



Instruction to Air Operator Certificate (AOC) holders related to the function of Cabin Crew Instructors

In accordance with Article 6, paragraph 1 point 10, of the Law on Air Transport ("Official Gazette of Montenegro", No. 30/12), the Agency for Civil Aviation, issued:

SAFETY ORDER

Number: 2013/007-Rev 00

Initiated by: Montenegro Civil Aviation Agency (hereinafter: CAA)

Regulation Reference:

Requirements: OPS 1.1002; OPS 1.1005; OPS 1.1010; OPS 1.1012; OPS 1.1015; and OPS 1.1025 Annex III of Commission Regulation (EC) 859/2008 published in Regulation on conditions for issuing certificates of professional competence for the safe use of aircraft to the air operator ("Official Gazette of Montenegro", No. 59/2010).

Guidance Material Reference:

ICAO Doc 9376, Chapter 4, Paragraph 4.1.3.
JAA AGM Section Four, Part Three
TGL 44 (ACJ OPS 1.1005, OPS 1.1010, OPS 1.1012)

Purpose:

The purpose of this Air Safety Order is published to provide mandatory guidance material related to the function of Cabin Crew Instructors.

Application

This Safety Order is applicable from the day of publishing and will also be available on Agency web site.

1. Introduction

According to the ICAO Doc 9376, Chapter 4. Paragraph 4.1.3 the cabin crew training programme should contain information on training staff, its duties and responsibilities, appointment and supervision, experience and qualification required.

Nalog nosiocima certifikata vazdušnog prevoznika (AOC) vezana za obavljanje poslova instruktora kabinske posade.

Na osnovu člana 6 stav 1 tačka 10, Zakona o vazdušnom saobraćaju ("Službeni list CG", broj 30/12), Agencija za civilno vazduhoplovstvo, donijela je:

NALOG ZA ZAŠTITU SIGURNOSTI VAZDUŠNOG SAOBRAĆAJA

Broj: 2013/007-Rev 00

Pokretač: Agencija za civilno vazduhoplovstvo Crne Gore (u daljem tekstu: ACV)

Referentni propisi:

Odredbe OPS 1.1002; OPS 1.1005; OPS 1.1010; OPS 1.1012; OPS 1.1015; i OPS 1.025 Aneksa III Uredbe komisije (EZ) 859/2008, objavljene u Pravilniku o bližim uslovima za izdavanje uvjerenja o profesionalnoj sposobnosti za sigurno korišćenje vazduhoplova vazdušnom prevozniku („Sl. list CG“, br. 59/2010).

Referentne smjernice:

ICAO Doc 9376, Poglavlje 4. stav 4.1.3.
JAA AGM Sekcija Četiri, Dio Treći
TGL 44 (ACJ OPS 1.1005/1.1010/1.1015, AMC 1.1012)

Svrha:

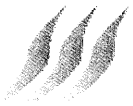
Ovaj nalog je objavljen kako bi pružio obavezujuće uputstvo o obavljanju poslova instruktora kabinske posade.

Primjena

Ovaj nalog za zaštitu sigurnosti vazdušnog saobraćaja se primjenjuje od dana objavljivanja, a biće dostupan na internet stranici Agencije.

1. Uvod

U skladu sa stavom 4.1.3, Poglavlja 4, ICAO Doc 9376, program obuke kabinske posade mora sadržavati podatke o osobama koje vrše obuku, njihovim dužnostima i odgovornostima, imenovanju, nadzoru, iskustvu i kvalifikacije koje moraju ispunjavati.



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 valid national and EU regulations in terms of cabin crew training and checking.

Cabin Crew requirements, including training and checking requirements, are laid down in the Subpart O of Annex III of Commission Regulation (EC) 859/2008 published in Regulation on conditions for issuing certificates of professional competence for the safe use of aircraft to the air operator ("Official Gazette of Montenegro", No. 59/2010).

A part of the training and checking requirements is recurrent training and checking.

EU OPS subpart O requires operators to nominate suitably qualified personnel for conducting checks/supervision.

In order to standardize the title, CAA will use the term Cabin Crew Instructor.

The term "Cabin Crew Instructor" is used for:

- supervisors for familiarization flights,
- in-flight checks,
- teaching of theoretical and specialized knowledge;

This guidance material refers to "Cabin Crew Instructor" only.

2. Qualification

The following prerequisites have to be fulfilled 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:

1. Be well familiar with the operator's, procedures, organization as well as area and kind of operation; and
2. Have a good knowledge of the contents of Operations manual, operational documents, forms and related records; and
3. Have a flight experience on airplane type(s), not less than 1200 hours as a senior cabin crew

Da bi održavali visok stepen sposobnosti članova kabinske posade i da bi pružili najviši mogući nivo sigurnosti, vazdušni prevoznici moraju zadovoljiti zahtjeve nacionalnih propisa i propisa EU u pogledu obuke i provjere članova kabinske posade.

Zahtjevi za članove kabinske posade, uključujući i zahtjeve za obuku i provjeru znanja navedeni su u Odjeljku O, Aneksa III, Uredbe komisije (EZ) 859/2008, objavljene u Pravilniku o bližim uslovima za izdavanje uvjerenja o profesionalnoj sposobnosti za sigurno korišćenje vazduhoplova vazdušnom prevozniku ("Sl. list CG", br. 59/2010).

Dio zahtjeva za obuku i provjeru je i periodična obuka i provjera.

EU OPS Odjeljak O zahtjeva od vazdušnog prevoznika da nominuju odgovarajuće kvalifikovane osobe za sprovođenje provjere/ nadzora.

Agencija za civilno vazduhoplovstvo (ACV) koristi pojam Instruktor kabinske posade.

Pojam „Instruktor kabinske posade“ se koristi za osobe koje sprovode:

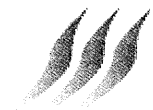
- nadzor rada članova kabinske posade na letovima za upoznavanje;
- provjere u letu;
- teorijsko i specijalizovano obučavanje.

Ovaj nalog za zaštitu sigurnosti odnosi se samo na Instruktoze kabinske posade.

2. Kvalifikacije

Da bi zadovoljili zahtjeve Agencije i da bi bili kvalifikovani unutar odobrenog programa obuke i provjere određenog vazdušnog prevoznika, instruktore kabinske posade moraju zadovoljiti sljedeće:

1. Dobro poznavati, procedure, organizaciju, područje i vrstu operacija vazdušnog prevoznika; i
2. Dobro poznavati sadržaj Operativnog priručnika, operativne dokumentacije, obrazaca i drugih formulara i dokumenata vezanih za isti; i
3. Imati letačko iskustvo na tipu (tipovima) aviona, ne manje od 1200 sati naleta kao stariji član kabinske posade; ili



member; or

4. Have a three years of continuous flying as a senior cabin crew member

Depending on the operator's organizational structure, subject to CAA acceptance, the Operator may nominate other training and checking personnel in specific function (Cabin Crew Examiner, Ground Instructor for Emergency training, Aviation Medicine and First Aid, CRM Instructor) for the supervising tasks which must be described in the operator's Operations Manuals.

3. Training

Applicants should undergo:

- Training in the area of "Train the Trainer" according to Table 1.
- An operator internal training for operator specific elements according to Table 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

4. Imati tri godine neprekidnog operativnog staža starijeg člana kabinske posade;

Vazdušni prevoznik može nominovati druge osobe sa specifičnim funkcijama (ispitivača kabinske posade, instruktora teorijske obuke za postupanje u nuždi, instruktora vazduhoplovne medicine i prve pomoći, CRM instruktora), u skladu sa svojom organizacionom strukturom i uz prihvatanje Agencije, za sprovođenje nadzora i to mora biti propisano u Operativnom priručniku.

3. Obuka

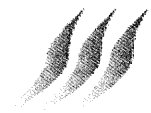
Kandidati moraju proći:

- Obuku o tome kako obučavati („Train the Trainer“) prema tabeli 1.
- Internu obuku kod vazdušnog prevoznika za njegove posebne sadržaje prema tabeli 2

3.1 TABELA 1 Elementi obuke i ponašanja tokom učenja

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

Tema	Sadržaj
Učenje	Motiviranje učenika 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



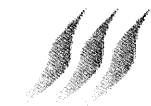
Techniques for Supervision	The cabin environment In-flight situational awareness Monitoring students and correcting their errors Question Technique Briefing structure, Debriefing techniques Candidate's self-assessment and self-critic	Tehnike nadzora	Prostor kabine aviona Svijest o situaciji na letu Nadgledanje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

3.2 TABLE 2 Operator specific elements

Topic	Content
Requirements	Legal requirements (OPS Subpart O 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

3.2 TABELA 2 Posebni sadržaji vazdušnog prevoznika

Tema	Sadržaj
Zahtjevi	Propisani zahtjevi (OPS Odjeljak O 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



4. Applicability:

4.1 Integration of a new Airplane type, new operator commencing Operation

Where a new airplane is being added to the operator's AOC or where a new operator is starting its operation it might be necessary to make use of special resources for its introduction, such as:

- Cabin Crew Instructors rated on the airplane type from the manufacturer;
- Cabin Crew Instructors from another operator using the same type of airplane;
- Other instructing personnel (e.g. Ground Instructor)

Before being released as Cabin Crew Instructor, fulfilment of the requirements stipulated in Table 2, tailored to the operator's needs must be granted.

Proof of the corresponding qualification and training shall be recorded and reported to CAA.

An operator's Cabin Crew Instructor may extend the function to the new aircraft type after having undergone training according to Subpart O of Annex III of Commission Regulation (EC) 859/2008 published in Regulation on conditions for issuing certificates of professional competence for the safe use of aircraft to the air operator ("Official Gazette of Montenegro", No. 59/2010)

4.2. Cabin Crew Instructor changing operator while maintaining airplane type

Cabin Crew Instructor who is changing operator with the same airplane type with the intention to continue to the Cabin Crew Instructor activity must have or undergo the regular training according to EU-OPS Subpart O Annex III of Commission Regulation (EC) 859/2008 published in Regulation on conditions for issuing certificates of professional competence for the safe use of aircraft to the air operator ("Official Gazette of Montenegro", No. 59/2010). Operator's specific elements as written in Table 2 must be fulfilled.

4. Primjenjivost:

4.1 Uvođenje novog tipa aviona, novi vazdušni prevoznik započinje sa operacijama

Posebni ljudski resursi se mogu koristiti kod uvođenja novog tipa aviona u certifikat vazdušnog prevoznika ili kada novi vazdušni prevoznik započinje s djelatnošću, i to:

- instruktori kabinske posade ovlašćeni od strane proizvođača tipa aviona;
- instruktori kabinske posade drugog vazdušnog prevoznika koji koristi isti tip aviona;
- ostalo osoblje koje sprovodi obuku (npr. instruktor teorijske obuke)

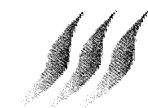
Prije određivanja na dužnost instruktora kabinske posade, vazdušni prevoznik mora izdati ovlaštenja kao dokaz da je udovoljeno zahtjevima navedenim u tabeli 2. koji su prilagođeni potrebama vazdušnog prevoznika.

Vazdušni prevoznik mora o sprovedenoj obuci informisati Agenciju i dostaviti dokaz o odgovarajućoj stručnosti.

Instruktor kabinske posade vazdušnog prevoznika može obavljati svoje dužnosti na novom tipu aviona nakon što prođe odgovarajuću obuku prema Odjeljku O, Aneksa III Uredbe komisije (EZ) 859/2008, objavljene u Pravilniku o bližim uslovima za izdavanje uvjerenja o profesionalnoj sposobnosti za sigurno korišćenje vazduhoplova vazdušnom prevozniku („Sl. list CG“, br. 59/2010).

4.2. Instruktor kabinske posade koji mijenja vazdušnog prevoznika i ostaje na istom tipu aviona

Instruktor kabinske posade koji mijenja vazdušnog prevoznika, ali ostaje na istom tipu aviona, sa namjerom da nastavi obavljati dužnosti Instruktora, mora imati ili proći redovnu obuku u skladu sa Odjeljkom O, Aneksa III Uredbe komisije 859/2008, objavljene u Pravilniku o bližim uslovima za izdavanje uvjerenja o profesionalnoj sposobnosti za sigurno korišćenje vazduhoplova vazdušnom prevozniku („Sl. list CG“ br. 59/2010). Specifični elementi obuke vazdušnog prevoznika, kao što je navedeno u tabeli 2,



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 have or undergo the regular training according EU OPS Subpart O Annex III of Commission Regulation (EC) 859/2008 published in Regulation on conditions for issuing certificates of professional competence for the safe use of aircraft to the air operator ("Official Gazette of Montenegro", No. 59/2010). Operator's specific elements as written in table 2 must be fulfilled.

4.4. Maintaining Qualification

The operator has to ensure that the Cabin Crew Instructors maintain their qualification. Therefore the operator has to establish a recurrent programme for Cabin Crew Instructors which must be described in the operator's operations manuals.

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 OPS 1.1045:

- 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).);
- Operational Manual Part D, "Cabin Crew" (Familiarization flying under supervision has to be described);

moraju biti ispunjeni.

4.3. Instruktor kabinske posade koji mijenja vazdušnog prevoznika i tip aviona

Instruktor kabinske posade koji mijenja vazdušnog prevoznika i tip aviona, sa namjerom da nastavi obavljati dužnosti Instruktor, mora imati ili proći redovnu obuku u skladu s Odjeljkom O, Aneksa III Uredbe komisije 859/2008, objavljene u Pravilniku o bližim uslovima za izdavanje uvjerenja o profesionalnoj sposobnosti za sigurno korišćenje vazduhoplova vazdušnom prevozniku („Sl. list CG“ br. 59/2010). Specifični elementi vazdušnog prevoznika kao što su napisani u tabeli 2 moraju biti ispunjeni.

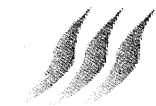
4.4. Održavanje stručnosti (kvalifikacije)

Vazdušni prevoznik mora obezbijediti održavanje stručnosti instruktora kabinske posade. Vazdušni prevoznik mora uspostaviti program obnove znanja za instruktore kabinske posade i propisati ga u Operativnom priručniku.

4.5. Sadržaj Operativnog priručnika

Obuka kao i zahtjevi vezani za stručnost instruktora kabinske posade moraju biti, u skladu sa odredbom OPS 1.1045, opisani u odgovarajućim djelovima Operativnog priručnika.

- Operativni priručnik Dio A, Poglavlje 1, „Dužnosti i odgovornosti“ (moraju se navesti dužnosti i odgovornosti Instruktor 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“ (moraju se navesti preduslovi, minimalno iskustvo i zahtjevi vezani za stručnost);
- Operativni priručnik Dio D, „Organizacija i osobe za obuku i provjeru“ (instruktore kabinske posade moraju se navesti prema tipu/ tipovima aviona.);
- Operativni priručnik Dio D, „Kabinska posada“ (moraju se opisati letovi za upoznavanje pod nadzorom);



- Operational Manual Part D, Course-Outlines: "Training Personnel" (Cabin Crew Instructors training (initial & recurrent programme) must be described as single modules which include the corresponding syllabi);
 - 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);
 - Operational Manual Part D, "Documentation and Records" (storage periods) (Records of instructors training should be stored by the operator until 12 months after the cabin crew instructor has left the operator).
- 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));
 - 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);
 - Operativni priručnik Dio D, „Dokumentacija i zapisi” (vrijeme čuvanja) (zapise o obuci instruktora kabinske posade vazdušni operator mora da čuva 12 mjeseci nakon što je instruktor kabinske posade napustio vazdušnog prevoznika).



Direktor
Dragan Đurović

Đurović