnel the Director of Flight

Inspector Hand Book on Cabin Safety

Safety & Regulations of CAAB should consult this catalog to be certain that the proposed course complies with the minimum standards specified herein.

6. This document provides formal course standards for initial training courses as in Part-A and Recurrent Courses as in Part-B. Recurrent training courses for inspectors should be established as appropriate to the needs of particular situation.
7. In case the training of a particular Inspector was accomplished in the past, the Training Records may be signed by the DFSR after having verified that with the certificates of the courses attended/completed are correct and appropriate.

Signature of _____ I
Instructor/DFSR

Name of Instructors/DFSR

2.6.5 TRAINING RECORD

TRAINING RECORD - INITIAL TRAINING (PART-A)	
A. Name of Candidate	_____
B. Designation	_____
C. Names of Training Course(s)/Date(s):	
1.	_____
2.	_____
3.	_____
4.	_____
Signature of Instructor/DFSR	_____
Name of Instructors/DFSR	_____

TRAINING RECORD - RECURRENT TRAINING (PART-A)	
A. Name of Candidate	_____
B. Designation	_____
C. Names of Training Course(s)/Date(s):	
1.	_____
2.	_____
3.	_____
4.	_____
Signature of Instructor/DFSR	_____
Name of Instructors/DFSR	_____

Inspector Hand Book on Cabin Safety

2.6.6 INITIAL COURSE STRUCTURE (PART-B)

1. INDOCTRINATION COURSES (MANDATORY)

CPD 6-1 Course no	1001
Course Title	New Employee Orientation
Training Profile	Operations
Training Category	Indoctrination 1.0
Sequence	Initial
Course Length	40 Hours
Course Objective	After completing this course the inspector will be able to begin formal on-the-job training (OJT) for the specific job tasks associated with new employee orientation into the CAAB.
Course Description	This course is designed for newly hired Personnel of the Flight Safety & Regulations. It presents orientation information concerning the CAAB and Directorate of Flight Safety & Regulations. Course subjects include history, mission and philosophy of the CAAB.
Course Content	At the conclusion of the course, participants will be able to: <ol style="list-style-type: none"> 1. Utilize Computer Systems / Info Technology 2. Manage Resources 3. Understand agency Travel and Per Diem policy 4. Describe agency Security policies 5. Describe CAAB history and philosophy 6. Identify with the mission of flight standards 7. Understand and apply customer service principles 8. Identify with the flight standards service doctrine 9. Apply team concepts in the Director of Flight Safety & Regulations 10. Understand ethical conduct as it pertains to the Director of Flight Safety & Regulations 11. Incorporate professionalism into job functions 12. Demonstrate effective communication skills
Prerequisites	None

Inspector Hand Book on Cabin Safety

2. AIR OPERATOR CERTIFICATION (MANDATORY)

CPD 6-1 Course no	2001
Course Title	Air Operator Certification - Operations
Training Profile	Operations
Training Category	Certification 2.0
Sequence	Initial
Course Length	80 Hours
Course Objective	After completing this course the inspector will be able to begin formal on-the-job training (OJT) for the specific job tasks associated with the subject of Air Operator Certification.
Course Description	<p>This course is designed for newly hired Personnel of the Flight Safety & Regulations in all Operations safety specialties. It presents orientation information concerning the CAAB and Directorate of Flight Safety & Regulations. Course subjects include the five phases of Air Operator certification.</p> <p>Participants will typically follow a “mock operator” seeking certification throughout each phase of the certification process. Exercises will be conducted to assure CAAB understanding of operator’s submission requirements and demonstrations in compliance with the regulations and advisory material.</p>

Inspector Hand Book on Cabin Safety

Course Content	<p>At the conclusion of the course, and with appropriate guidance material, participants will be able to:</p> <p>Describe the State responsibilities and ICAO requirements associated with the five phases of Air Operator certification.</p> <ol style="list-style-type: none"> 1. Pre-Application Phase I 2. Formal Application Phase II 3. Document Compliance Phase III 4. Demonstration and Inspection Phase IV 5. Certification Phase V <p>Apply the Flight Standards processes and procedures used in the certification of Air Operators, such as:</p> <ol style="list-style-type: none"> 1. Describe the national legislation and State civil aviation regulations that pertain to this subject. 2. Conduct meetings (examples - Pre-Application and Formal Application meetings). 3. Evaluate compliance statement. 4. Evaluate Required Management 5. Conduct In-depth evaluation of applicant's manuals (examples - Training curriculum and program, General Operations Manual, Cabin Attendant Manual, MEL and CDL, Weight and Balance and Exit Row Seating). 6. Inspect applicant's facilities, line stations and equipment. 7. Evaluate Dispatch system (center, and training) 8. Evaluate Operational Control 9. Evaluate Aeronautical Data (examples - weather, airport runway performance and alternate airports) 10. Evaluate emergency evacuation and ditching demonstration. 11. Conduct Proving Flights. 12. Complete operations specifications and AOC 13. Identify what items are to be included in the final certification report.
Prerequisites	None

Inspector Hand Book on Cabin Safety

Length	40 Hours
Course Objective	After completing this course the inspector will be able to begin formal on-the-job training (OJT) for the specific job tasks associated with the subject of Air Operator Surveillance.
Course Description	This course is designed for newly hired Personnel of the Flight Safety & Regulations in Operations safety specialties. It presents information on air operator surveillance job functions, the CAAB, and Directorate of Flight Safety & Regulations responsibilities.
Course Content	<p>This course provides training on basic air operator surveillance procedures and typically includes the following subjects:</p> <ol style="list-style-type: none"> 1. National legislation and State civil aviation regulations that pertain to this subject. 2. Plan a work program 3. Conduct En Route Inspections (Cockpit and Cabin) 4. Evaluation of Preflight Activities 5. Inspect Records (examples - trip, crew and dispatch) 6. Conduct airplane ramp inspections 7. Inspect line station operations and facilities 8. Training programs (examples - Flight and cabin, check airman, instructor, dispatch, flight following) 9. Documentation of Inspection Findings
Prerequisites	None

3. SURVEILLANCE (MANDATORY)

CPD 6-1 Course no	3001
Course Title	Air Operator Surveillance - Operations
Training Profile	Operations
Training Category	Surveillance 3.0
Sequence	Initial
Length	40 Hours
Course Objective	After completing this course the inspector will be able to begin formal on-the-job training (OJT) for the specific job tasks associated with the subject of Air Operator Surveillance.

Inspector Hand Book on Cabin Safety

Course Description	This course is designed for newly hired Personnel of the Flight Safety & Regulations in Operations safety specialties. It presents information on air operator surveillance job functions, the CAAB, and Directorate of Flight Safety & Regulations responsibilities.
Course Content	<p>This course provides training on basic air operator surveillance procedures and typically includes the following subjects:</p> <ol style="list-style-type: none"> 1. National legislation and State civil aviation regulations that pertain to this subject. 2. Plan a work program 3. Conduct En Route Inspections (Cockpit and Cabin) 4. Evaluation of Preflight Activities 5. Inspect Records (examples - trip, crew and dispatch) 6. Conduct airplane ramp inspections 7. Inspect line station operations and facilities 8. Training programs (examples - Flight and cabin, check airman, instructor, dispatch, flight following) 9. Documentation of Inspection Findings
Prerequisites	None

4. CABIN SAFETY COURSES (SPECIFIC)

CPD 6-1 Course no	8001
Course Title	Cabin Safety
Training Profile	Operations
Training Category	Cabin Safety 8.0
Sequence	Initial
Course Length	32 Hours
Course Objective	After completing this course the inspector will be able to begin formal on-the-job training for the specific job tasks associated with the subject of Cabin Safety.
Course Description	The participant will be provided with technical guidance regarding cabin safety for air carriers and air operators. The course provides the participant with the ability to assess the compliance of air operators using applicable Civil Aviation Regulations and the Flight Safety & Regulations policies. Course subjects include policies and procedures for cabin safety programs, job functions and demonstrations.

Inspector Hand Book on Cabin Safety

Course Content	<p>This course provides basic training on cabin safety job functions which typically includes the following subjects:</p> <ol style="list-style-type: none">1. National legislation and State civil aviation regulations that pertain to this subject.2. Evaluate a cabin crew Manual3. What To Look For in a Cabin Safety Investigation4. Evaluate a cabin crew Training Program5. En-route inspections and ramp inspections6. Crew coordination procedures between crewmembers and flight attendants7. Cabin Safety Emergency Equipment Documentation8. Inspect a Cabin Crew Training Program9. Location and/or security of aircraft equipment affecting passenger safety or emergency procedures10. Cabin safety system analysis
----------------	--

2.6.7 RECURRENT COURSES

Generally, a formal recurrent training course should contain a review of the elements found in the initial course, along with a discussion of any new requirements or procedures that have been established in the previous few years. The length of recurrent classroom training courses should typically be 30% - 50% of the length for the initial course. Formal recurrent courses may be conducted in every 5-6 years.

2.6.9 RECURRENT COURSE STRUCTURE

A. INDOCTRINATION COURSES

(MANDATORY) Not applicable

B. AIR OPERATOR CERTIFICATION (MANDATORY)

CPD 6-1 Course no	2001 (R)
Course Title	Air Operator Certification - Operations
Training Profile	Operations
Training Category	Certification 2.0
Sequence	Recurrent
Course Length	20 Hours
Course Objective	To provide briefing on additional information on Air Operator Certification.
Course Description	Course subjects should briefly include the five phases of Air Operator certification.
Prerequisites	CPD 6-1 Course # 2001

C. SURVEILLANCE (MANDATORY)

CPD 6-1 Course no	3001 (R)
Course Title	Air Operator Surveillance - Operations
Training Profile	Operations
Training Category	Surveillance 3.0
Sequence	Recurrent
Length	10 Hours
Course Objective	To remain abreast with the Air Operator Surveillance.
Course Description	To conduct some Conduct air operator surveillances.
Prerequisites	CPD 6-1 Course # 3001

Inspector Hand Book on Cabin Safety

E. INVESTIGATION COURSES (MANDATORY)

CPD 6-1 Course no	5001 (R)
Course Title	Compliance and Enforcement
Training Profile	Operations
Training Category	Investigations 5.0
Sequence	Recurrent
Course Length	2 Hours
Course Objective	Briefing on specific job tasks associated with the subject of
Course Description	To present information on the resolution of safety concerns, compliance and enforcement procedures, conducting investigations, CAAB policy, and Directorate of Flight Safety & Regulations responsibilities.
Prerequisites	CPD 6-1 Course: 5001

CPD 6-1 Course no	5501 (R)
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Course Title	Aircraft Accident Investigation
Training Profile	Operations
Training Category	Investigations 5.5
Sequence	Recurrent
Course Length	3 Hours
Course Objective	Briefing on specific job tasks associated with Aircraft Accident
Course Description	To present information on the conduct of aircraft accident investigations, CAAB policy, and Directorate of Flight Safety & Regulations responsibilities.

CPD 6-1 Course no	6801 (R)
Course Title	Foreign Air Carriers
Training Profile	Operations
Training Category	Job Skills 6.8
Sequence	Recurrent
Course Length	2 Hours
Course Objective	Briefing on the specific job tasks associated with the inspection of
Course Description	To present information on the oversight and management of foreign air carriers, along with CAAB policies and Directorate of Flight Safety & Regulations responsibilities.
Prerequisites	CPD 6-1 Course: 6801

Inspector Hand Book on Cabin Safety

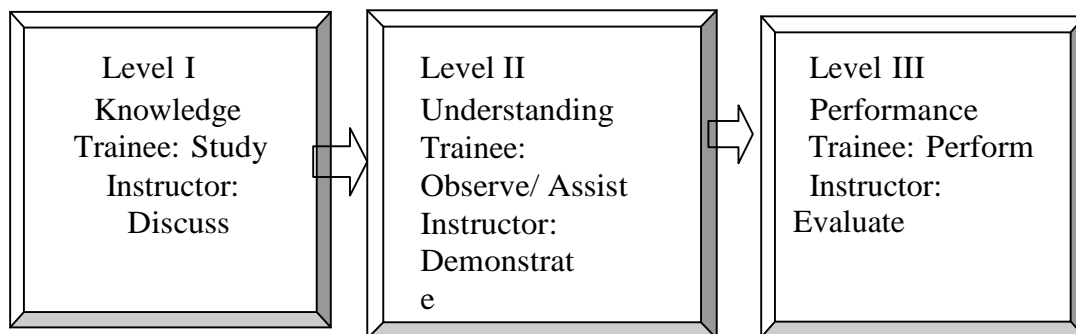
CPD 6-1 Course Title	Aircraft Accident Investigation
Training Profile	Operations
Training Category	Investigations 5.5
Sequence	Recurrent
Course Length	3 Hours
Course Objective	Briefing on specific job tasks associated with Aircraft Accident
Course Description	To present information on the conduct of aircraft accident investigations, CAAB policy, and Directorate of Flight Safety & Regulations responsibilities.
Prerequisites	CPD 6-1 Course: 5501

H. CABIN SAFETY COURSES (SPECIFIC)

CPD 6-1 Course no	8001 (R)
Course Title	Cabin Safety
Training Profile	Operations
Training Category	Cabin Safety 8.0
Sequence	Recurrent
Course Length	4 Hours
Course Objective	Briefing on the specific job tasks associated with the subject of
Course Description	The participant will be provided with additional technical guidance regarding cabin safety for air carriers and air operators.
Prerequisites	CPD 6 - 1 Course: 8001

2.6.8 CABIN SAFETY INSPECTOR TRAINING GUIDANCE (CONDUCTING TRAINING– LEVELS I, II & III)

- A. Prior to conducting training for any level of OJT, the instructor should obtain the associated Job Task Analysis (JTA) document which has been outlined in Section 1.9 to use along with this Training Guidance. The JTAs provide the references, steps, and standards for performing the task.
- B. OJT is presented in three stages or Levels of learning. Level I is basic background and knowledge of a task. Level II is a further understanding of the function and conduct of the task, including observation or assistance of the task being performed. Level III is where trainees actually perform the task themselves. These three levels provide for a progressive and structured field training experience for anyone who has a need to learn a new job task.
- C. This Training Guidance document should be used by OJT Instructors to conduct OJT in a consistent manner from task to task. It provides guidance on the delivery of training for all three levels. It also presents a standardized way to validate learning and competency at all three levels so that the task can be signed off by the Office Manager when completed.
- D. The following are some general tips those can be used when planning OJT training.
 - i. OJT training levels I and II may be covered in the same session.
 - ii. OJT Instructors should allow sufficient time between Levels II and III for the trainee(s) to practice the task, since they will be required to perform it on their own for Level III.
 - iii. With the consent of the Office Manager, prior experience or completion of other approved training may be credited for the first two levels of OJT.



Inspector Hand Book on Cabin Safety

Level I OJT Training	Level I training is related to that body of knowledge associated with a specific job task. This knowledge is contained in orders, rules, guidance, and standards. Level I training typically involves a review of all reference materials applicable to the job tasks for which training has been identified. Level I training <i>may</i> be satisfied through classroom training or other delivery methods.
Level II OJT Training	Level II training involves observation of the performance of specific job tasks. This training typically involves the trainee observing and/or assisting the OJT instructor in the performance of those specific job tasks for which the trainee will be held accountable. Level II training may be satisfied through appropriate classroom training that provides the opportunity for the trainee to observe and/or assist the instructor performing the task.
Level III OJT Training	Level III training involves the application of knowledge and skills to the performance of specific job tasks. Typically, the trainee performs the job task under the observation of a qualified OJT instructor. The instructor assesses the performance of the task and indicates on the trainee's OJT training plan when Level III performance is achieved.
On-the-Job Training (OJT)	OJT is a planned, structured training event conducted at a work site by an authorized OJT instructor. This type of training provides direct experience in the work environment in which the employee is performing or will be performing on the job.
OJT Instructor	A trained employee designated to provide OJT instruction to trainees on specific tasks at Levels I, II, and III, in accordance with the procedures established in this document. OJT instructors should be designated in each local office and must complete a formal course of training on OJT techniques.

2.6.9 CABIN SAFETY INSPECTOR OJT SYLLABUS

2.6.12 Levels of OJT: OJT is presented in three stages or Levels of learning. Level I is basic background and knowledge of a task. Level II is a further understanding of the function and conduct of the task, including observation or assistance of the task being performed. Level III is where trainees actually perform the task themselves. These three levels provide for a progressive and structured field training experience for anyone who has a need to learn a new job task.

A. On the job training (OJT) consists of three levels. These are:

a. Level I OJT Training	<ol style="list-style-type: none"> 1. Introduction <ol style="list-style-type: none"> a. National and International Regulatory Requirements including ICAO Cabin crew safety and training manual. 2. Qualifications of CSI 3. Duties and Responsibilities of CSI
b. Level II OJT Training	<ol style="list-style-type: none"> 1. Base station facilities including-Cabin crew selection and training/cabin crew initial /recurrent training. 2. Knowledge of cabin crew training center/training facilities/cabin crew training records/cabin crew instructor selection and duties. 3. Cabin Safety manual/Training manual including training syllabus, training courses including CRM, DGR, AVSEC, First Aid, SMS. 4. FDTL of cabin crew 5. Various SOPs for operating cabin crew 6. Knowledge of Aircraft type EEL, Safety feature card, Emergency exit seating, Safety announcement, ABP briefing etc. 7. Various aircraft inspections 8. Certification process of air operator 9. Operators probing flight 10. Any other relevant subjects.

Inspector Hand Book on Cabin Safety

<p>c. Level III OJT Training- Trainee will perform the job task as mentioned in this column and the instructor will assess the performance of the trainee.</p>	<ol style="list-style-type: none">1. Review of operator's process for certification2. Review of operator's documents for certification3. Review of aircraft type approvals and training4. Review of Cabin Safety Training Manual5. Review of Safety feature cards6. Review of all air operators SOP's for cabin crew.7. Review of cabin crew training center, facilities and curriculum8. Review of EEL9. Review of operations specifications10. Review of courses regarding mandate and interaction with the cabin crew and cabin safety like: First Aid, CRM, AVE SEC, DGR, SMS & FRMS.11. Review of base stations and line station facilities.12. Review completion of all forms/checklists and the routine process.13. Review completion of correspondence to operators in respect of deficiencies observed during inspections including follow-up.14. Any other relevant reviews required by the trainee.
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B. Final evaluation report by OJT instructor.

Inspector Hand Book on Cabin Safety

2.6.10 CABIN SAFETY INSPECTOR TRAINING PROFILE WORKSHEET

INSPECTOR TRAINING PROFILE WORKSHEET				
INSPECTOR NAME:				
A. INDOCTRINATION	1.000			
Formal Course Name: New Employee Orientation				
Formal Course Number: 1001				
Reference Documents: CAR '84; CAAB Administrative Rules & Procedures; CAAB Procedure Document (GEN); CAAB FOI Handbook; CAAB DCP/DCFE Manual; Doc 8335.				
Task	Description	Date Started	Date Completed	Instructor Name/Initial
1.001	Employee benefits			
1.002	Time and Attendance			
1.003	Employee Training and Development			
1.004	Office Communications			
1.005	Computer Systems			
1.006	Managing Resources			
1.007	Employee Ethics			
1.008	Labor Unions			
1.009	Conduct and Discipline			
1.010	Travel			
1.011	Security			

TRAINING RECORD (COURSE NUMBER 1001 - INDOCTRINATION)			
Type of Course	Date Started	Date Completed	Instructor Name/Initial
Initial			
Recurrent			N/A

B. CERTIFICATION	2.000			
Formal Course Name: Air Operator Certification - Operations				
Formal Course Number: 2001				
Reference Documents: CAR '84; ANO (AT) A-2; CAAB Administrative Rules & Procedures; CAAB Procedure Document; CAAB FOI Handbook; CAAB DCP/DCFE Manual; Doc 8335.				
Task	Description	Date Started	Date Completed	Instructor Name/Initial
2.001	Cert Phase I: Pre-application Phase – (Gate I)			
2.002	Cert Phase II: Formal Application Phase – (Gate II)			
2.003	Cert Phase III : Document Complaisance Phase			
2.004	Cert Phase IV: Demonstration & Inspection Phase – (Gate III)			
2.005	Cert Phase V: Certification Phase			
2.006	Conduct Certification of an Agricultural Aircraft Operator			
2.007	Conduct Administrative Activities for an Air Carrier Operator Applicant			

Inspector Hand Book on Cabin Safety

2.008	Evaluate a Compliance Statement			
2.009	Evaluate a General Operations Manual			
2.010	Approve a Flight Crew Training Program			
2.011	Add an Aircraft to an Existing Air Carrier Operating Certificate			
2.012	Blank			
2.013	Approve an Aircraft Checklist			
2.014	Approve an Exit Row Seating Program			
2.015	Approve a Carry-On Baggage Program			
2.016	Approve a Passenger Briefing Card			
2.017	Approve a Flight Simulation Device (Simulator and/or Flight Training Device)			
2.018	Evaluate Director of Operations Qualifications			
2.019	Evaluate Chief Pilot Qualifications			
2.020	Evaluate Director of Safety Qualifications			
2.021	Approve a Check Airman			
2.022	Evaluate and approve a Minimum Equipment List (MEL)			
2.023	Evaluate a Weight and Balance Control Program			
2.024	Approve a Hazardous Materials Program			
2.025	Evaluate an Aircraft Lease Agreement			
2.026	Evaluate an Exemption, Deviation, or Waiver Request			
2.027	Evaluate/ Approve a Deicing Program			
2.028	Evaluate a Line Station Facility			
2.029	Evaluate a Crewmember Recordkeeping System			
2.030	Evaluate a Flight/Trip Recordkeeping System			

Inspector Hand Book on Cabin Safety

2.031	Evaluate an Internal Evaluation Program			
2.032	Evaluate an Environmental Assessment			
2.033	Evaluate Main Operations Base			
2.034	Conduct an Emergency Evacuation Demonstration			
2.035	Conduct a Ditching Demonstration			
2.036	Blank			
2.037	Conduct Aircraft Proving Test			
2.038	Issue or Amend Operations Specifications (OPSS)			
2.039	Evaluate a Dispatch Center			
2.040	Evaluate a Dispatch Training Program			
2.041	Evaluate a Dispatch System (Operational Control)			
2.042	Evaluate a Airport Aeronautical Data			
2.043	Evaluate Aeronautical Weather Data			
2.044	Approve an Enhanced Weather Information System			
2.045	Approve Aircraft Performance Operating Limitations and			
2.046	Evaluate Personnel Who have been Granted Operational			
2.047	Evaluate Flight Following Procedures for Supplemental			
2.048	Evaluate Flight Locating Procedures			
2.049	Evaluate Alternate Airport Considerations			
2.050	Conduct Initial Certification/Renewal of a			
2.051	Add a helicopter to an Existing External Load			
2.052	Evaluate a Rotorcraft-Load Combination Flight Manual			
2.053	Approve a Rotorcraft Class D Training Program			
2.054	Evaluate a Rotorcraft Congested Area Plan			
2.055	Issue Operations Specifications for a			
2.056	Evaluate a Flight Attendant Training Program			

Inspector Hand Book on Cabin Safety

2.057	Evaluate a Flight Attendant Manual			
2.058	Evaluate an Extended Range Operations With Two-Engine			
2.059	Evaluate a Reduced Vertical Separation Minimums			
2.060	Evaluate a Special Means of Navigation			
2.061	Evaluate a Category II and Category III Program			
2.062	Approve Special Category I/ Category II/ Category III			
2.063	Conduct a Validation Test			

TRAINING RECORD (COURSE NUMBER 2001 - CERTIFICATION)			
Type of Course	Date Started	Date Completed	Instructor Name/Initial
Initial			
Recurrent			

C. SURVEILLANCE		3.000		
Formal Course Name: Air Operator Surveillance – Operations				
Formal Course Number: 3001				
Reference Documents: CAR '84; CAAB Administrative Rules & Procedures; CAAB Procedure Document; CAAB FOI Handbook; CAAB DCP/DCFE Manual; Doc 8335 & 9734.				
Task	Description	Date Started	Date Completed	Instructor Name/Initial
3.001	Plan a Surveillance Work Program			
3.002	Conduct an Ultra-light Ramp Inspection			
3.003	Conduct Airplane Ramp Inspection			
3.004	Conduct a Cabin En Route Inspection			
3.005	Conduct a Cockpit En Route Inspection			
3.006	Inspect a Line Station Operation and Facilities			
3.007	Inspect Trip Records			
3.008	Inspect Crew & Dispatch Records			
3.009	Inspect a Check Airman			
3.010	Inspect a Main Operations Base			
3.011	Inspection During Bankruptcy, Strike, or Merger			

Inspector Hand Book on Cabin Safety

3.012	Inspect Deicing Program Conduct a Ramp Inspection			
3.013	Inspect a General Operations Manual			
3.014	Inspect an Internal Evaluation Program			
3.015	Blank			
3.016	Inspect Extended Range Operations for Two- Engine			
3.017	Inspect a Flight Crew Training Program			
3.018	Inspect a Cabin Crew Training Program			
3.019	Inspect a Check Airman or Instructor Training Program			
3.020	Inspect a Dispatcher Training Program			
3.021	Inspect Simulator or Flight Training Device			
3.022	Inspect Station Personnel Training Program			
3.023	Inspect a Flight Follower Training Program			
3.024	Inspect Flight Following/ Flight Locating Procedures			
3.025	Inspect Dispatch Procedures			
3.026	Inspect Personnel Who have Been Granted Operational			
3.027	Inspect a Heliport			
3.028	Conduct a Rotorcraft Ramp Inspection			
3.029	Inspect Rotorcraft External Load Base Inspection			
3.030	Inspect Rotorcraft External Load Operation			
3.031	Conduct Surveillance of a Banner Tow Operator			
3.032	Conduct Surveillance of a Special Event			
3.033	Conduct a Ramp Inspection of Foreign Registered Aircraft			

Inspector Hand Book on Cabin Safety

TRAINING RECORD (COURSE NUMBER 3001 - SURVEILLANCE)				
Type of Course	Date	Date	Instructor Name/Initial	
Initial				
Recurrent				
F. JOB SKILLS		6.800		
Formal Course Name: Foreign Air Carriers				
Formal Course Number: 6801				
Reference Documents: CAR '84; CAAB FOI Handbook; Doc 8335				
Task	Description	Date Started	Date Completed	Instructor Name/Initial
6.801	Conduct a Ramp Inspection			
6.802	Issue Operations Specifications to a Foreign Air Carrier			
6.803	Investigate a Foreign Air Carrier Incident			
6.804	Issue a Pilot Certificate Based on a Foreign Pilot			
TRAINING RECORD (COURSE NUMBER 6001 – JOB SKILLS)				
Type of Course	Date Started	Date Completed	Instructor Name/Initial	
Initial				
Recurrent				
H. CABIN SAFETY		8.000		
Formal Course Name: Cabin Safety				
Formal Course Number: 8001				
Reference Documents: CAR '84; CAAB Procedure Document; CAAB FOI Handbook; CAAB Cabin safety Inspector Manual; Doc 8335.				
Task	Description	Date Started	Date Completed	Instructor Name/Initial
8.001	Evaluate a Flight Attendant Manual			
8.002	Evaluate a Flight Attendant Training Program			
8.003	Inspect a Cabin Crew Training Program			
8.004	Conduct a Cabin En Route Inspection			

2.7 CABIN SAFETY INSPECTOR CREDENTIALS & DOCUMENTATION

CSI official credentials are issued to all CAAB CSIs pursuant to regulatory requirements. The card holder is authorized to exercise or perform such power, duty or function as set forth in the delegation of authority by CAR. These credentials also permit access to airside or other restricted areas within an airport when necessitated by work.

2.7.1 PASSPORT/VISA

CSIs are required to obtain and maintain a valid Bangladeshi passport. Inspection activities may involve travel to a foreign country that imposes a visa requirement/restriction for entry and/or exit. It is the responsibility of the CSI to ascertain visa requirements and to obtain proper documents prior to international travel.

2.7.2 HEALTH DOCUMENTS

Inspection activity may involve travel to an area where certain medical precautions are recommended/prescribed and/or required. It is the responsibility of the CSI to ascertain the need for and to obtain health precautions, vaccinations and/or medication and to initiate actions as necessary.

2.7.3 REIMBURSEMENT FOR TRAVEL DOCUMENTS

CSIs are reimbursed for travel documents/vouchers required for completion of cabin safety inspection duties which must be authorized and approved by CAAB under an Office Order.

2.7.4 LOSS OR THEFT OF DOCUMENTS

It is the responsibility of the CSI to report the loss or theft of any credential/document/identification card etc to the responsible administrative officer for prompt re-issue and/or replacement of such papers.

2.7.5 RENEWAL OF DOCUMENTS

CSIs must be aware of the expiry dates of their various identification and travel documents, e.g passport, visa, I.D card etc and must ensure to renew the applicable documents prior to its expiration date.

2.8 PUBLICATIONS

Each CSI is responsible for familiarizing himself/herself with all cabin-safety related matters as contained in all other CAAB publications and incorporating changes upon receipt of such amendments. CSIs should make every effort to ensure that any reference documentation they are referring to and working upon, is the most current available.

2.9 AIR OPERATOR PUBLICATIONS

CSIs will obtain and maintain any copy or copies of Cabin Safety Manual/ Cabin Crew Training Manual/Cabin Crew Operations Manual (aircraft specifics) etc and any amendments thereto, which are approved by CAAB and published by air operators for reference and inspection purposes. All or any of the above manuals and training programs published by the air operators are for use of their personnel and are submitted to CAAB for reference and approval purposes. No part of the contents will be disseminated to any other organization or individual without the consent of the air operator concerned.

2.10 CABIN SAFETY INSPECTOR TRAVELS

CSIs will be provided with air ticket/s and other necessary facilitations when en-route (in-flight) cabin safety inspections will be conducted by them on domestic and international routes operated by the air operators in accordance with the established procedures. CSIs are required to have valid inspector credentials and other documentations available to them to undertake such travels.

2.11 PLANNED WORKLOAD OF CABIN SAFETY INSPECTOR

The proposed or intended Audit Surveillance & Standards on monthly/ yearly inspection plan and frequency of inspections should identify the need for such activities based on the effective workload on each of the cabin safety inspector. Other factors to be considered are: the size of the airline operations, fleet size and past records.

2.12 PLAN OF ACTION ON PROPOSED AMENDMENT

In case a need arises to change a regulation or standard, the CSI will submit a notice of proposed amendment as the first step in the process to add, revoke or revise a regulation or standard.

To recommend a change to a regulation or standard, the CSI should:

- a. Identify the issue and the recommended change.
- b. Include substantial justification for the change to a regulation or standard.
- c. Forward the information to the Director Flight Safety & Regulations for review.

The Directorate of Flight Safety & Regulations will deal with the matter as it deems fit.

2.13 WORKING GROUPS

Working Groups or Working Committees, also known as Task Groups, have an effective part in the decision and rule making process at CAAB. Working Group decides members' responsibilities on a given task on the basis of requirements by the Directorate of Flight Safety & Regulations.

Senior Cabin Safety Inspector should manage the co-ordination of information where there are more than one Cabin Safety Inspectors in the working group. Information regarding decisions reached on issues, issues remaining unresolved and action plans there on etc are to be timely and fully informed by the team members of the working group to the senior Cabin Inspector who will pass on the information to key personnel of the Directorate.

2.14 OCCUPATIONAL HEALTH & SAFETY

By the very nature of the job, a CSI must be aware of the workplace and work activities environment within which he/she has to perform inspection duties. It is essential that a CSI knows every aspect of the environmental conditions to take care of his/her health and safety or of the group involved while conducting inspections.

CSIs are not to knowingly expose themselves to conditions threatening their health and safety unless they are using the appropriate safety/protective equipment, e.g. reflective jacket while moving on the air side

Inspector Hand Book on Cabin Safety

CSIs shall tie loose clothing and long hair and remove dangling accessories, rings or other jewelry that might become entangled with a machine, moving part of a machine or come in contact with energized electrical equipment.

CSIs, during the period of inspections or investigations, may encounter or be exposed to hazards like presence of dangerous goods and radiation, moving objects, equipment or equipment parts, electrical wire or extension cords, protruding edges, sharp objects, reduced visibility zones, stairs, wet environment, cluttered areas, manipulation of packages, working in hot or cold industrial environment, direct sunlight, noise and vibration, falling objects, poor lighting, adverse weather conditions, static electricity or dusty environment.

The above hazards may have variable probability or frequency of occurrence depending upon the variety of activities by the CSIs.

CHAPTER 3

CERTIFICATION OF AIR OPERATOR

3.1 AIR OPERATOR CERTIFICATION/ APPROVAL

Complete information regarding the certification process is provided in Cabin Safety Inspector's Hand Book (IHB 6-3). Further guidance material can also be obtained from CAAB's Inspector Hand Book on Flight Operations (IHB 6-1) & Air Operator Guidance on Air Operator Certification and Continued Compliance (AOG 6-1)

IHB 6-3 holds information regarding the certification process of all cabin safety related matters.

The Cabin Safety Inspector is responsible for cabin safety related certification/approval issues only. However, communication and co-ordination with other regulatory participants is necessary where there is an overlap of procedural jurisdiction.

The fundamental areas of involvements by the CSIs in certification/approval process are:

- a. Cabin crew & cabin safety personnel assessments and approvals
- b. Cabin Safety Manual/Cabin Crew Training Manual for an operator
- c. Cabin crew training facilities including hands-on safety equipment & safety drills for fire/water/evacuation slide
- d. Cabin crew instructors/trainers/examiners selections/approvals/assessments and checks.
- e. Cabin crew demonstration of competencies in Demo/Proving flight
- f. Any other items for certification/approval process as required and/or directed by superiors.

3.2 CERTIFICATION/APPROVAL PROCEDURES

During the certification/approval process, the CSIs must ensure to complete the following steps:

Brief the applicant/air operator about the prescribed policies, processes and requirements
Scrutinize/ review submitted documents and recommend for certification/approval as outlined in Cabin Safety Inspector Hand book on Cabin safety (IHB 6-3)

Conduct inspections as outlined in Cabin Safety Inspector Hand Book on Cabin Safety (IHB 6-3)

Consult IHB 6-1 & AOG 6-1 for additional guidance.

CSIs must be aware and ensure that if any recommended practices, not followed/adopted by an operator but is substituted by an alternate means of compliance, does not compromise any aspect of flight safety in any way.

CSIs will use all applicable Forms/Checklists incorporated in chapter 6 (Annexures) of IHB 6-3 which have been described precisely and clearly as to suit their nature of inspection.

These Forms/Checklists will greatly facilitate the operational job specifics of the CSIs while inspecting and sequential recording and certifying that the regulatory requirements of the Applicant/air operators related to cabin safety have been met or subject to other pertinent certification requirements being met, recommend issuance of AOC or an operations specification (where applicable).

3.3 CABIN CREW SELECTION & TRAINING APPROVAL PROCESS

As a regulatory requirement, before obtaining AOC, air operator is required to submit the company's cabin crew selection procedures, cabin crew training courses including syllabi, duration/hours of each course and including also their practical aspects of training like class-room based hands-on training of representative safety equipment, aircraft visits for familiarization, aircraft-type based check & OJT flights and practical fire/wet/evac drill.

Inclusion of various other mandatory topics in the initial and recurrent course/s like Cabin Health & First Aid, Human Performances & CRM, DGR, AVSEC, SMS & FRMS-each course's syllabus/ duration/hours must also be ensured.

For selection of cabin crew and the training program of cabin crew for the operations of flights, an operator must submit its selection criteria and the training curriculum to CAAB for approval.

CSIs must ensure during review/scrutiny that both the selection criteria and the training program are within the minimum acceptable standards and practices of national/regulatory requirements (IHB 6-3) and as per ICAO recommended Cabin Crew Safety Training Manual DOC 10002 AN/502 - 2014.

For obtaining initial and/or recurrent issuance of AOC by CAAB, the air operator must ensure that all aspects of the required documentation for a developed cabin crew training program for insertion into OPS Manual/CSM are properly submitted.

CSI, according to the processes as laid down in IHB 6-3 Chapter 3, will review and ascertain that the submitted cabin crew training program include both the theoretical and practical training program inclusive of the following:

Various operational activities of cabin crew on board.

Duties and responsibilities of cabin crew.

Aircraft Technical Type training.

Aircraft Safety/Emergency Equipment-their quantity, location, operation and serviceability as per Checklist based on EEL.

Safety Announcement & Demo and other related passenger safety information.

Cabin Crew complement, assigned seats, each station duties, pre departure/take-off duties including the 3 Checklists(kept under each cabin crew jump seat) namely:

1. Checklist for procedures/actions to be taken in case of a bomb or suspicious object found on board or suspicious activity or security breaches in the passenger cabin
2. Checklist of standard operating procedures for operating cabin crew
3. Checklist of all safety/emergency equipment on board all aircraft as per EEL.

Crew Coordination and 2-way crew communication.

Aircraft and cabin- related security procedures.

Both class-room based and simulated practical fire/wet/evac drill.

Knowledge of Dangerous Goods Regulations and Transport of dangerous goods.

Annual/Recurrent training program and record on all the listed courses for inclusion and maintenance of Cabin Crew Competency Card.

Periodical/Annual monitoring of the cabin crew training program/approved cabin crew instructor/trainer/examiner's performances.

Observations/recommendations for rectification/s, operator's compliance and record.

3.4 ACCOUNTABLE MANAGERS CABIN CREW (for Administration/ Scheduling, Operations, Briefing, Training) and MANAGER/In-Charge (Cabin Safety) APPROVAL PROCESS

While it is the requirement and responsibility of the air operator to select and appoint suitably trade-related Manager Cabin Crew (Admin & Ops)/ Manager Cabin Crew (Trg)/ Manager (cabin safety) to administer efficiently its Cabin Crew Department for CAAB approval, CSIs must ensure the following during the approval process.

- a. The selected managers for all the posts have a minimum of 10 years' of continuous job as a cabin crew in aircraft in operation by the operator.
- b. The minimum acceptable educational qualification as per national/international standard i.e. graduates.
- c. The operator has its own approved other selection criteria.

Regarding approval of all the above posts, CSIs must ensure that the selection/appointment was effected as per terms and conditions as contained in para 3.4 above. In all of the above cases, all exams and interview documents should be kept in operator's file for reference purposes.

Acceptance of all the managers above is based on the application made by the operator.

The suitability check/s will be conducted by the CSIs as to whether the above Officers, as representatives of the operator, are able to liaise with and implement the requirements of CAAB for operational safety of flights by the cabin crew.

If any of the approved managers switches job to other department or another operator, the incumbent personnel shall need a fresh approval from CAAB based on para 3.4 above.

3.5 CABIN CREW INSTRUCTOR/TRAINER/EXAMINER APPROVAL PROCESS

For reviewing/scrutinizing new approval, renewal/revalidation/reauthorization etc of existing or expired cases, CSIs should consult, as policies, procedures and guidelines, the terms and conditions as laid down in IHB 6-3 Chapter 6 Annexure 8 (CAAB selection/approval criteria for cabin crew instructor/trainer/examiner).

A Cabin Crew Instructor/Trainer/Examiner Evaluation Checklist is given in Chapter 6, Annexure 9 of IHB 6-3

A Cabin Crew Instructor/Trainer/Examiner Line Checklist is given in chapter 6 Annexure 10 of IHB 6-3

3.6 CABIN CREW TRAINING FACILITIES APPROVAL PROCESS

All trainings for cabin crew including initial and recurrent courses shall be conducted at a CAAB approved training facility/center.

Whenever an operator begins new operations or moves the training facility/center to a new location, the operator must make an application seeking approval for the same.

CSIs, while conducting new or audit inspection, must ensure that the training facility/center fulfills the following standards based on ICAO CCSTM/DOC 10002-2014:

- a. General space requirements
- b. Classroom learning environments
- c. Instructional/teaching aids
- d. Classroom availability of hands-on/representative training devices including emergency safety equipment and own or alternate practical drill facilities
- e. Availability of all required manuals and maintenance of training records

ICAO recommended ratios of trainees and instructors: (ICAO CCSTM/DOC10002-2014)

- a. Classroom environment: maximum of 20 trainees per instructor
- b. Facilitating computer-based training: maximum of 30 trainees per instructor
- c. Conducting practical instruction: maximum of 10 trainees per instructor
- d. Familiarization flights: operators should establish limits on ratio according to National Regulations.

Further guidance materials are provided in Air Operator Guidance on Air Operator Certification and Continued Compliance (AOG 6-1) and Inspector Hand Book on Flight Operations (IHB 6-1).

3.7 CABIN SAFETY/TRAINING MANUAL APPROVAL PROCESS

All applicants or holders of AOC must consult the AOC Pamphlet published by CAAB for information and guidance to set up or conduct commercial air transport with the desired or required proficiency and safety. The AOG 6-1 has been developed to facilitate the applicants/holders of AOC, among others, in the making of various manuals including cabin safety/training manual. Further Guidance Materials can be obtained from ANOs (OPS) B1, B2, B7, ANO(OPS) E6, ANO(AW) Part E, IHB 6-1 and Inspector Handbook on Aviation Public Health (IHB 6-10)/ANO (OPS) E7.

All CSIs must consult the above documents adopted/adapted in various parts by CAAB for organization, administration and procedures required for inspection, certification and continuing safety oversight of operators.

The CSIs, with their expert evaluation and vigilance, shall ensure that all operators meet the technical and safety requirements in the contents of all manuals including cabin safety/training manual and during conduct of operations of flights by the operators.

Further detailed guidance materials are provided in IHB 6-3 Chapter 4 Para 4.4.1 and AOG 6-1.

CHAPTER 4

REGULATORY APPROVALS

4.1 DELEGATION OF AUTHORITY

The Chairman, Civil Aviation Authority Bangladesh is empowered to delegate authority for specified duties, powers and functions to be exercised on his behalf as contained in Rule 13 of CAR. Only the person assigned to a work schedule and the person designated to act for him/her may exercise the powers set forth in the work schedule. All CSIs are designated as Civil Aviation Safety Inspectors and delegated to exercise the duties, powers and functions as defined in Rule 13 of CAR in conjunction with Flight Operations Inspectors.

All CSIs with delegated authority are required to be:

- a. Trained on the delegated powers and limited to the particular items of the work schedule as authorized by the Chairman, Civil Aviation Authority/Director Flight Safety & Regulations.
- b. Conversant with CAR and the associated standards and practices.
- c. Issued with official credential card that he/she is authorized to exercise for the terms of the work schedule.

4.2 EXEMPTIONS

CAAB CAR gives the Chairman, Civil Aviation Authority Bangladesh the power to exempt from regulatory requirements. An exemption entitles a person to act outside the normal regulatory requirements. It is imperative to take great care to ensure that:

- a. All safety implications are fully considered
- b. The need for exemption is justified
- c. The exemption is granted at par with uniform criteria

Exemptions are issued by delegated officials only in exceptional situations governed by law when a regulation cannot or should not apply and are permitted by associated conditions, criteria and procedures as contained in CAR.

4.3 AIR OPERATOR MERGER OR TAKEOVER

In the event of Merger or Take-over happening in the history of air operator/s, CSIs should ensure that the required standard and applicability of safety and emergency procedures to be followed in flight operations and training courses and DG, AVE SEC, Cabin Health & First Aid, Human Performance & CRM, SMS and FRMS are conducted in an appropriate manner. An exception may be considered for a modified initial training program in consultation with superior officers for ensuring a national standard.

4.4 CABIN SAFETY INSPECTORS' REGULATORY FUNCTIONS

CSIs must always keep in mind that the following cabin safety check items require regulatory approval during initial certification, annual audit and periodical inspection which include but are not limited to:

4.4.1 Cabin Crew Safety Training Manual/ Cabin Safety Manual/ Cabin Crew Operations Manual etc.

For checking/approving any of the above manual, CSIs should follow the guidelines:

- i. An operator may develop and publish in its manual any policy, method, procedure or checklist that the operator finds it necessary for the type of operations conducted.
- ii. These policies, methods, procedures and checklists, however, must comply with the requirements of CAR 84, ANOs etc and be consistent with safe operating practices.
- iii. The operator's material contains and complies with the requirements of CAR 84/ANOs, conforms to the safe operating practices and is based on sound, rationale or demonstrated effectiveness.
- iv. The operator is innovative and progressive in developing such policies, methods, procedures and checklists.
- v. The CSIs must ensure that the operator's manual, when initially submitted for review/approval or for subsequent amendments, must contain and include the required items as specified in detail in Inspector Hand Book on Flight Operations (IHB 6-1)
- vi. The CSIs must also ensure that the information and the procedures contained in the manual are consistent with the information and procedures throughout all of the operator's manual.
- vii. The CSIs, while reviewing the manual, should compare information and procedures (such as operator's carry-on baggage program, exit seating program, emergency procedures and the like, with those contained in the operator's aircraft/operations/passenger service/ground handling/ DG/AV Sec manual.
- viii. Final assessment on the review of the manual will be processed and recorded in Annexure 7 Checklist of the IHB 6-3

4.4.2 Cabin Crew various Initial/Recurrent Training Programs including DG, AV SEC, Cabin Health & First Aid, Human Performance & CRM, SMS and FRMS & their examinations-systems, procedures and records.

For the above purpose, CSIs should ensure that:

While preparing and implementing a training programme for cabin crew, which is to be approved by CAAB for issuance of the AOC, the air operator shall ensure that:

All operations personnel are properly instructed in their duties and responsibilities and the relationship of such duties to the operation as a whole.

The air operator shall have a training programme manual approved by CAAB containing the training curriculum and training record keeping policies.

The air operator shall have approval of CAAB prior to using a training curriculum including a security training programme, namely; AV SEC, for the purpose of qualifying a crew member or for personnel performing operational control functions for duties in commercial air transport.

The air operator shall submit to CAAB any revision to any training programme and shall receive written approval from CAAB before using that revision/s.

The air operator's training programme manual shall conform to the outlines in current CSI guidance.

The air operator's cabin crew training programme shall include theoretical as well as practical training addressing the following:

- (a) Basic instructions on the different functions, duties and responsibilities of cabin crew
- (b) Introduction to aircraft systems and limitations
- (c) Aircraft emergency evacuation, life saving equipment and related information to passengers
- (d) Cabin crew assignment, co-ordination and two way communication
- (e) Knowledge and skills related to transport of dangerous goods
- (f) Security training, procedures and checklists
- (g) Recurrent training programme including an examination to determine competency

4.4.3 The qualifications/requirements for cabin crew selection:

For the above purpose, CSIs are to ensure that:

Specific minimum qualifications relating to fitness to perform duties and responsibilities, knowledge, age and other aspects are met so that cabin crew members can fulfill their role in terms of safety management.

Operators shall develop these qualifications in accordance with National regulations and CAAB specifications for obtaining prior approval by air operators before selection/appointment of cabin crew for their needs.

The minimum qualifications shall typically include the following:

- a) A minimum age requirement(at least 18 years old)

- b) A high school degree or equivalent degree from a recognized educational institution.(operators may set higher educational requirement to suit their needs)
- c) The ability to speak, read, write and understand a common designated language i.e English language proficiency.
- d) A minimum height (at least 158 cms or more) for the ability to retrieve safety or emergency equipment, open and close overhead bins from a standing position.
- e) A maximum weight limit, separately for male and female cabin crew proportionately based on age and height, for ability to operate equipment, to promptly evacuate in case of any emergency situation and to work and walk on the aisles, specially facing forward in a single file
- f) A clear vision eye sight corrected to 6/6 (cabin crew are allowed to use contact lenses but not high-powered glasses). Colour vision is mandatory.
- g) An ability and strength to operate equipment/systems as applicable to operator's procedures during normal, abnormal or emergency situations to the aircraft type/s to which he/she is assigned to.
- h) A satisfactory medical assessment by CAAB approved doctor during recruitment/training process and subsequent medical fitness assessment every after 1 year (minimum) according to minimum cabin crew medical check-up standards.
- i) A minimum satisfactory swimming ability
- j) Any other requirements as defined by CAAB or the operator itself.

4.4.4 Types of minimum training for cabin crew:

For the above purpose, CSIs are to ensure that:

The minimum types of training addressed are as follows:

- a) Initial training
- b) Aircraft type training
- c) Difference/Conversion training
- d) Refresher/Requalification training
- e) Hands-on and Practical training/Simulated exercises on related equipment and drills
- f) Aircraft visits
- g) Familiarization flights
- h) Recurrent training
- i) CIC/Leadership/Pursers Course

4.4.5 CAAB requirements for operator's training programme:

For the above purpose, CSIs are to ensure that:

- a) Operator shall submit and obtain approval by CAAB its training programme for Cabin crew before issuance of AOC
- b) Initial training is required for persons who have not previously operated as cabin crew.

c) **Initial training:** No person shall serve nor an operator shall use a person as a cabin crew unless that person has passed all the above training courses/ proficiency checks including emergency and/or other duties as prescribed and approved by CAAB.

d) Cabin crew trainees must complete initial training before they are assigned duties as cabin crew. Initial training includes:

- i. Aviation indoctrination
- ii. Duties and responsibilities
- iii. Normal, abnormal and emergency procedures
- iv. Aircraft type training
- v. Dangerous goods
- vi. Human performance
- vii. Cabin health and First aid
- viii. Duties and responsibilities relating to Aviation Security

A required cabin crew, who, due to a period of inactivity, has not met the recurrent training requirements, shall complete the cabin crew training program/proficiency checks of the operator as approved in CSM in terms of relevant portion of para 4.4.6

e) **Recurrent training:** No person shall serve nor an operator shall use a person as a cabin crew unless within the preceding 12 calendar months that person has completed the required training curricula approved by CAAB relevant to the types and/or variants of aircraft and operations to which he/she is assigned.

Recurrent training is required and conducted annually to ensure the maintenance of competencies, knowledge and skills since the last training given to cabin crew.

4.4.6 Validity of Competency Card:

The validity of annual training expires on the first day of the 13th month following the month in which the training was completed.

Where the validity of competency card has expired, the cabin crew shall requalify as follows:

If a period of 13th up to 18th month or part thereof has elapsed since the last required training, the cabin crew shall complete refresher training

If a period of more than 06 months has elapsed since the last required training, the cabin crew shall complete initial training and line indoctrination

4.4.7 Review/Approval of Initial/Recurrent cabin crew training programme prior to issuance of AOC that includes theoretical and practical aspects of the training syllabus.

For the above purpose, CSIs are to ensure:

That the operator shall establish, as part of its flight safety document system, a detailed cabin crew training programmes, cabin crew safety duties and functions pursuant to CAR 84 or relevant ANO/s or Directives/Circulars.

That the operator establishes the various types of required trainings including:

Basic instructions on the different functions, duties and responsibilities of cabin crew

Introduction to aircraft systems and limitations

Aircraft emergency evacuation, life safety equipment and related information to passengers

Cabin crew assignment, coordination and two-way communication

Knowledge and skills related to the transport of dangerous goods

Security training & procedures

That the operator incorporates in the syllabus and imparts all trainings that are required in all round safety of the aircraft and personnel that are relevant to the duties and responsibilities of a cabin crew including checklists and SOPs.

That the operator follows the specified training programme as given in OM or any related type Manual in line with the manufacturer's specifications.

That the training programme is commensurate with the approved CSM

That the training programme shall be in conjunction with the company's approved standard operating procedures

That the training programme shall be proper and appropriate and include hands-on/practical drill demonstration on the use of safety/emergency equipment and procedures to be conducted by qualified and approved ground cabin crew instructors/trainers/examiners.

That the training programmes shall have a system to evaluate cabin crew competency by the operator and as and when required, by the regulator.

That all training programmes shall have a system for recurrent annual training with examinations to ensure the operator's cabin crew maintain continuous competency on safety matters.

The CSIs will also ensure that the operator has an approved policy/procedure for:

- 4.4.8** Aircraft visit/familiarization & line check for trainee cabin crew
- 4.4.9** Safety & Emergency (classroom & aircraft based) training including practical drills on aircraft types for trainee and operating cabin crew.
- 4.4.10** Cabin Crew Training Facilities including training, line operations records and record keeping systems.

- 4.4.11** Cabin crew instructor/trainer/examiner (classroom & aircraft based) line check.
- 4.4.12** Operating Cabin Crew mandatory travel documents including valid Passport with Visa where applicable, valid Health Card, valid CRM card, valid Competency Card, valid company I.D, updated CSM/QRH, Announcement booklet, Serviceable Flash light, Wrist watch with a visible second hand.
- 4.4.13** Accountable Cabin Crew Managers (Admin/scheduling, Operations, Briefing & Training) and Cabin Crew Manager/In Charge Cabin Safety posts-selection and approval.

For the above purpose, CSIs are to ensure that the operator fully complies with the terms and conditions as contained in chapter 3 para 3.4 read with Air Operator Guidance on Cabin Safety (AOG 6-3) para 35.

- 4.4.14** Cabin Crew Instructors / trainers/examiners selection and approval criteria & (ground test) class-room demonstration & (flight test) line check of the approved and current cabin crew instructors/trainers/examiners:

For the above purpose, CSIs are to ensure that:

Operators' cabin crew instructors/trainers/examiners, before their selection and approval, meet the minimum experience and knowledge requirements as contained in **IHB 6-3 Annexure 8 ("CAAB selection and approval criteria for cabin crew ground instructors/trainers/examiners")**.

Operators' cabin crew instructors/trainers/examiners maintain their knowledge, skills and qualifications and continual competencies with respect to their delegated tasks, through the following functions:

During periodical surveillance/inspection of the CAAB approved training centers, cabin crew instructors/examiners/trainers satisfactorily display their appropriate proficiency on the approved curricula when asked to do so in a class room demonstration (ground test).

And/or they will be visited upon during an on-going cabin crew training course to assess how they perform and conduct the class for CAAB observed proficiency check.

For the above purpose, CSIs will evaluate them as per **IHB 6-3 Annexure 9 ("Instructor/trainer/examiner evaluation checklist")**.

Flight tests (line check) of the approved cabin crew instructors/examiners/trainers will also be undertaken by the CSIs, periodically, to observe how their trainees or trained operating cabin crew perform on board in line with the theoretical and practical training syllabi and class room training in the training center.

For the above purpose, CSIs will evaluate them as per **IHB 6-3 Annexure 10 ("Instructor/trainer/examiner line checklist")**.

- 4.4.15** Passenger Safety Information Card or Passenger Safety Briefing Card or Safety Feature Card:

A pre-flight safety briefing of passenger is mandatory for all commercial air operators. This briefing must be supplemented by the availability of a passenger safety briefing card on board and it must relate to the type and variant of aircraft being operated. Information contained in this card should be consistent with the content of passenger safety briefing.

The operator should ensure that for each aircraft type and variant to be operated, a copy of the relevant passenger safety card is included in OPS manual/CSM.

This card should be placed prominently in the seat pocket or in a dedicated stowage and the seated passenger should be able to see, identify and access the card.

Draft safety briefing card should be submitted to CAAB during initial application process, variation process and whenever the cards are updated or amended.

CSIs are to ensure that:

- (a) Safety cards are readily identifiable as safety information with a distinctive message.
- (b) Internationally recognized symbols are used.
- (c) Cards are easy to understand with multi-colored pictures and drawings.
- (d) Cramped or confusing information are avoided.
- (e) Cards provide the following information as appropriate:
 - i. Seat belt and harness
 - ii. Exit location
 - iii. Exit operation for all types of exits
 - iv. Emergency escape routes/ floor proximity lights
 - v. Drop down oxygen masks
 - vi. Life jackets
 - vii. Evacuation slides
 - viii. Life rafts
 - ix. Slide rafts
 - x. Brace position

4.4.16 Safety Briefing of Passengers including pre-flight manual and/or aural/visual (Video) safety demonstration:

For the above purpose, CSIs are to ensure that:

No person may commence a take-off unless the passengers are briefed before take-off in accordance with the AOC holder's OPS Manual procedures on:

Smoking limitations and prohibitions

Emergency exit location and use

Use of safety belts

Emergency floatation means including life vest/slide raft, location and use

Fire extinguisher location and operation

Placement of seat backs

If the flight is above 10,000 ft MSL, the normal and emergency use of oxygen

The passenger safety briefing/feature card

Use of other specialized equipment as required by CAAB

Location, quantity, serviceability, use and operation of all safety emergency equipment, principally for cabin crew and generally for all persons are on board.

Passengers keeping their seat belts fastened before take-off/landing or during turbulence or when PIC commands or while seated, even when seat belt sign is off.

Any person of reduced mobility is briefed on the route to the most appropriate exit and the time to begin moving to the exit in the event of an emergency

4.4.17 Minimum number of cabin crew required for each type of aircraft:

For the above purpose, CSIs are to ensure that:

The operator shall schedule the minimum number of cabin crew that are required in each passenger-carrying flight in the following manner:

- (a) The number of cabin crew is not less than the minimum as prescribed by CAAB in the operator's Operations Specifications/CSM or the following, whichever is greater-
- (b) For a seating capacity of 20 to 50 passengers: 1 cabin crew and
- (c) One additional cabin crew for each unit or part thereof of 50 passenger seat capacity

4.4.18 Passengers' pre-take-off/landing safety briefings by cabin crew:

For the above purpose, CSIs are to ensure that:

Passengers safety briefings are carried by cabin crew which include exit row seating passengers, ABP briefings, passengers needing special handlings, cabin safety announcements, cabin safety demonstration, cabin baggage stowage and pre-take-off/landing cabin check duties.

4.4.19 Carry-on passenger baggage/ crew luggage carriage/stowage:

For the above purpose, CSIs are to ensure that:

- (a) In every passenger cabin of all aircraft, carriage/stowage of all carry-on baggage by passenger and crew members are done according to established and approved procedures and in the following manner:
- (b) No person is allowed the boarding of any carry-on baggage unless it can be adequately and securely stowed in accordance with the operator's approved Operations Manual procedures.
- (c) no person is allowed to close the passenger entry doors in preparation for taxi or push back unless at least one required crew member has verified that each article of baggage has been properly stowed in overhead bins/racks or under the seats with approved restraining devices or doors or in approved locations.

- (d) No person is allowed to stow carry-on baggage in a location that would cause that location to be loaded beyond its maximum placarded mass limitation.
- (e) Carry-on baggage must not be stowed in toilets
- (f) The luggage bin/rack so installed or carry-on baggage so stowed, must not obscure any passenger's view of the "seat belt, no-smoking" sign or any required exit sign.
- (g) Carry-on baggage must not be stowed against bulkheads or dividers in passenger compartment that are incapable of restraining articles against movement forwards, sideways or upwards.
- (h) Carry-on baggage must not be located in a position that obstructs or obscures the access or use of any required emergency or regular exits OR the use of the aisle/s for rapid egress in case of any emergency.

4.4.20 Approved flight crew compartment door--security, discreet communication and admission/access procedures:

For the above purpose, CSIs are to ensure that:

The flight deck compartment door is locked at all times during passenger-carrying commercial air transport operations, except as necessary to accomplish approved operations or to provide for emergency evacuation.

No person may operate a passenger carrying airplane having a maximum certificated take-off mass in excess of 45,000 kg or with a passenger capacity greater than 60 unless the flight crew compartment door is closed and locked: from the time all external doors are closed following embarkation until any such door is opened for disembarkation except when necessary to permit access and egress by authorized persons.

No person may admit any person to the flight deck of an aircraft engaged in commercial air transport operations unless the person being admitted is: an operating crew member OR a representative of CAAB responsible for certification, licensing or inspection, if required for the performance of his/her official duties shall be given free and uninterrupted access OR permitted by or carried out in accordance with instructions contained in OPS Manual.

The admission to the flight deck must not cause distraction and/or interference with the flight's operations.

All persons/s carried on the flight deck are made familiar with relevant safety procedures.

Any passenger-carrying aircraft shall have a flight crew compartment door which shall be capable of being locked within the compartment in order to prevent unauthorized access.

All passengers-carrying aircraft including all aero planes certificated with a maximum certificated take-off mass in excess of 45,000 kg or with a passenger seating capacity greater than 60, shall be equipped with an approved compartment door that is

designed to resist penetration by small arms fire and grenade shrapnel and to resist forcible intrusions by unauthorized persons. This door should be capable of being locked and unlocked from either pilot's station.

Means shall be provided for monitoring from either pilot's station the entire door area outside the flight crew compartment to identify persons requesting entry and to detect suspicious behavior or potential threat.

Each operator shall have an approved policy/procedure/means by which the cabin crew can discreetly notify the flight crew in the event of suspicious activity or security breaches in the cabin.

Each operator shall have an established policy/procedure with respect to flight crew compartment access.

4.4.21 Cabin Crew demonstration of competency in demo ground drill/ proving flight.

CAAB may require demonstration/proving flights to test operator's ability to conduct line operations in compliance with regulations and safe operating practices.

CAAB determines the need for demo/proving flights for:

- a. Applicants for initial issue of AOC
- b. Applicants seeking authorization/approval to operate new types of aircraft
- c. Applicants seeking authorization to conduct special operations in compliance with regulatory requirements.

Cabin crew of an applicant/operator will be tested for assessment of their effectiveness of their training and in performing their assigned duties in the event of ditching or an emergency evacuation while operating a flight, in a demonstrative ground drill or proving flight.

CSIs conducting the test for cabin crew's demo ground drill or proving flight, are to ensure that:

- a. They review/check the carrier's operations, Operations Manual/CSM for approved regulatory compliances and safe operating practices.
- b. The demo/proving flight plans, flight schedule, crew member names, checklists and coordinate with other operations inspectors.
- c. The travel documents of the assigned cabin crew.
- d. Pre-flight crew briefing.
- e. Pre-flight ground duties
- f. Pre take-off and landing cabin duties
- g. In-flight duties and procedures
- h. Knowledge, location and use of various types of safety and emergency equipment as per EEL.
- i. Knowledge of specific duties and procedures in the event of an emergency

The performances of cabin crew with regard to demo drill or proving flight will be evaluated by the CSI and submitted to the FOI/POI for information and further required action.

- 4.4.22** Operator's joint or separate training programme for cabin crew and flight crew to create awareness on other crew members' assignments and functions in the event of an emergency.

For the above purpose, CSIs are to ensure that:

The operator has established a training programme, approved by CAAB in CSM or OPS Manual, for a joint recurrent CRM course for cockpit and cabin crew and

A joint or separate recurrent AV SEC security training programme for both cockpit and cabin crew.

The above two training courses will ensure awareness on other crew members' assignments and functions in the event of an emergency, in the following way

Cabin crew members are able to discreetly communicate with flight crew in the event of suspicious activity or security breaches in the passenger cabin to minimize the consequences of acts of unlawful interference

OR are aware with policy/procedures for access to and from flight crew compartment

OR with search procedures/actions to be taken in case of a bomb or suspicious object is found on board

All crew members are trained and are able to suitably act during any normal/abnormal/emergency situation on board according to the standard operating procedures.

- 4.4.23** Initial/ Recurrent Security training (AV SEC) programme for cabin crew before the AOC is granted to the air operator:

For the above purpose, CSIs are to ensure that:

The air operator has established a security training programme that addresses the operator's procedures related to cabin crew members' security-related duties and responsibilities, approved by CAAB before being granted the AOC, to enable the crew members to take appropriate course of action and addressed the following:

Security of the Flight Crew Compartment with access and communication procedures

Aircraft bomb threat/bomb search and concealed weapons/explosives/other dangerous devices search procedures and checklist and with guidance on LRBL

Determination of the seriousness of the occurrence

Two-way crew communication and co-ordination

Appropriate self-defense responses

Use of non-lethal protective devices assigned to crew members

Understanding of the behavior of the terrorists

Live situational training exercises

Post-flight concerns for the crew

4.4.24 On board Checklists for emergency (including security) procedures/SOPs/Pre-departure safety equipment

For the above purpose, CSIs are to ensure that:

The operator has developed the above checklists as an integral part of its standard operating procedures (SOPs)

The operator has included in its approved training programme instructions/guidance on how to use the SOP checklists.

CSIs are also to ensure that the following Checklists for the operating cabin crew are discreetly kept on board the aircraft, preferably under each cabin crew jump seat in all aircraft:

A Checklist on board supported by guidance and procedures for appropriate course of actions to be taken for searching a bomb in case of suspected sabotage or for inspecting an aircraft for concealed weapons, explosives and other dangerous devices when a well founded suspicion exists that the airplane may be subject of an act of unlawful interference or any suspicious object found on board and information on the least-risk bomb location specific to the aircraft or for any suspicious activity or security breaches in the passenger cabin.

A Checklist of standard operating procedures as an integral part of duties for operating cabin crew on board, with the instruction of how to use them when required, given to them during initial/recurrent training courses.

A Checklist of all safety equipment on board all aircraft as per EEL for pre-flight check by the operating cabin crew.

CSIs will monitor a discussion on the above subject during pre-flight briefings and check on proficiency on such matter by the cabin crew during ramp/en-route inspections

Air operators will review and supplement their procedures and checklists with further guidance and updates from knowledgeable quarters in liaison with the CSIs.

4.4.25 Pre-flight crew briefings:

Every operator shall include the system/procedures of pre-flight briefings in the CSM as part of the SOP as per requirement of CAAB during initial/ renewal certification to be complied with by the operating crew members before operation of any flight.

The operator shall provide a suitable crew briefing room in a convenient location

Due to time constraint or any other reasonable cause if pre-flight briefing can not be done in briefing room, pre-flight briefing shall be carried out on board the aircraft before pax entry.

The operational safety briefing will normally be given by the PIC or any other delegated flight crew member or in their non-availability, this task is typically accomplished by the CIC.

Briefings will be given primarily on operational safety-related matters including safety reminders that addresses any recent changes to safety-related issues or any continuing problem areas and other routine jobs including any special passenger information and meal services.

Cabin crew briefings should include the following:

- Assignment and area of duties to individual cabin crew
- Customized briefing for the aircraft type
- Destination-specific and meteorological information
- Safety, emergency, security and communication procedures
- Review of safety emergency equipment and procedures
- Checking of cabin crew travel documents
- 1 or 2 questions on any topic of emergency
- Any other briefing obtained from the flight crew

CSIs are to ensure, during periodical surveillance/inspection that:

Operating crew members are given a safety briefing prior to commencement of any flight from base or on multi-sectors flight, in outstation hotel lounge before boarding the crew bus for airport.

Findings/observations by the CSIs during any inspection regarding conduct of pre-flight briefings are reported for corrective actions by the operator.

4.4.26 Scheduling/Rostering of cabin crew and record keeping of cabin crew FDTL.

For the above purpose, CSIs are to ensure that:

The operator establishes a monthly/ quarterly/half-yearly or yearly duty roster for cabin crew for each type of aircraft

Such flight schedule/roster must commensurate with the terms and conditions as contained in CAAB ANO E6 regarding FDTL of cabin crew.

The required minimum number of operating cabin crew for each type of aircraft

The approved maximum number of aircraft being operated by each cabin crew

The operator's compliance with regard to prescriptive limitations of cabin crew flight time, flight duty periods, duty periods and rest periods etc

The operator's maintenance of current record of all duty periods at all times

Review of all above during surveillance/inspection of operator's base station facilities

4.4.27 System of Dissemination of Operational Information:

CSIs have a shared responsibility with other civil aviation safety inspectors in many areas. For ensuring that the operators are in compliance with regulatory requirements, co-ordination of duties with other inspectors is necessary where company Operations Manual overlap in areas of common inspection.

4.4.28 Any other unforeseen required or new item/s recommended by ICAO and/or for addressing National requirements(cabin safety) for certification/approval/inspection process or purpose as envisaged and contained in CAR 84 Rule 112 (1-7) under “Operational Certification and Supervision” to ensure that the required standards of operations (cabin safety) established in this rule are maintained by the operators.

4.5 REVIEW/REVISION OF CABIN SAFETY MANUAL/TRAINING PROGRAM FOR FIRST AID, CRM, AV SEC, DGR etc:

CSIs are not responsible for review or revision or amendment thereto of Cabin Health & First Aid, Human Performance & CRM, AVSEC, DGR portions of Cabin Crew Safety/Training Manual and Training Program.

These are scrutinized/ reviewed for amendments/approvals by other specialized aviation safety inspectors in their respective fields for standardization and consistency. Once approved, operators incorporate the same in their concerned Manuals including Cabin Crew Safety/Training Manual.

CSIs are to ensure that the pertinent portions to cabin crew and cabin safety are taught in the training centers/classrooms in the initial/recurrent courses as per standards and procedures and that the applicable points are effectively addressed by the operators in the operations of flights.

4.6 DOCUMENTATION PROCEDURES/REVIEW

If the submission of the documentation is incomplete, unacceptable or obviously cannot be approved, the CSI should return the documentation with an explanation of the deficiencies to avoid any misconception/s on the progress of the submission.

During the review process, it may be necessary for the CSI to terminate the review process when the air operator fails to take any actions on the material/s asked for within 30 days by a letter explaining the reason.

Each approval will be formally communicated by letter to the air operator with prior internal Co-ordination through the CSI and other interested parties as required.

4.7 MINIMUM EQUIPMENT LIST/ EMERGENCY EQUIPMENT LAYOUT APPROVALS

Cabin Safety Inspection forms part of the MMEL/MEL/EEL review group and the CSIs review cabin safety items in the MMEL/MEL/EEL documents.

During MEL/EEL approval process, the CSI must have prior knowledge of the aircraft in the operator’s fleet which will effectively help him/her to review the cabin safety items in the operator’s MEL/EEL.

In order to implement revisions to MEL/EEL in a timely fashion, changes resulting from major policy decisions and new regulatory requirements which are applicable to all MMELs or MELs/EELs may be disseminated as global changes.

A global change grants the operator the option, in case of additional relief or in obligation, in the case of removal of relief, to revise a MEL/EEL immediately for that specific item in lieu of waiting for a MMEL amendment.

4.8 APPROVAL LETTERS

Approval letters are issued when it has been determined that all applicable regulatory requirements and standards have been met.

Recommended items to be included in a letter of final approval:

- Identify the subject of the submission;
- Reference the date submission was sent or received;
- Identify the regulatory reference(s) for the requirement(s);
- Inform the applicant of the standard(s) used for the evaluation;
- Confirm the submission has been evaluated and meets all regulatory requirements and standards;
- Identify the approval(s) being granted; and
- Contain signature of person delegated approval authority.

Recommended items to be included in a letter of conditional approval:

- Identify the subject of the submission;
- Reference the date submission was sent or received;
- Identify the regulatory reference(s) for the requirement(s);
- Inform the applicant of the standard(s) used for the evaluation;
- Confirm the submission has been evaluated to receive conditional approval
- Identify that final approval(s) will be issued following a satisfactory inspection of the training program or specify other condition(s);
- Identify that, upon completion of an inspection, prove to be unsatisfactory, all further training using the conditionally approved program must be suspended until identified deficiencies have been amended; and
- Contain signature of person delegated approval authority.

4.9 ACCEPTANCE LETTERS

Confirm the submission has been evaluated and meets the requirement/s of the standards

Identify the approval/s being granted

Contain signature of person delegated approved authority

4.10 NON-COMPLIANCE LETTERS

If a CSI determines that an item in a submission (original or subsequent amendment) does not meet the applicable regulatory requirements and/or standards, the air operator shall be so informed by letter.

Following recommended items are to be included in a letter of non-compliance:

Identify the subject of submission.

Reference to the date the submission was sent or received

A statement that the submission does not meet requirements/standards and identify the specific regulatory requirements/standards.

Identify deficiencies (this can be in the form of an attachment to the letter)

Notification of any impact this will have on the air operator's AOC or application for the same, if applicable.

CHAPTER- 5

INSPECTIONS

5.1 CABIN SAFETY SURVEILLANCE/INSPECTION PROGRAM

The Directorate of Flight Safety & Regulations is authorized to conduct surveillance/inspections as it deems necessary and has put in operations Inspection Programs for the purpose of evaluating each air operator's ability to comply with various regulatory requirements which include:

approved cabin crew training program, training center/facilities/training records and continuing skills/knowledge of the cabin crew in handling normal/abnormal/emergency situations, maintenance of competency with respect to their delegated tasks by the approved Cabin Crew Instructors/Trainers/Examiners.

The schedule of the surveillance/inspection program is published during initial AOC/AOC renewal and/or during any required period.

5.2 HALF-YEARLY (ANNUAL) AND/OR PERIODICAL INSPECTION PLAN & FREQUENCY OF INSPECTION

Planning and executing inspection and surveillance activities are based on policies and procedures as contained in CAR 84 Rule 112(4), and FOI HANDBOOK Chap 33 which provide high priority and guidance on adherence to the national/international inspections and audit frequencies.

Issuance of AOC to the air operators will depend upon the operator demonstrating an adequate organization, method of control and supervision of flight operations, training programme, ground handling and maintenance arrangements consistent with the nature and extents of the operations specified which it demonstrated upon original issuance of the certificate.

Hence CAAB performs surveillance of certificated operators to ensure that the operators continue to meet certification requirements.

It is important to clearly distinguish between surveillance and certification activities. Both are important aspects of CSI's duties and one should not take precedence over the other.

Surveillance is aimed at ensuring that the operator continues to adhere to the standards by which it was certificated or approved through regular inspections of various aspects of an air operator's operations.

Certification activities are required to verify/certify/approve an air operator to operate in a prescribed manner.

The primary objective of surveillance is for providing the CAAB, by means of a variety of inspections, with an accurate, real-time and comprehensive evaluation of the safety status of the air transportation system.

The objectives of the surveillance program is achieved by the CSIs by performing the followings:

Inspector Hand Book on Cabin Safety

Determining each airline/operator's compliance with regulatory requirements and safe operating practices.

Detecting changes as they occur in the operational environment.

Detecting the need for regulatory, managerial and operational changes.

Measuring the effectiveness of previous corrective actions.

The Directorate of Flight Safety & Regulations establishes the required level of inspection activity by all civil aviation inspectors of CAAB for various regulatory tasks. Each concerned inspectors' department keeps on recording and reporting the number of activities planned and the number of activities completed.

Deviations from the frequency of inspection are possible and sometimes inevitable and in that case, reasons for the deviations are to be documented.

The annual (periodical) inspection plan and inspection activity are prepared on twice a year period (half-yearly) with a view to include and accommodate all passenger carrying air operators in the network. Sufficient inspections must be carried out to enable a fair evaluation of each operator's operation and to determine continued compliance.

The annual inspection plan is the minimum deemed necessary. It is always felt that additional inspections may be required due to unforeseen changes to the operator's operation e.g leasing of foreign aircraft or risk management indicators need for a higher inspection frequency.

The following inspections are included in the annual / periodical (both announced and surprise) plan:

Base Inspections

Aircraft Inspection

Ramp inspections

In-flight (cabin en-route) Inspection

Cabin Crew Initial & Annual (Recurrent) training Inspections

Cabin Crew Training facilities Inspections

Cabin Crew Instructors/Examiners/Trainers' Currency, Capability & Training Inspections

Cabin Crew Time-based Training Inspections (training record/folder and Competency Card for Cabin Health & First Aid, Human Performance & CRM, DGR, AV SEC, SMS & FRMS. CSIs, during certification and/or renewal of AOC or during periodical inspections at base station, ramp or en-route, will ensure that:

Cabin-related AVSEC portion is incorporated/updated in CSM.

Initial AVSEC training(cabin) is given to cabin crew and for recurrent training, at least once in 24 months is included in the training syllabi of CSM as approved by CAAB.

Each cabin crew Competency Card contains the initial and/or the current recurrent training period.

The operator has on board, preferably under each cabin crew jump seat, a checklist of procedures to follow in searching for a bomb and for inspecting the aircraft for concealed weapons/explosives etc, a checklist of SOPs on board for the operating cabin crew and a checklist of all safety/emergency equipment on board before departure of the flight as per MEL/EEL.

All inspection reports by the CSIs are to be documented for record and reference.

Inspection criteria to be considered when applying Risk Management Principles:

Inspection planning should take into account the following factors:

- Financial, Labor & Management difficulties
- Poor Internal Audit and Quality Assurance Program
- Change in operational scope and additional authority
- Large change in contracting
- High turnover in personnel
- Loss of key personnel
- Addition to or change in product line
- Poor accident or safety record
- Merger/Take-over
- Previous audit history
- New operator
- Trends from previous inspection activity

Regardless of the above inspection activity, when the CSI has reasons for concern for evidences of hazards, deficiencies and trends concerning an operator's operations, the CSI shall take whatever steps are necessary to ensure compliance with regulatory requirements.

Future inspection activity on the defaulting air operator should be adjusted accordingly to increase surveillance.

5.3 INSPECTION RESPONSIBILITIES

The Directorate of Flight Safety & Regulations is responsible for informing the air operator of any non-compliance and/ or for taking any appropriate action after the inspection and for this purpose, all inspections will be coordinated by the Directorate.

For inspection purposes where circumstances prevail upon the CSI and it is not practical to contact the Principal Operations Inspector/Flight Operations Inspectors, CSI will inform him/them of the inspection as soon as possible thereafter.

The following order of priority is maintained for conducting inspections of operations:

- Scheduled Air Operators
- Non-Scheduled/ Charter flights
- Private Air Operators with cabin crew

When assigned to or engaged in inspection duty, CSI shall not consume any alcoholic beverages for the entire duration of any flights, flight sector/s or any associated inspection activities.

It is not necessary for the CSI to conduct a formal inspection while traveling on rebated or purchased ticket for the purpose of official business e.g for attending a workshop, conference, meeting or a training course.

However, should the CSI notice any threat to or breach of safety on flight, the CSI is required to apply diligence as needed and bring the condition to the notice of the crew.

5.4 CSI IDENTIFICATION

Before embarking on inspection activity, the CSI will ensure to carry (where applicable):

Personal ID documents

CAAB official credentials

Passport (with visa where applicable)

Commercial airline ticket/s

Inspection Forms/Checklists for appropriate assignment

Baggage as required (anticipating flight dislocations/diversions and unexpected delay etc.)

Security Passes given by or obtained from the air operator for visiting the facilities situated in sensitive or restricted areas in accordance with the prescribed procedures.

CSI shall identify him/herself to air operator personnel by means of his/her CAAB official ID card.

CSIs will exercise tact and diplomacy while applying their delegated authority to conduct inspections.

CSIs, prior to conducting inquiries, inspections or audits, will identify themselves to the person/s in- charge, state their intentions and request co-operation and access to the applicable aircraft, facilities and/or documents.

It may so happen that even after display of appropriate credentials, CSI is refused access to aircraft, facilities or documents, in that case, CSI shall ensure that the person denying the access is made aware of the regulatory requirements.

If the access is still denied, CSI will obtain the name of the person denying the access along with the substantiating data (if available), leave the premises and contact the Principal Operations Inspector/Director Flight Safety & Regulations for further direction.

5.5 ROUTINE INSPECTIONS

Routine Inspections are conducted in the following 2 manners:

As an Identified Inspector on an open inspection

As an unidentified Inspector on a discreet inspection(when deemed necessary)

When conducting an unidentified inspection, CSI should do the following:

Will not identify him/herself to the crew prior to or during boarding (unless a threat to safety is observed).

At the termination of the flight, the CSI will identify him/herself to the cabin crew and debrief on any findings.

When time does not permit for debriefing the cabin crew, forward all observations to the Principal Operations Inspector, indicating the inspection was identified or not.

Combined Inspections with other civil aviation inspectors are always encouraged whenever possible, because this will show the importance of teamwork to crew members and improve communication among inspectors.

5.6 SPECIAL PURPOSE IN-FLIGHT INSPECTIONS

A CSI may be tasked to conduct a special purpose inspection which is necessitated when a serious safety deficiency exists or documented information indicates that part or parts of an air operator's operation are routinely conducted in a way considered not in conformity with the regulatory requirements.

Regardless of whether the CSI identifies him/herself or not while deplaning, the report is to reflect the reason for such special purpose inspection

5.7 GENERAL ON-BOARD INSPECTION PROCEDURES

The main purpose of on-board inspections is to identify and isolate possible systems failures/faults resulting from the use of equipment or procedures.

The system fault may be the result of:

- misinterpretation of regulatory requirements
- air operator procedures
- aircraft equipment
- a combination of above factors
- due to inadequate training, a cabin crew acted in non-compliance

System faults may need to be identified after a series of flights and may involve one or more air operator

CSI shall identify him/herself to the security personnel and proceed through the normal security check point process. CSI credentials must be presented when asked and his/her belongings may be searched. Security by-pass door may be used if available.

To avoid risk of theft or vandalism, it is strongly recommended that a CSI should not be on board unless an air operator representative is present.

CSI shall identify him/herself to air operator personnel at passengers boarding areas. CSI will observe passenger handling procedures including boarding, ramp-safety and deplaning while waiting to board the aircraft.

CSI shall identify him/herself to the crew members through the cabin crew in-charge and ensure that the pilot in command is aware of CSI's presence and the purpose of the inspection. Because of the nature of duties, CSIs are always within the sight of passengers which makes it incumbent upon them to be as professional and discrete as possible and avoid any embarrassing situation/s.

Though cabin crew are important elements of the inspections, activities of the inspections like inspection of the aircraft and equipment or related discussion with cabin crew should not disrupt any phase of the operation or divert crew members' attention from assigned duties.

Carry-on baggage inspection is part of the inspection of the CSI. CSI will stand in a location where the air operator's procedures can be observed, such as:

Crew baggage stowage

- Passenger baggage stowage
- Cabin check prior to door closure
- Control of carry-on baggage

Emergency exit-row seating.
Seat assignments for:
Persons with special needs
Person in-charge of infants
Persons traveling with service animals
Weight and balance controls
Verification of accepted child restraint systems

5.8 RAMP & IN-FLIGHT (CABIN EN-ROUTE) INSPECTIONS- PREPARATION

Before embarking on base station (training center), ramp or in-flight (cabin en-route) inspection duty, CSIs should be familiar with the air operator's Cabin Crew Safety/Training Manual by pre-reviewing it, if possible. This will enable the CSIs to know current and approved company operational policies and procedures for conducting a smooth inspection.

CSIs will ensure that the operator:

has developed and put on board a search procedure/checklist for cabin crew for searching bomb/ concealed weapons/explosives/other dangerous devices/any suspicious object on board before departure of the flight.
has developed and put on board a procedure/checklist for cabin crew for checking cabin safety equipment/emergency equipment(location/quantity/serviceability) before departure of the flight as per approved MEL/EEL.
has developed and put on board a SOP checklist for cabin crew for pre-departure and in-flight cabin and passenger checks, cabin preparation and emergency evacuation.
has incorporated all the above in the CSM for training and knowledge of cabin crew during initial/recurrent course.
Operator's cabin crew instructors/examiners/trainers, during training courses, are instructing the trainee cabin crew on when/how to use the Checklists and course of action/s as mentioned in a, b and c above and comply as per requirements.
These checklists are placed near every cabin crew station, preferably under the jump seats, for ready access and reference.

CSIs are not required to intimate an air operator in advance of ramp or in-flight inspections. However, for conducting inspections on charter flights, prior contact is necessary to ensure seat availability.

For planning a series of ramp or cabin en-route inspections, CSI should consult air operator's flight schedules to complete the ramp inspections between movements of different flights from one gate to another within the specified time available.

5.9 RAMP INSPECTIONS

Objective

Ramp Inspections are conducted prior to departure of a flight to evaluate an air operator's compliance with regulatory requirements e.g to determine whether an air operator is in conformity with safety-related operational procedures prior to departure and to verify that the applicable safety and emergency equipment are available, serviceable and properly stowed.

Ramp Inspections are also completed prior to conducting an in-flight cabin inspection except where not possible under special circumstances.

Ramp Inspection Frequency

The ramp inspection frequency is calculated according to the Frequency of Inspection as detailed out in CAAB's "Surveillance Program for National Operators and Safety assessment Of Foreign Aircraft".

5.9.1 RAMP INSPECTION PROCEDURES

CSI, on a Ramp Inspection duty, Shall:

Give his/her identity in the manner as detailed in section 5.4.

Inform the cabin crew in-charge that the inspection is on safety-related procedures only and he/she will be debriefed on the findings before deplaning.

Check the general condition of cabin, galley and toilets & cabin cleanliness, cabin crew and passengers' seat, seat belts and harnesses and safety feature card in seat pockets.

Check the number of required cabin crew for operation of the flight.

When possible and/ or applicable, observe the boarding of the passengers, seating of the passengers, stowing and securing of carry-on baggage and cabin crew passenger safety briefing from a conspicuous location without causing any interference.

Where possible, observe the briefings being provided by the cabin crew to the pre- boarding passengers, passengers with special needs and passengers seated at the window exits.

Carry out visual checks on the door mode, galley security, stowage and security of carry-on baggage and exit row seating restrictions as per established procedures.

Verify cabin crew documentation for currency/validity of (where applicable):

Company ID

Passport (with visa where applicable)

Cabin Crew Safety/Training Manual or QRH (if approved).

Check that they are carried, are up to date, amendments are properly inserted and LEP is duly completed.

Text of Safety Announcement in the announcement booklet

Health Card (where applicable)

Competency Card and/ or Cabin Crew License (where applicable).

Verify cabin Crew qualification for the aircraft type/s.

Personal Flash light

Observe the cabin crew implementation of safety procedures and pre-flight checks on safety and emergency equipment and verify their findings.

Review the cabin maintenance or defect log book and check that corrective action/s have been taken regarding logged items. Be alert for indications of recurring entries (defects).

Debrief the cabin crew in-charge on findings prior to leaving the aircraft, especially when the pilot in command has requested for a debriefing to the cabin crew.

Complete the "Ramp Inspection Checklist Form" and submit to the Principal Operations Officer.

5.10 IN-FLIGHT (CABIN EN-ROUTE) INSPECTIONS

Objective

In-flight inspections are carried out by the CSIs to evaluate the air operator's compliance with regulatory requirements and to determine air operator's conformity with safety-related operational procedures in-flight on various aircraft types and routes.

In-flight inspections are conducted on the following reasons:

Immediately following certification of a new air operator

On annual audit inspections of different air operators including on each aircraft type in the Operator's fleet.

On periodical inspections as per schedules given on the Surveillance Program on National Operators and Safety Assessment of Foreign Aircraft.

While conducting such inspections, inspectors are divided among the air operators':

1. Various routes such as domestic, regional and international routes.
2. Scheduled air services and charter operations/Passengers only operations/Passengers & Cargo operations.
3. Various aircraft types with each operator.

5.10.1 INSPECTION TRAVEL PROCEDURES

For any inspection duty outside the country, e.g. on international flights operated by air operators, a Government Order (G.O) issued by CAAB HQ, is required by the CSIs as a mandatory document permitting the travel. The acquired G.O shall not be used for personal or business purposes or for any abuse or perceived abuse. Strict disciplinary action may be taken against any inspector found guilty of the above abuses.

The concerned air operator, as a regulatory requirement, shall provide a confirmed passenger seat in the passenger compartment.

5.10.2 FLIGHT DECK PROTOCOL

In view of the global urgency and awareness for security and control of flight deck access as part of Ave Sec, it is unlikely that CSI will be offered a flight deck seat other than a CSI whose duties require his/her presence during take-off, flight times or landing in the cockpit. However, an invitation to occupy a flight deck seat for take-off or landing should be politely refused.

If the CSI is needed to use a flight deck seat for continuing an in-flight inspection, he/she shall refrain from conversation during flight crew monitoring of radio transmissions or other flight deck duties.

In the flight deck, the CSI should be briefed on:

- a. Operation and use of the seat and restraint system
- b. Location and use of oxygen system, if applicable
- c. Location and use of life preservers, if applicable
- d. CSI responsibilities and actions during an emergency

The CSI must observe the sterile flight deck procedures when assigned the flight deck observer seat. The CSI must remain in the seat until the aircraft is at 10,000 feet and must return to the seat at the top of descent or by 10,000 feet.

5.10.3 IN-FLIGHT (CABIN EN-ROUTE) INSPECTION PROCEDURES

CSI shall give his/her identity in the manner as detailed in section 5.4

The in-flight inspection should be preceded by a ramp inspection whenever practicable. When an in-flight inspection is conducted with the exception of a ramp inspection, every effort should be taken to carry out the steps in the ramp inspection.

Before conducting an in-flight inspection, ahead of the departure of the flight, CSIs should present themselves in the operator's Crew Briefing Room to observe the pre-departure activities of crew members, e.g.:

- The suitability and the environment of the Pre-flight Briefing Room
- The reporting time of the crew members before the ETD of the flight
- Whether combined (flight crew- cabin crew) pre-flight briefing was conducted
- Whether only cabin crew pre-flight briefing was conducted by the CIC or any SCC
- Seat assignments for:
 - Persons with special needs
 - Person in-charge of infants
 - Persons traveling with service animals
- Weight and balance controls
- Verification of accepted child restraint system
- Cabin check prior to door closure
- Cabin crew procedures (safety-related issues only) during aircraft movement on ground
- Cabin crew audio visual presentations and demonstrations on passengers safety briefings
- Cabin crew cabin checks of passengers, seats and seat belts, under-seat or overhead bin baggage, aisle clearance, galleys and toilets secured etc.
- Cabin crew communication check
- Cabin crew seated and secured in assigned seats and stations once safety-related activities are complete prior to take-off roll
- Pre take-off signal from the flight deck
- Cabin crew attentiveness for brace position and STS (silent thirty seconds)
- Locking/securing flight deck door
- Sterile flight deck procedures

BEFORE TAKE-OFF

CSI may, at his/her discretion, conduct a visual cabin check prior to take-off to verify that the cabin, galley and lavatory areas are secured, exit area and exit row seating restrictions and carry-on baggage stowage have been complied with. Although this cabin check is conducted with the seat-belt sign illuminated, such action shall be permitted by regulations. The visual check may be coordinated with the cabin crew chief to make his/her crew aware. CSI has to make sure that he/she is not in the cabin aisle during pre-flight passengers' safety briefings (demonstrations). CSI has to ensure to be seated prior to the final signal for take-off.

AFTER TAKE-OFF

- CSI will observe cabin crew adherence to safety signs.
- The commencement of their service procedures
- Cabin crew safety briefings/announcements (after take-off & turbulence)
- Crew communication

DURING FLIGHT (CRUISE-PHASE)

CSI will observe cabin crew adherence to safety regulations, standards and procedures, such as:

- Turbulence
- Use of trolleys/service(meal) cart
- Use of service lifts/elevators, if applicable
- Service to flight deck
- Service to passengers including first aid/special service etc
- Circuit breaker procedures
- Cabin/galley/toilet supervision
- Flight deck access procedures
- Crew communication

DURING DESCENT (LANDING & LANDING PREPARATIONS)

CSI will observe cabin crew adherence to safety regulations, standards and procedures during the landing phase such as:

- Preparation of galley, cabin and passengers
- Safety briefing/announcement prior to landing
- Securing and checking galley/lavatory/cabin
- Crew communication
- Cabin crew occupancy of assigned seats and stations when safety-related procedures are completed and in time, for landing
- Pre-landing signal from the flight deck
- Cabin crew attentiveness for brace position and STS (silent thirty seconds)

CSI may, at his/her discretion, conduct a visual cabin check prior to landing to verify that the cabin, galley and lavatory areas are secured, exit area and exit row seating restrictions and carry-on baggage stowage have been complied with. Although this cabin check is conducted with the seat-belt sign illuminated, such action shall be permitted by regulations.

The visual check may be coordinated with the cabin crew chief to make his/her crew aware. CSI is to make sure that he/she is not in the cabin aisle during any before -landing safety briefings (demonstrations). CSI to ensure to be seated prior to the final signal for landing.

AFTER LANDING & DURING AIRCRAFT GROUND MOVEMENT

CSI will observe cabin crew actions and adherence to procedures such as:

- Occupancy of assigned seats and stations with seat belts, shoulder harnesses fastened
- Compliance with cabin signs until the aircraft reaches the gate
- Completion of safety-related duties after aircraft leaves the active runway
- Control of passenger's compliance with the cabin signs
- Provision of safety announcement

AFTER AIRCRAFT ARRIVAL AT THE GATE

CSI will observe crew members compliance with procedures such as:

Slide disarming/cross check procedures, as applicable

Passenger deplaning

Ramp safety

After disembarkation of passengers, CSI will debrief the CIC or other cabin crew or the PIC as applicable. CSI will complete the related cabin en-route form/checklist and hand over the same to the Principal Operations Inspector.

5.11 RAMP & IN-FLIGHT (CABIN EN-ROUTE) INSPECTIONS

DEBRIEFING

CSI may conduct a debriefing upon termination of an inspection.

Unsatisfactory parts of the inspection that are within the control and responsibility of the CIC may be addressed with him or her. If time permits, satisfactory results may also be discussed.

Whether or not a debriefing, takes place, should be indicated in the report. Inspection findings and subsequent debriefings are to be based on regulatory requirements and applicable to air operator's procedures. The inspection report should be specific as to the regulatory requirement or the applicable air operator's procedure that was not adhered to.

If the inspection addresses a non-compliance with regulatory requirements, the PIC may need to be advised.

Where there is a finding regarding a particular cabin crew, that cabin crew may also be advised.

5.12 AIRCRAFT INSPECTIONS

OBJECTIVE

Aircraft inspections are carried out to ensure that:

The aircraft and its equipments are in compliance with all regulatory requirements

Sufficient numbers of applicable items are on board

Applicable equipment are secured

Applicable placards/signs are installed

Applicable and readable safety feature cards are placed in proper places (seat pockets)

5.12.1 AIRCRAFT INSPECTION FREQUENCY

An aircraft inspection is conducted:

During initial certification

When an aircraft type or model is added to the fleet

During an operator's audit inspection

When an aircraft is leased

Any time when there is a regulatory requirement

5.12.2 AIRCRAFT INSPECTION PROCEDURES

Aircraft inspections will be co-ordinate with the air operator and if required or possible, with other civil aviation inspectors.

For early identification and/or non-compliances, the aircraft inspection is to be conducted as soon as the aircraft is received by the operator, placed and readied for operational purposes.

CSI will board the aircraft in presence of company representative, where possible, and visually check the aircraft parts, equipment, and placards etc. as per regulatory requirements.

CSI will complete the inspection report form/checklist and hand over the same to the Principal Operations Inspector.

5.13 CABIN CREW TRAINING PROGRAM INSPECTIONS

OBJECTIVE

All cabin crew training program as initially started or being continued by an air operator will be evaluated by the CSI for compliance with regulatory requirements and to determine air operator's adherence to safety-related procedures and previously approved training program.

5.13.1 CABIN CREW TRAINING PROGRAM INSPECTIONS

CSI will also determine recommendations for final approval through the assessment of:

- Initial cabin crew training
- Annual cabin crew Recurrent training
- Aircraft type training
- Aircraft difference/conversion training
- Cabin crew Refresher/Requalification training
- Cabin crew In-Charge /Leadership training

5.13.2 CABIN CREW TRAINING INSPECTION FREQUENCY

CSI will inspect components of operator's approved initial training program. Components recommended for inspections are including:

- Classes pertaining to emergency equipment
- Classes pertaining to emergency procedures
- Classes pertaining to hands-on training
- Aircraft practical
- Evacuation/fire/water drills

CSI will conduct cabin crew training program inspection based on the operator's approved cabin crew safety/training manual and as per provisions contained in CSIHB.

CSI will carry out the following training inspections program required by cabin crew training standards:

In accordance with the frequency of inspection policy approved by CAAB.

During initial certification including air operator's addition of new passenger carrying aircraft with cabin crew

When the operator has submitted a totally revised training program. If multiple classes of a training program are being conducted, the evaluation of the training program is achieved by spot checking different classes within that program.

In case of identified significant deficiencies in the delivery of the training program by a high risk air operator

5.13.3 CABIN CREW TRAINING INSPECTIONS-GENERAL

OBJECTIVE:

Goal for Cabin crew training center/facilities and Cabin Crew Instructors/Examiners/Trainers' inspections by the CSI, is to evaluate scope, accuracy and effectiveness of all aspects of the training program.

Verification of the training program is included but not limited to the following:

That the cabin crew instructors/trainers/examiners demonstrate a proficient level of practical teaching techniques and theoretical knowledge of the subject matter as per approved class hours/days and syllabi.

For the above purpose, CSI will undertake periodical(announced/surprise) visits for monitoring on-going/scheduled training classes, in addition to the mandatory annual(AOC renewal) activity, evaluate them on the Evaluation Checklist (Annexure 9) of CSIHB and report.

Undertake quarterly/half-yearly and/or periodical line check of each, evaluate on the Line Checklist (Annexure 10) of CSIHB and report.

Maintain the inspection report for record.

The adequacy of training facilities, aids, equipment and material.

The equipment used for practical training must be the same as installed in the operator's Aircraft

If the air operator is using different emergency/safety equipment, the brackets must be the same as those installed in the operator's aircraft.

That the training is delivered in accordance with the approved program and not modified by the instructor's personal opinion or preferred presentation style.

That the training/teaching aids, equipment and material referenced in the approved training program are actually used for such training.

That the training or teaching methods or procedures are standardized by the operator for all instructors.

5.13.4 CABIN CREW TRAINING INSPECTIONS- PROCEDURES

An operator can obtain conditional approval of the cabin crew training program when all submitted documentation is deemed to meet the regulatory requirements.

Final approval will only be given when the program has been inspected and found to satisfy all regulatory requirements and standards.

It is important by the CSI to ensure that the inspection for the final approval is conducted during the first delivery of the training program or any amendment thereto.

CSI will inspect only those parts of the approved training program to which the operator has brought about the amendment/s.

If the CSI finds minor delivery deficiencies while inspecting training program by an air operator, he/she may discuss those items with the instructor during break or at the end of the training day.

If the deficiencies pertain to training program content or are considered a major concern, CSI may discuss with the operator employee having overall responsibility for the cabin crew training program.

If the deficiencies are noted in a training program that has only received a conditional approval, CSI will advise the air operator in writing that amendments are required before final approval can be granted and that training may not be continued unless training program has been amended and final approval granted.

If deficiencies are noted in a training program that has received a final approval, e.g. as a result of new operational requirements, regulatory changes (which were not identified during the approval process) or the training no longer reflects the operator's operations, CSI will advise the air operator in writing of the required amendments and due date within which the amendments must be submitted for approval.

In all cases, the air operator must keep contact with the assigned CSI for development/s on the matter. CSI will complete the Report Form/Checklist and submit the same to the Principal Operations Officer.

CSI will notify immediately the air operator of any deficiencies and request corrective action.

5.14 INSPECTIONS DURING STRIKES/LABOUR DISPUTES

CSI will determine the requirements for increased inspections in case of labor dispute which could escalate into a cabin crew strike.

CSI will give highest priority for an inspection when the operator is preparing for a potential cabin crew strike which could turn into an actual strike.

Special emphasis will be given on the training of personnel the air operator intends to use to perform the duties of the striking cabin crew.

CSI will inspect the entire approved cabin crew initial training program by the operator when training replacement cabin crew.

CSI will notify immediately the air operator of any deficiencies and request corrective action.

CSI, along with other concerned civil aviation inspectors conducting appropriate inspections on the air operator, will submit to the Directorate of Flight Safety & Regulations, the following information:

Overview of operator's operation, cancelled flights, bases where the replacement cabin crew training is being conducted etc

The approximate number of cabin crew available for duties

The type of inspections being carried out on training, scheduled flights, chartered flights

Deficiencies noted and corrective actions requested

Follow-up actions and status of previous discrepancies

Remarks on any note worthy incidents

Personal opinions about the strike issues shall not be expressed in public or otherwise.

5.15 INSPECTION REPORTS

Reports are a standardized method of documenting information and findings during inspection activity. The effectiveness of a report depends on the flow of timely, accurate, concise, factual and relevant information formatted so that matters requiring attention can be easily identified and acted upon.

All inspection forms/checklists must be thoroughly completed and submitted immediately after each inspection using the appropriate ones. This is to avoid the possibility of omitting information. It is recommended that the cabin safety form/checklist be completed during the ramp/in-flight (cabin en-route) inspection process or immediately after the flight.

If the report form or checklist is insufficient to document all inspection findings, the additional information such as: the air operator, flight number, aircraft number and or registration, sector flown, captain and other crew's name and date etc.

Information can be provided in an attachment to the report which should also contain the same CSI shall document all the facts on the inspection form/checklist including

supporting information and references while observing a regulatory violation or non-compliance to the operator's approved procedures.

POI/FOI will be notified and steps to effect the immediate corrective actions and subsequent follow-up will be initiated.

The advice of the findings to the operator when discrepancies or non-compliances occur and the correspondences thereon must be thorough and accurate and include the following items:

The date and type of inspection

Identification of aircraft, crew, equipment involved, flight leg etc

Description of the findings

Specific regulatory references or approved procedures, where applicable.

Details of the requirements for corrective actions and the date thereof

Correspondence regarding an inspection should be action promptly to enable the air operator to investigate and take appropriate corrective action/s.

Request for confirmation of the corrective action/s taken by the operator.

Completed inspection reports and any attachments thereto, are to be distributed according to procedures including the Principal Operations Inspector and the concerned air operator

5.16 BASE INSPECTIONS

OBJECTIVE

Base inspections are carried out with a view to obtaining an overall picture of air operator's facilities, personnel and infrastructure. The depth of a base inspection will depend on the complexity of the air operator's operation and will take into account the reason for the base inspection, e.g. an inspection during an audit or an inspection of a long established operator.

Base inspections are conducted at Cabin Crew bases and training bases.

5.16.1 BASE INSPECTION FREQUENCY

Base inspections are conducted at each cabin crew base and training base during an operator's audits.

Any time due to regulatory requirements

Base inspections frequencies are outlined in periodic surveillance program by CAAB.

5.16.2 BASE INSPECTION PROCEDURES

Base inspection will entail inspection of any number of the following areas, as applicable to the operator.

INTERVIEWS- Operator's key personnel are to be interviewed to obtain an overall picture of the operator's operations and to find out their depth of knowledge of regulatory requirements.

Inspector Hand Book on Cabin Safety

Although titles of the job holders will vary from one operator to another, the person shown on the cabin safety/training manual or a person of an equivalent rank should be interviewed.

JOB DESCRIPTIONS- Review job descriptions of the interviewed personnel to determine that they correspond to the current work being done.

ORGANIZATION CHART- Review the organogram or the organizational chart to determine that it is still representative of the current organizational structure.

PUBLICATIONS- Check that the air operator has the necessary publications and has a distribution list showing the availability of all documents to all concerned including cabin crew.

Check that the documents are up to date e.g applicable regulatory manuals/ standards manuals etc and that these manuals are quickly accessed when required.

HOURS- Determine the hours the base office is staffed and the availability of key personnel for cabin crew during and after the office hours.

CABIN CREW SAFETY/TRAINING MANUAL & SAFETY BULLETINS- Check information how the above documents and amendments thereto & safety bulletins/circulars are issued to cabin crew and if extra copies of the same are available at the base.

CABIN CREW IN-FLIGHT REPORTS- Check, at random, how cabin crew in-flight reports are dealt with and whether copies are available at base. Record pertinent data and record those reports that contain safety-related problems.

CABIN CREW MAIL FACILITY- Spot check cabin crew mail receiving facility if all amendments/ safety circulars/bulletins are picked up by cabin crew in a timely manner. Check if emailing or mobile phoning system is introduced and/or working.

CABIN CREW STRENGTH AT BASE, CABIN CREW COMPLEMENT FOR FLIGHT DUTIES & CABIN CREW FDTL - Check number of required cabin crew at the base, number of cabin crew for each aircraft type requirement, the number of scheduled departure and arrival of flights. Check rostering or crew detailing system for the purpose of FDTL findings i.e Duty Periods/Hours, Flight Duty Periods/Hours, Rest Periods/Hours on daily/monthly/quarterly/yearly basis as per approved standards.

For the purpose of Calculating FDTL, CSI will visit the Base station of the operator and the concerned Crew scheduling department during annual(AOC) or programmed periodical(announced/surprise) surveillance visits.

Will consult/refer to the provisions of CAAB approved ANO OPS E-6 read with operator's CAAB approved CSM for compliance or violation of FDTL.

Will record and send the finding/s in the inspection report to the operator for compliance within the prescribed time frame.

Will keep completed documents for record and reference.

ANO OPS E6 can be found in Chapter 6 Annexure 11 of the IHBCS.

Check CSM whether approved, the current issue updated/amended as per requirement and properly distributed.

Check cabin crew Briefing Room for facilities, cabin crew reporting time and system, cabin crew pre-flight briefings.

CHECK-IN PROCEDURES- Spot check check-in procedures for items relating to safety to ensure that they correspond to information as contained in cabin crew safety/training manual i.e. carry-on baggage control program, exit row seating, Infants, special care passengers etc.

AIRCRAFT JOURNEY LOGS/CABIN LOG BOOKS- Spot check closed aircraft journey log books and cabin log books for entry of snags regarding safety/emergency equipment and the associated corrective actions.

The aircraft journey logs can also be used to verify cabin crew complement against passenger load and FDTL of cabin crew

TRAINING CENTER - At the air operator's own or hired training center, assess training facilities, classroom environments, classroom training /teaching aids,

Availability of all aircraft identical hands-on safety/emergency equipment, snagging procedures, trend analysis of failures and corrective measures etc.

TRAINING RECORDS- Verify that training records are properly maintained in a database or permanent registers and that each cabin crew has his/her own individual training folder containing all records according to company policies and procedures
While reviewing training records, select records at random and document those records that contain discrepancies.

While reviewing training records and qualifications of cabin crew instructors, ensure that they have the currency or validity of their instructorship and that they are qualified to teach the approved course, subject and the aircraft type.

If the cabin crew instructors participate or participated in some training courses or systems as trainees, it should also be noted.

COMPANY DEBRIEFING- AT the end of the base inspections, the concerned manager/s is to be debriefed on the findings. The company is also to be notified of the findings in writing.

Complete the relevant inspection form/checklist and forward the same to the Principal Operations Inspector.

5.16.3 BASE INSPECTION SUMMARY REPORT

While submitting the air operator's base inspection report, CSI should prepare a clear, concise and factual report of the findings. The following items are to be included in base inspection summary.

Name of the operator

AOC number

Aircraft type/s

Base station office

Base station training center
Base station ops center
Date of base station inspection
Reason for inspection
Manager/supervisor and other personnel interviewed
Base hours and availability of key personnel
Base station cabin crew numbers, flights, flight log reports, FDTLs etc
In-flight report maintenance and follow-up procedure
Dissemination of safety/other information to cabin crew at base/briefing room
Cabin crew safety/training manual- up to date with approved amendments and distribution.
Description of training center and classroom- facilities, training/ teaching aids.
Training courses, duration, trainees
Training records
Availability and maintenance of safety/emergency equipment for training
Any other findings

5.17 OPERATIONAL AUDIT POLICY & PROCEDURES

OBJECTIVE

CAAB's Operational audit policy is to conduct periodic evaluations of operations involving all commercial operators operating in Bangladesh.

CAAB carries out operations audit on the certificated air operators to ensure compliance with Rule 288 of CAR and standards and to maintain an acceptable level of aviation safety.

An audit is normally conducted by a team of inspectors representing all components of flight operations.

An audit involves an in-depth examination of the organization, assigned responsibilities, manual procedures and actual practices of an air operator and training organizations.

5.17.1 AREAS OF AUDIT INSPECTION

An air operator may be accessed through a regulatory audit inspection on the following functional areas:

Previous areas
Company manuals
The publications library
Management personnel and ops co-ordination
Aircraft inspection
Aircraft documentation
The minimum equipment list
Cabin safety equipment
Cabin crew training program
Cabin crew training records
Cabin crew training facilities
Cabin crew instructor/trainer/examiner competency check

Cabin crew competency check of operational safety and emergency procedures, both initial and recurrent courses of all approved subjects.

Flight operation inspection and line check of cabin crew/cabin crew instructor/examiner/trainer

FDTL of cabin crew- check for crew complement, minimum days off, minimum rest periods, daily duty hours, flight time duty hours, monthly cumulative duty hours, excess of flight and duty time limitations, conformance of flight and duty roster as per State regulations/limitations.

The nature, scope, depth, frequency and complexity of a regulatory audit will vary in each case of operator's scope of operations and the resultant circumstances.

5.17.2 APPLICABILITY

CAAB's policies & procedures as contained in OPERATIONS AUDIT CHECKLIST 2nd edition, February, 2008 and Forms/Checklists as contained in chapter 6 (Annexes) of CSIM are to be applied when conducting an audit inspection.

5.18 REGULATORY SERVICES- ENFORCEMENT OF CABIN SAFETY REQUIREMENTS

CSI will find it impossible to work separately and in isolation of the regulatory services of other inspectors when non-compliance has been detected and therefore will liaise with other regulatory services directorate for conducting an effective compliance plan.

After detection of a violation of a regulation, CSI must carry out a preliminary investigation and gather appropriate evidence for preparing the ground for a comprehensive investigation. The purpose and the findings of the preliminary investigation are to determine whether the alleged violation warrants further investigation.

PRELIMINARY INVESTIGATION PROCEDURES

CSI should do:

Preserve perishable evidence and documents

Where possible, take photographs of all objects that cannot be secured or moved.

Record all possible violations, even borderline offences.

Record the names of all witnesses that were present or may have information

Record date, time and location

Take notes immediately preceding and following the offence

All witnesses on hand should be interviewed and statement obtained

Keep an accurate set of notes in chronological order

Submit findings to the Director Flight Safety & Regulations through the Principal Operations Inspector

CAAB Enforcement Policy Manual describes the policies and procedures to be followed in compliance with CAR.

5.19 REFERENCE PUBLICATIONS FOR CSIs

CSI will be provided with a copy of the Cabin Safety Inspector Manual (CSIM) and its associated amendments for his or her guidance, reference and functions.

CSI will have a copy of each of the air operator's:

Cabin Safety Manual or
Cabin Crew Training Manual
Training Program.
Cabin Crew Standard Operating Manual, if available
Safety Emergency Procedure Manual, if available
DGR/First Aid/Security Manual, if issued separately
Quick Reference Book
Any other relevant reference book/manual

CSI will have with him/her readily available the following documents:

CAR/ANOs
Inspector Hand Book on Cabin safety (IHB 6-3)
All Cabin Safety Circulars/ Orders etc
Inspector hand Book on Flight Operations (IHB 6-1)
Air Operator Guidance on Air Operator Certification and Continued Compliance
(AOG 6-1)
Civil Aviation Procedure Document on Recruitment and Training of Operations
Inspector (CPD 6-1)
ICAO Cabin Crew Safety Training Manual (ICAO DOC 10002 AN/502)

CHAPTER 6

ANNEXURES

<u>ANNEXURE NO</u>	<u>CABIN SAFETY SUBJECTS</u>
ANNEXURE—1	Ramp (Cabin Safety) Proof of Inspection Checklist
ANNEXURE---2	SAFA (Cabin Safety) Proof of Inspection Checklist
ANNEXURE---3	OPS (Combined) Cabin Safety Proof of Inspection Checklist
ANNEXURE---4	Air Operator (Cabin En-route) Proof of Inspection Checklist
ANNEXURE---5	Base Station Inspection Checklist
ANNEXURE---6	Cabin Crew Training Center Approval/ Inspection Checklist
ANNEXURE---7	Cabin Crew Safety / Training Manual Assessment Checklist
ANNEXURE---8	Cabin Crew Instructor/Trainer/Examiner Selection & Approval Criteria
ANNEXURE---9	Cabin Crew Instructor / Trainer/Examiner Evaluation Checklist
ANNEXURE--10	Cabin Crew Instructor/Trainer/Examiner Line Checklist
ANNEXURE--11	ANO OPS E6 (Flight Time, Duty Time, Rest Time etc for Cabin Crew
ANNEXURE--12	ANO OPS E7 (Medical Supplies in the aircraft)

Inspector Hand Book on Cabin Safety

CHAPTER 6

ANNEXURE-1

RAMP (CABIN SAFETY) – Proof of Inspection																																																																																																																																																																																																											
Date:			Place:			 <p>Civil Aviation Authority, Bangladesh Headquarters, Kurmitola, Dhaka-1229 Phone: +880 2 8901406 Fax: +880 2 8901418 E-mail: dlsrcaab@bracnet.net AFTN: VGHQYAYR</p>																																																																																																																																																																																																					
Inspection Start Time:		Inspection End Time:		Pilot in Command:					F/O:																																																																																																																																																																																																		
Operator::			AOC no:																																																																																																																																																																																																								
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Inspector Hand Book on Cabin Safety

ANNEXURE-3

OPS (Combined) RAMP/SAFA Proof of Inspection

Date:		Place:	
Inspection Start Time:	Inspection End Time:	Pilot in Command:	F/O:
Operator::		AOC no:	
Route from:		Flight no:	
Route to:		Charterer's state:	
Flight type:	Chartered type:	Registration mark:	
Aircraft type	Aircraft configuration	Construction no:	
Cabin Crew In-charge::	Other cabin crew name::	Legends: S=Satisfactory;U=Unsatisfactory ;C=Comment; NA=Not Applicable NC=Not Checked; In case of U or C, Inspectors must use the "Comment Box".	
Flight Crew/Cabin crew State of licensing			



Civil Aviation Authority, Bangladesh
 Headquarters, Kurmitola, Dhaka-1229
 Phone: +880 2 8901406
 Fax: +880 2 8901418
 E-mail: dfscaab@bracnet.net
 AFTN: VGHQYAYR

A	Flight deck	Check	Remark	B	Safety /Cabin	Check	Remark	C.	Aircraft condition	Check	Remark
1.	General condition			20.	Flight crew licence			1.	General external condition		
2.	Emergency exit				Journey log book/technical log.			2.	Doors and hatches		
3.	Equipment			21.	Journey log book or equivalent			3.	Flight controls		
Documentation				22.	Maintenance release			4.	Wheels, tyres and brakes		
4.	Manuals			23.	Defect notification and rectification			5.	Undercarriage skids / floats		
5.	Checklists				Preflight inspection			6.	Wheel well		
6.	Radio navigation charts			B Safety /Cabin				7.	Power plant and pylon		
7.	Minimum equipment List			1.	General internal condition			8.	Fan blades		
8.	Certificate of Registration			2.	Cabin attendant's seat and rest area			9.	Propellers, Rotors (main & tail)		
9.	Noise certificate (where applicable)			3.	First aid kit /emergency medical kit			10.	Obvious repairs		
10.	A.O.C.			4.	Hand fire extinguishers			11.	Obvious unrepaired damage		
11.	Radio licence			5.	Life jackets /floatation devices			12.	Leakage		
12.	Certificate of Airworthiness (C of A)			6.	Seat belts and seat conditions			D Cargo			
Flight data				7.	Emerg. Exit, lighting and marking, torches			1.	General condition of cargo compartment		
13.	Flight preparation			8.	Slides / life-rafts / ELT			2.	Dangerous goods		
14.	Weight and balance sheet			9.	Oxygen supply (Cabin crew and pax.)			3.	Safety of cargo on board		
Safety equipment				10.	Safety instructions			E General			
15.	Hand fire extinguishers			11.	Cabin crew members			1.	Additional Checks		
16.	Life jackets/flotation device			12.	Access to emergency exits						
17.	Harness			13.	Safety of passenger baggage's						
18.	Oxygen equipment			14.	Seat capacity						
19.	Flash light										

Additional Remarks, if any.

Actions Taken	Inspectors' Comment Box
(3c) Aircraft detained by inspecting NAA	
(3b) Corrective actions before flight	
(3a) Restrictions on the aircraft operations	
(2) Information to the authority and operator	
(1) Information to the captain	Inspector(s)'s code(s) /name(s)
(0) No remarks	Captain's name and signature (*)
Maintenance check required	Name Signature

Legend:
 (1) DD.MM.YYYY, (2) Local Time, (3) Name/ 4 L C, (4) Flight Type : S-Schedule, C-Charter, O-Other, (5)A/C configuration : P-Pax, F-Flight- Combi, (6) Std: I-ICAO, A-EU,N-National-Manufacturer, O-Other, (7) Where applicable : CKD-Checked , RMK-remark

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Inspector Hand Book on Cabin Safety

ANNEXURE-4

Air operator Cabin En-Route – Proof of Inspection



Civil Aviation Authority, Bangladesh
Headquarters, Kurmitola, Dhaka-1229
Phone: +880 2 8901406
Fax: +880 2 8901418
E-mail: dfscaab@bracnet.net
AFTN: VGHQYAYR

Date:		Place:	
Inspection Start Time:	Inspection End Time:	Pilot in Command:	F/O:
Operator::		AOC no:	
Route from:		Flight no:	
Route to:		Charterer's state:	
Flight type:	Chartered type:	Registration mark:	
Aircraft type	Aircraft configuration	Construction no:	
Cabin Crew In-charge::	Other cabin crew name::	Legends: S=Satisfactory U=Unsatisfactory; C=Comment NA=Not Applicable; NC=Not Checked; In case of U or C, CSI must use the "Comment Box".	

Cabin crew State of licensing (if available and/or applicable)			
A	Operating Cabin crew	Check	Remark
	Crew compliment		
	Pre-flight briefing		
	Distribution of duties		
B	Crew Documentation		
	Certificates / Manuals		
	Checklists		
C	Cabin (General)		
	Cabin /Lavatory / Galley Conditions		
	Cabin Signs/Placards-no-smoking/seat belt, life vest, lavatory, exit & emergency equipment location		
D.	Crew Stations		
	Seat condition/ retract ability, seat belt & shoulder harness, P.A & Int. PH system, Norm # Emer light panel		
E.	Stowage / Latching Mechanism		
	Overhead Bin/Dog house . crew baggage, Galley fixtures, Meal carts/ trolleys' wheels, brakes, latches and restraints		
F	Emergency Exits		
	Accessibility , Instructions to operate, Controls & seals, Emergency Lights (internal/external), floor proximity lights, Exit signs/ placards/indications		
G	Emergency Safety Equipment (Type/number/location/validity/storage/pressure)		
	Hand fire extinguishers		
	Life jackets/ Flotation devices		
	ELTS/ Signaling devices		
	Portable Oxygen bottles		

Check	Remark	Check	Remark
	Flash lights		
	PBEs/ Smoke Hoods		
	Power Megaphones.		
	First Aid Kits/ Emergency Medical kits/ Universal Precaution kits/daily use first aid kits		
	Escape slides/ Life Rafts		
	Extension /Infant seat belts		
	Extra Adult / Infant life vests		
	Lavatory Fire Extinguishers /Smoke Detectors		
H	Passengers' Seats		
	Seat condition, seat belts, tray tables, PSU items, Safety Cards/ seat pockets, disposable bags, Life vests.		
I	Pre-Departure Flight Conduct		
	Emergency equipment check, cabin check, galley check , lavatory check, safety & security check, reporting to cabin chief & arming		
J	Boarding & Seating		
	Welcome, seating, Exit row seating briefing , cabin baggage management, passenger count, final cab		
K	Safety Announcement & Demo		
	Use of seat belt, use of life jacket, use of exits and evaluation procedures, stowage of baggage, no- smoking / PED regulation		
L	Pre-take off/ landing and during cruise (where applicable)		
	Safety announcement, adherence to safety rules by passenger/crew, crew coordination, seat belt/ seat upright check, tray table stowed, overhead bins closed and locked, under seat baggage secured, turbulence procedure, light intensity , report to captain, PA alert from deck, cabin crew seated and secured.		
M	After landing /arrival		
	Safety announcement, PA from flight deck, door disarming and opening, passenger disembarkation and paper work		
N	Additional Checks		

Additional Remarks, if any.

Actions Taken	CSI's Comment Box
(3c) Aircraft detained by inspecting NAA	
(3b) Corrective actions before flight	
(3a) Restrictions on the aircraft operations	
(2) Information to the authority and operator	
(1) Information to the captain	CSI's /name(s) and signature(s)
(0) No remarks	Captain's name and signature (*)
Maintenance check required	Name _____ Signature _____

Legend:
(1) DD.MM.YYYY, (2) Local Time, (3) Name/ 4 L C, (4) Flight Type : S-Schedule, C-Charter, O-Other, (5)A/C configuration : P-Pax, F-Flight- Combi, (6) Std: I-ICAO, A-EU,N-National-Manufacturer, O-Other, (7) Where applicable : CKD-Checked , RMK-remark

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ANNEXURE- 5

AIR OPERATOR BASE STATION (CABIN SAFETY) CHECKLIST

Operator:	Base Location:	
Name of the Accountable Manager:	Designation:	Department:
Date of Inspection:	Name & signature of Cabin Safety Inspector	
ITEMS	CAR/ANO	OBSERVATION
STAFFING & ORGANIZATION		
Management structure		
Department staffing		
Systems for provision of information		
BASE FACILITIES		
Adequacy of office services		
Briefing Rooms: Seating Lighting Notice Boards		
Operations library		
Circulars displayed		
Circular distribution (Procedure & Monitoring)		
Roster information		
Procedure/Follow up of Flight Reports		
Availability of Various forms		
BUILDING		
Exit Signs		
Fire Extinguishers		

ANNEXURE- 5

AIR OPERATOR BASE STATION (CABIN SAFETY) CHECKLIST

CREW RECORDS	CAR/ANO	
Records of Cabin crew FDTL-Cabin crew duty rosters, cabin crew complement(all types),duty periods,flying duty periods, rest periods etc		
Records of Initial/ Recurrent/Refresher Courses, any other safety emergency course(SEP)/safety-related course.		
Class room trainings/Line check records of operating cabin crew & cabin crew instructors/ examiners/trainers		
Recency checks (if applicable)		
Records of recurrent Fire/Wet/Evac Drills		
OPERATIONS MANUAL		
Purpose and scope of manuals		
List of manuals comprising operations manual		
Manuals to be carried on aircraft		
Responsibility for manual amendment/revisions issued		
Distribution of manuals and amendments/revisions		
MANAGEMENT ORGANIZATION/LINE OPERATIONS		
All executives— duties and responsibilities		
Duty roster, Is the position being manned 24x7		
Flying hours/ Recency for management personnel		
Does operator ensure that each flight is Appropriately manned?		
Does the operator ensure that the required Comprehensive flight briefings are carried out		
Update of safety information		
Latest Safety Circular issued		

ANNEXURE- 5

AIR OPERATOR BASE STATION (CABIN SAFETY) CHECKLIST

CREW TO BE CARRIED	CAR/ANO	OBSERVATION
Composition of crew(aircraft type)		
Minimum number of cabin crew (aircraft type)		
REPORTING SYSTEM		
Is there a cabin crew reporting system regarding any Safety/Any other issue Occurred on flight		
Are these reports distributed to concerned departments/managers		
Is there a formal feedback process and are Actions taken without delay to eliminate detected non compliances and ensure corrective and preventive actions are carried out.		
How is this recorded and controlled		
OPERATIONS CONTROL & SUPERVISION		
Are there regular documented flight Operations meetings and reviews?		
Is cabin safety included in these meetings And reviews?		
Are minutes kept and is there a control/ feedback system enabling concerns to be addressed to Senior management and to ensure corrective and preventive actions are carried out as necessary		
Are cabin safety/ operation personnel receiving safety/ operational information in a timely manner		

ANNEXURE-6

CABIN CREW TRAINING CENTER APPROVAL/INSPECTION CHECKLIST

Operator:	Location:
Name of the training Center:	Type of Approval: Initial/ AOC Renewal/ATO Renewal/Special Audit Inspection
Name of the Accountable Manager:	Date of Inspection:

1. GENERAL REVIEW

S.NO	ITEM	CAR/ANO Ref	YES/NO	Observations
1.1	Training schedule (including dates and types of training are provided for)			
1.2	Lesson plans for initial, annual, refresher and type and difference training			
1.3	Manuals – Training manual, SEP & QRH			
1.4	Examination knowledge questions and answers, including practical assessments			

2. CABIN CREW TRAINING ROOM INSPECTION

S.NO	ITEM	CAR/ANO Ref	YES/NO	Observations
2.1	Is the Training Room large enough to accommodate the number of planned trainees			
2.2	Is the Training Room equipped with a white board			
2.3	Is the Training Room equipped with an OHP or equivalent			
2.4	Is the Training Room equipped with a table/desk and a suitable chair for each individual			

ANNEXURE- 6

CABIN CREW TRAINING CENTER APPROVAL/INSPECTION CHECKLIST

3.

S.NO	ITEM	CAR/ANO Ref	YES/NO	Observations
3.1	Is the centre equipped with all the portable emergency equipments carried on board (list the equipments with their numbers)			
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				
13				

4. CABIN CREW TRAINING RECORDS

S.NO	ITEM			
4.1	Are cabin crew training records maintained as approved?			

ANNEXURE-6

CABIN CREW TRAINING CENTER APPROVAL/INSPECTION CHECKLIST

5. CABIN CREW PRACTICAL TRAINING

S.NO	ITEM	CAR/ANO Ref	YES/NO	Observations
5.1	Is the operator equipped to carry out training in its own facility?			
5.2	Is the operator carrying out the training at an outside facility?			
5.3	If yes (5.2) is the facility approved by the CAAB?			
5.4	Fire Drill - venue, policy and procedures conform with the CAAB requirements?			
5.5	Ditching Drill- venue, policy and procedures conform with the CAAB requirements?			
5.6	Slide Drill –venue, policy and procedures Comparable to aircraft type/s ?			

6. CABIN CREW INSTRUCTOR

S.NO	ITEM			
6.1	Are the instructors approved by CAAB to carry out instructions for the aircraft types?			

Any other observations/remarks:

Approval Granted: YES / NO

If No; Reasons:

PLACE:

NAME & SIGNATURE OF CABIN SAFETY INSPECTOR:

DATE:

ANNEXURE-7

CABIN CREW SAFETY/TRAINING MANUAL ASSESSMENT CHECKLIST

Operator:	Location:
Date Submitted:	Manual Issue Number:
Safety/Training Accountable Manager	Purpose: Initial/AOC Renewal/Addition, Correction, Amendment etc

Item – 1: Does the manual contain information on the following items?

1.1 The Structure of the Training Organization

Satisfactory Unsatisfactory

1.2 Method of promulgation

Satisfactory Unsatisfactory

Item—2: For each cabin crew course:

2.1 Training Program Outline

Satisfactory

Unsatisfactory

2.2 Duration

Satisfactory Unsatisfactory

2.3 Syllabus as per CAAB requirements

Satisfactory Unsatisfactory

2.4 Completion Standards

Satisfactory

Unsatisfactory

Item—3 For Aircraft visit, Familiarization Flight and Proficiency Check:

3.1 Aircraft Visit

3.1.1 Course Outline

Satisfactory Unsatisfactory

3.1.2 Syllabus as per CAAB requirements

Yes No

3.2 Familiarization Flight and Proficiency Check

3.2.1 Procedure

Satisfactory Unsatisfactory

3.2.2 Completion Standards

Satisfactory Unsatisfactory

3.2.3 At least one check of Competency in each calendar year

Yes NO

ANNEXURE- 7

CABIN CREW SAFETY/TRAINING MANUAL ASSESSMENT CHECKLIST

Item—4: For each type of Instructor (tick as appropriate):

- | | | | |
|-----|-----------------------|---------------------------------------|---|
| 4.1 | Minimum Requirements | <input type="checkbox"/> Satisfactory | <input type="checkbox"/> Unsatisfactory |
| 4.2 | Qualification Process | <input type="checkbox"/> Satisfactory | <input type="checkbox"/> Unsatisfactory |
| 4.3 | Completion Standards | <input type="checkbox"/> Satisfactory | <input type="checkbox"/> Unsatisfactory |
| 4.4 | CAAB approval process | <input type="checkbox"/> Satisfactory | <input type="checkbox"/> Unsatisfactory |

Item—5:

- | | | | |
|-----|--|---------------------------------------|---|
| 5.1 | Minimum crew requirements/ qualifications for specified types of trainings | <input type="checkbox"/> Satisfactory | <input type="checkbox"/> Unsatisfactory |
|-----|--|---------------------------------------|---|

Item 6: Methods of conducting following practical training and standards to be achieved:

- | | | | |
|-----|---|---------------------------------------|---|
| 6.1 | Aircraft Exit Operation Drill | <input type="checkbox"/> Satisfactory | <input type="checkbox"/> Unsatisfactory |
| 6.1 | Ditching Drill | <input type="checkbox"/> Satisfactory | <input type="checkbox"/> Unsatisfactory |
| 6.3 | Aircraft Slide Drill | <input type="checkbox"/> Satisfactory | <input type="checkbox"/> Unsatisfactory |
| 6.4 | Live Fire Fighting Drill | <input type="checkbox"/> Satisfactory | <input type="checkbox"/> Unsatisfactory |
| 6.5 | All drills conducted once every three years, are in accordance with CAAB requirements | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

Item—7:

- | | | | |
|-----|--|---------------------------------------|---|
| 7.1 | Procedure to be followed in case of failures | <input type="checkbox"/> Satisfactory | <input type="checkbox"/> Unsatisfactory |
|-----|--|---------------------------------------|---|

ANNEXURE- 7

CABIN CREW SAFETY/TRAINING MANUAL ASSESSMENT CHECKLIST

Item—8: Training Facilities:

- 8.1 Classroom size and facilities as per CAAB requirements
No Yes
- 8.2 Emergency Equipment as per Aircraft Type/s
 Yes No
- 8.3 Adequate number and type of training Aids
 Sat Unsat

Completion Record:

All contents are in accordance with CAAB requirements and approval of the *Safety/ Training Manual* is recommended

All required corrections or additions have been included and approval of the *Safety/Training Manual* is recommended

Any Other Comments:

Name & Signature of the Cabin Safety Inspector:

Date:

General:

1. To be filled up while assessment of the training manual submitted.
2. For every Sat/Unsat selection, a brief comment must be recorded.

**CIVIL AVIATION AUTHORITY, BANGLADESH
INSPECTOR HAND BOOK ON CABIN SAFETY(IHB 6-3)**

ANNEXURE-8

**CAAB selection and approval criteria
for cabin crew ground instructors/trainers/examiners**

Aspiring cabin crew members desirous of becoming cabin ground instructor/ examiner/trainer shall undergo a selection process designed to assess that the individual's knowledge, capability and competency are suitable for instructor's role and to determine the person's motivation.

In addition, selection of an instructor will be based on criteria intended to define a proven capability in the subject for which he/she expects to instruct in accordance with the desired competencies.

Selection Criteria

For the purpose of cabin crew ground instructor/trainer/examiner selection/approval for appointment by air operators, the candidate shall meet the minimum cabin crew experience and knowledge and other requirements as outlined below.

1. A candidate should hold cabin crew qualifications required to serve as a cabin crew and for which the privilege to instruct is being sought.
2. Holds the minimum graduation degree
3. Has satisfactorily passed the initial cabin crew training course
4. Has high English language proficiency i.e the desired spoken, written and instructional capability.
5. Has qualified in CAAB required I.T (Instructional Techniques) course
6. Has proficiency in the management of CBT (computer-based training) i.e lecture delivery, use of OHP, power point presentation etc.
7. Has at least 2 years continuous flying experience in Turbo-Prop aircraft and at least 5 years continuous flying experience in Jet aircraft in domestic/international routes.
OR
Has at least 10 years of continuous flying experience as a cabin crew in domestic/international routes.
8. Has satisfactorily completed the appropriate training phases for the aircraft including recurrent and difference training as an operating cabin crew and holds an appropriate recency of experience checks and competency card.

Inspector Hand Book on Cabin Safety

9. Has satisfactorily completed the applicable initial or transitional training programme for CAAB observed proficiency checks.
10. Has completed the curricula approved by CAAB for those functions he/she is required to serve, in the following manner:
 - a. Has satisfactorily conducted training classes for a minimum of 4 hours each of 4 cabin crew course subjects under supervision of CAAB approved equivalent subject instructor.
 - b. Has conducted practical instructional checks on operational safety and functional activities of operating cabin crew on flights comprising of a total of 8 sectors out of which 6 in domestic sectors(flying time minimum 30 minutes) and at least 2 sectors on international routes under supervision of CAAB approved equivalent subject instructor.

Approval criteria

1. Operators seeking CAAB approval as cabin crew instructor/examiner/trainer for their aspiring suitable cabin crew, shall submit letter/application through the director of flight operations or chief of training or head of the training organization or the cabin crew department to Director Flight Safety & Regulations, CAAB.
2. The letter/application should contain all required information and particulars of the candidate/s including years and experience of service and subject/s or areas intended for CAAB approval.
3. Evidences (copies) of all documents/certificates must be duly attested by the concerned head with signature and seal.
4. CAAB may ask for any other paper/document/certificate etc in relevance to the approval process.
5. In case of renewal/revalidation of existing instructorship, the incumbent shall have to submit, 60 days (2 months) prior to the date of expiry, all papers and documents relating to activities and performances during the currency of the previous years of validity.
6. In case of lapse of more than 60 days/2 months but less than 180 days/6 months in obtaining CAAB approval for renewal/revalidation, the candidate will be required to give 4 demonstrative class lectures of 2 hours each in the relevant area/s under the supervision of a CAAB approved equivalent instructor.
7. In case the lapsed period is 180 days/6 months or more from the date of expiry, the candidate shall have to complete the full requirement circle.
8. An approved instructor may apply for new subjects or areas along with renewal of existing subjects/areas with all documentary evidences for CAAB's approval process.

Inspector Hand Book on Cabin Safety

9. The initial period of validity for the new entrants will vary from 1(one) to 2(two) years depending upon the candidate's instructional capability on the aircraft type/s and minimum pass marks obtained based on CSI Evaluation Checklist Annex 9 of CSIHB after the required ground test(class room demonstration)
10. On expiry of the initial period of validity, for extension/renewal/re-validation of the cabin crew instructorship, the incumbent, on selection, shall have instructional capability tests (ground test or class room demonstration & flight test or line check) on the aircraft type/s and the minimum pass marks obtained based on CSIHB Annexes 9 & 10 Evaluation Checklists. A further extension of 2/3 years may be given.
11. After satisfactory completion of 2 extensions, a maximum period of 5 years of validity will be authorized.
12. An approved cabin crew instructor/trainer/examiner, during specified period of currency, will also be eligible to conduct recurrent/refresher courses on subjects initially authorized.
13. All approved cabin crew ground instructors/trainers/examiners shall have periodical ground and flight test(class room & line check) under an established surveillance programme by CAAB to be conducted by CSIs to ensure that the appointed instructors/trainers/examiners maintain their competency with respect to their delegated tasks and evaluated under Annexes 9 & 10 Checklists of CSIHB.
14. The selected/approved cabin crew ground instructors/trainers/examiners shall demonstrate their knowledge, skills and qualifications during their approved period of currency when checked/inspected during audit/periodical inspection in class-room or on board (ground or flight test) through 2 Checklists of Annexes 9 & 10 of CSIHB.
15. The applicability of the approval criteria above shall not be effected for those cabin crew ground instructors/trainers/examiners who, though not having cabin crew background and who, prior to base year 2011, were already CAAB approved cabin crew instructors, having acquired high degree of knowledge, skill and competency with respect to their delegated tasks over the years and subsequently given extension/renewal after every 5 years.
16. However, For further extension/renewal/re-validation of their instructorship from 2017 onwards, they will be under the purview of paras 13 & 14 of the approval criteria above.
17. For aircraft type technical training only, CAAB approved subject matter ground instructor may be authorized to conduct such training that deals with his/her area of expertise.
18. Approval may be given on one single type of instructional subject like initial or type or SEEP and/or on all the three at one time depending on the instructional capability, knowledge or skills on the aircraft type.
19. CAAB CSIs with their previous flying experience, knowledge, skills as cabin crew and with approved instructional ability and teaching expertise, may sometimes, take introductory or demonstrative classes or give lectures in training courses of the cabin crew of operators when requested and allowed by CAAB.

Civil Aviation Authority, Bangladesh

INSPECTOR HAND BOOK ON CABIN SAFETY (IHB 6-3)

ANNEXURE-9

Cabin crew Instructor/Trainer/Examiner

Evaluation Checklist

Name of the Instructor/Examiner/Trainer :

Type of Evaluation : Initial /Extension/ Renewal / Revalidation

Type of Aircraft :

Subject /Area : Initial / Type / SEEP etc (as applicable)

Date of Evaluation :

S. No	Items of Evaluation	Scale of marks									
		1	2	3	4	5	6	7	8	9	10
1	Properly attired for the occasion										
2	Self Introduction										
3	Course Introduction										
4	Compliance and relevance with requirements, syllabus, topic, etc										
5	Subject Knowledge and Resourcefulness										
6	Content flow well-structured										
7	Organization of Thought										
8	Analytical Ability										
9	Self Confidence										
10	Language Clarity										
11	Postures and Gestures										
12	Eye contacts and positive body language with participants										
13	Good listener and answers queries diligently										
14	Art of Speaking and Communication Skills										
15	Does not always read from the slides										
16	Use of Conventional Audio Visual Aids										
17	Appropriate use of Illustrations/Animations										

ANNEXURE-9

**Cabin crew Instructor/Trainer/Examiner
Evaluation Checklist**

18	Use and management of CBTs (Computer/Competency Based Training) or Power Point Presentations										
19	Courtesies extended at all opportune moments										
20	Appropriate conclusion										

Pass Mark is 70% on the average and 50% on individual item.

Marks obtained.....out ofi.e.....%.

The candidate has passed. Satisfactory

The candidate has failed. Unsatisfactory

If Unsatisfactory ,comments by the Cabin Safety Inspector on the areas to be improved.

- 1.
- 2.
- 3.

Can the approval be accorded:

Yes

No

SEAL & SIGNATURE OF THE CSI

DATE:

Inspector Hand Book on Cabin Safety

Civil Aviation Authority, Bangladesh

INSPECTOR HAND BOOK ON CABIN SAFETY (IHB 6-3)

ANNEXURE-10

Cabin Crew Instructor/Trainer/Examiner

LINE CHECKLIST

NAME OF THE CCI/EXAMINER/TRAINER:

NAME OF THE OPERATOR:

FLIGHT NO:

SECTOR:

DATE:

AIRCRAFT TYPE:

CAPTAIN:

F/O:

CABIN CREW:

Sl No		Average	Good	Excellent	Remarks
01	Dress Turn Out				
02	Grooming				
03	Self-Introduction				
04	Language Proficiency				
05	Language Clarity				
06	Gen/Tech Knowledge of Aircraft Type				
07	Knowledge of Company Rules				
08	Knowledge of ICAO(Cabin Crew) Regulations				
09	Knowledge of CAAB(Cabin Crew) Regulations				
10	Knowledge of Safety Equipment-Types,Locations,Operations, Serviceability				
11	Knowledge of Phases of Flight				
12	Knowledge of Cabin Crew Pre-Flight Duties				
13	Knowledge of Cabin Crew Travel Documents				
14	Knowledge of Crew/Pax Baggage Stowage				
15	Knowledge of Cabin Crew FDTL-Flight Time,Flight Duty Time,Total Duty Time, Rest Period etc				
16	Knowledge of Pax EXIT Sitting Procedures				
17	Knowledge of Safety Demo & Announcement				
18	Knowledge of Crew/Pax Seat Belt Regulations				

Inspector Hand Book on Cabin Safety

ANNEXURE- 10 Cabin Crew Instructor/Trainer/Examiner

LINE CHECKLIST

SI No	Check Items	Average	Good	Excellent	Remarks
19	Knowledge of Pre-Take-off Duties Of Cabin Crew				
20	Knowledge of Checklist of Bomb/Explosives/Dangerous Devices On Board				
21	Knowledge of Types of Emergency				
22	Knowledge of Cabin Preparation for Ditching/Crash Landing				
23	Knowledge of Types of EXITs				
24	Knowledge of Types of EXIT Operations				
25	Knowledge of Slide/Raft Operation				
26	Knowledge of Types of ELT Operations				
27	Knowledge of Types of Medical Supplies on Board				
28	Knowledge of Administration of Oxygen to Pax				
29	Knowledge of Decompression				
30	Knowledge of Safety Feature Card				
31	Knowledge of Cabin Emergency Lights/Signs				
32	Knowledge of Types of Fires & Extinguishers				
33	Knowledge of Flight-Cabin Crew Comm Devices & Procedures				
34	Knowledge of Flight Deck Compartment Access & Security				
35	Knowledge of Cabin Crew Landing Preparations				

Final Remarks/ Recommendations:

Signature and seal of the Cabin Safety Inspector

Date:

ANNEXURE-11

CIVIL AVIATION AUTHORITY, BANGLADESH
AIR NAVIGATION ORDERS FLIGHT
OPERATIONS REQUIREMENTS

PART – E - CABIN CREW

SUB-PART OPS. E-6 – FLIGHT TIME, DUTY TIME & REST PERIOD
FOR CABIN CREW MEMBERS

SECTIONS

1.	GENERAL	4.	RECORDING AND REPORTING OF DUTY AND REST PERIODS
2.	DEFINITIONS	5.	EXCEEDING OF FLIGHT TIME AND DUTY PERIOD LIMITATIONS, FLIGHT DISLOCATION AND REDUCTION OF REST PERIODS
3.	LIMITATION OF FLIGHT TIME, DUTY PERIOD AND REST PERIOD		

1. GENERAL

- 1.1 This order prescribes the maximum duty period limitation and minimum mandatory rest periods applicable for the cabin crew, also known as flight attendants, employed by Air Transport Operators in Bangladesh.

2. DEFINITIONS

- 2.1 For the purpose of this Order, the definitions as mentioned under the Rule 2 of the Civil Aviation Rules, 1984 should apply. Where no definition are given under the rule, the under mentioned definitions shall apply:

- 2.1.1 **“Cabin Crew”** means a crew member, other than a flight crewmember, who is qualified in the execution of emergency procedures in accordance with the rule 157 of Civil Aviation Rules, 1984 and who is assigned by an Operator to perform duty in accordance with the required minimum crew complement under the Operator’s approved Aircraft Flight Manual (AFM) and Aircraft Operating Manual (AOM)/Flight Crew Operating Manual (FCOM) or in addition to that minimum complement assigned to duty in an aircraft during flight time and whose duties include but are not necessarily limited to cabin safety related responsibilities.

- 2.1.2 **“Calendar day”** means the period of elapsed time, using local time 2. (LT) or Coordinated Universal Time that begins at midnight and ends 24 hours later at the next midnight.
- 2.1.3 **“Duty Period (normal flight)”** means the period of elapsed time beginning from 1 hours before the scheduled departure time (Blocks Off) of all International flights and 45 minutes for Domestic flights, and ending at 30 minutes after actual arrival time (Blocks On) of all flights in connection with assigned duty of a cabin crew.
- 2.1.4 **“Duty Period (VVIP or other special flight)”** means the period of elapsed time beginning from 2 hours before the scheduled departure of an International VVIP or other special flight (1½ hours for Domestic flights) and ending 1 hours after actual arrival time (Blocks On) of an International VVIP or other special flight and 30 minutes for a Domestic flight, in connection with assigned duty of a cabin crew.
- 2.1.5 **“Flight Time”** means the total time from the moment an aeroplane first moves under its own power or with a push back/low out procedure for the purpose of take-off until the moment it comes to a rest at the end of the flight (Blocks Off to Blocks On time).
- 2.1.6 **Positioning (“Dead Heading”)**, the practice of transferring crews from place to place as passengers in surface or Air Transport either before or after a flight duty period.
- 2.1.7 **“Rest Period”** means elapsed time between two consecutive duty periods (i.e.from the end of one duty period until the beginning of next duty period, when crewmembers are free of all restraint or any kind of duty and are free of all responsibility for work or duty should the occasion arise.) A horizontal resting period must be availed by the concerned cabin crew.
- 2.1.8 **“Series of Flights”** the term is used to indicate flights un-interrupted by a rest period.
- 2.1.9 **“Total Duty Period”** means total elapsed time between the Reporting Time for duty to the Release Time from duty inclusive of waiting time converted into duty time.

2.1.10 **“Waiting time,”** means the time spent at the airport only (not in aircraft) in connection with duty when flight delay is involved. It is the elapsed period from the start of the “reporting time” to Blocks Off time minus 1 hour for normal International flight (2 hours for VVIP International or other special flights) or 45 minutes for normal Domestic flight (1½ hours for VVIP Domestic or other special flights) as may be applicable in each case. The “waiting time” shall be multiplied with the factor of 0.5 for the purpose of calculation of “Total Duty Period”.

3. LIMITATION OF FLIGHT TIME, DUTY PERIOD AND REST PERIOD.

3.1 Maximum Flight Time.

3.1.1 Maximum flight time shall be as mentioned:

Period	Maximum Flight Time
Day	12½ hours
Week	40 hours
Month	125 hours
Quarter	325 hours
Year	1100 hours

3.1.2 In this section “Day” means a 24 hour cycle, “Week” a 7 day cycle, “Month” a 28 day cycle, “Quarter” a 90 day cycle, “Year” a 365 day cycle.

3.2 Maximum Duty Period and Minimum Rest period

3.2.1 No Operator conducting scheduled flights will assign a cabin crew and no cabin crew will accept an assignment to a scheduled duty period of more than 14 hours.

3.2.2 A cabin crew scheduled to a duty period of 14 hours or less as provided under paragraph 3.2.1 of this section must be given a scheduled rest period of at least 9 consecutive hours. This rest period must occur between the completion of the scheduled duty period and the commencement of the subsequent duty period.

3.2.3 The rest period required under paragraph 3.2.2 of this section may be scheduled or reduced to 8 consecutive hours if the cabin crew is provided a subsequent rest period of at least 10 consecutive hours; this subsequent rest period must be scheduled to begin no later than 24 hours after the beginning of the reduced rest period and must occur between the completion of the scheduled duty period and the commencement of the subsequent duty period.

- 3.2.4 An Operator may assign a cabin crew to a scheduled duty period of more than 14 hours, but no more than 16 hours, if the operator has assigned to the flight or flights in that duty period at least one cabin crew in addition to the minimum cabin crew complement required for the flight or flight in that duty period in accordance with the relevant Aircraft Flight Manual (AFM) and Aircraft Operating Manual (AOM)/Flight Crew Operating Manual (FCOM).
- 3.2.5 An Operator may assign a cabin crew to a scheduled duty period of more than 16 hours, but no more than 18 hours, if the operator has assigned to the flight or flights in that duty period at least two cabin crew in addition to the minimum cabin crew complement required for the flight or flights in that duty period in accordance with the relevant AFM and AOM/FCOM.
- 3.2.6 An operator may assign a cabin crew to a scheduled duty period of more than 18 hours, but no more than 20 hours, and if the operator has assigned to the flight or flights in that duty period at least three cabin crew in addition to the minimum cabin crew complement required for the flight or flights in that duty period in accordance with the relevant Aircraft Flight Manual (AFM) and Aircraft Operating Manual (AOM)/Flight Crew Operating Manual (FCOM).
- 3.2.7 Except as provided in paragraph 3.2.8 of this section, a cabin crew scheduled to a duty period of more than 14 hours but no more than 20 hours, as provided in paragraphs 3.2.4, 3.2.5 and 3.2.6 of this section, must be given a scheduled rest period of at least 12 consecutive hours. This rest period must occur between the completion of the scheduled duty period and the commencement of the subsequent duty period.
- 3.2.8 The rest period required under paragraph 3.2.7 of this section may be scheduled or reduced to 10 consecutive hours if the cabin crew is provided a subsequent rest period of at least 14 consecutive hours, this subsequent rest period must be scheduled to begin no later than 24 hours after the beginning of the reduced rest period and must occur between the completion of the scheduled duty period and the commencement, of the subsequent duty period.

- 3.2.9 Notwithstanding paragraph 3.2.4, 3.2.5 & 3.2.6 of this section, if an operator elects to reduce the rest period to 10 hours as authorized by paragraph 3.2.8 of this section, the operator may not schedule a cabin crew for a duty period of more than 14 hours during the 24 hours period commencing after the beginning of the reduced rest period.
- 3.2.10 No operator may assign a cabin crew any duty period with the operator unless the cabin crew has had at least the minimum rest required under this section.
- 3.2.11 No operator may assign a cabin crew to perform duty with the operator during any required rest period.
- 3.2.12 Time spent in transportation, not local in character, that an operator requires of a cabin crew and provides to transport the cabin crew to an airport at which that cabin crew is to serve on a flight as a crewmember, or from an airport at which the cabin crew was relieved from duty to return to the cabin crew home station, is not considered part of a rest period.
- 3.2.13 Each operator must relieve each cabin crew engaged in air transportation and each commercial operator must relieve each cabin crew engaged in air commerce from all further duty for at least 24 consecutive hours during any 7 consecutive calendar days.
- 3.2.14 A cabin crew is not considered to be scheduled for duty in excess of duty period limitations if the flights to which the cabin crew is assigned are scheduled and normally terminate within the limitations but due to circumstances beyond the control of the operator (such as adverse weather conditions, technical delays or other unforeseen circumstances) are not at the time of departure expected to reach their destination within the scheduled time.
- 3.2.15 Notwithstanding all limitations mentioned in this section, the Chairman recognizes the right of a cabin crew to refuse further duty when suffering from fatigue of such a nature as to adversely affect the safety of flight.

4. RECORDING AND REPORTING OF DUTY AND REST PERIODS

- 4.1 The Operator and each Pilot-in-Command are required to ensure that the flight duty and rest time limit as mentioned above are adhered to by each cabin crew on duty. The Operator must maintain records showing the flight duty and rest periods for every cabin crewmember at all times.

- 4.2 All cabin crew shall maintain a personal Log Book provided by the Operator for the purpose of recording duty time and flight time. This Log Book will be duty countersigned by a nominated executive of the Operator at an interval not exceeding a month.
- 4.3 These records shall be retained by the Operator for a period of not less than 2 years and shall be produced to the Chairman CAAB or his Inspector upon demand.

5. EXCEEDING OF FLIGHT TIME AND DUTY PERIOD LIMITATIONS, FLIGHT DISLOCATION AND REDUCTION OF REST PERIODS

5.1 Extension of Flight Time and Duty Period:

5.1.1 In extraordinary cases for certain flights the Operator may request for special permission from the Chairman for extension of flight time and duty period in which case the Operator must ensure following requirements:

- (a) The flight time requested must not exceed 14 hours;
- (b) The cabin crew duty period must not exceed 16 hours (with the same set of minimum required flight crew); and
- (c) Safety of the flight is not jeopardized.

5.2 Flight Dislocation

5.2.1 Should there be any unforeseen circumstance arising out of technical or operational difficulties, the Pilot-in-Command (PIC) may decide to exceed the maximum flight time and/or maximum duty period limitations by 10% only to accomplish the flight. In such case the PIC shall carefully consider the stress on his entire crew, especially due to possible accumulation of fatigue.

5.2.2 Every transgression of the maximum flight time per duty period and/or maximum duty period between two consecutive rest periods has to be reported by the PIC on behalf of all crewmembers concerned. A post flight report (crew de-briefing report) has to be filed for each individual occurrence. The Operator is obliged to report in writing all transgressions for the period from January to June and for the period from July to December (including exceedance of the duty period limitation for 7 consecutive days) on the 25th of January and the 25th of July respectively in every year. If there are no transgressions, submission of a NIL report is mandatory.

5.3 Reduction of Rest Periods.

5.3.1 Reduction of minimum rest period is not allowed under any circumstances.

This order is issued in pursuance to the rule 4 and the rule 124 (c) of the Civil Aviation Rules, 1984 and shall be applicable from the date of issue of this order.

Sd/-

(Air Cdre Lutfur Rahman ndu, psc)
Chairman
Civil Aviation Authority, Bangladesh

ANNEXURE-12

CIVIL AVIATION AUTHORITY OF BANGLADESH

AIR OPERATOR GUIDANCE ON AVIATION PUBLIC HEALTH (AOG 6-10)

CHAPTER 6

MEDICAL SUPPLIES IN THE AIRCRAFT

6.1 Introduction

All Bangladeshi registered aircrafts shall be equipped with accessible and adequate medical supplies as follows while on operation:

6.2 First-aid kits and Universal precaution kits

6.2.1 First Aid Kits.

6.2.1.1 No person may operate the following aircraft unless it is equipped with an accessible, approved first-aid kit(s):

6.2.1.2 Aero planes with a maximum certificated take-off weight of over 5700 kg;

6.2.1.3 All AOC holders.

6.2.2 The number of first-aid kits to be carried shall comply as following:

6.2.2.1 Each aircraft shall carry first aid kits in accordance with at least the following schedule:

Number of passenger seats	Number of first aid kits
0-100	1
101-200	2
201-300	3
301-400	4
401-500	5
More than 500	6

6.2.2.2 The location of first aid kits should be distributed evenly throughout the aircraft

6.2.2.3 Readily accessible to cabin crew members, if cabin crew members are required for flight, and

6.2.2.4 Located near the aircraft exits should their use be required outside the aircraft in an emergency situation.

6.2.2.5 The contents of first aid kits to be carried shall comply with serial no 7.5.1 below.

6.2.3 Universal Precaution Kit.

6.2.3.1 No person shall operate an aircraft that requires a cabin crew member unless it is equipped with at least one universal precaution kit.

Version 1.0 19 Nov 2015

6.2.3.2 The contents of universal precaution kits to be carried in the aircraft shall comply with serial no 6.5.2 below.

6.2.3.3 Each aircraft shall carry universal precaution kits in accordance with the following:

- Two kits; and
- Additional kits, as determined by the Authority, at times of increased public health risk, such as during an outbreak of a serious communicable disease having pandemic potential.

6.2 Emergency medical kit – aeroplanes

6.3.1 No person may operate a passenger flight in an aeroplane with 30 seats or more unless the aeroplane is equipped with an approved emergency medical kit for treatment of injuries or medical emergencies that might occur during flight time or in minor accidents.

6.3.2 The contents of emergency medical kits to be carried shall comply with serial no 7.6 below.

6.3.3 The medical kit shall be stored in a secure location.

6.4 Oxygen storage and dispensing apparatus

6.4.1 All aircraft intended to be operated at altitudes requiring the use of supplemental oxygen shall be equipped with adequate oxygen storage and dispensing apparatus.

6.4.2 The oxygen apparatus, the minimum rate of oxygen flow, and the supply of oxygen shall meet applicable airworthiness standards for type certification in the transport category as specified by the Authority.

6.4.3 No person may operate an aircraft at altitudes above 10,000 feet unless it is equipped with oxygen masks, located so as to be within the immediate reach of flight crew members while at their assigned duty station.

6.4.4 No person may operate a pressurized aeroplane at altitudes above 25,000 feet unless:
Flight crew members oxygen masks are available at the flight duty station and are of a quick donning type;
Sufficient spare outlets and masks and/or sufficient portable oxygen units with masks are distributed evenly throughout the cabin to ensure immediate availability of oxygen to each cabin crew member regardless of his location at the time of cabin pressurization failure.

6.4.5 An oxygen dispensing unit connected to oxygen supply terminals is installed so as to be immediately available to each occupant, wherever seated. The total number of dispensing units and outlets shall exceed the number of seats by at least 10%. The extra units are to be evenly distributed throughout the cabin.

6.4.6 The amount of supplemental oxygen for sustenance required for a particular operation shall be determined on the basis of flight altitudes and flight duration, consistent with the operating procedures established for each operation in the Operations Manual and with the routes to be flown, and with the emergency procedures specified in the Operations Manual. See Implementing to determine the amount of supplemental oxygen needed for non pressurized and pressurized aircraft.

6.5 Contents of First- aid kits and Universal precaution kits

6.5.1 The first-aid kits shall include at least the following contents:

- (1) Antiseptic swabs (10/pack)
- (2) Bandage: adhesive strips
- (3) Bandage: gauze 7.5 cm × 4.5 m
- (4) Bandage: triangular; safety pins
- (5) Dressing: burn 10 cm × 10 cm
- (6) Dressing: compress, sterile 7.5 cm × 12 cm
- (7) Dressing: gauze, sterile 10.4 cm × 10.4 cm
- (8) Tape: adhesive 2.5 cm (roll)
- (9) Steri-strips (or equivalent adhesive strip)
- (10) Hand cleanser or cleansing towelettes
- (11) Pad with shield, or tape, for eye
- (12) Scissors: 10 cm [as allowed by national regulations]
- (13) Tape: Adhesive, surgical 1.2 cm × 4.6 m
- (14) Tweezers: splinter
- (15) Disposable gloves (multiple pairs)
- (16) Thermometers (non-mercury)
- (17) Mouth-to-mouth resuscitation mask with one-way valve
- (18) First-aid manual, current edition
- (19) Incident record form
- (20) Mild to moderate analgesic [as allowed by national regulations]
- (21) Antiemetic [as allowed by national regulations]
- (22) Nasal decongestant [as allowed by national regulations]
- (23) Antacid [as allowed by national regulations]
- (24) Antihistamine [as allowed by national regulations]

Note: Daily Use First Aid Pouch: In addition to the above mentioned kit, the operators for their own convenience, may maintain a daily use first aid pouch by the head of services during flying.

6.5.2 The required universal precaution kits shall include at least the following contents:

- (1) Dry powder that can convert small liquid spill into a sterile granulated gel
- (2) Germicidal disinfectant for surface cleaning
- (3) Skin wipes
- (4) Face/eye mask (separate or combined)
- (5) Gloves (disposable)
- (6) Protective apron
- (7) Large absorbent towel
- (8) Pick-up scoop with scraper
- (9) Bio-hazard disposal waste bag
- (10) Instructions.

Note: The carriage of automated external defibrillator (AED) should be determined by operators or the Authority on the basis of a risk assessment taking into account the particular needs of the operation.

6.6 Contents of Emergency Medical kit – aeroplanes

6.6.1 The required medical kit shall include the following equipment:

- (1) Stethoscope
- (2) Sphygmomanometer (electronic preferred)
- (3) Airways, Oropharyngeal (three sizes)
- (4) Syringes (appropriate range of sizes)
- (5) Needles (appropriate range of sizes)
- (6) Intravenous catheters (appropriate range of sizes)
- (7) Antiseptic wipes
- (8) Gloves (disposable)
- (9) Needle disposal box
- (10) Urinary catheter
- (11) System for delivering intravenous fluids
- (12) Venous Tourniquet
- (13) Sponge gauze
- (14) Tape adhesive
- (15) Surgical mask
- (16) Emergency tracheal catheter (or large gauge intravenous cannula)
- (17) Umbilical cord clamp
- (18) Thermometers (non-mercury)
- (19) Basic life support cards
- (20) Bag-valve mask
- (21) Flashlight and batteries

Note: If a cardiac monitor is available (with or without an AED) add to the above list.

6.6.2 The required medical kit shall include the following medication:

- (1) Epinephrine 1:1 000
- (2) Antihistamine – injectable
- (3) Dextrose 50% (or equivalent) – injectable: 50 ml
- (4) Nitroglycerin tablets, or spray
- (5) Major analgesic
- (6) Sedative anticonvulsant – injectable
- (7) Antiemetic – injectable
- (8) Bronchial dilator – inhaler
- (9) Atropine – injectable
- (10) Adrenocortical steroid – injectable
- (11) Diuretic – injectable
- (12) Medication for postpartum bleeding
- (13) Sodium chloride 0.9% (minimum 250 ml)
- (14) Acetyl salicylic acid (aspirin) for oral use
- (15) Oral beta blocker

Note 1: Epinephrine 1:10 000 (can be a dilution of epinephrine 1:1 000)

Note 2: The United Nations Conference for the Adoption of a Single Convention on Narcotic Drugs in March 1961 adopted such a Convention, article 32 of which contains special provisions concerning the carriage of drugs in medical kits of aircraft engaged in international flight.

(Ref: ICAO Annex 6, Chapter 6.2 & Attachment B)