


OPERATIONS ADVISORY NOTICE (OAN)		 Transport Malta Civil Aviation Directorate Flight Operations Inspectorate Transport Malta Malta Transport Centre Pantar Road Lija LJA 2021 Malta
OAN Number: 04/17 Revision 2	Issue Date: 11th January 2021	
Subject: Qualification Requirements for Cabin Crew Instructors / Examiners.		

1.0 INTRODUCTION

Revision 2 – aligns the previously issued OAN 04/17 - Revision 1, with the requirements laid down in the Basic Regulation (Regulation (EU) 2018/1139).

The purpose of this notice is to stipulate the qualification / experience requirements for Cabin Crew Instructors / Examiners as required by **the Basic Regulation (Regulation (EU) 2018/1139)** and ICAO Doc 10002.

The minimum requirements are applicable to Cabin Crew Training Organisations; Operators approved to conduct initial cabin crew training and issue attestations, and also operators requiring approved cabin operations.

2.0 INSTRUCTOR QUALIFICATIONS.

2.1 Theoretical Knowledge / Practical Instruction (ICAO Doc 10002 14.3 / Regulation (EU) 2018/1139 / ORO.CC.115).

Instruction must be given by appropriately qualified instructors.

Those instructors must:

(a) have appropriate knowledge in the field where instruction is to be given;

- (i) Instructors conducting theoretical knowledge and practical instruction on ground should hold a cabin crew attestation or is a subject matter expert.

The above requirement does not preclude a subject matter expert from being authorised to instruct on matters that deal with their area of expertise. Separate/additional qualification criteria may be required for subject matter experts, as relevant to the particular subject to be covered.

e.g. a CRM instructor shall hold appropriate qualifications in crew resource management; an aeromedical instructor shall as a minimum be qualified as an aeromedical / first aid instructor.

The selection process for a cabin crew instructor should be designed to assert that the individual's knowledge, capability and accomplishment are suitable for the instructor's role and to determine the person's motivation. In addition, selection of an instructor should be based on criteria intended to define a proven capability in the subject for which instruction is expected to be given in accordance with the competences described below. Furthermore, a cabin crew instructor applicant should:

- be familiar with the operator's philosophy, procedures, organisation as well as, area and type of operation;
- have a good knowledge of the administrative procedures, contents of operations manuals, operational documents, forms and related records;
- have good experience on aeroplane type(s);

(b) be capable of using appropriate instructional techniques;

- (i) is trained in instructional skills (e.g. train the trainer course), both in real classroom and virtual classroom instructional skills / methods.
- (ii) Programmes for the role of instructor should focus on development of the following competences:
 - a. manage safety of training environment;
 - b. prepare training environment;
 - c. manage and support the trainee;
 - d. conduct training;
 - e. perform trainee assessment;
 - f. perform course evaluation; and
 - g. continuously improve performance.

(c) receive regular refresher training to ensure that the instructional standards are maintained up to date.

- (i) the operator / organisation shall establish the interval period of the refresher training.

2.2 Competency Assessment

When appointing instructors, organisations should consider, before appointment that applicant instructors prove their competency by giving a test lecture based on material, they have developed

for the subjects they are to teach.

The competency assessment may be conducted by the appointed head of training / nominated person crew training or any other designated person qualified to do so.

2.3 Cabin Crew In-flight Instructor

Before being appointed as cabin crew in-flight instructor fulfillment of the requirements stipulated in sections 2.1 to 2.2 must be granted. Additionally, in-flight instructors shall possess a minimum of **one (1) year** Senior Cabin Crew Member experience (SCCM).

These qualifications / experience shall be recorded and reported to TM-CAD as required by 4.0.

3.0 CABIN CREW EXAMINER

Persons responsible for examination of cabin crew must:

- (i) meet the requirements for cabin crew instructors laid down in 2.0; and**
- (ii) be capable of assessing cabin crew performance and conducting examinations.**

Candidates should possess extensive experience as an instructor of cabin crew in the field(s) of their competency in a cabin crew training environment as outlined in 2.1.

For any element being examined for the issue of a cabin crew attestation as required in Part- CC, the person who delivered the associated training or instruction should not also conduct the examination. However, if the organisation has appropriate procedures in place to avoid conflict of interest regarding the conduct of the examination and/or the results, this restriction need not apply.

4.0 RECORD KEEPING

A list of Cabin Crew Instructors and Examiners is to be kept in the operations manual Part D and or Training Manual.

Qualification / Experience records shall be maintained by the operator / training organisations as required by ORO.MLR.115.

Flight Operations Inspectorate