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MALAWI REPUBLIC
AERONAUTICAL INFORMATION SERVICE

AIC

B4/2013
01 July

DEPARTMENT OF CIVIL AVIATION
Private Bag B311, Lilongwe 3

All Times in UTC

NATIONAL SERIES 'B'

SAFETY CIRCULAR

ISSUE, RENEWAL AND RE-ISSUE OF A CABIN CREW MEMBER CERTIFICATE (CMC) AND INSTRUCTOR AUTHORISATION

A. GENERAL

1. APPLICABILITY AND PURPOSE

- (a) This AIC prescribes the requirements for issuance of a Cabin Crew member Certificate (CMC) and associated ratings and Cabin Crew member instructor authorization.
- (b) It provides guidance, information and procedures required to be followed in applying for issue of a CMC as described in paragraph (B) and Cabin Crew member instructor authorization as described in paragraph (C) below.
- (c) An applicant for issue of a Cabin Crew member Certificate (CMC) must meet the specific eligibility, knowledge, skill and experience requirements for a CMC and Instructor Authorisation as stipulated in this AIC and under Aviation (Operations) Regulations and must be an employee of a Malawi Air Operator Certificate (AOC) holder.

2. DEFINITION

“Cabin Crew member “means a crew member who performs, in the interest of safety of passengers, duties assigned by the operator or the Pilot-in-command of the aircraft, but who shall not act as a Flight Crew member”.

“Cabin Crew member “is used synonymously with “Flight attendant “and “Cabin attendant. “

B. CABIN CREW MEMBER CERTIFICATE

3. REQUIRED CERTIFICATE OR RATING

(a) No person may act as a Cabin Crew member unless he or she holds:

(i) A Cabin Crew certificate;

(ii) A rating for Cabin Crew member of the specific aircraft to which he or she is assigned, or has qualified for the operating position at which he or she is acting and is under the supervision of a Cabin Crew Examiner or Instructor; and

(iii) A current Class 2 Medical Certificate as issued under Aviation (Personnel Licensing) Regulations.

4. ELIGIBILITY REQUIREMENTS: GENERAL

(a) An applicant for Cabin Crew member certificate and any associated rating shall:-

(i) Be at least 18 years of age;

(ii) Have the ability to read, speak, and understand the English language sufficiently to carry out his or her responsibilities as a Cabin Crew member;

(iii) Have completed a course of training approved by the Authority.

(iv) Comply with knowledge, experience and skill requirements prescribed for the certificate and/or ratings sought;

(v) Pass all of the prescribed tests for the certificate and ratings within a period of 24 months after the date of application; and

(vi) Pass an initial medical examination by an Aviation Medical Examiner (AME) and meet the requirements for a Class 2 medical certificate.

vii) Present an instructor's report or recommendation as evidence of having met the requirements for the issue of a certificate. For providing the Instructor's recommendation one of the following methods shall be used:

(aa) The endorsement can be provided in the relevant prescribed application Form

or

(bb) in a letter to the Authority.

(viii) The applicant for additional ratings must have passed a knowledge test relevant to the aircraft type rating sought.

(b) A person undergoing training to qualify for a Cabin Crew member certificate or rating shall not—

(i) form a part of the required minimum number of Cabin Crew member for that aircraft;

(ii) be assigned to an operating position that requires a Cabin Crew member.

5. KNOWLEDGE REQUIREMENTS

(a) Each applicant for a Cabin Crew member certificate shall pass a knowledge test on the subjects specified at Appendix I to this AIC.

6. EXPERIENCE REQUIREMENTS

(a) The experience requirements for a Cabin Crew certificate shall be those established for the aircraft type rating.

7. SKILL REQUIREMENTS

(a) An applicant for a Cabin Crew member certificate and or type rating shall pass a skill test as defined in Appendix II to this AIC within 24 months of passing the knowledge test.

8. TYPE RATING

(a) Each applicant for a Cabin Crew member aircraft type rating shall:

(i) Complete the initial aircraft training as required in the Aviation (Operations) Regulations.

(ii) Pass a knowledge test on the subjects specified in Implementing Standards under Aviation (Operations) Regulations.

(iii) Accumulate not less than 20 hours and 5 sectors as a non-required cabin crew member performing cabin crew duties under the supervision of an appropriately rated Cabin Crew member.

(b) In the case of an additional Cabin Crew member type rating the required experience shall be reduced, at the discretion of the Authority, considering the applicant's past flying experience.

(c) The validity of the Cabin Crew member type rating shall be 12 months.

(d) For the renewal of Cabin Crew member type rating the applicant shall, within the three months immediately preceding the expiry date of the rating, complete a competence check on the subjects listed in Implementing Standards under Aviation (Operations) Regulations.

e) Type ratings are issued in the following aircraft:

(ii) All aircraft with a seating capacity of 20 or more passengers; or

(iii) Any aircraft considered necessary by the Authority

9. PRIVILEGES.

(a) Subject to compliance with the requirements specified in this AIC, the privileges of the holder of a Cabin Crew certificate shall be to act as cabin crew member of any aircraft on which the Cabin Crew member is rated.

(b) Be authorized to act as a cabin crewmember instructor for issue or renewal of Cabin Crew certificate and aircraft type ratings subject to fulfillment of conditions outlined in paragraph B below.

10. VALIDITY

(a) Subject to compliance with the requirements specified in this AIC, the validity period of the Cabin Crew certificate is 5 years. The certificate shall become invalid when the Cabin Crew member has ceased to exercise the privileges of the licence for a period of 6 months. The certificate shall remain invalid until the Cabin Crew member's ability to exercise the privileges of the certificate has been re-established.

(b) To maintain competency the Cabin Crew member shall:

- (i) comply with training requirements in Appendix III
- (ii) hold a valid Class II medical certificate.

11. APPLICATION PROCESS

a) The Applicant's Identity

The applicant is required to present a photo Identification Card or a Passport as a form of identification, details of which should be the same as the personal information provided on the prescribed application form; and if the applicant's identity cannot be verified, the application will be rejected, and the applicant will have to return with the proper identification.

b) Documents of submission

The applicant is required to bring the following documents attached to the application form on applying for the certificate:

- (i) A properly completed prescribed Application Form;
- (ii) A CMC for additional aircraft type rating;
- (iii) A Class 2 medical certificate;
- (iv) A knowledge test report (if applicable);
- (v) A certificate from an approved course of training;
- (vi) Records substantiating the training shown on the Application Form;
- (vii) Two (2) recent passport size photographs (full face); and
- (viii) A photo Identification Card or Passport

c) Requirements for additional aircraft type rating

The applicant is required to obtain the necessary instruction and pass the knowledge test for the aircraft type rating sought.

d) Requirements for the Aircraft Type Rating Currency

The applicant must have received annual safety and emergency procedures training from an authorized instructor in accordance with the Aviation (Operations) Regulation and present proof of the training as endorsed in the personal training record.

e) Requirements For Renewal

A Cabin Crew member certificate shall be renewed if the applicant meets the renewal requirements:

- a) The applicant should Complete the prescribed renewal application form;
- b) The applicant should present a valid Class 2 medical certificate from an authorized medical examiner;
- c) The applicant should present proof of having undergone the required annual and emergency training in accordance Aviation (Operations) Regulations.

f) Discrepancies or Ineligibility

If a discrepancy that cannot be immediately corrected exists in any of the documents, the application form and all the submitted documents will be returned to the applicant and should not be re-submitted until the discrepancy has been rectified/ corrected.

g) Issue or Renewal of the Certificate or Additional Rating

When an applicant has satisfactorily met the requirements for the issue of the certificate, and the prescribed Application Form has been completed and presented in the PEL Office, the applicant will be advised to pay the prescribed fees , after which the certificate is issued or renewed .

C. CABIN CREW MEMBER INSTRUCTOR AUTHORISATION

12. ELIGIBILITY FOR INSTRUCTOR AUTHORISATION

(a) To be eligible for a Cabin Crew member instructor authorisation, the applicant shall:

(i) Be in possession of a valid Cabin Crew member certificate rated on the aircraft type for which the authorization is sought;

(ii) Pass knowledge test on the fundamentals of instructing, comprising:

- Learning Process;
- Elements of effective teaching;
- Student evaluation and testing;
- Course development;
- Lesson planning;
- Classroom training techniques, or;

(iii) Hold a teacher's certificate issued by a national Authority that authorises the person to teach at a Secondary educational level or higher; or

(iii) Hold a foreign instructor's certificate issued by an Approved Training Organisation;

(iv) Have a minimum of 5 years flying experience as a Cabin Crew member and meet competency requirements for the authorization.

13. PRIVILEGES OF CABIN CREW MEMBER INSTRUCTOR

- i) To give ground training in the aeronautical knowledge areas required for the issuance of a Cabin Crew member Certificate in the relevant aircraft category;
- ii) To give recommendation for a knowledge test required for the issuance of a Cabin Crew member Certificate;
- iii) To give ground training in the aeronautical knowledge areas required for the Cabin Crew member operations on the specific Aircraft Type;
- iv) To endorse the training record of a person to whom the Cabin Crew member Instructor has provided the training or recommendation for certification as a cabin crew member.

14. CABIN CREW MEMBER INSTRUCTOR RECORDS

- i) The holder of a Cabin Crew Instructor authorization shall sign the acceptable record keeping document of each person to whom the Instructor has given flight training or ground training;
- ii) The holder of a Cabin Crew Instructor authorization shall Maintain a record in a document that contains the following:
 - a) The name of each person whose record the Instructor has endorsed, and the date of the endorsement; and
 - b) The name of each person the Instructor has endorsed for a knowledge test, and the date of the endorsement;
 - c) The holder shall retain the records for at least three years from the date of giving the flight training or ground training.

15. APPLICATION PROCESS

(a) Application Form

The prescribed application forms for issue or renewal of a Cabin Crew Member Instructor Authorization may be obtained from the Authority's Personnel Licensing (PEL) Office.

(b) Applicant's identity

The applicant is required to present a photo Identification Card or a Passport as a form of identification, details of which should be the same as the personal information provided on the prescribed application form; and if the applicant's identity cannot be verified, the application will be rejected, and the applicant will have to return with the proper identification.

(c) Instructor Recommendation–

An applicant should present the Instructor's report as evidence of having received instruction from an authorised instructor and certifying that the applicant has the experience required for the authorization;

(d) Application Requirements for Instructor Authorisation

The applicant is required to submit the following documents attached to the application form on applying for the authorization –

- a) A duly completed prescribed Application Form;

- b) A certified report from the employer to prove competence and experience shown on the Application Form
- c) A valid Cabin Crew member certificate.

(e) Requirements for renewal

- (i) The applicant should –
 - a) Complete the prescribed renewal application form;
 - b) Submit the original Cabin Crew member certificate;
 - c) Submit a valid class 2 medical certificate; and
 - d) Submit proof of having exercised the privileges of the authorization in the last Six months preceding the date of renewal application.
- ii) A Cabin Crew member instructor authorisation that has lapsed may be renewed if the applicant has a valid Cabin Crew member certificate and has received the applicable Cabin Crew Member Instructor training acceptable to the Authority.

(f) Discrepancies or ineligibilities

If a discrepancy that cannot be immediately corrected exists in any of the documents, the application form and all the submitted documents will be returned to the applicant and should not be re-submitted until the discrepancy has been rectified/ corrected.

(g) Issue or renewal of the authorization

When an applicant has satisfactorily met all requirements for the authorization, and the prescribed application form has been completed, the authorization may be issued.

D. APPLICATION FEES

- i) An application for issuance, renewal and re-issuance of Cabin Crew member Certificate and Instructor authorization shall be accompanied by fee of MK6,000.00 or any other sum as revised by the Director of Civil Aviation.

This Circular is issued for information, guidance and necessary action.

Alfred Mtilatila
Director of Civil Aviation

Appendix I: INITIAL AIRCRAFT GROUND TRAINING—CABIN CREW MEMBERS

(1) Each AOC holder shall have an initial ground training curriculum for Cabin Crew members applicable to the type of operations conducted and aircraft flown, including at least the following general subjects, if applicable—

(a) Aircraft familiarization—

- (i) Aircraft characteristics and description;
- (ii) Flightdeck configuration;
- (iii) Cabin configuration;
- (iv) Galleys;
- (v) Lavatories;
- (vi) Stowage areas;

(b) Aircraft equipment and furnishings—

- (i) Cabin Crew member stations;
- (ii) Cabin Crew member panels;
- (iii) Passenger seats;
- (iv) Passenger service units and convenience panels;
- (v) Passenger information signs;
- (vi) Aircraft markings;
- (vii) Aircraft placards;
- (viii) Bassinets and bayonet tables;

(c) Aircraft systems—

- (i) Air conditioning and pressurisation system;
- (ii) Aircraft communication systems (call, interphone and passenger address);
- (iii) Lighting and electrical systems;
- (iv) Oxygen systems (flightcrew, observer and passenger);
- (v) Water system;
- (vi) Entertainment and convenience systems.

(d) Aircraft exits—

- (i) General information;
- (ii) Exits with slides or sliderafts (preflight and normal operation);
- (iii) Exits without slides (preflight and normal operations);
- (iv) Window exits (preflight);

(e) Crew member communication and coordination—

- (i) Authority of Pilot-in-Command (PIC);
- (ii) Routine communication signals and procedures;
- (iii) Crew member briefing;

(f) Routine Crew member duties and procedures—

- (i) Crew member general responsibilities;
- (ii) Reporting duties and procedures for specific aircraft;
- (iii) Pre-departure duties and procedures prior to passenger boarding;

- (iv) Passenger boarding duties and procedures;
- (v) Prior to movement on the surface duties and procedures;
- (vi) Prior to takeoff duties and procedures applicable to specific aircraft;
- (vii) Inflight duties and procedures;
- (viii) Prior to landing duties and procedures;
- (ix) Movement on the surface and arrival duties and procedures;
- (x) After arrival duties and procedures;
- (xi) Intermediate stops;

(g) Passenger handling responsibilities—

- (i) Crew member general responsibilities;
- (ii) Infants, children, and unaccompanied minors;
- (iii) Passengers needing special assistance;
- (iv) Passengers needing special accommodation;
- (v) Carry-on stowage requirements;
- (vi) Passenger seating requirements;
- (vii) Smoking and no smoking requirements;

(h) Approved Crew Resource Management (CRM) training for cabin crewmembers.

(2) Each AOC holder shall have an initial ground training curriculum for cabin crew members applicable to the type of operations conducted and aircraft flown, including at least the following aircraft specific emergency subjects, if applicable—

(a) emergency equipment—

- (i) emergency communication and notification systems;
- (ii) aircraft exits;
- (iii) exits with slides or sliderafts (emergency operation);
- (iv) slides and sliderafts in a ditching;
- (v) exits without slides (emergency operation);
- (vi) window exits (emergency operation);
- (vii) exits with tailcones (emergency operation);
- (viii) Cockpit exits (emergency operation);
- (ix) Ground evacuation and ditching equipment;
- (x) First aid equipment;
- (xi) Portable oxygen systems (oxygen bottles, chemical oxygen generators, protective breathing equipment (PBE));
- (xii) Firefighting equipment;
- (xiii) Emergency lighting systems;
- (xiv) Universal precaution kits;
- (xv) Automated external defibrillators;
- (xvi) Additional emergency equipment;

(b) Emergency assignments and procedures—

- (i) General types of emergencies specific to aircraft, including crew coordination and communication;
- (ii) Emergency communication signals and procedures;
- (iii) Rapid decompression;

- (iv) Insidious decompression and cracked window and pressure seal leaks;
- (v) Fires;
- (vi) Ditching;
- (vii) Ground evacuation;
- (viii) Unwarranted evacuation (i.e., passenger initiated);
- (ix) Illness or injury;
- (x) Abnormal situations involving passengers or Crew members;
- (xi) Hijacking and acts of unlawful interference;
- (xii) Bomb threat;
- (xiii) Turbulence;
- (xiv) Other unusual situations including an awareness of other Crew members' assignments and functions as they pertain to the Cabin Crew member's own duties;
- (xv) Previous aircraft accidents and incidents;

(c) Aircraft specific emergency drills—

- (i) Emergency exit drill;
- (ii) Hand fire extinguisher drill;
- (iii) Emergency oxygen system drill;
- (iv) Flotation device drill;
- (v) Ditching drill, if applicable;
- (vi) Liferaft removal and inflation drill, if applicable;
- (vii) Sliderraft pack transfer drill, if applicable;
- (viii) Slide or sliderraft deployment, inflation, and detachment drill, if applicable;
- (ix) Emergency evacuation slide drill, if applicable.

(3) Each AOC holder shall ensure that initial ground training for a Cabin Crew member includes a competency check given by the appropriate supervisor or ground instructor to determine his or her ability to perform assigned duties and responsibilities.

(4) Each AOC holder shall ensure that initial ground training for Cabin Crew members consists of at least the following programmed hours of instruction based on the aircraft to be used, unless a reduction is determined appropriate by the Authority—

- (a) Piston-engined - 8 hours;
- (b) Turbopropeller-powered - 8 hours;
- (c) Turbo-jet – 16 hours;
- (d) Other aircraft – 8 hours.

Appendix II. SKILL REQUIREMENTS

An applicant for a Cabin Crew member certificate shall have demonstrated the ability to perform as Cabin Crew member of an aircraft in the following procedures—

(a) to execute those safety duties and functions which the Cabin Crew member is assigned to perform in the event of an emergency or in a situation requiring emergency evacuation;

(b) drilled and capable in the use of emergency and life-saving equipment required to be carried such as life jackets, life rafts, evacuation slides, emergency exits, portable fire extinguishers,

oxygen equipment and first-aid kits;

(c) when serving on aeroplanes operated above 10,000 feet, knowledge as regards the effect of lack of oxygen and, in the case of pressurized aeroplanes, as regards physiological phenomena accompanying a loss of pressurisation;

(d) aware of other crew members' assignments and functions in the event of an emergency so far as is necessary for the fulfilment of the Cabin Crew member's own duties;

(e) aware of the types of dangerous goods which may, and may not, be carried in a passenger cabin and has completed the dangerous goods training programme required by Civil Aviation (Operation of Aircraft) Regulations;

(f) knowledge about human performance as related to passenger cabin safety duties including flight crew-cabin crew coordination.

Appendix III. COMPETENCE CHECKS—CABIN CREWMEMBERS

(1) Evaluators shall conduct competency checks for Cabin Crew members to demonstrate that each candidate's proficiency level is sufficient to successfully perform assigned duties and responsibilities.

(a) A qualified supervisor or inspector, approved by the Authority, shall observe and evaluate competency checks for Cabin Crew members;

(b) Evaluators shall include during each Cabin Crew member competency check a demonstrated knowledge of;

(c) Emergency equipment, if applicable—

(i) Emergency communication and notification systems;

(ii) Aircraft exits;

(iii) Exits with slides or sliderafts (emergency operation);

(iv) Slides and sliderafts in a ditching;

(v) Exits without slides (emergency operation);

(vi) Window exits (emergency operation);

(vii) Exits with tailcones (emergency operation);

(viii) Cockpit exits (emergency operation);

(ix) Ground evacuation and ditching equipment;

(x) First aid equipment;

(xi) Portable oxygen systems (oxygen bottles, chemical oxygen generators, Protective Breathing Equipment (PBE));

(xii) Firefighting equipment;

(xiii) Emergency lighting systems;

(xiv) Additional emergency equipment;

(d) Emergency procedures—

(i) General types of emergencies specific to aircraft;

(ii) Emergency communication signals and procedures;

- (iii) Rapid decompression;
 - (iv) Insidious decompression and cracked window and pressure seal leaks;
 - (v) Fires;
 - (vi) Ditching;
 - (vii) Ground evacuation;
 - (viii) Unwarranted evacuation (i.e., passenger initiated);
 - (ix) Illness or injury;
 - (x) Abnormal situations involving passengers or crew members;
 - (xi) Turbulence;
 - (xii) Other unusual situations;
- (e) Emergency drills—
- (i) Location and use of all emergency and safety equipment carried on the aeroplane;
 - (ii) The location and use of all types of exits;
 - (iii) Actual donning of a lifejacket where fitted;
 - (iv) Actual donning of protective breathing equipment;
 - (v) Actual handling of fire extinguishers.
- (f) Crew resource management—
- (i) Decision-making skills;
 - (ii) Briefings and developing open communication;
 - (iii) Inquiry, advocacy, and assertion training;
 - (iv) Workload management;
- (g) Dangerous goods—
- (i) Recognition of and transportation of dangerous goods;
 - (ii) Proper packaging, marking, and documentation;
 - (iii) Instructions regarding compatibility, loading, storage and handling characteristics;
- (h) Security—
- (i) Hijacking;
 - (ii) Disruptive passengers.

End of Advisory Circular