

**ALTERNATIVNI NAČIN  
USAGLAŠAVANJA (Alt MOC)**

**ALTERNATIVE MEANS OF  
COMPLIANCE (Alt MOC)**

**BROJ:2015/01**

**NUMBER: 2015/01**



CRNA GORA  
AGENCIJA ZA CIVILNO VAZDUHOPLOVSTVO

<p><b>Primjenjivo pravilo : ORO.CC.115 (c) i (d); CC.TRA.215 (b) i ARA.CC.200 (a) (3) Sprovođenje obuke i pridruženih provjera od strane adekvatno obučenog osoblja</b></p>	<p><b>Implementing rule : ORO.CC.115 c) &amp; d); CC.TRA.215 (b) &amp; ARA.CC.200 (a) (3) Conduct of training courses and associated checking by appropriately qualified personnel</b></p>
<p><b>Postojeći Prihvatljivi Način Usaglašavanja:---</b></p>	<p><b>Existing Acceptable Means of Compliance:---</b></p>
<p><b>AltMOC ORO.CC.115 c) i d); CC.TRA.215 b) i ARA.CC.200 (a) (3)</b></p>	<p><b>AltMOC ORO.CC.115 c) &amp; d); CC.TRA.215 (b) &amp; ARA.CC.200 (a) (3)</b></p>
<p><b>Alternativni Način Usaglašavanja za nosioce certifikata vazdušnog prevoznika (AOC) u vezi sa obavljanjem poslova instruktora i ispitivača kabinske posade</b></p>	<p><b>Alternative Means of Compliance for Air Operator Certificate (AOC) holders related to the function of cabin crew instructors and examiners</b></p>
<p>Na osnovu člana 6 stav 1 tačka 10 Zakona o vazdušnom saobraćaju ("Službeni list CG", broj 30/12) i člana ARO.GEN.120 st. (b), (c) i (e) Aneksa II Priloga 1 Pravilnika o tehničkim zahtjevima i procedurama za obavljanje vazdušnih operacija ("Službeni list CG", br. 31/13, 24/14 i 47/14) (<u>Regulativa (EU) No 965/2012 (Air Operations)</u>) i člana ARA.GEN.120 st. (b), (c) i (e) Aneksa I Priloga 1 Pravilnika o posadi vazduhoplova ("Službeni list CG", br. 8/13, 23/14 i 27/15) (<u>Regulativa (EU) No 1178/2011 (Air Crew)</u>), Agencija za civilno vazduhoplovstvo Crne Gore donijela je AltMOC :</p>	<p>In accordance with Article 6, paragraph 1, point 10 of the Air Transport ("Official Gazette of Montenegro" and article ARO.GEN.120 paragraph (b), (c) and (e) of Annex II Appendix 1 Regulation laying down technical requirements and procedures related to air operations (Official Gazette, No 31/13, 24/14 and 47/14) (<u>Regulation (EU) No 965/2012 (Air Operations)</u>) and article ARA.GEN.120 paragraph (b), (c) and (e) of Annex I Appendix 1 Regulation on air crew (Official Gazette, No 31/13, 24/14 and 47/14) (<u>Regulation (EU) No 1178/2011 (Air Crew)</u>), the Civil Aviation Agency, issued AltMOC:</p>
<p><b>Alternativni Način Usaglašavanja</b></p>	<p><b>Alternative Means of Compliance</b></p>
<p><b>Broj: 2015/01-Rev 00</b></p>	<p><b>No: 2015/01-Rev 00</b></p>
<p><b>Na incijativu:</b> Agencije za civilno vazduhoplovstvo Crne Gore (u daljem tekstu: ACV)</p>	<p><b>Initiated by:</b> Civil Aviation Agency of Montenegro (hereinafter: CAA)</p>
<p><b>Referentni propisi:</b> Zakon o vazdušnom saobraćaju („Službeni list CG“, br. 30/12), član 98, Pravilnik o tehničkim zahtjevima i procedurama za obavljanje vazdušnih operacija ("Službeni list CG", br. 31/13, 24/14 i 47/14) ORO.CC.115 c) i d); (<u>Regulativa (EU) No 965/2012 (Air Operations)</u>); Pravilnik o posadi vazduhoplova („Službeni list CG“, br. 8/13, 23/14 i 27/15) CC.TRA.215 b) i ARA.CC.200(a)(3); (<u>Regulativa (EU) No 1178/2011 (Air Crew)</u>);</p>	<p><b>Regulation Reference:</b> The Law on Air Transport ("Official Gazette of Montenegro", No 30/12), Article 98; Regulation laying down technical requirements and procedures related to air operations (Official Gazette, No 31/13, 24/14 and 47/14), ORO.CC.115 c) &amp; d); (<u>Regulation (EU) No 965/2012 (Air Operations)</u>); Regulation on air crew (Official Gazette, No 8/13, 23/14 and 27/15) CC.TRA.215 (b) &amp; ARA.CC.200(a)(3); (<u>Regulation (EU) No 1178/2011 (Air Crew)</u>);</p>
<p><b>Referentna Dokumenta:</b> ICAO Doc 9376, Poglavlje 4, paragraf 4.1.3. ICAO Doc 10002 Cabin Crew Safety Training Manual Chapter 14 PART ORO AMC/GM PART CC i PART ARA AMC/GM</p>	<p><b>Guidance Material Reference:</b> ICAO Doc 9376, Chapter 4, Paragraph 4.1.3. ICAO Doc 10002 Cabin Crew Safety Training Manual Chapter 14 PART ORO AMC/GM PART CC i PART ARA AMC/GM</p>

<p><b>Cilj</b></p> <p>Cilj donošenja ovog AltMOC-a je da pruži uputstvo za postupak izbora, osposobljavanja i ponovnog osposobljavanja instruktora i ispitivača kabinske posade.</p> <p>Ovim AltMOC-om se prevashodno utvrđuju:</p> <ul style="list-style-type: none"> <li>-Kriterijumi za izbor i imenovanje instruktora kabinske posade</li> <li>-Osposobljavanje i ponovno osposobljavanje instruktora i ispitivača kabinske posade u opštim oblastima kabinske sigurnosti i obuke za procedure u hitnim slučajevima, kao i u posebnim oblastima: <ul style="list-style-type: none"> <li>a) prevoza opasnih materija</li> <li>b) pružanja prve pomoći i preduzimanja drugih mjera iz oblasti zdravstvene pomoći</li> <li>c) bezbjednosti</li> </ul> </li> <li>-Način procjene rada instruktora i kontole kvaliteta procesa obuke instruktora.</li> </ul> <p><b>1. Uvod</b></p> <p>U skladu sa paragrafom 4.1.3, Poglavlja 4, ICAO Doc 9376, program obuke kabinske posade treba da sadrži podatke o licima koja vrše obuku, njihovim dužnostima i odgovornostima, imenovanju, nadzoru, iskustvu i kvalifikacijama, koje treba da ispunjavaju.</p> <p>Da bi održavali visok stepen osposobljenosti članova kabinske posade i da bi obezbijedili najviši mogući stepen sigurnosti, vazdušni prevoznici moraju da zadovolje zahtjeve nacionalnih propisa u pogledu obuke i provjere obučenosti članova kabinske posade.</p> <p>Zahtjevi za članove kabinske posade, uključujući i zahtjeve za obuku su navedeni u odjeljku ORO.CC, Pravilnika o tehničkim zahtjevima i procedurama za obavljanje vazdušnih operacija ("Sužbeni list CG", br. 31/13, 24/14 i 47/14) i odjeljcima CC.TRA i ARA.CC Pravilnika o posadi vazduhoplova („Službeni list CG“, br. 8/13, 23/14 i 27/15)</p> <p>Odredbe AIR OPS Odjeljak ORO.CC i AIR CREW Odjeljak CC.TRA navedenih pravilnika zahtijevaju od operatora/ organizacija da nominuju odgovarajuća kvalifikovana lica za sprovođenje obuke/ provjere/ nadzora nad radom kabinske posade.</p> <p>Ovim AltMOC-om se daju uputstva operatorima/ organizaciji u cilju uspostavljanja usaglašenosti sa zahtjevima iz navedenih odredbi.</p>	<p><b>Purpose:</b></p> <p>The purpose of publishing this AltMOC is to provide guidance material related to the selection, qualification and re-qualification of instructors and examiners of Cabin Crew.</p> <p>It addresses primarily the following areas :</p> <ul style="list-style-type: none"> <li>-Selection criteria for the appointment of instructors of cabin crew.</li> <li>-The qualification and re qualification of instructors of cabin crew in general areas of cabin safety and emergency procedures training as well as in the specific areas of: <ul style="list-style-type: none"> <li>a) Dangerous Goods</li> <li>b) Medical Aspects and First Aid</li> <li>c) Security</li> </ul> </li> <li>-The assessment of instructors and quality control of the instructor training process</li> </ul> <p><b>1.Introduction</b></p> <p>According to the ICAO Doc 9376, Chapter 4. Paragraph 4.1.3 the cabin crew training programme should contain information on training staff, their duties and responsibilities, appointment, supervision, and required experience and qualification.</p> <p>In order to maintain high level of competency of cabin crew members and to provide the highest possible safety level, air operators shall comply with the requirements laid down in the national regulations in terms of cabin crew training and checking.</p> <p>Cabin Crew requirements, including training and checking requirements, are laid down in the Subpart ORO.CC, published in Regulation laying down technical requirements and procedures related to air operations (Official Gazette, No 31/13, 24/14 and 47/14) and subparts CC.TRA and ARA.CC, published in Regulation on air crew (Official Gazette, No 8/13, 23/14 and 27/15)</p> <p>AIR OPS subpart ORO.CC and AIR CREW subpart CC.TRA requires operators/organization to nominate suitably qualified personnel for conducting training/checks/supervision of cabin crew.</p> <p>The purpose of this safety Alt MOC is to provide guidance to assist operators/organization when establishing compliance with this requirements.</p>
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## Značenje izraza

Izrazi koji se upotrebljavaju u ovom AltMOC-u imaju sljedeća značenja:

-ispitivač kabinske posade je lice koje sprovodi provjere u letu i teorijske provjere/ispite;

-instruktor kabinske posade je lice koje sprovodi nadzor na letovima za upoznavanje i podučavanje praktičnog, teorijskog i specijalizovanog znanja.

-instruktor teorijske obuke je lice koje sprovodi teorijsko i specijalizovano obučavanje u posebnim oblastima:

- a) prevoza opasnih materija
- b) pružanja prve pomoći i preduzimanja drugih mjera iz oblasti zdravstvene pomoći
- c) bezbjednosti

## 2. Kvalifikacije

Operatori koji imaju svoje organizacije za obuku kabinske posade, potencijalne instruktore kabinske posade biraju, po pravilu, iz reda aktuelnih, operativnih članova kabinske posade.

U cilju usaglašenosti sa zahtjevima ACV-a i radi obezbjeđivanja odgovarajuće kvalifikacija instruktora kabinske posade u okviru odobrenog programa obuke i provjere predmetnog operatora u opštim oblastima kabinske sigurnosti i obuke za slučaj nužde, potencijalni kandidat za instruktora kabinske posade mora:

1. Dobro poznavati operatorovu politiku sigurnosti, procedure, organizaciju kao i oblast i vrstu operacija;
2. Dobro poznavati sadržaj: Operativnog priručnika, operativne dokumentacije, obrazaca i drugih formulara i povezanih zapisa;
3. Imati letačko iskustvo na tipu (tipovima) aviona, najmanje od 1000 sati kao član kabinske posade ili najmanje tri godine iskustva kao član kabinske posade
4. Imati najmanje jednu godinu letačkog iskustva kao stariji član kabinske posade, ako je primjenljivo, odnosno ako postoji takva struktura u operacijama operatora;

Izuzetno od stava 2 tačke 2, u zavisnosti od organizacione strukture operatora i uz obavezu obavještenja ACV-a, operator može da nominuje drugo osoblje za obuku i provjeru u posebnim oblastima:

## The meaning of the terms

Terms used in this AltMOC have following meaning:

-cabin crew examiner is a person which conduct in-flight checks and theoretical exams/checks;

-cabin crew instructor is a person which supervise familiarization flights and teach about practical, theoretical and specialized knowledge;

-theoretical training instructor is a person which teach about theoretical and specialized knowledge in the specific areas of:

- a) Dangerous Goods
- b) Medical Aspects and First Aid
- c) Security

## 2. Qualification

For operators which have their own Cabin Crew Training departments, potential instructors of cabin crew will normally be selected from current operational cabin crew members.

The following prerequisites have to be fulfilled by candidate in order to comply with the CAA requirements and to be suitably qualified cabin crew instructor within the approved training and checking programme envelope of the respective operator in general areas of cabin safety and emergency procedures training:

1. Be well familiar with the operator's safety policy, procedures, organization as well as area and kind of operation;
2. Have a good knowledge of the contents of Operations manual, operational documents, forms and related records.
3. Have a flight experience on airplane type(s), not less than 1000 hours as a cabin crew member or at least a three years of experience of flying as a cabin crew member, and
4. Have at least a one year of experience of flying as a senior cabin crew member, if applicable, where the structure exists within an operation.

Notwithstanding paragraph 2, point 2 and depending on the operator's organizational structure, and subject to notification of CAA, the Operator may nominate other training and checking personnel in the specific areas of:

- a) prevoza opasnih materija
- b) pružanja prve pomoći i preduzimanja drugih mjera iz oblasti zdravstvene pomoći
- c) bezbjednosti

U slučaju iz stava 2 tačke 3 potencijalni kandidat za ispitivača kabinske posade mora imati najmanje jednu godinu iskustva kao instruktor kabinske posade.

Da bi instruktor bio imenovan mora da završi sveobuhvatan program obuke za kvalifikacije instruktora i provjeru sposobnosti prije nego što dobije status „odgovarajuće kvalifikovan“. Nastavni plan programa obuke i provjere odobrava ACV i sastavni je dio Operativnog priručnika Dio D - Obuka.

Program obuke za kvalifikovanje novih instruktora može da varira u odnosu na prethodno iskustvo i kvalifikacije instruktora koji se obučava(ju).

Kurs za tehnike obučavanja instruktora iz sekcije 3 ovog AltMOC-a treba da se završi prije nego instruktori koji se obučavaju napreduju do obuke specifičnih sadržaja.

Poslije završetka kursa za tehnike obučavanja instruktora, dodatna obuka će zavisiti od zahtjeva i potreba operatora, tj da li operator od instruktora zahtijeva da pružaju obuku u svim oblastima obuke kabinske posade ili samo u posebnim oblastima poput opasnih materija, bezbjednosti, prve pomoći, itd.

Instruktori koji su uključeni u sigurnosnu obuku kabinske posade treba da završe kurs sigurnosne obuke za instruktore. Sadržaj ovog kursa po pravilu se određuje inicijalnim/konverzionim programom obuke za kabinsku posadu. Ovoj obuci, iako poznatoj većini instruktora koji se obučavaju, treba prići iz instruktorske perspektive, a ne iz perspektive člana kabinske posade koji se obučava i trebaju da je pruže i olakšaju iskusni instruktori/ispitivači koji su članovi posade. Ova obuka treba da bude strukturirana i treba da uključi instruktore koji se obučavaju u teorijske i praktične vježbe, ako je odgovarajuće.

Formalna obuka za instruktora treba da bude dopunjena posmatranim i nadgledanim učestvovanjem na časovima tekuće obuke. Instruktori koji treba da se uključe u obuku za tip vazduhoplova treba da imaju dovoljno iskustvo na tipu vazduhoplova prije pohađanja kursa prelazne obuke na tipu za instruktora.

Program obuke za instruktora treba da uključi svjesnost o sistemu kontrole dokumenata operatora i obuku u sačinjavanju odobrene dokumentacije i

- a) Dangerous Goods
- b) Medical Aspects and First Aid
- c) Security

In the case referred to in paragraph 2, point 3 candidate for cabin crew examiner must have at least a one year of experience as a cabin crew instructor.

Newly appointed instructors should complete a comprehensive instructor qualification training programme and a check of competency prior to them being designated as 'suitably qualified'. The training and checking programme syllabus will be subject to approval of the CAA and will be documented in the Operations Manual Part D, Training.

The training programme to qualify new instructors will vary according to the previous experience and qualifications of the trainee instructor(s).

An Instructor Training Techniques course "Train the Trainer" as described in section 3 of this AltMOC should be completed before trainee instructors progress to task specific content.

Following completion of the Instructor Training Techniques course, additional training will vary according to operator requirements; i.e. whether the operator requires instructors to train in all areas of Cabin Crew Training or only in specific areas such as Dangerous Goods, Security, First Aid etc.

Instructors who are to be involved in the safety training of cabin crew should complete an instructors' safety training course. The content of this course will usually be determined by the operator's abinitio initial /conversion training programme for cabin crew. The material, although familiar to most trainee instructors, should be approached from an instructor perspective rather than from that of a trainee cabin crewmember and should be delivered and facilitated by experienced cabin crew instructors/examiners. This training should be structured and should involve the trainee instructors in both theory and practical exercises, where appropriate.

Formal instructor training should be supplemented by observation of and supervised participation in actual cabin crew training classes. Instructors who are to be involved in aircraft type training should have gained sufficient experience on the aircraft type prior to undertaking the instructor type training conversion course.

The instructor training programme should include awareness of the operator's document control system and training in the completion of approved

evidencije sa obuke. Značaj standardizacije obuke i prikladnost odgovarajućih silabusa, kako su dokumentovani u operatorovom operativnom priručniku Dio D, Obuka, treba da budu naglašeni.

Obuka za ponovnu kvalifikaciju instruktora kabinske posade koji su uključeni u sigurnosnu obuku kabinske posade treba da se obavi u intervalima manjim od 24 mjeseca. Ukoliko instruktor ostane kvalifikovan ali ne obavlja obuku više od šest mjeseci, operatori treba da razmotre odgovarajuće zahtjeve koji se odnose na skorašnje iskustvo.

### 3. Obuka instruktora

Kandidati (za instruktora) trebaju da prođu:

- Obuku o tome kako obučavati („Train the Trainer“) u skladu sa Tabelom 3.1.
- Internu obuku kod vazdušnog prevoznika za njegove posebne sadržaje u skladu sa Tabelom 3.2

#### 3.1 TABELA 1 Elementi obuke i ponašanja tokom učenja

Sadržaj teorijske obuke, kako obučavati („Train the Trainer“), načini obuke, ponašanje tokom učenja kandidata za instruktora kabinske posade, treba da sadrži najmanje:

Tema	Sadržaj
Učenje	Motivisanje kandidata  Percepcija i razumijevanje  Kako ljudi uče
Obučavanje	Elementi efikasnog obučavanja  Metode obučavanja  Planiranje instrukcionih aktivnosti
Filozofija obučavanja	Priprema predavanja  Ciljevi predavanja  Bilješke sa predavanja  Važnost planiranja nastavnog programa/plana  Integracija teoretskog znanja

documentation and training records. The importance of training standardisation and adherence to approved syllabi, as documented in the Operator's Operations Manual Part D, Training, should be emphasised.

Re-qualification training for instructors of cabin crew who are involved in the safety training of cabin crew should take place at intervals not exceeding 24 months. Where an instructor remains qualified but has been absent from all training duties for periods in excess of 6 months, operators should consider appropriate recency provisions.

### 3. Training of instructors:

Applicants for instructors should undergo:

- Training in the area of “Train the Trainer” according to Table 3.1.
- An operator internal training for operator specific elements according to table 3.2.

#### 3.1 TABLE 1 Elements on teaching activity and learning behaviour

Syllabus for theoretical knowledge concerning (“Train the Trainer”) training, teaching activity and learning behaviour of a cabin crew instructor candidate should include at least:

Topic	Content
Learning process	Motivating the Learner  Perception and understanding  How people learn
Teaching Process	Elements of effective teaching  Teaching methods  Planning of instructional activity
Training Philosophy	Lesson preparation  Lesson objectives  Lesson notes  Importance of planned syllabus  Integration of theoretical knowledge

<p>Tehnike nadgledanja</p>	<p>Prostor kabine aviona Svijest o situaciji na letu Nadgledanje kandidata i ispravljanje njihovih grešaka Tehnike ispitivanja Struktura predpoletne pripreme i tehnike analize nakon leta. Samoprocjena i samokritika kandidata</p>	<p>Techniques for Supervision</p>	<p>The cabin environment In-flight situational awareness Monitoring students and correcting their errors Question Technique Briefing structure, Debriefing techniques Candidate's self-assessment and self-critic</p>
<p>Ljudsko ponašanje i ograničenja</p>	<p>Fiziološki faktori Psihološki faktori Obrađivanje informacija Ponašanje</p>	<p>Human performance and limitation</p>	<p>Physiological factors Psychological factors Human information processing Behavioural attitudes</p>
<p>Sistem povratnih informacija</p>	<p>Pisanje komentara, preporuka i napredovanja  Pisanje izvještaja  Potreba za konkretnom komunikacijom</p>	<p>Feedback system</p>	<p>The drawing up of comments, recommendations and improvements  Writing reports  The need of concise communication</p>
<p>Procjena kandidata</p>	<p>Uloga instruktora kabinske posade tokom nadzora i analiza nadzora  Procjena učinka kandidata</p>	<p>Student's evaluation</p>	<p>The role of a Cabin Crew Instructor during supervision and its analysis  Assessment of student performance</p>

**3.2 TABELA 2 Posebni sadržaji vazdušnog prevoznika**

Tema	Sadržaj
Zahtjevi	Propisani zahtjevi (AIROPS Odjeljak ORO.CC itd.) Posebni zahtjevi vazdušnog prevoznika
Administracija obuke i provjere	Zapisi i obrasci Kontrola, analiza i arhiviranje zapisa Sistem povratnih informacija (Element sistema kvaliteta)
Postupanje sa članovima kabinske posade koji ne zadovoljavaju propisane standarde	Procedure koje treba primjenjivati u slučaju kada kandidat ne zadovoljava uslove, i propisane standarde

**Obuka za instruktora: Opasne materije**

Obuka za instruktora za opasne materije obavlja se u skladu sa odobrenjem operatora i u saglasnosti sa Tehničkim upstvima ICAO-a. Instruktori inicijalne obuke i obuke obnove znanja za opasne materije moraju da posjeduju odgovarajuće instruktorske vještine i položen odobreni operatorov program obuke za opasne materije za instruktore u primjenljivoj kategoriji ili kategoriji 6 Tehničkih uputstava ICAO-a, prije pružanja obuke za opasne materije. Kada se koristi pružalac obuke koji je treća strana za pružanje obuke za instruktora za opasne materije, pružalac obuke mora da ima odobrenje od ACV-a ili regulatornih vazduhoplovnih vlasti EU. Instruktori koji pružaju inicijalne programe obuke i programe obuke obnove znanja za opasne materije moraju najmanje jednom u 24 mjeseca da pružaju takve kurseve ili da pohađaju obuku obnove znanja.

**Obuka instruktora: Zdravstveni aspekti i prva pomoć**

Obuka instruktora treba da uključi obuku u pružanju obuke iz svih stavki navedenih u Poddjelu ORO.CC iz AIR OPS-a. U cilju obezbjeđivanja potpune usaglašenosti sa zahtjevima AIR OPS-a, kurs obuke instruktora treba takođe da uključi i obuku u pružanju:

**3.2 TABLE 2 Operator specific elements**

Topic	Content
Requirements	Legal requirements (AIROPS Subpart ORO.CC etc.)  Operator specific requirements
Training and checking administration	Records and forms  Control, analysis and storage of records  Feedback system (Element of Quality system)
Handling of underperforming crew	Procedures to be applied in the event that candidates do not achieve or maintain the required, prescribed standard

**Instructor Training: Dangerous Goods**

Instructor training for dangerous goods shall be conducted in accordance with operator approval and in compliance with the ICAO Technical Instructions. Instructors of initial and recurrent dangerous goods training must have adequate instructional skills and have completed the operator's approved dangerous goods training programme for instructors in the applicable category or category 6 of the ICAO Technical Instructions, prior to delivering a dangerous goods training programme. Where a third party training provider is utilised to provide the dangerous goods instructor training, the training provider shall have approval from CAA Montenegro or an EU regulatory Authority to conduct the training. Instructors delivering initial and recurrent dangerous goods training programmes must at least every 24 months deliver such courses, or in the absence of this attend recurrent training.

**Instructor Training: Medical Aspects and First Aid**

Instructor training should include training in the delivery of all items specified in Subpart ORO.CC of AIR OPS. However, in order to ensure full compliance with the requirements of AIR OPS, the instructor training course should also include training in the delivery of:

-medicinskih aspekata i prve pomoći specifičnih za kabinsko okruženje,

-operatorove procedure pružanja prve pomoći i

-korišćenje bilo koje medicinske opreme koja se nosi u vazduhoplovu.

Instruktor može da obučava i drugo pravno ili fizičko lice koja obavlja obuku pružanja prve pomoći. Ukoliko sve navedene stavke nijesu uključene ili integrisane u materijal sa kursa pružaoca obuke, operator mora da ih uključi na drugi način.

Da bi se kvalifikovao i ostao adekvatno kvalifikovan kao instruktor kabinske posade za pružanje prve pomoći, ova obuka treba da se pruži inicijalno a zatim kao obuka obnove znanja u intervalima kraćim od 24 mjeseca.

#### **Obuka instruktora: bezbjednost**

Inicijalna bezbjednosna obuka i bezbjednosna obuka obnove znanja treba da se pruži u skladu sa Nacionalnim programom bezbjednosti civilnog vazduhoplovstva Crne Gore.

Instruktori koji obavljaju bezbjednosnu obuku za kabinsku posadu moraju da budu odobreni od strane ACV-a.

-medical aspects and first aid specific to the cabin environment,

-the operator's first aid procedures and

-the use of any medical equipment carried on board the aircraft.

Instructors may be trained by third party first aid training providers. However, if such topics are not included or integrated into the course material of the training provider, the operator should make provision to include them by other means.

In order to qualify and to remain suitably qualified as a first aid instructor of cabin crew, this training should be provided initially and thereafter on a recurrent basis at intervals not exceeding 24 months.

#### **Instructor Training: Security**

Initial and recurrent security training for instructors should be provided in accordance with the Montenegro National Civil Aviation Security Programme.

Instructors who conduct Security training for cabin crew must be approved by the CAA.



<p><b>4. Primjenjivost:</b></p> <p><b>4.1 Novi tip aviona, novi operator počinje sa operacijama</b></p> <p>Posebni ljudski resursi se mogu koristiti kod uvođenja novog tipa aviona u certifikat vazdušnog prevoznika (AOC) ili kada novi vazdušni prevoznik započinje sa djelatnošću, i to:</p> <ul style="list-style-type: none"> <li>- instruktori kabinske posade ovlašćeni od strane proizvođača tipa aviona;</li> <li>- instruktori kabinske posade drugog vazdušnog prevoznika koji koristi isti tip aviona;</li> <li>- ostalo osoblje koje sprovodi obuku (npr. instruktor teorijske obuke)</li> </ul> <p>Prije određivanja na dužnost instruktora kabinske posade, operator treba da izda ovlašćenja kao dokaz da su ispunjeni zahtjevi navedeni u Tabeli 2. koji su prilagođeni potrebama vazdušnog prevoznika.</p> <p>Vazdušni prevoznik treba o sprovedenoj obuci da informiše Agenciju i dostavi dokaz o odgovarajućoj stručnosti.</p> <p>Instruktor kabinske posade vazdušnog prevoznika može obavljati svoje dužnosti na novom tipu aviona nakon što prođe odgovarajuću obuku u skladu sa Odjeljkom ORO.CC, Pravilnika o tehničkim zahtjevima i procedurama za obavljanje vazdušnih operacija ("Sužbeni list CG", br. 31/13, 24/14 i 47/14)</p> <p><b>4.2. Instruktor kabinske posade koji mijenja vazdušnog prevoznika i ostaje na istom tipu aviona</b></p> <p>Instruktor kabinske posade koji mijenja vazdušnog prevoznika, ali ostaje na istom tipu aviona, sa namjerom da nastavi da obavlja dužnost Instruktor, mora proći redovnu obuku u skladu sa u skladu sa Odjeljkom ORO.CC, Pravilnika o tehničkim zahtjevima i procedurama za obavljanje vazdušnih operacija ("Sužbeni list CG", br. 31/13, 24/14 i 47/14).</p> <p>Specifični elementi obuke vazdušnog prevoznika, kao što je navedeno u tabeli 2, moraju biti ispunjeni.</p>	<p><b>4. Applicability:</b></p> <p><b>4.1 New airplane type, new operator starting with operation</b></p> <p>Where a new airplane is being added to the operator's AOC or where a new operator is starting operation it might be necessary to make use of special resources for its introduction, such as:</p> <ul style="list-style-type: none"> <li>- cabin crew instructors authorized for airplane type from the manufacturer;</li> <li>- cabin crew instructors from another operator using the same type of airplane;</li> <li>- other training personnel (e.g. theoretical training instructor)</li> </ul> <p>Before being released as cabin crew instructor, fulfilment of the requirements stipulated in Table 2, tailored to the operator's needs should be granted by operator.</p> <p>Proof of the corresponding qualification and training should be recorded and reported to CAA.</p> <p>An operator's Cabin Crew Instructor may extend the function to the new aircraft type after having undergone training according to Subpart ORO.CC Commission Regulation (EC) 965/2012 published in Regulation laying down technical requirements and procedures related to air operations (Official Gazette, No 31/13, 24/14 and 47/14).</p> <p><b>4.2. Cabin Crew Instructor changing operator while maintaining airplane type</b></p> <p>Cabin Crew Instructor who is changing operator with the same airplane type with the intention to continue to the Cabin Crew Instructor activity must undergo the regular training according to Subpart ORO.CC Commission Regulation (EC) 965/2012 published in Regulation laying down technical requirements and procedures related to air operations (Official Gazette, No 31/13, 24/14 and 47/14).</p> <p>Operator's specific elements as written in Table 2 must be fulfilled.</p>
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### **4.3. Instruktor kabinske posade koji mijenja operatora i tip vazduhoplova**

Instruktor kabinske posade koji mijenja operatora i tip aviona, sa namjerom da nastavi da obavlja dužnost Instruktor, mora proći redovnu obuku u skladu sa u skladu sa Odjeljkom ORO.CC, Pravilnika o tehničkim zahtjevima i procedurama za obavljanje vazdušnih operacija ("Sužbeni list CG", br. 31/13, 24/14 i 47/14).

Specifični elementi obuke operatora kao što su napisani u tabeli 2 moraju biti ispunjeni.

### **4.4. Procjena instruktora i kontrola kvaliteta procesa obuke instruktora**

**4.4.1** Sektori za obuku kabinske posade treba da uspostave program procjene instruktora i provjere da bi obezbijedili da njihovi instruktori i ispitivači zadržavaju svoje kompetencije i vještine

Od operatora se očekuje da zadovolji sljedeće:

- Novi instruktori treba da prođu inicijalnu procjenu i provjeru prije nego što dobiju odgovarajuće kvalifikacije. Metod obavljanja ove procjene i provjere treba da uključi pružanje obuke zasnovane na praksi i teoriji i primjeni drugih određenih instruktorskih zadataka.

- Redovno, instruktori treba da se podvrgnu procjeni i provjeri u intervalima kraćim od 24 mjeseca. Strukturu procesa ove procjene i provjere određuje operator.

**4.4.2** Starijim instruktorima/ispitivačima koji treba da su uključeni u odabir, obuku i procjenu novih i iskusnih instruktora treba da se pruži obuka da bi se opremili potrebnim vještinama.

**4.4.3** Ukoliko se operator odluči da obuku njegovih instruktora kabinske posade obavlja drugo pravno ili fizičko lice odobrenje za tu obuku se daje operatoru. U tom slučaju operator je dužan da pruži zadovoljavajući dokaz o kvalifikacijama i skorašnjem iskustvu predmetnog pružaoca obuke. Ovo odobrenje se daje ili na određeni rok, obično dvije godine, ili može da se redovno daje, ukoliko program praćenja usaglašenosti operatora uključuje zadovoljavajući nadzor predmetnog pružaoca obuke.

Odobrenja za obavljanje obuke daju se operatoru u skladu sa uslovima njegovog AOC-a, a ne individualnim instruktorima ili pružaocima obuke angažovanim u skladu sa ugovorom. Stoga odobrenje dato operatoru za korišćenje usluga pružaoca obuke

### **4.3. Cabin crew instructor changing operator and aircraft type**

A cabin crew instructor who is changing operator and airplane type with the intention to continue the cabin crew instructor activity must undergo the regular training according Subpart ORO.CC, published in Regulation laying down technical requirements and procedures related to air operations (Official Gazette, No: 31/13, 24/14 and 47/14).

Operator's specific elements as written in table 2 must be fulfilled.

### **4.4. Assessment of instructors and quality control of the instructor training process**

**4.4.1** Cabin Crew Training departments should establish a programme of instructor assessment and checking to ensure that their instructors and examiners retain their competencies and skills.

CAA expect from operators to ensure following:

- New instructors should complete an initial assessment and check prior to being designated as suitably qualified. The method of conducting this assessment and check should include the delivery of both practical and theory based training and the application of other designated instructor tasks.

- On an ongoing basis, instructors should undergo an assessment and check at intervals not exceeding 24 months. The structure of the assessment and checking process shall be specified by the operator.

**4.4.2** Senior instructors/examiners who are to be involved in the selection, training and assessment of both new and experienced instructors should be provided with training to equip them with the necessary skills.

**4.4.3** Where an operator elects to engage the services of a third party training provider to train its cabin crew instructors, approval to do so will normally be granted to the operator, subject to the operator providing satisfactory evidence of qualifications and currency of the third party training provider concerned. This approval will be granted either for a specific term, normally two years, or may be granted on an ongoing basis, if the operator's Compliance Monitoring programme includes satisfactory oversight of the training provider concerned.

It should be noted that approvals to conduct training are granted to the operator under the terms of its AOC and not to individual instructors or sub-contracted training providers. Therefore an approval granted to an operator to utilise the services of a third party training provider cannot be transferred by

koji je treća strana pružalac obuke ne može da prenese drugom operatoru.

U skladu sa uslovima svog AOC-a, operator ostaje uvijek odgovoran, za pruženu obuku u njegovo ime, koju je pružio ili njegov sektor za obuku ili spoljni pružalac usluga koji je treća strana.

**4.4.4** Evidencija obuke i provjere instruktora je sastavni dio sistema evidencije obuke operatora i treba da bude na raspolaganju vazduhoplovnim vlastima u vršenju inspeksijskog nadzora.

**4.4.5** Sektor za obuku kabinskog osoblja treba da bude uključen u operatorov program praćenja usaglašenosti da bi se obezbijedilo da su sve potrebne funkcije i zadaci obavljani u skladu sa procedurama navedenim u Operativnom priručniku, Dio D, Obuka i da se kompetencija instruktora i ispitivača održava.

**4.4.6** ACV vrši inspeksijski nadzor nad operatorovim programima obuke instruktora. Te inspekcije mogu imati oblik provjere dokumentacije poput operativnih priručnika i evidencije sa obuke, kroz nadzor operatorovog Sistema praćenja usaglašenosti ili može da uključi posmatranje odabranih elemenata programa obuke instruktora prilikom održavanja kurseva obuke od strane ACV inspektora.

#### **4.5. Sadržaj Operativnog priručnika**

Obuka kao i zahtjevi vezani za stručnost instruktora kabinske posade moraju biti, u skladu sa odredbom člana ORO.MLR.100, definisani u odgovarajućim djelovima Operativnog priručnika.

- Operativni priručnik Dio A, Poglavlje 1, "Dužnosti i odgovornosti" (moraju se navesti dužnosti i odgovornosti Instruktora kabinske posade);
- Operativni priručnik Dio A, Poglavlje 4, "Sastav posade" (moraju se navesti sastav posade na letovima za upoznavanje i pravila za imenovanje instruktora kabinske posade);
- Operativni priručnik Dio A, Poglavlje 5.4 "Zahtjevi za stručnost" (Pored preduslova, mora se navesti minimalno iskustvo i zahtjevi vezani za stručnost);
- Operativni priručnik Dio D, "Organizacija i osobe za obuku i provjeru" (instruktori kabinske posade moraju se navesti prema tipu/ tipovima aviona. Promjene i dodaci moraju se redovno unositi);
- Operativni priručnik Dio D, "Kabinska posada" (moraju se opisati letovi za upoznavanje pod nadzorom);

the training provider to another operator.

Under the terms of its AOC, an operator remains responsible at all times, for training provided on its behalf, either by its own training department or, by an external third party training provider.

**4.4.4** Records of instructor training and checking should be maintained within the operator's training records system and should be available for inspection by the Authority.

**4.4.5** The Cabin Crew Training department should be included in the operator's Compliance Monitoring programme in order to ensure that all required functions and tasks are conducted in accordance with the procedures specified in the Operations Manual Part D, Training and that the competency of instructors and examiners is maintained.

**4.4.6** The CAA retains the right to inspect operator instructor training programmes. Such inspections may take the form of checks of documentation such as operations manuals and training records, through oversight of the operator's Compliance Monitoring System or may involve CAA inspectors observing selected elements of the instructor training programme when training courses are taking place.

#### **4.5. Content of the Operations Manual**

The training and qualification requirements of a cabin crew instructor shall be described in the relevant parts of the Operations Manuals in compliance with ORO.MLR.100:

- Operations Manual Part A, Chapter 1 "Duties and Responsibilities" (Duties and responsibilities of a Cabin Crew Instructor must be stated);
- Operations Manual Part A, Chapter 4 "Crew Composition" (The crew composition for familiarization flying and the rules for designation of a Cabin Crew Instructor have to be specified);
- Operations Manual Part A, chapter 5.4 "Qualification Requirements" (Pre-requisites, minimum experience and qualification requirements shall be specified)
- Operations Manual Part D, "Organization and Training and Checking Staff" (Cabin Crew Instructors must be listed with the airplane type(s). Changes and amendments must be made within regular revisions);
- Operational Manual Part D, "Cabin Crew" (Familiarization flying under supervision has to be described);

<ul style="list-style-type: none"> <li>- Operativni priručnik Dio D, "Osoblje koje sprovodi obuku" (moraju se propisati kao pojedinačni moduli a koji uključuju i odgovarajući sadržaj obuke instruktora kabinske posade (program početne obuke i obnove znanja));</li> <li>- Operativni priručnik Dio D Procedure "Obuka/Provjera" (vazdušni prevoznik mora propisati procedure koje će se primjenjivati u slučaju da instruktor kabinske posade ne zadovoljava propisane standarde);</li> <li>- Operativni priručnik Dio D, "Dokumentacija i zapisi" (vrijeme čuvanja) (zapisi o obuci instruktora kabinske posade moraju se čuvati 12 mjeseci nakon što je instruktor kabinske posade napustio vazdušnog prevoznika).</li> </ul>	<ul style="list-style-type: none"> <li>- Operational Manual Part D, Course-Outlines: "Training Personnel" (Cabin Crew Instructors training (initial &amp; recurrent programme) must be described as single modules which include the corresponding syllabi));</li> <li>- Operational Manual Part D, Procedures "Training/Checking" (Procedures to be applied in the event that Cabin Crew Instructors do not achieve or maintain the operator's standards must be specified);</li> <li>- Operational Manual Part D, "Documentation and Records" (storage periods) (Records of instructors training should be stored until 12 months after the cabin crew instructor has left by the operator).</li> </ul>		
<p><b>Direktor/ Director</b> <b>Dragan Đurović</b></p>		<p>Datum / Date</p>	