Transport Canada Transports Canada

TP 12296E
(12/2025)

FLIGHT ATTENDANT TRAINING STANDARD

THIRD EDITION

Effective December 1, 2025

Canada

Cat. No. T52-4/255-2024E-PDF
ISBN 978-0-660-72555-0

TP 12296E
(12/2025)

Cette publication est aussi disponible en français sous le titre « *Norme de formation des agents de bord – Troisième édition* ».

Foreword

This manual is referred to as the *Flight Attendant Training Standard* in sections 705.109 and 705.124 of the *Canadian Aviation Regulations* (CARs). It contains the standards, policies, procedures and guidelines that pertain to the development of an air operator's flight attendant training program. It is published for use by air operators and Transport Canada Civil Aviation Safety Inspectors (CASIs).

The *Flight Attendant Training Standard* identifies subjects that shall be contained within an air operator's flight attendant training program. Given the large number of variables involved in flight operations applicable to flight attendants, it is difficult to prescribe a solution for every situation that may arise. Therefore, air operators shall develop their flight attendant training program, applicable to their operation, with any additional information should it be required.

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Introduction

A. Purpose

(1) Established pursuant to subsection 705.124(1) of the *Canadian Aviation Regulations*, the *Flight Attendant Training Standard* (the Standard) itemizes the minimum content that an air operator shall incorporate as a part of its flight attendant training program.

(2) When developing a flight attendant training program for regulatory approval, an air operator shall extract the components from the Standard that are applicable to its operation and to provide its flight attendants the opportunity to acquire and maintain the competency to perform their duties.

Note: Additional training applicable to flight attendants is specified in section 725.124 of the *Commercial Air Service Standards*.

B. Structure of the Standard

(1) The Standard is divided into two main sections, detailing the requirements for both initial and annual training programs.

(2) Within each section, subject matter is identified that includes the training objective, scope, and associated information points. This constitutes the minimum core content of the information that shall be incorporated into the respective training program, as applicable to the air operator's operation, to attain the prescribed objective.

(3) Each section also identifies the requirements for practical, hands-on training that specifies the required drills and includes applicable equipment, performance, and evaluation criteria.

(4) The Standard also includes a syllabus to identify the applicable requirements when the air operator is developing aircraft type, differences, and requalification training for its flight attendants.

Note: Guidance information, recommend practices, explanations and other information items will be indicated by a note. These items do not form part of the Standard but provide additional information for the assistance of users of this Standard.

Note: Information published in the air operator's flight attendant training program may be organized in a different order than presented in this Standard.

B.1 Initial Training

(1) The contents of Part One to Part Six reflect minimum criteria and are intended to ensure that each candidate is provided with the knowledge necessary to fulfill the responsibilities and duties assigned in the interest of safety. This will primarily be accomplished through instruction. The contents of Part Seven reflect minimum criteria for equipment, performance, and evaluation and are intended to provide the candidate with the skills necessary to perform their duties.

(2) During initial training, the air operator shall verify the candidate's knowledge or skill based upon at least the minimum content.

(3) The intent of initial training is to ensure that each candidate is provided with the knowledge necessary to fulfill their responsibilities. Thus, verification that the knowledge has been comprehended is an integral component of initial training.

(4) During initial training, knowledge may be continually verified by means of tests, oral quizzes, instructor questioning, or formal examinations. Numerous teaching points may be verified through

the candidate's performance during drills, through instructor questions, and from the candidate's questions. Provided the training program incorporates a mechanism to verify each information point during the conduct of the training, the formal examination need only verify each scope.

B.2 Annual Training

(1) This training is designed to focus more upon the verification of the flight attendant's knowledge and skills than upon instruction and the air operator shall develop its training program with the following objectives:

(a) Verification of knowledge;

(b) Instruction relating to new safety and/or emergency equipment and new air operator procedures; and

(c) Verification of skills.

(2) Parts One through Six, with the exception of Part Five, contain the training objectives that define the scope that shall be verified either by examination or by other approved means. Part Five identifies the requirements for instruction and practice, where necessary, of new procedures and/or equipment introduced since the last annual training. Part Seven specifies the drills that shall be conducted and identifies the minimum criteria for equipment, performance, and evaluation associated with the skills that shall be verified.

(3) During each subsequent annual training, the air operator is expected to verify the flight attendant's knowledge in each scope, not necessarily each of the information points. The information points selected from each scope shall vary from year to year. Knowledge verification shall be accomplished as described in subsection C.4 – Flight Attendant Competency Requirements.

(4) While the purpose of verification during initial training is to ensure that the candidate has acquired the knowledge and skills necessary to perform their responsibilities and duties, the purpose of verification during annual training is to ensure that the flight attendant has retained the knowledge and skills since their last training session. The means by which the knowledge and skills are verified may therefore need to be different.

(5) As annual training focuses upon verification of knowledge and skills, an examination or drill failure indicates a lack of knowledge or skills that will need to be emphasized through instruction before a flight attendant rewrites an examination or repeats a drill.

B.3 Requalification Training

(1) The purpose of this training is to ensure that the flight attendant, who is returning to operational status following an absence during which their qualifications have lapsed, receives sufficient instruction to enable qualifications to be regained by successful completion of annual training.

(2) Requalification training will encompass:

(a) Verification of knowledge and skills, review, or instruction and practice, where necessary, of the required requalification training subject areas identified in Appendix A – Syllabus to the Standard and which will not be included in the annual training;

(b) Updates to the air operator's operating policies and procedures, flight attendant manual, pre-flight safety responsibilities, and equipment introduced during the term of absence and still in effect at the time of training; and

(c) Practical training for any equipment or operational procedures introduced during the term of absence and still in effect at the time of training.

(3) While the required subject content for requalification training is identified in the Syllabus and is based upon the air operator's approved initial training program, the air operator does have flexibility regarding the extent of the material covered. Using the initial training program as a base level, the onus is on the air operator to ensure that the flight attendant has sufficient knowledge and skills to enable the regaining of qualifications through successful completion of annual training.

Note: This process may require the air operator to consult with the flight attendant with respect to the person's specific training needs.

Note: Requalification training is never to be given in isolation. It is followed by attending the air operator's annual training program.

B.4 Aircraft Type and Differences Training

(1) Aircraft type training is required in order to obtain and maintain qualifications on each aircraft type to which that flight attendant will be assigned to duty. This training is to include the subjects identified in Appendix A – Syllabus, as applicable to the particular aircraft type. Examples of aircraft types include the Airbus A330, Boeing 737, Boeing 787, or De Havilland Canada DHC-8.

(2) Aircraft differences training is required to gain competence before the flight attendant is assigned to duty on an aircraft model that has differences from the aircraft type on which the flight attendant previously obtained qualifications. While this training is also to include the subjects identified in the Syllabus for aircraft type training, the content may be modified to address only those information points that are different between the aircraft models. Examples of aircraft models include the Airbus A320-200 and A321-200, the Boeing 737-400 and 737-8, the Boeing 777-200 and 777-300, the De Havilland Canada DHC-8-300 and DHC-8-400.

Note: For example, an air operator that is currently operating the Airbus A320 could provide differences training when introducing the A319; however, an air operator who is operating a Boeing 737 would not be able to provide differences training when introducing a Boeing 787 to the fleet.

(3) Aircraft type and differences training shall follow the scope as published for initial training when:

(a) An air operator introduces a new type or model of aircraft into its fleet; and

(b) When a candidate is obtaining their qualifications on an aircraft type or model for the first time.

Note: An air operator that establishes stand-alone aircraft type and differences training programs may follow the scope as published for annual training when conducting subsequent verification of knowledge and skills for flight attendants qualified on those aircraft types and models.

C. Training Program and Qualification Requirements

C.1 Training Program Development

(1) The air operator's training program shall be designed so that a person who receives the training

(a) will, if the person is receiving the training for the first time, acquire the competency necessary to perform their duties; and

(b) will, if the person is receiving subsequent training, maintain their competency and acquire any new competency necessary to perform their duties.

(2) Training programs may be developed and delivered using various teaching methods such as: demonstrations, classroom lectures, competency-based learning, digital learning, or other methods devised by the air operator provided that the method(s) used ensures that each candidate or flight attendant is adequately trained.

(3) Training programs may be organized in a different order than that presented in this Standard and drills may be combined.

(4) Training and the associated skills assessments should be accomplished through instruction as well as practical exercises with a representative training device capable of reproducing the appropriate environment/equipment characteristics, or on an actual aircraft.

C.2 Flight Attendant Qualification Requirements

(1) Initial training is required for persons who have not been previously employed by the air operator as a flight attendant and for those whose annual training validity has expired for periods shown in the requalification requirements in subsection C.3.

(2) Line indoctrination shall be completed within 90 days of fulfilling the requirements of the ground-training portion of the air operator's approved initial training program. Where the candidate has not completed line indoctrination within the required 90 days, the candidate may requalify by completing requalification training and annual training and line indoctrination prior to the first day of the thirteenth month following the month in which the ground-training was completed, or another initial course.

Note: Line indoctrination is required in order to qualify a flight attendant, but it is not used to determine the date required for annual training.

(3) Operational experience is required during the first year with each air operator, where each person must act as a flight attendant at least once every 90 days following line indoctrination. This requirement remains in effect until the first day of the thirteenth month following the month in which the line indoctrination training was completed. Where the person has not acted as a flight attendant at least once every 90 days following line indoctrination, they may requalify by completing requalification training and annual training. Operational experience is not transferable between air operators.

Note: Where a flight attendant has requalified, the original validity date for operational experience remains in effect.

(4) Annual training is required each 12-month period following completion of initial training and for those flight attendants whose validity has expired for the periods shown in the requalification requirements in subsection C.3.

C.3 Flight Attendant Training Validity Periods and Requalification Requirements

(1) The validity period of flight attendant training is set out in section 705.113 of the CARs, which establishes the expiry date of the training, information related to renewal of the training within the validity period, and provisions for extending the validity period.

(2) Where the validity period of the annual training has expired, the flight attendant shall requalify as follows:

(a) If a period up to the first day of the 13th month has elapsed since the validity period expired, the flight attendant shall complete requalification training and annual training;

(b) If a period of 13 months up to the first day of the 25th month has elapsed since the validity period expired and the flight attendant has three continuous years of experience as a flight attendant with the air operator, the flight attendant shall complete requalification training and annual training and line indoctrination;

(c) If a period past the first day of the 13th month has elapsed since the validity period expired and the flight attendant does not have three continuous years of experience as a flight attendant with the air operator, the flight attendant shall complete initial training and line indoctrination; or

(d) If a period past the first day of 25th month has elapsed since the validity period expired, the flight attendant shall complete initial training and line indoctrination.

Note: The chart found in Appendix B – Quick Reference Guide illustrates these requirements.

(3) The validity period of training in the performance of emergency procedures consisting of ditching evacuation training, raft training, life preserver training, automatic disposing cabin window exit training, and live fire fighting training expires on the first day of the thirty-seventh month following the month in which the training was completed.

Note: Where this training is renewed within the last 90 days of its validity period, its validity period is extended by thirty-six months.

C.4 Flight Attendant Competency Requirements

(1) The air operator's flight attendant training program shall ensure that each flight attendant is competent to perform the duties and functions assigned by examining knowledge and testing skills to reflect proficiency to 100%.

(2) The air operator's flight attendant training program shall specify the examination and test marks that constitute a pass and a failure, the procedures for administering marks that constitute a failure, and the procedures for administering corrections when a pass mark is less than 100%.

(a) Examination(s) – Safety Procedures, Emergency Procedures, and Aircraft Type(s):

(i) The safety procedures examination(s) shall verify the flight attendant's knowledge of the air operator's standard safety procedures as contained in the flight attendant manual.

(ii) The emergency procedures examination(s) shall verify the flight attendant's knowledge of the air operator's standard emergency procedures as contained in the flight attendant manual.

(iii) The aircraft type examination(s) shall verify the flight attendant's knowledge of each aircraft type to which the flight attendant will be assigned to duty, including but not limited to aircraft systems, exits, safety and emergency equipment, as well as the related normal, abnormal, alternate, and emergency operating limitations.

(b) Practical Examination(s) – Safety Equipment, Emergency Equipment, and Emergency Procedures:

(i) The practical examination(s) of the safety equipment, emergency equipment and emergency procedures shall verify the flight attendant's skills in the operation of the air operator's safety and emergency equipment and demonstrate the flight attendant's ability to accomplish emergency procedures.

Note: An air operator may verify knowledge aspects during the conduct of a line check.

Note: An air operator may verify the competency of a flight attendant through the performance of drills prior to an operational flight, provided the air operator has established a method of documenting that these drills on the specific aircraft have been completed.

D. References and Requirements

D.1 Reference Documents

(1) It is intended that the following reference materials be used in conjunction with the document:

(a) *Aeronautics Act* (R.S.C., 1985, c. A-2)

(b) Part VII, Subpart 5 of the *Canadian Aviation Regulations* (CARs) – Airline Operations

(c) Standard 725 — *Airline Operations — Aeroplanes* of the *Commercial Air Service Standards*

(d) Transport Canada Publication (TP) 4711 – Air Operator Certification Manual

(e) TP 9155 – *Master Minimum Equipment List/Minimum Equipment List Policy and Procedures Manual*

(f) TP 12295 – *Flight Attendant Manual Standard*

(g) TP 14052 – Guidance for Aircraft Ground Icing Operations

(h) National Fire Protection Association (NFPA) 10 – Standard for Portable Fire Extinguishers

D.2 Definitions and Abbreviations

(1) The following **definitions** are used in this document:

(a) **Critical phases of flight:** means all ground operations involving taxi, take-off and landing, and all other flight operations conducted below 10,000 feet, except while in cruise flight.

(b) **Life raft:** means portable emergency equipment consisting of an inflatable flotation device stored inside the aircraft cabin that can be deployed via ditching emergency exits during evacuations on water.

(c) **Passenger cabin:** means the portion of the aeroplane normally occupied or accessed by passengers during taxi, takeoff, landing, and while in flight, including galleys, closets, and lavatories.

(d) **Passenger compartment:** means an area of the passenger cabin separated from the rest of the passenger cabin by features such as class dividers, galleys, closets, and lavatories.

(e) **Propagation:** in respect of fire, means the spread of a flame in a combustible environment outward from the point at which the combustion started.

(f) **Slide raft:** means emergency equipment mounted on the exit door that functions as an inflatable escape slide for evacuations on land and as a life raft for evacuations on water.

(2) The following **abbreviations** are used in this document:

(a) **ABP**: able bodied passenger

(b) **APU**: auxiliary power unit

(c) **CARs**: *Canadian Aviation Regulations*

(d) **CASI**: Civil Aviation Safety Inspector

(e) **ELT:** emergency locator transmitter

(f) **IFR**: instrument flight rules

(g) **MEL**: minimum equipment list

(h) **PIC**: pilot-in-command

(i) **PTV**: passenger transfer vehicle

(j) **TCCA**: Transport Canada Civil Aviation

(k) **TC AIM**: Transport Canada Aeronautical Information Manual

(l) **UTC**: Coordinated Universal Time

(m) **VFR**: visual flight rules

Initial Training

Initial: Part One – Aviation Indoctrination

1.0 Air Operator Indoctrination

(1) Training Objective:

(a) The candidate will be able to identify and describe the air operator's corporate structure and the administrative requirements of the operation relating to crew members.

(2) Scope:

(a) Air Operator Specific

(b) Flight Attendant Specific

1.1 Air Operator Specific

(1) Describe the organizational structure with the emphasis on reporting authority. Clearly show the organizational link between flight crew members and flight attendants.

(2) Describe the corporate alliances and their impact on the operation.

(3) Describe the air operator's fleet and route structure.

(4) Identify the location of facilities and bases and the operational tasking carried out at each. Identify maintenance, crew member and operational bases.

1.2 Flight Attendant Specific

(1) Describe the administrative requirements related to flight attendants.

2.0 Regulatory Overview

(1) Training Objective:

(a) The candidate will be able to identify the international and national aviation regulatory bodies and describe the legislation applicable to crew members.

(2) Scope:

(a) Regulatory Overview

(b) Legislation

2.1 Regulatory Overview

(1) Identify international and national aviation regulatory authorities and describe their role especially as they relate to crew members. Describe how flight attendants are required to comply with international regulations and the penalties associated with the breach of these regulations.

(2) Identify other regulatory authorities that crew members may be in contact with and describe their role in aviation.

(3) Describe the aviation regulatory system in Canada and how it functions to draft regulations and standards, verify compliance, and investigate accidents and incidents.

(4) Describe the licensing requirements and flight duty time limits that differ for flight crew members and flight attendants.

2.2 Legislation

(1) Identify and describe the legislation governing crew members in Canada.

(2) Identify historic legislation in cabin safety and describe its effect on aviation safety.

(3) Identify other sources of regulatory guidance and compliance requirements.

(4) Identify and describe the specific regulations applicable to crew members and cabin safety including but not limited to:

- (a) Safety belts and related restraint systems;
- (b) Life-saving equipment;

  Note: Life-saving equipment may be considered life rafts, life preservers, survival kits, etc.
- (c) Oxygen equipment;
- (d) First aid kits;
- (e) Minimum equipment lists;
- (f) Floor proximity lighting;
- (g) Flight attendant stations;
- (h) Definition of an infant;
- (i) Minimum crew member requirements;
- (j) Passenger and individual safety briefings;
- (k) Safety features cards and supplemental briefing cards;
- (l) Surface contamination training;
- (m) Carry-on baggage;
- (n) Aircraft journey log book;
- (o) Alcohol and drugs;
- (p) Fuelling with one engine running;
- (q) Survival equipment;
- (r) Duty time limitations for flight crew members and flight attendants;
- (s) Crew rest for flight crew members and flight attendants;
- (t) Designated crew rest areas;
- (u) Flight attendant manual as a part of the company operations manual;
- (v) Non-smokers Health Act and Non-smokers' Health Regulations;
- (w) ELTs;
- (x) Fire extinguishers and protective breathing equipment;
- (y) Stowage of equipment and supplies; and
- (z) Seatbacks and chair table position.

3.0 Aviation Terminology

(1) Training Objective:

(a) The candidate will be able to define aviation terminologies common to the air operator and be able to use them in the appropriate context.

(2) Scope:

(a) Terminology

(b) Terms of Reference

3.1 Terminology

(1) Identify and define aviation terminologies common to the air operator including terms relating to airports, ground operators and flight operations.

(2) Describe the importance to flight safety using correct terminology.

3.2 Terms of Reference

(1) Identify and describe the 24-hour clock and its application in aviation.

(2) Describe what is meant by time zones and how to calculate elapsed time when crossing time zones.

(3) Define what is meant by the International Date Line and describe its application in aviation.

(4) Define what is meant by UTC and its application in aviation.

(5) List and identify the air operator location identifiers used by the operator and describe why they are applicable to aviation.

(6) Define and describe the phonetic alphabet and describe its importance in aviation communication.

4.0 Theory of Flight

(1) Training Objective:

(a) The candidate will be able to identify and describe the basic components of the theory of flight relating to the aircraft on which they will be assigned to operate.

(2) Scope:

(a) General Aircraft Description

(b) Aerodynamics of Flight

(c) Meteorology

(d) Air Traffic Control

4.1 General Aircraft Description

(1) Identify the main components of an aircraft describe their function, including but not limited to:

(a) Wing:

(i) Leading edge;

(ii) Trailing edge;

(iii) Wing tip;

(iv) Wing root; and

(v) Winglet.

(b) Control surfaces;

(i) Ailerons;

(ii) Flaps;

(iii) Rudder;

(iv) Elevators; and

(v) Vertical and horizontal stabilizers.

(c) Miscellaneous:

(i) Fuselage;

(ii) Spoilers;

(iii) Speed brakes;

(iv) Undercarriage;

(v) Landing gear; and

(vi) Chocks, blocks and pins.

(2) Define aircraft operating abnormalities that do not constitute an emergency.

4.2 Aerodynamics of Flight

(1) Identify and describe the four forces acting on an aircraft during flight.

(2) Identify and describe the three axes of an aircraft and describe the movement around each.

(3) Define aircraft attitude.

(4) Describe how lift is achieved and factors which adversely affect lift.

(5) Describe how, when and why an aircraft is pressurized and how pressurization is maintained. Include a description of aircraft altitude and cabin altitude.

(6) Describe the aerodynamic forces acting on an aircraft when an engine fails in flight with specific reference to the air operator's aircraft.

(7) Identify the importance for flight attendants to be alert for abnormal aircraft function and how to recognize and report it to flight crew members.

(8) Define weight and balance, center of gravity, the effect of these on aircraft controllability, and factors that affect weight and balance.

4.3 Meteorology

(1) Describe types of common cloud formations, air masses and fronts, seasonal weather variations, and their effect on aircraft operations.

(2) Describe the types of wind phenomena including the jet-stream, wind shear, and turbulence, and their effect on aircraft operations and the cabin environment.

4.4 Air Traffic Control

(1) Define VFR and IFR and identify the most common restrictions for an aircraft flying under VFR and IFR flight plans.

(2) Identify air traffic control and who is responsible for ensuring aircraft separation under VFR and under IFR conditions.

(3) Describe how aircraft are controlled on the ground and in the air with specific reference to the air operator's operations.

5.0 Physiology of Flight

(1) Training Objective:

(a) The candidate will be able to identify and describe the most common physiological effects of flight in pressurized and non-pressurized aircraft including likely causes, recognition, and ways to minimize these effects.

(2) Scope:

(a) General

(b) Effects of Altitude

5.1 General

(1) Describe the physiology of respiration and circulation.

(2) Identify the body's requirement for oxygen and the potential for crew member incapacitation due to the lack of oxygen.

(3) Describe the most common physiological effects of altitude and the pressurized cabin, including varicose veins, dehydration, effects of trapped gasses, and water retention.

(4) Describe the circumstances under which carbon monoxide poisoning may occur, the signs and symptoms, methods to detect it and minimize its effects. Include the potential for carbon monoxide poisoning from ground service equipment.

5.2 Effects of Altitude

(1) Describe decompression sickness and describe the physiological effects of pressure changes on gases in the body. Describe safe times between scuba diving and flight.

(2) Define hypoxia, identify the hazards associated with it, signs and symptoms, ways to detect it and minimize its effects.

(3) Describe effective performance time and factors affecting it.

(4) Identify persons most susceptible to the effects of hypoxia.

Initial: Part Two – Roles and Responsibilities

6.0 Air Operator

(1) Training Objective:

(a) The candidate will be able to describe the roles and responsibilities of the air operator that have been legislated in the interest of aviation safety.

(2) Scope:

(a) Operating Requirements

(b) Company Operations Manual and Flight Attendant Manual

6.1 Operating Requirements

(1) Describe the air operator's operating policy as it relates to safety and the requirement to maintain aviation safety.

(2) Describe the relationship between regulatory requirements and the air operator's policies and procedures.

(3) Describe the air operator's requirement to conduct operations according to approved procedures and to ensure that companies contracted by the air operator also comply with these procedures.

(4) Identify the requirement to have an organizational chart that clearly defines reporting responsibilities. Clearly outline the organizational links between flight crew members and flight attendants.

(5) Identify the requirement for the air operator to provide an approved training program that ensures crew member competency in safety and emergency duties relating to the carriage of passengers.

(6) Identify the air operator's policies and procedures for the reporting of accidents and incidents. Include information regarding investigations and follow-up that may occur.

(7) State the air operator's requirement to ensure that whenever more than one flight attendant is carried, one flight attendant is designated as the in-charge flight attendant.

(8) Describe the air operator's requirements to ensure that the minimum number of crew members are carried.

(9) Identify the circumstances when the air operator may delegate crew member duties to persons who are not crew members.

6.2 Company Operations Manual and Flight Attendant Manual

(1) Define the company operations manual and the flight attendant manual. Describe the air operator's requirement to develop and maintain a company operation manual and a flight attendant manual and for ensuring crew members are familiar with the portions relating to their duties.

(2) Identify the flight attendant manual as part of the company operations manual and as a required and legislated separate publication. Describe its contents and the requirements to have an up-to-date manual readily available to the flight attendant(s) during flight.

(3) Describe the means used by the air operator to update, revise and amend the flight attendant manual, and the requirement of each flight attendant to maintain an up-to-date manual at all times.

7.0 Crew Members

(1) Training Objective:

(a) The candidate will be able to describe their legislated roles and responsibilities relating to their duties and in the interest of aviation safety.

(2) Scope:

(a) General

7.1 General

(1) Describe the responsibility for crew members to maintain knowledge of all safety and emergency procedures relating to their assigned duties.

(2) Identify the requirement for crew members to perform their duties in accordance with the air operator procedures and the CARs.

(3) Outline the responsibility for crew members to ensure all flight documentation, publications, and manuals are up to date and readily available on board and that crew members are familiar with their contents. Flight attendants are required to ensure that all amendments are reviewed and inserted in the appropriate section of the flight attendant manual.

(4) Identify the responsibility of crew members to report any on board safety concerns to the PIC.

(5) Identify the requirement to keep all personal documentation relative to operational duties up to date at all times.

(6) Outline the requirement for crew members to ensure that all safety and emergency equipment is available, in good working order, and properly secured when not in use.

(7) Identify the responsibility for flight attendants to ensure that all galley and service equipment is in good working order and properly secured when not in use.

(8) Identify the requirement for crew members to report unserviceable equipment following air operator procedures.

(9) Identify the requirement for crew members to successfully complete the air operator's training program(s) and maintain qualifications.

(10) Define the succession-of-command and describe the authority of the PIC and the in-charge flight attendant and describe the importance relating to flight safety.

(11) Describe the requirement to be aware of the duties and responsibilities of other crew members and to be prepared to assume those duties, if required.

(12) Describe the air operator's procedures for crew member briefings and describe the requirement for flight attendants to attend and participate in crew member briefings.

(13) Define flight attendant and define what is meant by "persons carried for the completion of non-safety related duties" who are not qualified flight attendants. Describe the function they perform when assigned on a flight, duties they may or may not be assigned, and identification to differentiate them from other crew members as per air operator policies and procedures. Include:

(a) Candidates on familiarization or line indoctrination flights; and

(b) Public relations assignments.

Note: Public relations assignments may include partner or air operator employees, translators, etc.

(14) Identify the importance for crew members to be constantly alert and therefore prepared to handle any abnormal or emergency situation.

(15) Identify the responsibility of the crew members to comply with and enforce regulatory requirements.

(16) Describe the air operator policies related to crew member uniforms.

(17) Identify the importance of the air operator's uniform as an identifier, especially in abnormal and emergency situations, and the air operator's policy regarding the wearing of the uniform during an emergency.

8.0 Transport Canada – Civil Aviation Safety Inspectors

(1) Training Objective:

(a) The candidate will be able to describe the roles and responsibilities of Transport Canada Civil Aviation and its CASIs.

(2) Scope:

(a) General

8.1 General

(1) Identify the types of regulatory control TCCA exercises in areas of aviation safety.

(2) Outline the authority of CASIs to inspect the operations of air operators. Describe the actions they may take if non-conformances are identified.

(3) Describe the types of CASIs that crew members may come into contact with in addition to a CASI, Cabin Safety.

(4) Describe the types of inspections that may be carried out by CASIs.

(5) Describe the procedure for the in-charge flight attendant to advise the PIC whenever a CASI has identified themselves as being on board and conducting an inspection.

(6) Define the requirement for CASIs to provide official identification. Describe the forms of identification that may be presented on the aircraft whenever a pre-flight or in-flight inspection is conducted.

(7) Identify the circumstances under which a CASI could occupy a flight deck observer seat or a flight attendant station.

Initial: Part Three – Safety Procedures

9.0 Crew Member Coordination

(1) Training Objective:

(a) The candidate will be able to identify the components of crew member coordination, its importance to operational safety and ways it may be achieved.

(2) Scope:

(a) General

(b) Crew Member Coordination

9.1 General

(1) Describe the importance of common terminology, the one crew concept, and crew resource management in maintaining flight safety.

(2) Describe the importance of crew members being aware of other crew member's duties, responsibilities, workloads, and expectations.

(3) Outline the importance of pre-flight briefings to share relevant flight and safety information, outline expectations and develop communication channels.

9.2 Crew Member Coordination

(1) Describe the importance of crew member coordination when applying air operator procedures, especially in abnormal and emergency situations.

(2) Outline the benefits of crew member coordination on the working environment and morale and the positive effect this has on flight safety.

10.0 Communication

(1) Training objective:

(a) The candidate will the able to describe the importance of, and the air operator procedures for, effective communication in normal, abnormal, and emergency situations.

(2) Scope:

(a) General

(b) Communication

(c) Passenger Announcements

10.1 General

(1) Define the following types of communications:

(a) Normal;

(b) Abnormal; and

(c) Emergency.

(2) Describe the air operator procedures for normal, abnormal, and emergency communications and describe ways of communicating effectively in these situations.

(3) Describe the importance of effective communication especially when dealing with abnormal and emergency situations.

(4) Describe the responsibility of crew members to provide complete and accurate information to the PIC to assist in decision-making.

10.2 Communication

(1) Identify the difference between verbal and non-verbal communication and describe the effects of communicating different messages.

10.3 Passenger Announcements

(1) List the systems on board for passenger announcements.

(2) Describe recommended passenger announcement techniques.

(3) Describe when, and by whom, passenger announcements are required to be completed and the minimum content of each announcement.

(4) Identify the importance of listening to all announcements in the event that the announcement may contain emergency signals or information.

11.0 Surface Contamination

(1) Training Objective:

(a) The candidate will be able to define what is meant by surface contamination, describe their responsibilities, and identify the air operator procedures for reporting suspected surface contamination to the PIC.

(2) Scope:

(a) General

(b) Crew Member Responsibilities

(c) De-icing and Anti-icing

Note: TP 14052 – Guidelines for Aircraft Ground Icing Operations may be used to supplement this training objective.

11.1 General

(1) Define surface contamination and hazards to flight associated with surface contamination.

(2) Define aircraft critical surfaces for each aircraft model in the air operator’s fleet.

(3) Identify an awareness of the conditions most likely to produce surface contamination.

(4) Give examples of the clean aircraft concept and visible signs of surface contamination.

11.2 Crew Member Responsibilities

(1) Define the responsibilities of flight attendants to report suspected surface contamination to the PIC as soon as it is discovered by a flight attendant or a passenger.

(2) State the requirements for the PIC or designate to investigate the reports of suspected surface contamination.

(3) Describe the requirement for the PIC to ensure that crew members are advised of the decision to de-ice or anti-ice before the procedure begins.

(4) Describe the air operator's procedures for advising flight attendants before de-icing or anti-icing.

(5) Describe the requirement to advise passengers before aircraft de-icing or anti-icing takes place, the content to be provided, and who is responsible to advise the passengers.

11.3 De-icing and Anti-icing

(1) Describe the different types of equipment used to accomplish de-icing and the procedures for aircraft de-icing and anti-icing.

(2) Identify that icing conditions can occur on critical surfaces of the aircraft if take-off is prolonged for any period of time after de-icing or anti-icing has occurred.

(3) Describe the possible hazards whenever de-icing or anti-icing is taking place. Identify the air operator procedures that relate to these situations.

(4) Describe the types, purpose, characteristics, and uses of de-icing and anti-icing fluids.

12.0 Briefings

(1) Training Objective:

(a) The candidate will be able to identify the different types of briefings that are required and the information that must be included in each.

(2) Scope:

(a) Crew Member Briefings

(b) Passenger Briefings

12.1 Crew Member Briefings

(1) Identify the importance of crew member briefings, including enhancing crew member communication and coordination, establishing expectations, and clarifying air operator procedures.

(2) Outline when crew member briefings are required, including normal, abnormal, and emergency situations.

(3) Identify the types of crew member briefings.

(4) Describe the topics required to be covered in crew member briefings.

(5) Identify the responsibility of crew members to ask questions if all the required information has not been given in a briefing or if the information is unclear.

(6) Identify who is required to attend each type of crew member briefing and their expected level of preparedness and participation.

12.2 Passenger Briefings

(1) Identify the requirement for passenger safety briefings prior to departure.

(2) Identify the content of the mandatory announcements and when they must be performed:

(a) Prior to take-off;

(b) After take-off;

(c) In-flight when the fasten safety belt sign has been turned on for reasons of turbulence;

(d) Prior to landing;

(e) Prior to passenger disembarkment; and

(f) Individual safety briefings.

(3) Identify the requirement to relay safety information to passengers.

(4) Identify the equipment used in a passenger safety briefing. Describe and demonstrate how the safety demonstration will be performed.

(5) Describe the crew member responsibility for passenger safety briefings.

(6) Identify the means for gaining and maintaining passenger attention when delivering safety briefings, including eye contact, clear words, and synchronized actions with the announcement and other crew members.

(7) Describe the air operator's procedures for delivering the passenger safety briefing. Where briefings are pre-recorded or given using audio-visual equipment, describe the procedures established in the case of equipment failure.

(8) Identify and describe the requirements for passengers requiring individual safety briefings, including who conducts the briefings, when the briefings occur, and the different briefing points for each passenger requiring an individual safety briefing.

(9) Describe the air operator's procedures for, and the minimum content of, short taxi announcements.

13.0 Safety Checks

(1) Training Objective:

(a) The candidate will be able to identify the importance of cabin and passenger safety checks and will define what is meant by the aircraft minimum equipment list.

(2) Scope:

(a) General

13.1 General

(1) Identify the importance of safety checks and their impact on flight safety. Describe the air operator procedures applied to complete cabin and passenger pre-flight, in-flight, and pre-landing safety checks.

(2) Identify the logbooks which are required on the aircraft. Identify the air operator procedures for recording information in them, including when and by whom entries are to be made. Identify the types of items which would not be logged.

(3) Define what is meant by the MEL and identify the cabin items which are included.

(4) Identify types of conditions which may have airworthiness implications and which should be brought to the immediate attention of the PIC.

(5) Identify the air operator procedures for reporting, placarding, removing, and repairing all unserviceable items.

14.0 Passenger Handling

(1) Training Objective:

(a) The candidate will be able to identify the types of passengers that may be carried and the general handling considerations which relate to safety.

(2) Scope:

(a) General

(b) Passenger Supervision

14.1 General

(1) Identify the requirement for passengers to comply with instructions of crew members.

(2) Describe the types of passengers that may be carried, including passengers who require special attention.

(3) Describe the air operator procedures for acceptance and carriage of the special attention passengers and items listed below:

(a) Incubators;

(b) Stretchers;

(c) Persons with physical, sensory or comprehension limitations;

(d) Persons travelling with medical oxygen;

(e) Persons travelling with an attendant or support person;

(f) Service animals;

(g) Child restraint systems;

(h) Unaccompanied minors;

(i) Prisoners; and

(j) Unescorted and escorted deportees.

Note: For each of the above cases, identify special handling considerations, any seating restrictions on different aircraft models, securing of persons and applicable equipment for all phases of flight, and individual safety briefings.

(4) Identify the air operator's policy for accepting or denying boarding of passengers and who is responsible for making this decision.

(5) Outline the requirements regarding passengers who appear to be impaired due to alcohol or drugs, and the air operator's policies and procedures regarding alcohol service to passengers. Include the responsibility of crew members to refrain from serving passengers who appear to be impaired.

14.2 Passenger Supervision

(1) Define the crew member requirements for passenger supervision while the aircraft is on the ground, including embarkation, disembarkation, station stops, and the number of crew members that must be present.

(2) Identify the importance of safety duties over service duties during passenger embarkation.

15.0 Passenger and Crew Member Seats and Restraints

(1) Training Objective:

(a) The candidate will be able to identify the requirements and the air operator's procedures relating to seats and restraint systems for passengers and crew members.

(2) Scope:

(a) Passenger Seating

(b) Crew Member Seating

15.1 Passenger Seating

(1) Outline the requirement for each person to have a seat with an individual safety belt.

(2) Define emergency exit seats and describe the air operator's policies and procedures regarding exit seating, and who may not occupy emergency exit seats.

(3) Describe the air operator procedures associated with the relocation of passengers in accordance with the emergency exit seating requirements and procedures.

(4) Describe where special attention passengers may be seated for each aircraft model, taking into consideration proximity to exits, availability of supplemental oxygen, and ease of evacuation.

(5) Identify the passenger seating restrictions on aircraft equipped with upper deck or lower deck passenger seating, where applicable.

(6) Outline the seating restrictions regarding arm held infants.

(7) Describe the air operator procedures for the use of bassinets on board, when these devices may be used, and restrictions regarding the occupant of the bassinet.

(8) Describe the requirement for passengers to be seated in their assigned seats with their safety belts fastened for taxi, take-off, landing, and whenever instructed to do so by a crew member. Describe the required positioning for the types of seats found within the air operator's fleet for take-off and landing.

(9) Describe the different types of safety belts found on passenger seats on aircraft models in the air operator's fleet, and the correct method of operation for each. Include a description of extensions and the importance of verifying compatibility.

15.2 Crew Member Seating

(1) Identify the persons authorized to occupy any flight attendant seat and who has the authority to make this decision.

(2) Identify the persons authorized to occupy any observer seat in the flight deck.

(3) Describe the importance of ensuring the serviceability of each required flight attendant seat, who is responsible to ensure the seat is serviceable, and when to check for serviceability.

(4) Identify the components of a pre-flight serviceability check for a flight attendant seat.

(5) Describe the air operator procedures to follow and the approved alternate seating in case of an unserviceable flight attendant seat.

(6) Describe the requirements for flight attendants to be seated with their restraint system fastened for aircraft movement on the surface, take-off, landing, turbulence, and whenever directed to do so by the PIC or in-charge flight attendant.

(7) Identify the correct way to sit in a flight attendant seat including the preferred position of hands, feet, legs, and head to ensure maximum protection.

(8) Identify the rationale behind wearing the safety belt and shoulder harness and the hazards of improper use.

(9) Identify any placards or signage associated with crew member stations and describe appropriate usage.

(10) Identify the signals and verbal commands for flight attendants to take their assigned seats and to secure themselves. State who is responsible for giving these signals.

16.0 Carry-on Baggage

(1) Training Objective:

(a) The candidate will be able to define what is meant by carry-on baggage and describe the air operator procedures for accepting and stowing carry-on baggage and any applicable restrictions.

(2) Scope:

(a) Passenger Carry-on Baggage

(b) Crew Member Carry-on Baggage

16.1 Passenger Carry-on Baggage

(1) Define carry-on baggage and describe the range of articles that are considered carry-on baggage by the air operator.

(2) Describe the regulations associated with carry-on baggage.

(3) Describe the air operator carry-on baggage procedures.

(4) Identify the safety implications of improperly stowed carry-on baggage.

(5) Identify the approved stowage location(s) for carry-on baggage, the maximum weight limit for each location and how this is displayed, and any specific area of the cabin where carry-on baggage may not be stowed.

(6) Describe the air operator procedures for stowing awkward types of carry-on baggage, such as:

(a) Strollers;

(b) Musical instruments; and

(c) Canes, crutches, walking sticks.

(7) Describe the air operator procedures for accepting carry-on baggage and the procedures for non-acceptance.

(8) Describe the briefing to passengers regarding carry-on baggage, when it is made, who is responsible for making it, and how often it is made.

(9) Identify the crew member requirements to ensure that all carry-on baggage is correctly stowed when required and prior to closing the passenger entry door(s).

(10) Describe the air operator's procedures related to carry-on baggage that cannot be correctly stowed.

(11) Identify the importance of crew member consistency in applying these requirements.

(12) Outline the air operator's policies and procedures for the carriage of live animals in the passenger compartment.

(13) Describe the crew member requirement for monitoring carry-on baggage.

(14) Identify the effects of carry-on baggage on weight and balance as applicable to the aircraft models operated by the air operator.

(15) Describe the air operator procedures for accepting and restraining seat-loaded baggage and cargo in the passenger compartment, and approved devices or equipment used to accomplish this.

(16) Describe the requirement to keep exit areas clear and free from obstructions, such as carry-on baggage.

(17) Describe the requirement to maintain clear access to emergency equipment.

(18) Describe the safety precautions to prevent personal injury when opening overhead bins, including during periods of turbulence and after landing.

(19) Describe the importance of ensuring the overhead bins are closed during flight to prevent carry-on baggage from falling during unexpected turbulence.

16.2 Crew Member Carry-on Baggage

(1) Describe the air operator policies and procedures for stowing crew member baggage in the passenger cabin, including accepting baggage from deadheading crew members.

(2) Identify the crew member carry-on baggage stowage locations for each aircraft model in the air operator's fleet.

17.0 Portable Electronic Devices

(1) Training Objective:

(a) The candidate will be able to define what is meant by portable electronic devices and describe the air operator policies and procedures for their acceptance and use on board aircraft.

(2) Scope:

(a) General

17.1 General

(1) Define portable electronic devices.

(2) Identify the portable electronic devices most likely to be carried on board.

(3) List the potential hazards to flight safety associated with these portable electronic devices.

(4) Describe the air operator policies and procedures related to portable electronic devices and list any exceptions.

(5) Identify the safety concerns associated with the use of headsets during critical phases of flight, abnormal operations, embarking, disembarking, and while on an open apron.

(6) Outline the notification process to passengers regarding the use of portable electronic devices on board aircraft and who is responsible for advising passengers.

(7) Describe crew member responsibilities for monitoring passengers to ensure that only acceptable portable electronic devices are used on board and that passengers comply with the conditions of use.

18.0 Service to Passengers on the Ground

(1) Training Objective:

(a) The candidate will be able to identify what is meant by service to passengers on the ground, the conditions under which service to passengers on the ground is acceptable, and the air operator procedures to do so.

(2) Scope:

(a) General

(b) Crew Member Responsibilities

18.1 General

(1) Describe service to passengers on the ground and the types of service that may be provided in normal situations and during irregular operations.

(2) Identify when this service is to be offered and who is responsible for making this decision.

18.2 Crew Member Responsibilities

(1) Identify the need for crew member communication and coordination whenever service to passengers on the ground is offered.

(2) State the requirement for the PIC to give adequate notice to crew members prior to aircraft movement so that equipment and suppliers may be stowed and pre-take-off duties can be completed.

(3) Describe the prohibition against wholly or partially blocking normal and emergency exits with equipment, including passenger service carts.

19.0 Fuelling with Passengers On Board

(1) Training Objective:

(a) The candidate will be able to identify the regulatory requirements regarding fuelling with passengers on board and the air operator procedures for this situation for each aircraft model in the air operator's fleet.

(2) Scope:

(a) General

(b) Crew Member Responsibilities

19.1 General

(1) Describe fuelling and how fuelling may or may not occur.

(2) List the potential hazards to occupants and the aircraft associated with aircraft fuelling.

(3) Identify the types of fuelling conditions that require passengers and crew members to be off-loaded and list any potential hazards that may require off-loading.

(4) Describe the air operator procedures and precautions for fuelling with passengers on board.

(5) Define and describe the designated evacuation exits during fuelling and the associated air operator procedures for each aircraft model in the air operator's fleet.

19.2 Crew Member Responsibilities

(1) Identify crew member responsibilities and communication when fuelling with passengers on board.

(2) Describe the air operator procedures for a fuel leak or fuel spill and identify the crew member communication and coordination procedures.

(3) Describe the air operator procedures when fumes are detected in the passenger cabin, including crew member communication and the decision to deplane passengers.

20.0 Pre-take-off and Pre-landing

(1) Training Objective:

(a) The candidate will be able to identify the air operator's safety procedures associated with take-off, landing, and aircraft movement on the surface.

(2) Scope:

(a) Cabin Preparation

(b) Crew Member Responsibilities

(c) Abnormal Situations

20.1 Cabin Preparation

(1) List the preparations that must be completed to secure the cabin prior to aircraft movement on the surface, take-off, and landing and identify the responsibility of flight attendants to complete them.

(2) Describe the air operator procedures for crew member communication prior to aircraft movement advising the PIC that all the passengers are seated.

(3) Describe the crew member requirements to ensure that all carry-on baggage is correctly stowed prior to closing the passenger entry door(s), and the air operator procedures to ensure that the cabin is secure prior to aircraft movement on the surface, take-off, and landing.

(4) Describe the requirements and air operator procedures for stowing equipment and securing galley(s).

20.2 Crew Member Responsibilities

(1) Describe critical phases of flight, when this is in effect, and the associated air operator procedures.

(2) Define sterile flight deck and the associated air operator procedures.

(3) Identify the potential hazards to flight safety of violating the sterile flight deck rule with non-safety related issues.

(4) Identify when crew members are required to violate the sterile flight deck rule. Describe the safety related information that should be conveyed and the requirement to be clear, concise, specific and timely.

(5) Identify that flight attendants are to maintain situational awareness during critical phases of flight in order to identify abnormal or emergency situations.

(6) Define silent review and identify the components, when it must be done, and who is required to complete it.

(7) Describe when flight attendant stations are required to be occupied.

(8) Identify when crew members must have their safety belt and shoulder harnesses fastened at their seat or station.

(9) Describe the signals used by the flight crew members to advise flight attendants that take-off or landing is imminent.

20.3 Abnormal Situations

(1) Define rejected take-off and describe the associated air operator procedures.

(2) Define missed approach and describe the associated air operator procedures.

21.0 Propeller Abnormalities

(1) Training Objective:

(a) The candidate will be able to identify the characteristics of an over speeding and runaway propeller and be aware of the associated air operator procedures.

(2) Scope:

(a) General

21.1 General

(1) Describe the characteristics of an over speeding and a runaway propeller, and emergencies that may occur as a result.

(2) Describe how to recognize these propeller malfunctions and their effect on flight characteristics.

(3) Identify the air operator crew member communication procedures associated with these propeller abnormalities.

(4) Outline the air operator procedures for relocating passengers.

22.0 Apron Safety

(1) Training Objective:

(a) The candidate will be able to identify the components of apron safety, the responsibilities for passenger movement on the apron and the air operator procedures to accomplish this safely.

(2) Scope:

(a) Apron Hazards

(b) Crew Member Responsibilities

(c) Helicopter Operators

22.1 Apron Hazards

(1) Identify the hazards associated with airport aprons.

(2) Describe the hazards associated with traffic on the apron including aircraft movement, propellers, rotors, jet blast, and vehicles.

22.2 Crew Member Responsibilities

(1) Identify the air operator procedures and requirements for escorting passengers across airport aprons.

(2) Describe the coordination required between crew members and ground staff to ensure passenger safety and ways to achieve it.

(3) Identify the responsibilities for opening and closing, locking and unlocking airport terminal doors.

22.3 Helicopter Operations

(1) List the apron safety hazards associated with helicopter operations.

(2) Describe the correct ways to approach a helicopter with and without the rotor engaged.

(3) Identify communication and coordination procedures between crew members and ground staff to ensure passengers are escorted to and from the helicopter.

(4) Describe when it is safe to embark or disembark passengers, who is responsible for this decision, and how this information is conveyed to crew members.

(5) Describe operational regulations differing from fixed wing operations.

23.0 Turbulence

(1) Training Objective:

(a) The candidate will be able to identify the hazards associated with turbulence and the air operator procedures for ensuring passenger and crew member safety during periods of in-flight turbulence.

(2) Scope:

(a) General

(b) Crew Member Responsibilities

23.1 General

(1) Describe turbulence and the intensities of turbulence published in the TC AIM.

(2) List the potential hazards to aircraft, crew members and passengers associated with turbulence.

(3) Describe the importance of adhering to the flight crew member instructions pertaining to turbulence.

23.2 Crew Member Responsibilities

(1) Identify the importance of crew member communication and coordination in conditions of turbulence and describe the air operator communication and coordination procedures.

(2) Describe the required safety briefing to passengers during turbulence.

(3) Outline the air operator procedures and crew member responsibilities to ensure that passengers comply with crew member instructions.

(4) Outline the crew member responsibilities when the safety belt sign is illuminated during in-flight turbulence. Include air operator procedures associated with in-flight service during turbulence.

(5) Describe the importance for flight attendants to secure the cabin in a timely manner to ensure the safety of passengers and crew members.

24.0 Crew Member Incapacitation

(1) Training Objective:

(a) The candidate will be able to identify the air operator procedures for incapacitated crew members.

(2) Scope:

(a) General

(b) Flight Crew Member Incapacitation

(c) Flight Attendant Incapacitation

24.1 General

(1) Define what is meant by incapacitated crew members and identify possible causes.

(2) Identify the impact on flight safety of an incapacitated flight crew member or flight attendant on different aircraft models in the air operator's fleet.

(3) Identify the preferred locations for relocating incapacitated crew members on different aircraft models in the air operator's fleet.

(4) Identify how and where to secure an incapacitated crew member for landing or during periods of in-flight turbulence.

(5) Identify the flight crew member and flight attendant communication procedures to advise of crew member incapacitation.

24.2 Flight Crew Member Incapacitation

(1) Identify the assistance flight attendants will provide when a member of the flight crew is incapacitated.

(2) Describe the air operator procedures for assisting an incapacitated flight crew member.

(3) Describe the air operator procedures for administering first aid oxygen to an incapacitated flight crew member.

(4) Describe the air operator procedures for removing an incapacitated flight crew member from the flight deck.

24.3 Flight Attendant Incapacitation

(1) Identify the air operator's crew member coordination procedures to ensure that safety and emergency duties of the incapacitated flight attendant are assumed, and who is responsible for this decision.

(2) Outline the air operator procedures associated with flight attendant incapacitation.

(3) Outline the air operator procedures for aircraft models within the air operator's fleet with only one flight attendant assigned to duty.

25.0 Flight Deck Protocol

(1) Training Objective:

(a) The candidate will be able to identify the air operator procedures associated with entry to the flight deck and service to flight crew members.

(2) Scope:

(a) General

25.1 General

(1) Identify the credentials and air operator policies for flight deck entry and describe the authority of the PIC to give permission for access to the flight deck.

(2) Describe the air operator policies and procedures for locking and unlocking the flight deck door.

(3) Describe the components of flight deck protocol, including:

(a) Supervising passengers in the flight deck;

(b) Awareness of flight crew members monitoring radio calls;

(c) The requirement for a passenger safety briefing and for a safety features card to be located in the flight deck;

(d) Meal service to flight crew members;

(e) Passing of beverages;

(f) Use of tray to pass beverages;

(g) Insulate hot drinks; and

(h) No alcohol to be served to flight crew members or persons occupying the flight deck observer seat(s).

(4) Identify crew member communication, coordination, and the air operator procedures associated with flight deck access.

(5) Describe the air operator procedures when two crew members are required to be in the flight deck.

26.0 Fuel Dumping

(1) Training Objective:

(a) The candidate will be able to recognize the characteristics associated with fuel dumping and be able to follow air operator procedures.

(2) Scope:

(a) General

26.1 General

(1) Define fuel dumping.

(2) Describe the conditions under which fuel dumping may occur.

(3) Identify the need for crew member communication during fuel dumping and the responsibility of crew members to report any unusual conditions to the PIC.

(4) Describe the advice to passengers regarding fuel dumping and who is responsible for this advice.

27.0 Post-flight Duties

(1) Training Objective:

(a) The candidate will be able to identify their post-flight safety duties.

(2) Scope:

(a) Documentation

(b) Communication

27.1 Documentation

(1) Describe the safety related documentation that must be completed after each flight and who is responsible for its completion.

27.2 Communication

(1) Identify the responsibility associated with a crew change to brief the new crew members regarding any equipment that may be unserviceable, special attention passengers, and any other safety related matters pertinent to their flight.

28.0 Oxygen Administration

(1) Training Objective:

(a) The candidate will be able to identify the importance of oxygen, when it may be necessary to administer oxygen, and identify the air operator procedures for the administration of oxygen using the different oxygen sources on aircraft models found within the air operator's fleet.

(2) Scope:

(a) General

(b) Air Operator Procedures

28.1 General

(1) Identify the physiological importance of oxygen.

(2) List the circumstances when additional oxygen may be required.

(3) Identify when oxygen must be available for passengers and crew members.

(4) Describe in general terms the types of oxygen available on the air operator's aircraft including fixed and portable oxygen systems.

28.2 Air Operator Procedures

(1) Describe the air operator procedures for the use of the fixed cabin oxygen system.

(2) Describe the air operator procedures for use of the portable oxygen system, including both constant flow and pulse systems, as applicable.

(3) Describe the air operator procedures associated with the use of the flight deck oxygen system.

(4) List the precautions whenever oxygen is being administered.

(5) Describe the crew member communication procedures in each circumstance when oxygen is being used.

(6) Describe the air operator procedures for oxygen provided by a passenger or the air operator for continuous use during flight.

(7) Describe how to administer oxygen to an adult, child, and an infant.

Initial: Part Four – Emergency Procedures

29.0 Fire Fighting

(1) Training Objective:

(a) The candidate will be able to identify the types of fire, fire detection, fire fighting systems and the air operator fire fighting procedures.

(2) Scope:

(a) General

(b) Crew Member Responsibilities

(c) Air Operator Procedures – Passenger Cabin

(d) Air Operator Procedures – External

29.1 General

(1) Identify the threat to flight safety from in-flight fires.

(2) Identify hazards associated with on board fires including the toxicity of smoke and fumes, flammability of cabin materials, and the variety of combustible materials found within the passenger cabin.

(3) Identify the impediments to fire fighting on board aircraft including limited visibility due to smoke and fumes, fire fighting in a confined space, difficulty in locating or accessing the source of the fire, limited resources to fight the fire and the distance to a suitable airport for landing.

(4) Describe the legislated requirements regarding fire safety.

(5) Define fire chemistry, including the elements that must be present for fire to occur.

(6) List the classes and the possible sources of fire that may occur on an aircraft:

(a) Class A – ordinary combustible material;

(b) Class B – flammable or combustible liquids;

(c) Class C – energized electrical equipment;

(d) Class D – combustible metals; and

(e) Thermal runaway and high energy fires.

(7) Describe importance of early detection and correct recognition.

(8) Identify the characteristics, behaviour, and propagation of fire in different cabin environments.

(9) Describe the means of fire and smoke detection.

(10) Describe the chemical properties of each type of fire extinguisher, including hazards to occupants and aircraft systems, and how it extinguishes fire.

(11) Describe each piece of fire fighting equipment on board and include the following in the descriptions:

(a) Purpose;

(b) Stowage, location, access, retrieval;

(c) Serviceability;

(d) Operation;

(e) Duration;

(f) Limitations;

(g) Conditions of use; and

(h) Care after use.

29.2 Crew Member Responsibilities

(1) Identify the responsibility of crew members to maintain situational awareness and investigate immediately whenever an on-board fire situation is suspected and when an on-board fire detection system is activated.

(2) Identify the importance and responsibility to be prepared to implement appropriate air operator fire fighting procedures.

(3) Define the specific crew member responsibilities for fire fighting on board:

(a) Fighting the fire;

(b) Back-up equipment or second fire fighter;

(c) Communication; and

(d) Passenger control.

(4) List the fire prevention measures and crew member responsibilities for fire prevention including but not limited to:

(a) Practicing and maintaining safe work habits;

(b) Enforcing smoking regulations;

(c) Monitoring the cabin and, if applicable, the cargo compartment(s);

(d) Awareness of circuit breaker procedures; and

(e) Prompt investigation of fire detection alarms, unusual odours, heat build-up, and deformation of aircraft components.

(5) Describe the importance of crew member coordination in fire fighting and identify ways that this may be achieved.

(6) Describe the importance of crew member communication in fire fighting and providing the PIC with accurate information on the fire source, location, extent and severity of fire and smoke, and any fire fighting actions.

29.3 Air Operator Procedures – Passenger Cabin

(1) Describe the air operator fire fighting procedures for specific types of fires.

(2) Describe the techniques and procedures for fighting these fires including:

(a) Finding the source of the fire;

(b) Type of extinguisher to use;

(c) Additional fire fighting equipment needed;

(d) Techniques for using fire extinguishers;

(e) Complications to fighting these types of fires;

(f) Limitations to fighting fires;

(g) Post-fire procedures;

(h) Crew member communication and coordination procedures; and

(i) Passenger handling.

(3) Identify ways to maintain breathing comfort for cabin occupants.

(4) Define flashover and flash fire, describe the cause of each and the conditions under which each is likely to occur.

29.4 Air Operator Procedures – External

(1) Identify types of external fires that could affect flight safety, including but not limited to:

(a) Engine fires;

(b) APU and engine torching;

(c) Fuel spills and apron fires;

(d) Fires on loading bridges; and

(e) Service vehicle fires.

(2) Describe the air operator procedures for dealing with external fire situations including recognition, crew member communication and coordination.

(3) Identify the communication and coordination required with ground personnel and describe the fire fighting assistance ground personnel can offer and the assistance crew members can provide to ground personnel.

30.0 Smoke or Fumes in the Cabin

(1) Training Objective:

(a) The candidate will be able to identify the hazards associated with smoke or fumes in the cabin, potential sources, and the air operator procedures if smoke or fumes are detected in the cabin, in-flight or on the ground.

(2) Scope:

(a) General

(b) Crew Member Responsibilities

30.1 General

(1) Identify the possible sources of smoke or fumes in the cabin.

(2) Describe the potential hazards to the aircraft and occupants from smoke or fumes in the cabin.

(3) Describe the physiological effects of smoke or fumes on the body.

30.2 Crew Member Responsibilities

(1) Describe the requirement for crew members to be alert for smoke or fumes in the cabin.

(2) List the air operator crew member communication procedures associated with smoke or fumes in the cabin including how to notify the PIC of the situation and what information is required.

(3) Describe the air operator procedures for dealing with smoke or fumes in the cabin including locating the source, crew member coordination, passenger breathing comfort, and preparation for rapid deplanement or evacuation.

(4) Describe the authority of the PIC to relocate passengers if smoke or fumes are present in the cabin and when this decision may be made.

(5) Describe smoke removal, smoke control, and the associated air operator procedures, as applicable to the air operator's fleet and in accordance with the manufacture's specifications, including crew member communication and coordination, and advice to passengers.

(6) Describe how to recognize condensation in the cabin, its similarity to smoke and describe the causes and phases of flight when it may be visible.

(7) Identify the advice to passengers in cases of condensation in the cabin, who gives this advice, when it is given and the importance of communicating with passengers to minimize panic.

31.0 Rapid Decompression and Cabin Pressurization Problems

(1) Training Objective:

(a) The candidate will be able to recognize a rapid decompression and cabin pressurization problems, associated crew member responsibilities and the air operator procedures for dealing with each condition.

(2) Scope:

(a) General;

(b) Crew Member Responsibilities

31.1 General

(1) Define rapid decompression and cabin pressurization problems.

(2) Identify the potential threat to flight safety caused by a rapid decompression.

(3) Identify the potential causes of a rapid decompression and cabin pressurization problems.

(4) Describe the mechanical indications and the physiological effects associated with each condition.

(5) Describe the effects of oxygen deficiency on human performance and identify the importance in recognizing these signs and symptoms in other crew members.

(6) Identify the importance of blowout panels and where these may be located on each aircraft model in the air operator's fleet.

(7) List the air operator procedures associated with a rapid decompression and cabin pressurization problems.

(8) Describe the effects of a rapid decompression on any unsecured objects or persons in the immediate area.

(9) Describe the likely aircraft attitude associated with an emergency or rapid descent following a rapid decompression, what is meant by safe altitude, and the importance of reaching a safe altitude quickly.

(10) Identify the likely cabin conditions in a rapid decompression and the ways crew members can ensure safety for themselves and passengers.

31.2 Crew Member Responsibilities

(1) Describe the means and air operator procedures for crew member to passenger communication during a rapid decompression and cabin pressurization problems.

(2) Identify the immediate actions crew members must take in the event of a rapid decompression.

(3) Describe the air operator's crew member communication procedures.

(4) List the crew member duties in a post-decompression walk around and identify safety priorities.

(5) Identify the importance of crew member coordination and the methods of achieving this coordination.

32.0 Evacuations

(1) Training Objective:

(a) The candidate will be able to identify the types of evacuations, crew member responsibilities and air operator procedures relating to the different types of evacuation situations.

(2) Scope:

(a) General

(b) Crew Member Responsibilities

(c) External Factors

(d) Communication

(e) Brace Positions

(f) Air Operator Exit Procedures

(g) Evacuation Responsibilities

(h) Preparation for Evacuation

(i) Evacuation Procedures

(j) Rapid Deplanement

(k) Post-evacuation

32.1 General

(1) Define evacuation and rapid deplanement.

(2) Identify the types of occurrences that may require evacuation or rapid deplanement, who is responsible for making this decision, and the factors to be considered when making this decision.

(3) Define prepared and unprepared evacuation.

(4) Define ditching and inadvertent water contact. Describe the conditions which may be associated or expected with each type of emergency.

(5) Define ABP and describe the types of persons a crew member would choose for an ABP, the assistance they could provide, and the special briefing instructions.

32.2 Crew Member Responsibilities

(1) Define situational awareness and the responsibility of crew members to have situational awareness.

(2) Identify the requirement of crew members to be aware of their duties and the duties of other crew members and how those duties interact during an evacuation.

(3) Describe the need to be prepared for an emergency during critical phases of flight.

(4) Describe the importance of the silent review in preparing for a possible evacuation.

(5) Identify when crew members have the authority and the responsibility to initiate an evacuation. Include who is responsible for activating evacuation signals.

(6) Describe the different types of passenger behaviour and identify effective ways crew members can manage passenger behaviour during evacuations.

(7) Identify the responsibility of crew members to provide leadership in an evacuation and identify ways this may be achieved.

32.3 External Factors

(1) Identify how crew members can manage evacuations in adverse conditions.

(2) Describe the different aircraft attitudes possible as a result of an accident or incident, including any effect on exit usability.

(3) Describe the flotation characteristics of each aircraft model and identify the factors that could adversely affect aircraft flotation in a ditching or inadvertent water contact.

(4) Describe the effect of environmental conditions on evacuations and equipment.

(5) Identify the importance of time management in prepared and unprepared evacuations and how time affects survivability in different accident situations.

32.4 Communication

(1) Describe the importance of crew member communication in an evacuation and the air operator communication signals for evacuations.

(2) Identify the briefings required between flight crew members and flight attendants in an emergency situation that may require an evacuation. Include the following information in the description:

- (a) Who is responsible to conduct the briefing;
- (b) When and where to conduct the briefing;
- (c) What information is required during the briefing; and
- (d) How to conduct the briefing, including time management.

(3) Identify the briefings required to prepare passengers in an emergency situation that may require an evacuation. Including the following information in the description:

- (a) Who is responsible to conduct the briefing;
- (b) When and where to conduct the briefing;
- (c) What information is required during the briefing; and
- (d) How to conduct the briefing, including time management.

32.5 Brace Position

(1) Define brace position.

(2) Identify the brace position for crew members in forward or aft-facing seats, passengers (seat orientation as appropriate), including pregnant passengers, passengers with a disability, children, arm held infants, and infants in a restraint system. Describe the effectiveness of each brace position and the importance of assuming the preferred brace position to minimize injury.

(3) Describe the effect of seat pitch on the preferred brace positions.

(4) Identify the signal(s) for assuming the brace position in emergency situations, when it is given, who is responsible for giving it and the crew member responsibilities when the brace signal has been given.

(5) Identify when crew members should assume the brace position if no signal has been given.

32.6 Aircraft Operator Exit Procedures

(1) Identify crew member responsibility to assess conditions prior to opening any exit.

(2) Identify the air operator evacuation procedures for each type of exit found on each aircraft model within the air operator's fleet.

(3) Describe the air operator procedures to operate and use any evacuation aids that are provided on each aircraft model. Include instructions to passengers on the operation and use of these evacuation aids.

(4) Identify the inflation times for the different evacuation aids. Describe how to recognize if an evacuation device is fully inflated.

(5) Describe the alternate air operator procedure if initial inflation fails and if the inflation fails during the evacuation.

(6) Describe the preferred techniques for special attention passengers using evacuation slides.

(7) Describe the purpose of the protective position and the air operator procedures, including the use of assist handles and assist space or alternates as applicable.

(8) Describe the importance of maintaining a balanced flow of passengers to all available exits.

32.7 Evacuation Responsibilities

(1) Identify the shouted commands for each type of evacuation and describe the rationale behind each of the commands. Describe the ways to increase the effectiveness of commands.

(2) Identify the responsibility of crew members to assist passengers and fellow crew members in an evacuation, and any limitation to this responsibility. Outline the conditions when crew members should evacuate themselves.

(3) Describe ways to assist incapacitated passengers and fellow crew members during evacuations.

(4) Identify the importance of checking the passenger compartment, flight deck, and lavatories after all the passengers have been evacuated and describe how and under what conditions this should be accomplished.

(5) Identify the crew member responsibilities for removal of equipment when they evacuate the aircraft and under what conditions this should be accomplished.

32.8 Preparation for Evacuation

Note: Outlined below are the steps involved for the preparation of an evacuation, including required communications between crew members and passengers. Additionally, the steps for evacuating the aircraft when it is stopped is outlined in 32.9 below.

These steps are arranged in order of priority to allow the more important duties to be complete first, on a time available basis. If during any step the situation dictates that preparations must cease or that there is no more time available, the flight attendant(s) must immediately proceed to step (j) in the evacuation preparation list shown below and prepare themselves for the emergency landing.

Each air operator will develop its own procedures and commands as required by its operation.

(1) The list below identifies, in order of importance, the flight attendant duties required to prepare the cabin, passengers, and crew members for an evacuation when time permits. Describe the air operator procedures for each of the duties for a prepared evacuation on land and outline the differences for a ditching.

- (a) Conduct briefings:
  - (i) Pilot-in-command to in-charge flight attendant
    - (A) Nature of the emergency
    - (B) Land or water evacuation
    - (C) Time available for preparation
    - (D) Who will advise passengers and when
    - (E) Any other information or instructions
  - (ii) In-charge flight attendant to flight attendant(s)
    - (A) Information provided by the pilot-in-command
    - (B) Preferred exits
    - (C) Crew member communication signals during preparation
    - (D) Confirm flight attendants assume position in cabin for announcement and emergency demonstration
  - (iii) In-charge flight attendant to pilot-in-command
    - (A) Crew member briefing completed
    - (B) Update any information as required
  - (iv) Pilot-in-command or in-charge flight attendant to passengers
    - (A) Nature of the situation
    - (B) Crew member instructions
- (b) Secure galley and stow equipment:
  - (i) Re-stow meal trays, carts, serving utensils and equipment
  - (ii) Stow garbage
  - (iii) Close and lock compartment doors
  - (iv) Turn off circuit breakers, if applicable
- (c) Clear exits and ensure exits are in the proper mode
- (d) Secure cabin and brief passengers:

(i) Position seat backs upright
(ii) Stow chair tables and footrests
(iii) Loosen collars and ties
(iv) Remove sharp objects
(v) Remove high heeled shoes
(vi) Don warm clothing
(vii) Secure carry-on baggage
(viii) Distribute infant life preserves, if applicable
(ix) Don life preservers, if applicable
(x) Secure safety belts
(xi) How to assume the brace position and when
(xii) Review aircraft exit locations
(xiii) Review floor proximity lighting
(xiv) Leave carry-on baggage behind during an evacuation
(xv) Advise passengers to review safety features card

(e) Brief special attention passengers
(f) Brief able-bodied passengers:
(i) Assisting special attention passengers
(A) How to best assist during evacuations
(ii) Operating an unassigned exit
(A) When to open an exit
(B) How to assess safe exit conditions
(C) How to open the exit
(D) Procedures to follow if an exit is unsafe or unusable
(E) Location and operation of the slide, slide raft, life raft, stairs, and life lines
(iii) Crowd control
(A) How to block passenger access to an unsafe or unusable exit
(B) Inform ABP how to best assist at bottom of slide or stairs
(g) Complete final cabin check:
(i) Ensure window shades are positioned up or down as appropriate
(h) Advise pilot-in-command when cabin is ready and obtain time update
(i) Adjust cabin lighting
(j) Flight attendants assume brace position in assigned seat:
(i) Begin silent review
(k) Commence shouted commands when required
(l) Perform assigned evacuation duties

32.9 Evacuation Procedures

(1) Describe the air operator evacuation procedures in order of priority, as shown in the evacuation flow chart on page 56, for each of the following types of evacuations:

(a) Land – prepared;

(b) Land – unprepared;

(c) Ditching;

(d) Inadvertent water contact;

(e) Tidal flat;

(f) Evacuation with a PTV connected to the aircraft;

(g) Evacuation at an airport gate, on the apron, or while connected to a bridge; and

(h) Any other scenario applicable to the air operator.

32.10 Rapid Deplanement

(1) Describe the air operator procedures for a rapid deplanement.

32.11 Post Evacuation

(1) Describe the responsibilities of crew members after an evacuation.

(2) Describe the type of assistance that may be available at the various airports in the air operator's route system. Include ways crew members can manage the evacuation to coordinate their actions with the ground rescue personnel.

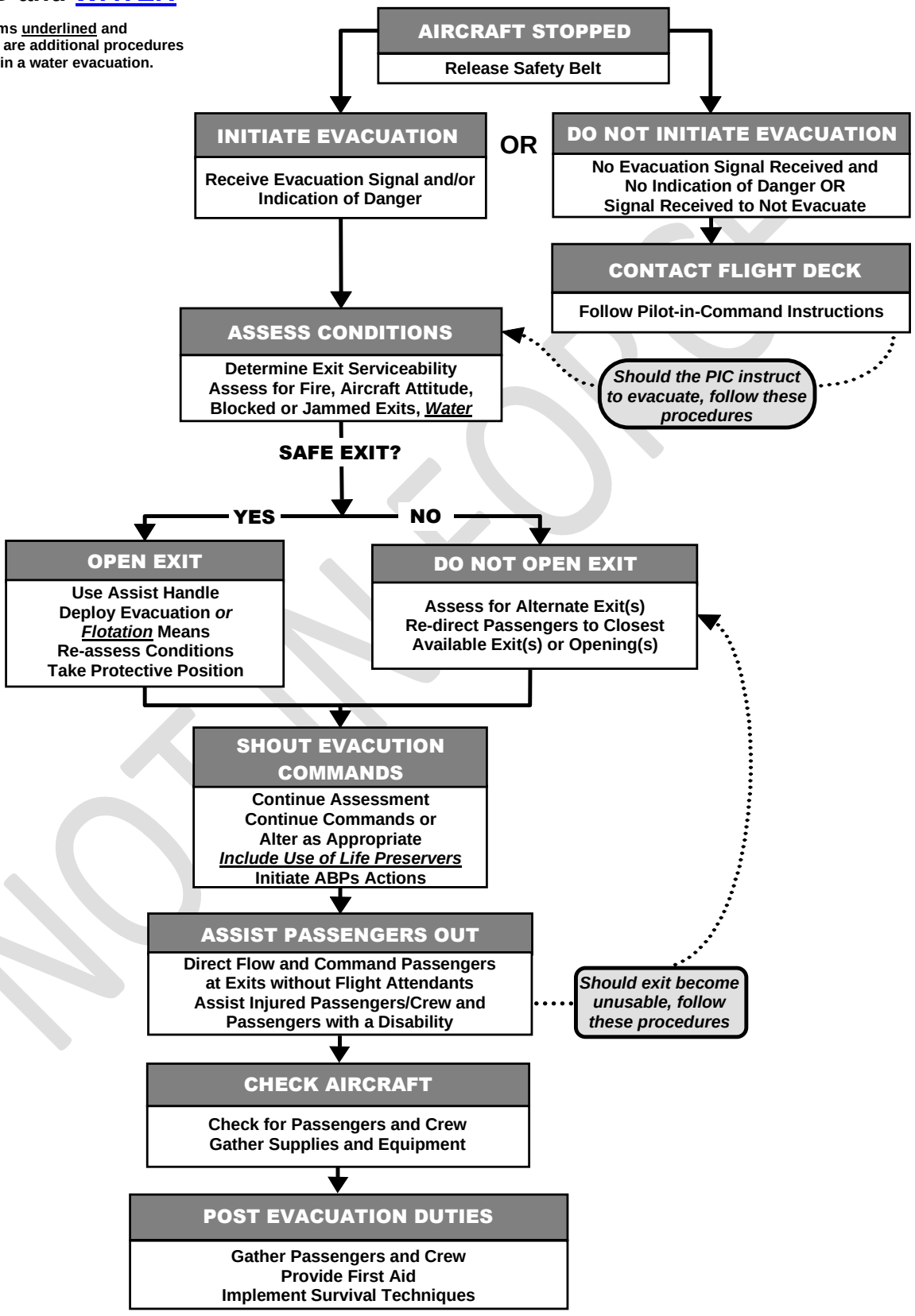
(3) Describe the different groups that will attempt to solicit information from crew members after an evacuation and outline the air operator policies for dealing with these groups.

(4) Describe the process of accident investigations and describe the official groups tasked with accident investigation, internationally and nationally. Identify the mandate and role of accident investigators and how they influence aviation safety.

EVACUATION

LAND *and* WATER

Note: Items underlined and *italicized* are additional procedures required in a water evacuation.



33.0 Cargo Fire Fighting

(1) Training Objective:

(a) The candidate will be able to recognize the Class B and Class F cargo compartments and their features, identify fire detection and fire suppression systems, and describe the air operator's procedures for flight attendants assigned cargo fire fighting responsibilities on aircraft that have accessible cargo compartments or are operating in a combined main deck cargo and passenger configuration.

(2) Scope:

(a) General

(b) Crew Member Responsibilities

(c) Air Operator Procedures

33.1 General

(1) Review available data or experience(s) with cargo compartment fire accidents and incidents. Identify the safety lessons learned as a result.

(2) Identify the regulatory documents that govern main deck Class B and Class F cargo compartment fire procedures.

(3) Describe the Class B and Class F cargo compartments and their features, including the following:

(a) Cargo loading envelope and limitations;

(b) Fire protection systems;

(c) Smoke and fire detection systems and monitoring systems, if installed;

(d) Load carrying methods and restraint systems;

(e) How to access the cargo compartment;

(f) Cargo compartment layout: restricted access routes and areas, roller ball mat systems, container or pallet restraints, and cargo loading device step;

(g) Communication systems and equipment; and

(h) Lighting system controls.

(4) Describe each piece of cargo fire fighting equipment on board including protective clothing and breathing equipment. Include the following in the description:

(a) Purpose;

(b) Stowage, location, access, and retrieval;

(c) Serviceability;

(d) Operation;

(e) Duration;

(f) Limitations;

(g) Conditions of use; and

(h) Care after use.

33.2 Crew Member Responsibilities

(1) Define specific crew member responsibilities regarding the pre-flight inspection of the Class B or Class F cargo compartment and fire fighting equipment, and the in-flight inspection, if applicable.

(2) Define specific crew member responsibilities for the air operator's Class B and Class F cargo compartment fire procedures:

- (a) Communication;
- (b) Passenger control;
- (c) Fire fighting; and
- (d) Monitoring for re-ignition of the fire.

(3) Identify the importance of non-intervention and monitoring of cargo carried in fire containment containers or covered by fire containment covers.

33.3 Air Operator Procedures

(1) Describe the air operator procedures for immediate and continuous communication, including terminology, as follows:

- (a) Upon detection of smoke, fumes or fire in the Class B or Class F cargo compartment;
- (b) During the fire; and
- (c) Post-fire.

(2) Describe the monitoring and/or fire fighting procedures for specific types of fire protection systems.

(3) Describe the communication procedures between the flight crew members and flight attendants during normal flight operations for movement through the cargo compartment on aircraft equipped with a fire suppression system.

(4) Describe the procedure(s) to verify that the fire is out.

(5) Describe the procedure(s) for dealing with fire re-ignition.

Initial: Part Five – Emergency Equipment and Accident Review

34.0 Safety and Emergency Equipment

(1) Training Objective:

(a) The candidate will be able to identify each piece of safety and emergency equipment on board the air operator's aircraft, describe its uses, and the air operator procedures associated with its operation.

(2) Scope:

(a) General

34.1 General

(1) Define safety equipment and emergency equipment.

(2) Describe each piece of safety and emergency equipment the air operator has available on board each aircraft based on the following points:

(a) General description;

(b) Uses;

(c) Location(s);

(d) Pre-flight serviceability check(s);

(e) Removal from stowage;

(f) How to operate;

(g) Conditions for operation;

(h) Operational limitations;

(i) Operation under adverse conditions;

(j) Precautions for use; and

(k) Care after use.

35.0 Accident and Incident Review

(1) Training Objective:

(a) The candidate will be able to demonstrate an understanding of pertinent factors involved in the reviewed accidents and incidents.

(2) Scope:

(a) General

35.1 General

(1) Describe the air operator's accidents and incidents related to the air operator's operations.

Note: The accident or incident data from other air operators may be used to highlight specific teaching points that can be universally applied.

(2) List the factors which had positive and negative effects on survivability.

(3) Describe how poor crew member coordination has contributed to aircraft accidents and incidents and the strategies to improve crew member coordination.

(4) Describe the potential hazards to flight safety if crew member communication is not effective.

(5) Describe how poor communication has contributed to aviation accidents and incidents, discuss ways to minimize these communication deficiencies, and outline strategies to improve crew member communication.

(6) Describe experience with fire incidents and identify the safety lessons learned as a result.

(7) Describe the air operator's experience with accidents and incidents involving rapid deplanements and evacuations.

Initial: Part Six – Aircraft Specific

36.0 Physical Description

(1) Training Objective:

(a) The candidate will be able to recognize the main characteristics and be able to describe the interior and exterior features for each aircraft model in the air operator's fleet.

(2) Scope:

(a) General

(b) Exterior Description

(c) Interior Description

36.1 General

(1) Identify the manufacturer.

(2) Identify the type, series and model of the aircraft.

(3) Describe the performance features of each aircraft model.

36.2 Exterior Description

(1) Identify how many engines each aircraft model has, where they are located and the accepted way to refer to them. Include the APU in this description.

(2) Identify all exits on each aircraft model, the air operator's method to refer to the exits and the principal use of each exit.

(3) List and describe any distinguishing features for each aircraft model.

(4) Identify exterior markings and features and their significance including but not limited to tail or fin number, registration, navigation lights, landing lights, taxi lights, rotating beacon, strobe light(s) and exits.

(5) Identify the location of cargo compartment doors for each aircraft model in the air operator's fleet and describe the air operator procedures for opening the cargo compartment door.

36.3 Interior Description

(1) Describe the flight deck configuration including seats, observer seat(s), and special features.

(2) Describe the interior features of the aircraft including: crew member and passenger seating, galleys, lavatories, cabin stowage areas, partitions, safety and emergency equipment locations, blow-out panels, and any special features. Include the following:

(a) How many, locations, access and retrieval;

(b) Special features of each;

(c) Operation including description of controls;

(d) Precautions, limitations, and conditions of use;

(e) Serviceability checks; and

(f) Procedures for malfunction and care after use.

(3) Describe the operation of each crew member seat and station. Include the correct operation of the restraint system for each seat; the correct method of securing it to minimize injury; and the assigned crew member stations for take-off and landing.

(4) Describe the fire detection systems on board each aircraft in the air operator's fleet relative to flight attendant procedures, including the following:

(a) Location;

(b) Serviceability;

(c) Limitations;

(d) Activation;

(e) Signals when activated;

(f) Shut-off and reset; and

(g) Care after activation.

(5) Describe flight attendant cabin positions, in all configurations, for pre-flight passenger safety demonstrations and emergency landing briefings.

(6) Describe the flotation characteristics of each aircraft in the air operator's fleet, and the different attitudes possible as a result of accidents or incidents on land and water and any effect on exit usability.

37.0 Galley(s)

(1) Training Objective:

(a) The candidate will be able to identify the components of the galley(s) and describe the operation and the air operator procedures related to their use.

(2) Scope:

(a) General

37.1 General

(1) Identify the components of the galley.

(2) Describe the operation for each of the components.

(3) Identify the air operator safety procedures associated with each of the galley components.

(4) Identify the safety implications of safe work practices in the galley and ways to achieve.

(5) Identify the potential hazards resulting from spills and leaks in the galley and describe the air operator procedures for dealing with them.

(6) Describe what is meant by the galley water shut-off valves and identify the air operator procedures related to the galley water shut-off valves.

(7) Identify the crew member procedures for dealing with any electrical malfunctions in the galley.

(8) Describe the air operator procedures for reporting any unserviceability in the galley and who is responsible for reporting them. Include the importance of communicating this information to the new crew members during crew changes.

(9) Identify the types of restraint devices in galleys and in the cabin for galley equipment. Identify the restraint devices for portable equipment. Include descriptions with information for use, when they

are to be used, and who is responsible for securing galley equipment. Describe the procedures and precautions for securing carts and galley equipment in case of in-flight turbulence.

(10) Identify the air operator procedures for securing galley curtains and the position they must be secure in for take-off and landing and at station stops with passengers on board.

(11) Identify the approved stowage for excess galley equipment and supplies, especially during take-off and landing, and the approved location for garbage. Include the importance for keeping exit areas and emergency equipment stowage clear of obstruction and accessible.

(12) Identify galleys located on a lower deck, including the following:

(a) Air operator policies and procedures related to lower deck galleys;

(b) Maximum number of persons allowed in the lower deck galley;

(c) Communication procedures with lower deck galley crew members; and

(d) Escape routes from the lower deck galley.

(13) Identify the air operator procedures related to the use of lifts, how and when they are to be operated, safety features, and alternate procedures if a lift becomes unserviceable.

(14) Describe the circumstances when galley power may be disrupted.

38.0 Communication Systems

(1) Training Objective:

(a) The candidate will be able to describe the communication systems on board aircraft in the air operator's fleet and be able to use the communication systems effectively in normal, abnormal, and emergency situations.

(2) Scope:

(a) General

(b) Interphone

(c) Public Address System

(d) Passenger Call System

(e) In-flight Entertainment System

(f) Automatic Announcement System

38.1 General

(1) Describe the components of the communication systems for crew member communication and communication to passengers.

(2) Describe the air operator procedures for using each of these components in normal and emergency situations and inoperative or unserviceable procedures.

38.2 Interphone

(1) Describe the following points related to the cabin interphone system:

(a) Location of the handset(s) and controls;

(b) When it would be used and not used;

(c) What is the established call priority and describe the priority of system operations;

(d) Identify the response to calls from flight crew members;

(e) Identify interphone protocol;

(f) Describe the use of the interphone;

(g) Identify accompanying chimes, lights and other signals;

(h) Describe the air operator reset procedures after use;

(i) Describe the air operator procedures for normal and emergency situations; and

(j) Describe the air operator alternate procedures in case of system failure.

38.3 Public Address System

(1) Describe the following points relating to the public address system:

(a) Location of the public address system, microphones, and controls for each aircraft model;

(b) What is the established public address system priority;

(c) Describe the use of the public address system;

(d) Identify accompanying chimes, lights and other signals;

(e) Describe the air operator reset procedures after use;

(f) Describe the air operator procedures for normal and emergency situations; and

(g) Describe the air operator alternate procedures in case of system failure.

38.4 Passenger Call System

(1) Describe the components, locations, operation, and air operator procedures associated with the passenger call system.

(2) Identify the flight attendant responsibilities relating to the passenger call system.

38.5 In-flight Entertainment System

(1) Describe the components, location, and air operator procedures of the on-board in-flight entertainment system.

(2) If the entertainment system is being used for passenger safety briefings, identify alternate air operator procedures if the system fails.

(3) List the air operator safety procedures associated with the in-flight entertainment system.

38.6 Automatic Announcement System

(1) Describe the automatic announcement system.

(2) Identify the information it is programmed for.

(3) Describe when it is used and what it is used for.

(4) Describe how the system is programmed and activated and who is responsible for this.

(5) Describe the air operator procedures for using the automatic announcement system and alternate procedures in the case of system failure.

39.0 Lighting Systems

(1) Training Objective:

(a) The candidate will be able to identify the different components of the interior and exterior lighting systems and the air operator procedures related to their use.

(2) Scope:

(a) General

39.1 General

(1) Describe the components of the interior and exterior lighting systems on board including fixed and portable lighting components.

(2) Describe the function of each of the components of the lighting system.

(3) Describe the controls for the different components of the lighting system for each aircraft model, including the location and operation. Identify who is responsible for controlling each of them.

(4) Describe the features of each component when used in normal and emergency situations.

(5) Describe the air operator procedures for use of each of the components of the light system in normal and emergency situations.

(6) Describe the alternate procedures for use in the case of a system failure.

(7) Describe the duration of the components of the emergency lighting system.

(8) Identify the responsibilities for activating the components of the lighting system in normal and emergency situations.

40.0 Water and Waste Systems

(1) Training Objective:

(a) The candidate will be able to identify the components of the water and waste system and the air operator's procedures relating to these systems.

(2) Scope:

(a) General

40.1 General

(1) Identify the components of the water and waste system on board.

(2) Describe the location of the different components of the water and waste system for each aircraft model, including any controls or gauges applicable to flight attendants.

(3) Identify the potential threat to flight safety in case of a large leak of either the water or the waste system.

(4) Describe the crew member responsibilities for the operation and any malfunction of the water and waste system.

(5) Describe the shut-off valves, their importance, location, operation, and identification for each aircraft model.

41.0 Oxygen Systems

(1) Training Objective:

(a) The candidate will be able to recognize the components of the fixed oxygen systems and describe effective use of the systems in any on board situation.

(2) Scope:

(a) General

41.1 General

(1) Describe the components of the oxygen systems on board the aircraft, including the flight deck and cabin sources.

(2) Describe when each of the oxygen system components is used. Include the description of use for first aid, decompression, and supplemental purposes.

(3) Identify the location of components of the oxygen system including the location of oxygen masks and, if applicable, any spares.

(4) Describe the crew member responsibilities and air operator procedures for the oxygen system.

(5) Identify how the system is activated, the duration of the oxygen flow and flow rates. Include how to activate flow to each individual mask and ways to verify that oxygen is flowing to an individual mask.

(6) Identify the air operator's alternate procedures to access oxygen masks when the automatic system fails.

(7) Describe the air operator crew member communication procedures required to activate the oxygen systems.

42.0 Heating and Ventilation Systems

(1) Training Objective:

(a) The candidate will be able to identify the components of the heating and ventilation systems and be able to implement the correct air operator procedures relating to these systems.

(2) Scope:

(a) General

42.1 General

(1) Describe the components and the operation of the heating and ventilation systems.

(2) Identify the location of the heating and exhaust vents of which crew members need to be aware.

(3) Describe the location of the control panels for the heating and ventilation systems, the air operator procedures for use and which crew members are responsible for monitoring them.

(4) Describe any crew member communication and coordination procedures when using the heating and ventilation systems.

(5) Identify conditions that may occur in the aircraft associated with the heating or ventilation systems, including the meteorological conditions that may cause condensation within the passenger compartment.

43.0 Exits

(1) Training objective:

(a) The candidate will be able to identify the features of each type of exit and flight deck escape route for each aircraft model in the air operator's fleet and be able to describe the use of these exits in normal, abnormal, or emergency situations.

(2) Scope:

(a) General

(b) Normal Operation

(c) Abnormal Operation

(d) Emergency Operation

(e) Airstairs

43.1 General

(1) Identify each of the different types of aircraft exits and flight deck escape routes on board the aircraft.

(2) Identify and describe the features of each of the exits and flight deck exit routes.

(3) Identify the normal function of the exit.

(4) Identify safety precautions and potential hazards associated with the operation of the exit or flight deck escape route.

(5) Identify the MEL relief given to air operators when an exit or slide is inoperative. Outline the conditions for this relief to be granted and the air operator procedures that must be followed.

43.2 Normal Operation

(1) Describe the air operator procedures for operating an exit in normal mode, including arming, disarming, opening and closing.

(2) Identify the air operator precautions associated with using an exit in normal mode.

(3) Identify who is responsible for operating an exit during normal operations.

(4) Describe the crew member communication and coordination procedures, including any signals associated with an exit during normal operations. Identify who is responsible for ensuring that this communication occurs and the importance of this communication for flight safety.

43.3 Abnormal Operation

(1) Identify what is meant by abnormal operation of an exit.

(2) Describe the features of an exit associated with abnormal operation.

(3) Describe the air operator procedures for abnormal operation of an exit, including who is responsible for the exit operation, and crew member communication and coordination procedures.

(4) Identify any precautions for abnormal operation of an exit.

(5) Describe the exit reset procedures.

43.4 Emergency Operation

(1) Define what is meant by emergency operation of an exit.

(2) Describe the features of the exit associated with emergency operation.

(3) Describe the air operator procedures for operating the exit in emergency mode.

(4) Identify the precautions for using the exit in emergency situations.

(5) Describe any alternate air operator procedures for use of an exit in the event it becomes unserviceable.

(6) Identify who is responsible for operating an exit during emergency situations.

(7) Identify the visual indicators that verify the off-wing slide and ramp is inflated.

43.5 Airstairs

(1) Define what is meant by airstairs and identify their location(s).

(2) Describe the features of the airstairs relating to normal, abnormal, and emergency use.

(3) Describe the air operator procedures for operating the airstairs in normal, abnormal, and emergency situations. Identify the crew member responsibility for airstair operation.

(4) Identify the precautions relating to use of the airstairs.

(5) Describe the air operator procedures for crew member communication and coordination when the airstairs are in use.

44.0 Unique Features

(1) Training Objective:

(a) The candidate will be able to recognize any unique features for each aircraft model and any differences within the model as a result of interior configuration or manufacturer differences.

(2) Scope:

(a) General

44.1 General

(1) Identify any features, air operator procedures and equipment unique or different to each aircraft model in the air operator's fleet.

(2) Describe each of the differences, their impact on the air operator's standard operating procedures and the importance to flight safety of crew members being familiar with them.

(3) Describe the crew member responsibility to maintain proficiency with all aircraft safety and emergency equipment and systems.

(4) Identify the function of circuit breakers in electrical panels and describe the air operator procedures for tripped circuit breakers including reset and crew member communication procedures. Describe the potential hazards to flight safety if the air operator's circuit breaker procedures are not followed.

Initial: Part Seven – Drills

45.0 Public Address System and Interphone System Drills

45.1 Equipment Criteria

(1) Each type of public address system and interphone system installed on aircraft in the air operator's fleet shall be used for the drill.

45.2 Performance Criteria

(1) Each candidate shall demonstrate communication techniques on a public address system and an interphone system and perform the following:

- (a) Remove the public address system handset from stowage;
- (b) Activate the public address system and, if applicable, verify that it is activated;
- (c) Deliver at least one published safety or emergency announcement;
- (d) Deactivate and reset the system after use;
- (e) Stow the handset after use;
- (f) Remove the interphone handset from stowage;
- (g) Activate, select station;
- (h) Communicate with receiving station;
- (i) Deactivate and reset the system after use; and
- (j) Stow the handset after use.

45.3 Evaluation Criteria

(1) Candidate performance shall be observed, rated, and debriefed according to:

- (a) Correct operations of the systems;
- (b) Message clarity;
- (c) Appropriate usage of announcement; and
- (d) Following the air operator's procedures correctly.

46.0 Passenger Briefing Drills

46.1 Equipment Criteria

(1) Demonstration equipment typical of all the equipment used on the aircraft in the air operator's fleet.

46.2 Performance Criteria

(1) Each candidate shall perform each of the following:

- (a) Pre-flight safety briefing to a special attention passenger;

(b) Individual briefing to an ABP; and

(c) Perform a full passenger pre-flight safety demonstration.

46.3 Evaluation Criteria

(1) Candidate performance shall be observed, rated, and debriefed according to:

(a) Completeness of briefing content;

(b) Effective usage of communication techniques;

(c) Correctly modified in accordance with the requirements of the individual to whom the briefing is being delivered;

(d) Proper usage of eye contact and body language;

(e) Correct usage and simulation of the operation of each piece of demonstration equipment;

(f) Synchronizes demonstration actions with announcement;

(g) Displays confidence and leadership;

(h) Displays openness and ability to answer questions; and

(i) Verifies that briefing points were understood.

47.0 Aircraft Exit Operation Drills – Each Aircraft Model

47.1 Equipment Criteria

(1) Each drill shall be performed using the appropriate aircraft or an approved training device.

(2) The aircraft exit training device shall

(a) replicate the height, width, weight, and operating characteristics of the exit of the aircraft model on which the flight attendant will operate; and

(b) be designed so that the representative exit can be operated in normal and emergency modes, particularly in relation to method of operation and forces required to operate.

(3) Individual aircraft exits may be substituted by another exit provided the air operator has conducted a comparative analysis to determine that the exits are compatible with respect to the type of exit, height, width, weight, force required to operate, and as authorized in the air operator's training program.

(4) To simulate emergency mode operation, floor level exits equipped with slides shall include

(a) An attached slide or a slide drag simulation; or

(b) The ability to simulate the weight of the emergency exit when the power assist has failed.

47.2 Normal Door Operation Performance Criteria

(1) Each candidate shall, for each aircraft model, operate each floor level exit type in the normal mode and perform the following:

(a) Identify the signal and the conditions under which that exit may be opened and closed;

(b) Assess the exterior and interior conditions for obstacles or hazards to persons or the exit during opening and closing;

(c) Identify the signal for arming and disarming the exit;

(d) Perform the arming and disarming sequence for the exit;

(e) Verify the exit mode as armed and disarmed by completing appropriate checks;

(f) Open and close the exit in the normal mode;

(g) Engage and release the exit locking mechanisms and verify functioning of locking mechanisms;

(h) Install and remove the barrier strap for that exit; and

(i) Perform the opening and closing follow-up checks for that exit.

47.3 Emergency Door Operation Performance Criteria

(1) Each candidate shall, for each aircraft model, operate each floor level exit type in the emergency mode and perform the following:

(a) Recognize the signal or the conditions under which the exit is to be opened in the emergency mode;

(b) Verify the exit is in the correct mode;

(c) Assess conditions outside the exit to determine exit usability;

(d) If applicable, position the escape device;

(e) Open the exit in the emergency mode;

(f) Secure the exit in the fully open position;

(g) Verify deployment and inflation of ramp and/or slide and pull the manual inflation handle(s);

(h) Assume and maintain appropriate protective body and hand positions; and

(i) Access release handle(s).

47.4 Cabin Window Exit Operation Performance Criteria

(1) Each candidate shall, for each aircraft model, operate each removable cabin window or hatch type and perform the following:

(a) Recognize the signal or the conditions under which the exit is to be opened;

(b) Assess conditions outside the exit to determine exit usability;

(c) Open and correctly stow the exit;

(d) Verbally describe correct exit placement following removal if the training procedures differ from the operational procedures;

(e) Verify deployment and inflation of ramp and/or slide and pull the manual inflation handle(s);

(f) Assume and maintain appropriate protective body and hand positions;

(g) Access life line, if installed; and

(h) Access release handle(s).

(2) Each candidate shall, for each aircraft model, operate each automatic disposing cabin window or hatch type and perform the following:

(a) Recognize the signal or the conditions under which the exit is to be opened;

(b) Assess conditions outside the exit to determine exit usability;

(c) Open the exit;

(d) Verify deployment and inflation of ramp and/or slide and pull the manual inflation handle(s);

(e) Assume and maintain appropriate protective body and hand positions; and

(f) Access life line, if installed.

47.5 Evaluation Criteria

(1) Candidate performance shall be observed, rated, and debriefed according to the following:

(a) Acknowledgment and timely response to signals;

(b) Assesses conditions outside the exit to determine exit usability;

(c) Correct usage of exit operating mechanisms including hand and body positions;

(d) Usage of proper terminologies and air operator procedures;

(e) If applicable, correctly positions escape device;

(f) Secures the exit in the fully opened position or ensures correct stowage position of exit door, window, or hatch;

(g) Verifies deployment and inflation of ramp and/or slide and pulls the manual inflation handle(s);

(h) Assumes and maintains appropriate protective hand and body positions;

(i) Correctly accesses life line;

(j) Correctly accesses release handle(s); and

(k) Correctly applies air operator procedures.

47.6 Airstair Operation Performance Criteria

(1) For each aircraft model equipped with airstairs not integral to the exit and not used for evacuation, each candidate shall perform the following:

(a) Apply the correct air operator procedures to ensure that the exit with the airstairs is in the appropriate mode;

(b) Select the appropriate airstair controls and deploy and retract the airstairs; and

(c) Verify that the airstairs are fully extended and retracted and lock them into position.

(2) Demonstrate the correct extension and retraction of handrails and/or assist handles.

(3) Demonstrate any additional features that are associated with the airstairs.

48.0 Evacuation Drills

48.1 General

(1) It is recognized that for aircraft with more than one flight attendant, an evacuation will likely involve multiple exits and flight attendants. Therefore, where a drill is performed using an aircraft, the drill scenario shall involve the number of flight attendants assigned to duty on that aircraft.

(2) Where a cabin emergency evacuation trainer is used to conduct the drills, the number of flight attendants who could participate at any time shall be appropriate to the cabin emergency evacuation trainer configuration.

(3) Each candidate shall assume an actual flight attendant position and shall perform the designated evacuation responsibilities for that position. Where a double flight attendant seat is available and would normally be occupied by two flight attendants, the drill shall be conducted to reflect this reality.

(4) A candidate who is to qualify on aircraft that operate with more than one flight attendant shall perform at least one drill with additional candidates.

48.2 Equipment Criteria

(1) Each evacuation drill shall be performed using an aircraft or an approved cabin emergency evacuation trainer that is representative of the aircraft type(s) on which the flight attendant will be assigned to duty.

(2) Unprepared land and inadvertent water contact evacuation drills may be performed using an aircraft exit training device provided

(a) the dimensions and layout of the training device are representative of an aircraft in relation to emergency exit(s) and safety and emergency equipment stowage;

(b) the flight attendant station, seat positioning, and associated flight attendant panel(s) is representative of that on an aircraft, with particular accuracy for flight attendant seats immediately adjacent to exits;

(c) the representative exit can be operated in emergency mode, particularly in relation to method of operation and forces required to operate; and

(d) all performance and evaluation criteria can be met, according to the applicable scenario.

48.3 Simulation Scenarios

(1) An evacuation drill is a training and evaluation scenario that must portray an operational flight and include abnormal and emergency situations and interactions among flight attendants, flight crew members, and passengers.

(2) A drill scenario must not incorporate excessive variables that would overload a candidate, but not be limited so that there is a reduced value to the exercise. The variables should differ in sequence from one drill to the next and may include, but are not limited to, the following:

(a) Unusable exits;

(b) Inflation devices that fail or only partially inflate;

(c) Aircraft attitude which necessitates a decision to use the exit or redirect passengers;

(d) Poor visibility;

(e) Aircraft cabin lighting set to represent evening or night flights;

(f) Incapacitated crew members;

(g) Exits which become unusable during the evacuation;

(h) Special attention passengers;

(i) Failure of aircraft emergency systems;

(j) Decompression;

(k) Failure of public address and interphone systems; and

(l) Exits which require the use of non-standard commands.

48.4 Unprepared Land and Inadvertent Water Contact Evacuation Drill Performance Criteria

(1) Each candidate shall participate as a flight attendant in at least one unprepared land and one inadvertent water contact evacuation drill that incorporates the air operator procedures pertinent to a specific exit.

(2) Each candidate shall perform the following:

(a) Secure themselves in a flight attendant seat;

(b) Recognize that an emergency situation is developing and react appropriately to the drill scenario;

(c) Apply applicable commands;

(d) Recognize when and how to initiate the evacuation;

(e) Activate emergency lighting system and, if applicable, evacuation signal system;

(f) Locate and don life preserver and command passengers as appropriate;

(g) Assess conditions inside and outside the exit to determine exit usability throughout the evacuation;

(h) Prepare and open the exit;

(i) Secure the exit in the fully open position or ensure correct stowage;

(j) Verify deployment and inflation of ramp and/or slide and pull the manual inflation handle(s);

(k) Access life line, if installed;

(l) Assume appropriate protective position;

(m) Initiate passenger evacuation;

(n) Final cabin, lavatory, and flight deck checks and remove required emergency equipment;

(o) Evacuate aircraft or cabin emergency evacuation trainer;

(p) Access release handle(s); and

(q) Demonstrate the air operator’s post evacuation procedures.

48.5 Evaluation Criteria

(1) Candidate performance shall be observed, rated, and debriefed according to the following:

(a) Correct usage of the seat mechanism, restraint system, and brace position as appropriate for seat direction and location;

(b) Correct and timely reaction to emergency situations;

(c) Consistent usage of appropriate terminologies with clear, positive, authoritative communication techniques, as appropriate for the drill scenario;

(d) Activates emergency lighting system and, if applicable, evacuation signal system;

(e) Selects appropriate exit for the evacuation scenario;

(f) Assesses conditions inside and outside the exit to determine exit usability throughout the evacuation;

(g) Preparation and correct operation of the exit;

(h) Secures the exit in the fully open position and ensures correct stowage;

(i) Verifies deployment and inflation of ramp and/or slide and pulls the manual inflation handle(s);

(j) Correctly accesses life line;

(k) Assumes and maintains appropriate protective body and hand positions;

(l) Effective usage of ABPs for special attention passengers;

(m) Adequacy of cabin checks, removal of equipment and additional supplies as the scenario and air operator procedures dictate;

(n) Correctly accesses release handle(s);

(o) Correctly applies air operator procedures as related to the scenario; and

(p) Correctly applies air operator post evacuation procedures.

48.6 Prepared Land and Ditching Evacuation Drill Performance Criteria

(1) Each candidate shall participate as a flight attendant in at least one prepared land evacuation drill and at least one ditching drill.

(2) Each candidate shall perform the following:

(a) Recognize the in-flight emergency signal from the flight crew members and react according to the air operator procedures;

(b) Prepare passengers, cabin, and self, according to the air operator procedures and scenario;

(c) Select and brief ABPs to assist as required;

(d) Recognize the emergency brace and evacuation signals and react accordingly;

(e) Activate emergency lights and, if applicable, evacuation signal system;

(f) Prepare and operate exits;

(g) Evacuate passengers;

(h) Final cabin, lavatory, and flight deck checks and remove required emergency equipment;

(i) Evacuate aircraft or cabin emergency evacuation trainer; and

(j) Demonstrate the air operator’s post evacuation procedures.

48.7 Evaluation Criteria

(1) Candidate performance shall be observed, rated, and debriefed according to the contents of section 48.5 and the following:

(a) Correct application of the air operator’s emergency landing preparation procedures;

(b) Awareness of and appropriate response to passenger behaviour;

(c) Communication acknowledgement;

(d) Problem identification and alternate solutions;

(e) Accuracy in briefing ABPs; and

(f) Drill participants shall demonstrate awareness of the duties and responsibilities that must be completed following the evacuation scenario according to the air operator's procedures.

49.0 Raft Drill

49.1 General

(1) For the purpose of this drill, raft means both slide raft and life raft unless otherwise stated.

(2) The raft drill may be conducted on land (dry) or in water (wet).

(3) Where the operator conducts wet drills, these should be carried out in a body of water or pool of sufficient depth to realistically perform the simulated exercise.

49.2 Equipment Criteria

(1) The raft drill shall be conducted using life saving equipment that is representative of the equipment installed in each model of aircraft with respect to weight, dimensions, appearance, features, and operation.

(2) Rafts used in the drill may be representative of those installed in each model of aircraft with respect to weight, dimensions, appearance, features, and operation and where differences training has been provided.

49.3 Performance Criteria

(1) Each candidate shall perform the following:

(a) Access the life raft compartment and experience the difficulty associated with moving the weight of a packaged life raft within a space representative of the aircraft aisle;

Note: Paragraph 49.3(1)(a) is not applicable for slide rafts.

(b) Examine all features of a fully inflated raft;

(c) Board raft(s), assist persons into a raft;

(d) Access the inflation lanyard;

(e) Access the raft release mechanism while verbally describing the air operator procedures to release the raft from the aircraft; and

(f) Examine the raft survival kit and review the operation of all components.

(2) Each candidate shall participate as a flight attendant in the following:

(a) Launching, inflating, and disconnecting the raft(s), either by performing the actions or by viewing a video of the actions;

(b) Righting an overturned raft, either by performing the actions or by viewing a video of the actions;

(c) Effective raft management;

(d) Erecting the raft canopy;

(e) Distribution of duties to passengers;

(f) Discuss the hazards associated with moving a packaged life raft through the cabin to an aircraft exit; and

(g) Discuss water survival principles, raft maintenance, and review the content of the survival kit and the operation of its components.

50.0 Life Preserver Drill

50.1 Equipment Criteria

(1) Life preservers used for this drill shall be identical to each model carried on board aircraft in the air operator's fleet.

50.2 Performance Criteria

(1) Each candidate shall perform the following for each model of life preserver carried:

(a) Remove life preserver from the closed and sealed pouch;

(b) Don life preserver and inflate using automatic inflation of at least one chamber;

(c) Partially inflate life preserver orally;

(d) Practice deflation technique;

(e) Locate and review light activation;

(f) Locate whistle; and

(g) Fit life preserver for a child.

51.0 Aircraft Slide Drill

51.1 Equipment Criteria

(1) The evacuation slide shall be of a type installed in the air operator's aircraft with respect to the following categories:

(a) Inflatable, double channel slides;

(b) Inflatable slide and ramp combination;

(c) Upper deck door slides;

(d) Inflatable, single channel slides; and

(e) Non-inflatable slides.

51.2 Performance Criteria

(1) Each candidate shall perform an aircraft inflatable slide drill according to the following:

(a) Locate and touch the manual inflation handle and disconnect handle from a position at the door sill area; and

(b) Slide down an inflatable slide from each of the categories; or

(c) Slide down an inflatable slide from one of the categories and, for each other inflatable slide category, view a video of the slide activation and inflation sequence that includes internal and external views, inflation sound, disconnect, and alternate use procedures.

(2) Each candidate shall perform an aircraft non-inflatable slide drill according to the following:

(a) Access and retrieve the evacuation slide, if not door mounted;

(b) Attach the evacuation slide clips to the appropriate attachment points on the door frame(s);

(c) Position the slide at the exit(s); and

(d) Slide down the slide.

52.0 Fire Fighting Drills

52.1 Simulation Scenarios

(1) Fire fighting drills may include Class A, B, C, D, or high energy fires in the following locations:

(a) Cabin area;

(b) Galley area;

(c) Confined area;

(d) Hidden areas; and

(e) Accessible cargo compartment.

52.2 Equipment Criteria

(1) Fire fighting drills shall be conducted using aircraft furnishings as found on the air operator's aircraft, as appropriate to the drill scenario, such as seats, galley units, lavatories, panels, overhead bins, and waste bins.

(2) Fire fighting equipment and the brackets used for restraint shall be representative of those installed in the aircraft with respect to weight, dimensions, controls, types, and operation. Training shall address any differences in the operating characteristics of the actual fire fighting equipment.

(3) Fire extinguishers used for live fire fighting shall be charged with the appropriate agent or with an environmentally friendly agent. PBE consisting of a portable oxygen bottle and full-face mask shall be fully operational and charged with oxygen. Self-contained PBE may be substituted with a training device that is not operational.

(4) The cabin fire fighting drill shall be conducted using a representative training device capable of reproducing the appropriate environment/equipment characteristics as appropriate to the drill scenario, or on an actual aircraft.

(5) The equipment criteria, as specified above, shall apply to the required drills as reflected in subsections 52.3, 52.4 and 52.5.

52.3 Equipment Practice

(1) Each candidate shall practice the following:

(a) Remove from stowage, don and activate the air operator's PBE and practice communication procedures;

(b) Remove from stowage and operate each type of fire extinguisher and associated attachments; and

(c) Initiate the air operator's fire fighting procedures.

52.4 Live Fire Fighting Drill

(1) Each candidate shall demonstrate the effectiveness of a fire extinguisher correctly applied to extinguish an actual fire.

52.5 Cabin Fire Fighting Drill Performance Criteria

(1) Each candidate shall demonstrate the ability to carry out the air operator's fire fighting procedures in a cabin environment as a primary fire fighter.

(2) Each candidate shall perform the following:

- (a) Recognize that there is a potential fire situation;
- (b) Locate the source of the fire;
- (c) Apply air operator communication and coordination procedures;
- (d) Select, remove, and operate the nearest appropriate fire extinguisher and other fire fighting equipment;
- (e) Inform, assist, and control passengers; and
- (f) Monitor for re-ignition and apply the air operator post-fire follow-up procedures.

52.6 Evaluation Criteria

(1) Candidate performance shall be observed, rated, and debriefed according to the following:

- (a) Recognition or identification of the problem;
- (b) Correctly locates the source of the fire;
- (c) Effectively applies the air operator communication and coordination procedures throughout the drill;
- (d) Responds in a timely manner;
- (e) Correct use of fire fighting equipment consistent with the type of fire, location of the fire and maximum effective position of the fire extinguisher; and
- (f) Undertake further action as required.

53.0 Main Deck Cargo Fire Fighting Drill

53.1 General

(1) This drill is applicable to air operators that have assigned cargo fire fighting responsibilities to flight attendants on aircraft with Class B cargo compartments referred to in AD 93-07-15 and on aircraft with Class F cargo compartments that are operating in a combined main deck cargo and passenger configuration.

(2) This drill may also be used by air operators that have assigned cargo fire fighting responsibilities to flight attendants on aircraft that have accessible Class B cargo compartments.

53.2 Equipment Criteria

(1) Fire fighting equipment and the brackets used for restraint shall be identical to those installed in the aircraft with respect to weight, dimensions, controls, types, and operation.

53.3 Performance Criteria

(1) Each candidate shall practice the following:

(a) Don protective clothing and equipment in the correct sequence and, while wearing the protective clothing:

(i) Don and activate or simulate activation of PBE;

(ii) Select and remove from stowage the appropriate fire extinguishing equipment;

(iii) Attach wand extension to the fire extinguisher (if applicable); and

(iv) Disengage and re-engage the barrier net coupling (if applicable).

(2) Each candidate shall participate in at least one drill that demonstrates the ability to effectively carry out flight attendant duties and responsibilities in an in-flight cargo fire and perform the following:

(a) Recognize that there is a potential fire situation;

(b) Apply air operator communication and coordination procedures;

(c) Use appropriate fire fighting equipment and protective equipment, as required;

(d) Access the cargo compartment;

(e) Locate the source of the fire;

(f) Fight the fire;

(g) Inform, assist, and control passengers;

(h) Monitor cargo fire and monitor for re-ignition; and

(i) Apply air operator post-fire follow-up procedures.

53.4 Evaluation Criteria

(1) Candidate performance will be observed, rated, and debriefed according to:

(a) Recognition or identification of the problem;

(b) Correctly locates the source of the fire;

(c) Effectively applies the air operator communication and coordination procedures throughout the drill;

(d) Responds in a timely manner;

(e) Correct use of fire fighting equipment and air operator procedures consistent with the type of fire protection systems in place; and

(f) Undertake further action as required.

54.0 Oxygen Equipment Drill

54.1 Equipment Criteria

(1) The equipment shall be identical to that installed in the aircraft with respect to dimensions, appearance, features, controls, charge duration, operation and brackets used for restraint.

(2) The following drill does not need to be completed using each type of portable oxygen bottle installed in each aircraft provided the air operator procedures, brackets, oxygen masks, tubing,

fittings, and the means to activate the oxygen flow are the same from one bottle to the other. Where types differ, the drill shall be repeated with the appropriate equipment.

54.2 Portable Oxygen Bottle Performance Criteria

(1) Each candidate shall use each portable oxygen bottle type according to the air operator's procedures and perform the following:

(a) Remove bottle from the bracket, stowage;

(b) Retrieve oxygen mask and tubing, and attach to applicable outlet(s);

(c) Use the carrying strap;

(d) Prepare the passenger for receiving oxygen;

(e) Prepare the cabin for oxygen administration;

(f) Turn on the oxygen and test for flow, position and secure the mask to the passenger's face;

(g) Secure the oxygen bottle and position it to monitor the supply; and

(h) Recognize when oxygen is no longer required and apply air operator procedures for shutting off the supply and re-stowing the oxygen mask and bottle.

54.3 Fixed First Aid Oxygen Performance Criteria

(1) Each candidate shall perform the following:

(a) Coordinate and communicate with crew members as appropriate;

(b) Activate the oxygen system;

(c) Retrieve the mask and hose, attach to the system outlet, and adjust for desired flow rate; and

(d) Reset the oxygen system.

55.0 Flight Crew Member Incapacitation Drill

55.1 Equipment Criteria

(1) The drill shall be performed using the appropriate aircraft or using equipment representative of that installed in the aircraft with respect to weight, dimensions, appearance, features and operation.

(2) The device used for a simulated flight crew incapacitation exercise should include the operation of the flight deck seat and restraint system.

55.2 Performance Criteria

(1) For each aircraft where the operation of the flight crew member seat is significantly different, each candidate shall perform the following:

(a) Pull the flight crew member away from the flight controls and correctly fasten and lock the restraint system;

(b) Position the flight crew member seat using the seat controls;

(c) Apply the air operator crew member communication and coordination procedures to assist the remaining flight crew member.

Note: Following the completion of the drill by each candidate using one flight crew member seating configuration, each candidate may complete the remainder of this training by viewing a video that depicts each of the performance criteria elements for each other aircraft where the flight crew member seat is significantly different.

56.0 Aircraft Familiarization Flight

56.1 General

(1) Air operator's operating aircraft with only one flight attendant assigned to duty, shall include at least one aircraft familiarization flight prior to conducting the line indoctrination training.

(2) The candidate should occupy the closest passenger seat that will provide the best vantage point to observe and be supervised by the qualified flight attendant.

56.2 Performance Criteria

(1) Candidates shall be in uniform, shall be in addition to the minimum crew member requirements, and shall not be assigned any normal or emergency duties. However, the candidate may be assigned service duties.

(2) Each familiarization flight shall consist of at least three take-offs and three landings.

(3) Each familiarization flight shall begin at the regular check-in time for crew members and shall consist of the candidate observing the following:

(a) Flight attendant pre-flight duties;

(b) Flight attendant safety duties;

(c) Flight attendant and ground staff day-to-day interactions;

(d) Crew member coordination procedures;

(e) Location of emergency equipment;

(f) Location and operation of galley equipment;

(g) Aircraft boarding and fuelling procedures;

(h) Flight attendant pre-take-off duties;

(i) Flight attendant post-take-off duties;

(j) Flight attendant in-flight duties;

(k) If applicable, flight attendant duties when the safety belt sign is illuminated for reasons of in-flight turbulence;

(l) Flight attendant pre-landing duties;

(m) Flight attendant post-landing duties;

(n) Flight attendant deplaning duties; and

(o) Flight attendant post flight duties.

57.0 Flight Deck Observation Flight

57.1 General

(1) Effective crew member coordination depends on each crew member understanding the other crew member's duties, responsibilities, workloads, and expectations for all phases of flight. While this knowledge can be taught in a class, a more effective forum would be in an actual operating environment.

(2) At least one flight deck observation flight in an aeroplane model operated by the air operator shall be completed within one calendar year of the flight attendant completing line indoctrination with the air operator.

(3) Air operators may complete this training through the use of a video that depicts each of the performance criteria elements completed on board one of the air operator's aircraft.

57.2 Performance Criteria

(1) Candidates shall be in uniform, shall be in addition to the minimum crew member requirements, and shall not be assigned any normal safety or service duties.

(2) Each flight deck observation flight shall include a minimum of one take-off and one landing.

(3) Each flight deck observation flight shall begin at the regular check-in time for the flight crew members and shall consist of the candidate observing the following:

- (a) Flight crew member pre-flight duties;
- (b) Flight crew member workloads and safety duties;
- (c) Crew member communication procedures;
- (d) Crew member coordination procedures;
- (e) Flight deck layout;
- (f) Location of emergency equipment;
- (g) Location and operation of flight deck windows;
- (h) Location and operation of flight deck escape hatches;
- (i) Location of controls and operation of flight crew member and observer seats;
- (j) Location and operation of flight deck oxygen; and
- (k) Location of emergency checklists.

(4) The flight crew members shall review with each candidate an emergency checklist and the workload associated with completing the checklist during an emergency situation.

(5) Each candidate shall participate in a post-flight debriefing on the flight deck observation flight.

Annual Training

Annual: Part One – Aviation Indoctrination

58.0 Regulatory Overview

(1) Training Objective:

(a) The flight attendant will be able to identify and describe the legislation applicable to flight attendants.

(2) Scope:

(a) Legislation

58.1 Legislation

(1) Identify and describe the specific regulations applicable to crew members and cabin safety. Outline the applicable air operator's policies and procedures including:

(a) Safety belts and restraint systems;

(b) Life saving equipment;

Note: Life-saving equipment may be considered life rafts, life preservers, survival kits, etc.

(c) Oxygen equipment;

(d) First aid kits;

(e) Minimum equipment lists;

(f) Floor proximity lighting;

(g) Flight attendant stations;

(h) Definition of an infant;

(i) Minimum crew member requirements;

(j) Passenger and individual safety briefings;

(k) Safety features cards and supplemental briefing cards;

(l) Surface contamination training;

(m) Carry-on baggage;

(n) Aircraft journey log book;

(o) Alcohol and drugs;

(p) Fuelling with one engine running;

(q) Survival equipment;

(r) Flight attendant manual as part of the company operations manual;

(s) Non-smokers Health Act and Non-smokers' Health Regulations;

(t) ELTs;

(u) Fire extinguishers and protective breathing equipment; and

(v) Stowage of equipment and supplies.

59.0 Physiology of Flight

(1) Training Objective:

(a) The flight attendant will be able to identify and describe the most common physiological effects of flight in pressurized and non-pressurized aircraft including likely causes, recognition, and ways to minimize these effects.

(2) Scope:

(a) General

(b) Effects of Altitude

59.1 General

(1) Identify the body's requirement for oxygen and the potential for crew member incapacitation due to the lack of oxygen.

(2) Describe the circumstances under which carbon monoxide poisoning may occur, the signs and symptoms, methods to detect it and minimize its effects. Include the potential for carbon monoxide poisoning from ground service equipment.

59.2 Effects of Altitude

(1) Describe decompression sickness and describe the physiological effects of pressure changes on gases in the body. Describe safe times between scuba diving and flight.

(2) Define hypoxia, identify the hazards associated with it, signs and symptoms, ways to detect it and minimize its effects.

(3) Describe effective performance time and factors affecting it.

(4) Identify persons most susceptible to the effects of hypoxia.

Annual: Part Two – Roles and Responsibilities

60.0 Crew Members

(1) Training Objective:

(a) The flight attendant will be able to describe their legislated roles and responsibilities related to their safety duties.

(2) Scope:

(a) General

60.1 General

(1) Describe the responsibility for crew members to maintain knowledge of all safety and emergency procedures relating to their assigned duties.

(2) Identify the requirement for crew members to perform their duties in accordance with the air operator's procedures and the CARs.

(3) Outline the responsibility for crew members to ensure all flight documentation, publications, and manuals are up to date and readily available on board and that crew members are familiar with their contents. Flight attendants are required to ensure that all amendments are reviewed and inserted in the appropriate section of the flight attendant manual.

(4) Identify the responsibility of crew members to report any on board safety concerns to the PIC.

(5) Identify the requirement to keep all personal documentation relative to operational duties up to date at all times.

(6) Outline the requirement for crew members to ensure that all safety and emergency equipment is available, in good working order, and properly secured when not in use.

(7) Identify the responsibility for flight attendants to ensure that all galley and service equipment is in good working order and properly secured when not in use.

(8) Identify the requirement for crew members to report unserviceable equipment following air operator procedures.

(9) Identify the requirement for crew members to successfully complete the air operator's training program(s) and maintain qualifications.

(10) Define the succession-of-command and describe the authority of the PIC and the in-charge flight attendant and describe the importance relating to flight safety.

(11) Describe the requirement to be aware of the duties and responsibilities of other crew members and to be prepared to assume those duties, if required.

(12) Describe the air operator procedures for crew member briefings and describe the requirement for flight attendants to attend and participate in crew member briefings.

(13) Describe a flight attendant under training and the duties they may perform when assigned to a flight.

(14) Identify the importance for crew members to be constantly alert and therefore prepared to handle any abnormal or emergency situation.

(15) Describe the air operator policies related to crew member uniforms.

(16) Identify the importance of the air operator's uniform as an identifier, especially in abnormal and emergency situations, and the air operator's policy regarding the wearing of the uniform during an emergency.

Annual: Part Three – Safety Procedures

61.0 Crew Member Coordination

(1) Training Objective:

(a) The flight attendant will be able to identify the components of crew member coordination and its importance to safety.

(2) Scope:

(a) Crew Member Coordination

61.1 Crew Member Coordination

(1) Describe the importance of crew member coordination when applying air operator procedures, especially in abnormal and emergency situations.

(2) Outline the benefits of crew member coordination on the working environment and morale and the positive effect this has on flight safety.

62.0 Communication

(1) Training Objective:

(a) The flight attendant will be able to describe the importance of, and the air operator procedures for, effective communication in normal, abnormal, and emergency situations.

(2) Scope:

(a) General

(b) Communication

62.1 General

(1) Describe the air operator procedures for normal, abnormal, and emergency communications.

(2) Describe the importance of effective communication especially when dealing with abnormal and emergency situations.

(3) Describe the responsibility of crew members to provide complete and accurate information to the PIC to assist in decision-making.

62.2 Communication

(1) Identify the difference between verbal and non-verbal communication and describe the effects of communicating different messages.

63.0 Surface Contamination

(1) Training Objective:

(a) The flight attendant will be able to define what is meant by surface contamination, describe their responsibilities, and identify the air operator procedures for reporting suspected surface contamination to the PIC.

(2) Scope:

(a) General

(b) Crew Member Responsibilities

(c) De-icing and Anti-icing

Note: TP 14052 – Guidelines for Aircraft Ground Icing Operations may be used to supplement this training objective.

63.1 General

(1) Define surface contamination and hazards to flight associated with surface contamination.

(2) Define aircraft critical surfaces for each aircraft model in the air operator's fleet.

(3) Identify an awareness of the conditions most likely to produce surface contamination.

(4) Give examples of the clean aircraft concept and visible signs of surface contamination.

63.2 Crew Member Responsibilities

(1) Define the responsibilities of flight attendants to report suspected surface contamination to the PIC as soon as it is discovered by a flight attendant or a passenger.

(2) State the requirement of the PIC or designate to investigate reports of suspected surface contamination.

(3) Describe the requirement for the PIC to ensure that crew members are advised of the decision to de-ice or anti-ice before the procedure begins.

(4) Describe the air operator's procedures for advising flight attendants before de-icing or anti-icing.

(5) Describe the requirement to advise passengers before aircraft de-icing or anti-icing takes place, the content to be provided, and who is responsible to advise the passengers.

63.3 De-icing and Anti-icing

(1) Describe the different types of equipment used to accomplish the de-icing and the procedures for aircraft de-icing and anti-icing.

(2) Identify that icing conditions can occur on critical surfaces of the aircraft if take-off is prolonged for any period of time after de-icing or anti-icing has occurred.

(3) Identify the air operator procedures to address the possible hazards while de-icing or anti-icing is taking place.

(4) Describe the types, purpose, characteristics, and uses of de-icing and anti-icing fluids.

64.0 Briefings

(1) Training Objective:

(a) The flight attendant will be able to identify the different types of briefings that are required and the information that must be included in each.

(2) Scope:

(a) Crew Member Briefings

(b) Passenger Briefings

64.1 Crew Member Briefings

(1) Outline when crew member briefings are required.

(2) Describe the topics to be covered in the crew member pre-flight briefing(s).

(3) Identify the responsibility of crew members to ask questions if all the required information has not been given in a briefing or if the information is unclear.

(4) Identify who is required to attend each type of crew member briefing and their expected level of preparedness and participation.

64.2 Passenger Briefings

(1) Identify the content of the mandatory announcements and when they must be performed:

- (a) Prior to take-off;
- (b) After take-off;
- (c) In-flight when the fasten safety belt sign has been turned on for reasons of turbulence;
- (d) Prior to landing;
- (e) Prior to passenger disembarkment; and
- (f) Individual safety briefings.

65.0 Safety Checks

(1) Training Objective:

- (a) The flight attendant will be able to identify the importance of cabin and passenger safety checks and will define what is meant by the aircraft minimum equipment list.

(2) Scope:

- (a) General

65.1 General

(1) Identify the importance of cabin and passenger safety pre-flight, in-flight, and pre-landing checks and their impact on flight safety.

(2) Define what is meant by the MEL and identify the cabin items which are included.

(3) Identify types of conditions which may have airworthiness implications and which should be brought to the immediate attention of the PIC.

66.0 Passenger Handling

(1) Training Objective:

- (a) The flight attendant will be able to identify the types of passengers that may be carried and the general handling considerations which relate to safety.

(2) Scope:

- (a) General
- (b) Passenger Supervision

66.1 General

(1) Identify the requirement for passengers to comply with instructions of crew members.

(2) Describe the types of passengers that may be carried, including passengers who require special attention.

(3) Describe the air operator procedures for acceptance and carriage of the special attention passengers and items listed below:

(a) Incubators;

(b) Stretchers;

(c) Persons with physical, sensory or comprehension limitations;

(d) Persons travelling with medical oxygen;

(e) Persons travelling with an attendant or support person;

(f) Service animals;

(g) Child restraint systems;

(h) Unaccompanied minors;

(i) Prisoners; and

(j) Unescorted and escorted deportees.

Note: For each of the above cases, identify special handling considerations, any seating restrictions on different aircraft models, securing of persons and applicable equipment for all phases of flight, and individual safety briefings.

(4) Identify the air operator's policy for accepting or denying boarding of passengers and who is responsible for making this decision.

(5) Outline the requirements regarding passengers who appear to be impaired due to alcohol or drugs, and the air operator's policies and procedures regarding alcohol service to passengers.

66.2 Passenger Supervision

(1) Define the crew member requirements for passenger supervision while the aircraft is on the ground, including embarkation, disembarkation, station stops, and the number of crew members that must be present.

(2) Identify the importance of safety duties over service duties during passenger embarkation.

67.0 Passenger and Crew Member Seats and Restraints

(1) Training Objectives:

(a) The flight attendant will be able to identify the requirements and the air operator's procedures relating to seats and restraint systems for passengers and crew members.

(2) Scope:

(a) Passenger Seating

(b) Crew Member Seating

67.1 Passenger Seating

(1) Outline the requirement for each person to have a seat with an individual safety belt.

(2) Describe the air operator's policies and procedures regarding exit seating, and who may not occupy emergency exit seats.

(3) Describe the air operator procedures associated with the relocation of passengers in accordance with the emergency exit seating requirements and procedures.

(4) Describe where special attention passengers may be seated for each aircraft model, taking into consideration proximity to exits, availability of supplemental oxygen, and ease of evacuation.

(5) Identify the passenger seating restrictions on aircraft equipped with upper deck or lower deck passenger seating, where applicable.

(6) Outline the seating restrictions regarding arm held infants.

(7) Describe the air operator procedures for the use of bassinets on board, when these devices may be used, and restrictions regarding the occupant of the bassinet.

(8) Describe the requirement for passengers to be seated in their assigned seats with their safety belts fastened for taxi, take-off, landing, and whenever instructed to do so by a crew member. Describe the required positioning for the types of seats found within the air operator's fleet for take-off and landing.

67.2 Crew Member Seating

(1) Identify the persons authorized to occupy any flight attendant seat and who has the authority to make this decision.

(2) Describe the importance of ensuring the serviceability of each required flight attendant seat, who is responsible to ensure the seat is serviceable, and when to check for serviceability.

(3) Identify the components of a pre-flight serviceability check for a flight attendant seat.

(4) Describe the air operator procedures to follow and the approved alternate seating in case of an unserviceable flight attendant seat.

(5) Describe the requirements for flight attendants to be seated with their restraint system fastened for aircraft movement on the surface, take-off, landing, turbulence, and whenever directed to do so by the PIC or in-charge flight attendant.

(6) Identify the signals and verbal commands for flight attendants to take their assigned seats and to secure themselves. State who is responsible for giving these signals.

68.0 Carry-on Baggage

(1) Training Objective:

- (a) The flight attendant will be able to define what is meant by carry-on baggage and describe the air operator procedures for accepting and stowing carry-on baggage and any applicable restrictions.

(2) Scope:

- (a) Passenger Carry-on Baggage
- (b) Crew Member Carry-on Baggage

68.1 Passenger Carry-on Baggage

(1) Describe the air operator carry-on baggage control program and the procedures with respect to approved stowage locations.

(2) Identify the safety implications of improperly stowed carry-on baggage.

(3) Identify the crew member requirements to ensure that all carry-on baggage is correctly stowed when required and prior to closing the passenger entry door(s).

(4) Describe the air operator's procedures related to carry-on baggage that cannot be correctly stowed.

(5) Outline the air operator's policies and procedures for the carriage of live animals in the passenger compartment.

(6) Identify the effects of carry-on baggage on weight and balance as applicable to the aircraft models operated by the air operator.

(7) Describe the air operator procedures for accepting and restraining seat-loaded baggage and cargo in the passenger compartment, and approved devices or equipment used to accomplish this.

(8) Describe the requirement to keep exit areas clear and free from obstructions, such as carry-on baggage.

(9) Describe the requirement to maintain clear access to emergency equipment.

(10) Describe the safety precautions to prevent personal injury when opening overhead bins, including during periods of turbulence and after landing.

68.2 Crew Member Carry-on Baggage

(1) Describe the air operator policies and procedures for stowing crew member baggage in the passenger cabin, including accepting baggage from deadheading crew members.

(2) Identify the crew member carry-on baggage stowage locations for each aircraft model in the air operator's fleet.

69.0 Portable Electronic Devices

(1) Training Objective:

(a) The flight attendant will be able to define what is meant by portable electronic devices and describe the air operator policies and procedures for their acceptance and use on board aircraft.

(2) Scope:

(a) General

69.1 General

(1) Identify the portable electronic devices most likely to be carried on board.

(2) List the potential hazards to flight safety associated with these portable electronic devices.

(3) Describe the air operator policies and procedures related to portable electronic devices and list any exceptions.

(4) Identify the safety concerns associated with the use of headsets during critical phases of flight, abnormal operations, embarking, disembarking, and while on an open apron.

70.0 Service to Passengers on the Ground

(1) Training objective:

(a) The flight attendant will be able to identify what is meant by service to passengers on the ground, the conditions under which service to passengers on the ground is acceptable, and the air operator procedures to do so.

(2) Scope:

(a) Crew Member Responsibilities

70.1 Crew Member Responsibilities

(1) Identify the need for crew member communication and coordination whenever service to passengers on the ground is offered.

(2) Identify when service to passengers on the ground can be conducted and the related air operator safety procedures.

71.0 Fuelling with Passengers On Board

(1) Training Objective:

(a) The flight attendant will be able to identify the regulatory requirements regarding fuelling with passengers on board and the air operator procedures for this situation for each aircraft model in the air operator's fleet.

(2) Scope:

(a) General

(b) Crew Member Responsibilities

71.1 General

(1) List the potential hazards to occupants and the aircraft associated with aircraft fuelling.

(2) Identify the types of fuelling conditions that require passengers and crew members to be off-loaded and list any potential hazards that may require off-loading.

(3) Describe the air operator procedures and precautions for fuelling with passengers on board.

(4) Define and describe the designated evacuation exits during fuelling and the associated air operator procedures for each aircraft model in the air operator's fleet.

71.2 Crew Member Responsibilities

(1) Identify crew member responsibilities and communication when fuelling with passengers on board.

(2) Describe the air operator procedures for a fuel leak or fuel spill and identify the crew member coordination and communication procedures.

(3) Describe the air operator procedures when fumes are detected in the passenger cabin, including crew member communication and the decision to deplane passengers.

72.0 Pre-take-off and Pre-landing

(1) Training Objective:

(a) The flight attendant will be able to identify the air operator's safety procedures associated with take-off and landing.

(2) Scope:

(a) Crew Member Responsibilities

(b) Abnormal Situations

72.1 Crew Member Responsibilities

(1) List the preparations that must be completed to secure the cabin prior to aircraft movement on the surface, take-off, and landing.

(2) Identify when crew members are required to violate the sterile flight deck rule. Describe the safety related information that should be conveyed and the requirement to be clear, concise, specific, and timely.

(3) Define silent review and identify the components, when it must be done, and who is required to complete it.

72.2 Abnormal Situations

(1) Define rejected take-off and describe the associated air operator procedures.

(2) Define missed approach and describe the associated air operator procedures.

73.0 Propeller Abnormalities

(1) Training Objective:

(a) The flight attendant will be able to identify the characteristics of an over speeding and runaway propeller and be aware of the associated air operator procedures.

(2) Scope:

(a) General

73.1 General

(1) Describe the characteristics of an over speeding and a runaway propeller, and emergencies that may occur as a result.

(2) Describe how to recognize these propeller malfunctions and their effect on flight characteristics.

(3) Identify the air operator crew member communication procedures associated with these propeller abnormalities.

(4) Outline the air operator procedures for relocating passengers.

74.0 Apron Safety

(1) Training Objective:

(a) The flight attendant will be able to identify the components of apron safety, the responsibilities for passenger movement on the apron and the air operator procedures to accomplish this safely.

(2) Scope:

(a) Apron Hazards

(b) Crew Member Responsibilities

(c) Helicopter Operators

74.1 Apron Hazards

(1) Identify the hazards associated with airport aprons.

(2) Describe the hazards associated with traffic on the apron including aircraft movement, propellers, rotors, jet blast, and vehicles.

74.2 Crew Member Responsibilities

(1) Identify the air operator procedures and requirements for escorting passengers across airport aprons.

(2) Describe the coordination required between crew members and ground staff to ensure passenger safety and ways to achieve it.

(3) Identify the responsibilities for opening and closing, locking and unlocking airport terminal doors.

74.3 Helicopter Operations

(1) List the apron safety hazards associated with helicopter operations.

(2) Describe the correct ways to approach a helicopter with and without the rotor engaged.

(3) Identify communication and coordination procedures between crew members and ground staff to ensure passengers are escorted to and from the helicopter.

(4) Describe when it is safe to embark or disembark passengers, who is responsible for this decision, and how this information is conveyed to crew members.

(5) Describe operational regulations differing from fixed wing operations.

75.0 Turbulence

(1) Training Objective:

(a) The flight attendant will be able to identify the hazards associated with turbulence and the air operator procedures for ensuring passenger and crew member safety during periods of in-flight turbulence.

(2) Scope:

(a) General

(b) Crew Member Responsibilities

75.1 General

(1) Describe turbulence and the intensities of turbulence published in the TC AIM.

(2) List the potential hazards to aircraft, crew members and passengers associated with turbulence.

75.2 Crew Member Responsibilities

(1) Identify the importance of crew member communication and coordination in conditions of turbulence and describe the air operator communication and coordination procedures.

(2) Describe the required safety briefing to passengers during turbulence.

(3) Outline the air operator procedures and crew member responsibilities to ensure that passengers comply with crew member instructions.

76.0 Crew Member Incapacitation

(1) Training Objective:

(a) The flight attendant will be able to identify the air operator procedures for incapacitated crew members.

(2) Scope:

(a) General

(b) Flight Crew Member Incapacitation

(c) Flight Attendant Incapacitation

76.1 General

(1) Identify the possible causes of crew member incapacitation.

(2) Identify the impact on flight safety of an incapacitated flight crew member or flight attendant on different aircraft models in the air operator's fleet.

(3) Identify the preferred locations for relocating incapacitated crew members on different aircraft models in the air operator's fleet.

(4) Identify how and where to secure an incapacitated crew member for landing or during periods of in-flight turbulence.

(5) Identify the flight crew member and flight attendant communication procedures to advise of crew member incapacitation.

76.2 Flight Crew Member Incapacitation

(1) Identify the assistance flight attendants will provide when a member of the flight crew is incapacitated.

(2) Describe the air operator procedures for assisting an incapacitated flight crew member.

(3) Describe the air operator procedures for administering first aid oxygen to an incapacitated flight crew member.

(4) Describe the air operator procedures for removing an incapacitated flight crew member from the flight deck.

76.3 Flight Attendant Incapacitation

(1) Identify the air operator's crew member coordination procedures to ensure that safety and emergency duties of the incapacitated flight attendant are assumed, and who is responsible for this decision.

(2) Outline the air operator procedures associated with flight attendant incapacitation.

77.0 Post-flight Duties

(1) Training Objective:

(a) The flight attendant will be able to identify their post-flight safety duties.

(2) Scope:

(a) Documentation

(b) Communication

77.1 Documentation

(1) Describe the safety related documentation that must be completed after each flight and who is responsible for its completion.

77.2 Communication

(1) Identify the responsibility associated with a crew change to brief the new crew members regarding any equipment that may be unserviceable, special attention passengers, and any other safety related matters pertinent to their flight.

Annual: Part Four – Emergency Procedures

78.0 Fire Fighting

(1) Training Objective:

(a) The flight attendant will be able to identify the types of fire, fire detection, fire fighting systems and the air operator fire fighting procedures.

(2) Scope:

(a) General

(b) Crew Member Responsibilities

(c) Air Operator Procedures – Passenger Cabin

(d) Air Operator Procedures – External

78.1 General

(1) Identify hazards associated with on board fires including the toxicity of smoke and fumes, flammability of cabin materials, and the variety of combustible materials found within the passenger cabin.

(2) Identify the impediments to fire fighting on board aircraft including limited visibility due to smoke and fumes, fire fighting in a confined space, difficulty in locating or accessing the source of the fire, limited resources to fight the fire and the distance to a suitable airport for landing.

(3) Define fire chemistry, including the elements that must be present for fire to occur.

(4) List the classes and the possible sources of fire that may occur on an aircraft:

(a) Class A – ordinary combustible material;

(b) Class B – flammable or combustible liquids;

(c) Class C – energized electrical equipment;

(d) Class D – combustible metals; and

(e) Thermal runaway and high energy fires.

(5) Describe the importance of early detection and correct recognition.

(6) Identify the characteristics, behaviour, and propagation of fire in different cabin environments.

(7) Describe the means of fire and smoke detection.

(8) Describe the chemical properties of each type of fire extinguisher, including hazards to occupants and aircraft systems, and how it extinguishes fire.

78.2 Crew Member Responsibilities

(1) List the fire prevention measures and crew member responsibilities for fire prevention including but not limited to:

(a) Practicing and maintaining safe work habits;

(b) Enforcing smoking regulations;

(c) Monitoring the cabin and, if applicable, the cargo compartment(s);

(d) Awareness of circuit breaker procedures; and

(e) Prompt investigation of fire detection alarms, unusual odours, heat build-up, and deformation of aircraft components.

(2) Describe the importance of crew member coordination in fire fighting and identify ways that this may be achieved.

(3) Describe the importance of crew member communication in fire fighting and providing the PIC with accurate information on the fire source, location, extent and severity of fire and smoke, and any fire fighting actions.

78.3 Air Operator Procedures – Passenger Cabin

(1) Describe the air operator fire fighting procedures for specific types of fires.

(2) Describe the techniques and procedures for fighting these fires including:

(a) Finding the source of the fire;

(b) Type of extinguisher to use;

(c) Additional fire fighting equipment needed;

(d) Techniques for using fire extinguishers;

(e) Complications to fighting these types of fires;

(f) Limitations to fighting fires;

(g) Post-fire procedures;

(h) Crew member communication and coordination procedures; and

(i) Passenger handling.

(3) Identify ways to maintain breathing comfort for cabin occupants.

(4) Define flashover and flash fire, describe the cause of each and the conditions under which each is likely to occur.

78.4 Air Operator Procedures – External

(1) Identify the types of external fires that could affect flight safety, including but not limited to:

(a) Engine fires;

(b) APU and engine torching;

(c) Fuel spills and apron fires;

(d) Fires on loading bridges; and

(e) Service vehicle fires.

(2) Describe the air operator procedures for dealing with external fire situations including recognition, crew member communication and coordination.

(3) Identify the communication and coordination required with ground personnel and describe the fire fighting assistance ground personal can offer and the assistance crew members can provide to ground personnel.

79.0 Smoke or Fumes in the Cabin

(1) Training Objective:

(a) The flight attendant will be able to identify the hazards associated with smoke or fumes in the cabin, potential sources, and the air operator procedures if smoke or fumes are detected in the cabin, in-flight or on the ground.

(2) Scope:

(a) General

(b) Crew Member Responsibilities

79.1 General

(1) Identify the possible sources of smoke or fumes in the cabin.

79.2 Crew Member Responsibilities

(1) List the air operator crew member communication procedures associated with smoke or fumes in the cabin including how to notify the PIC of the situation and what information is required.

(2) Describe the air operator procedures for dealing with smoke or fumes in the cabin including locating the source, crew member coordination, passenger breathing comfort, and preparation for rapid deplanement or evacuation.

(3) Describe the authority of the PIC to relocate passengers if smoke or fumes are present in the cabin and when this decision may be made.

(4) Describe smoke removal, smoke control, and the associated air operator procedures, as applicable to the air operator's fleet and in accordance with the manufacture's specifications, including crew member communication and coordination, and advice to passengers.

80.0 Rapid Decompression and Cabin Pressurization Problems

(1) Training Objective:

(a) The flight attendant will be able to recognize a rapid decompression and cabin pressurization problems, associated crew member responsibilities and the air operator procedures for dealing with each condition.

(2) Scope:

(a) General

(b) Crew Member Responsibilities

80.1 General

(1) Identify the potential causes of a rapid decompression and cabin pressurization problems.

(2) Describe the mechanical indications and the physiological effects associated with each condition.

(3) Describe the effects of oxygen deficiency on human performance and identify the importance in recognizing these signs and symptoms in other crew members.

(4) Describe the effects of a rapid decompression on any unsecured objects or persons in the immediate area.

(5) Describe the likely aircraft attitude associated with an emergency or rapid descent following a rapid decompression, what is meant by safe altitude, and the importance of reaching a safe altitude quickly.

80.2 Crew Member Responsibilities

(1) Describe the means and air operator procedures for crew member to passenger communication during a rapid decompression and cabin pressurization problems.

(2) Identify the immediate actions crew members must take in the event of a rapid decompression.

(3) Describe the air operator's crew member communication procedures.

(4) List the crew member duties in a post-decompression walk around and identify safety priorities.

(5) Identify the importance of crew member coordination and the methods of achieving this coordination.

81.0 Evacuations

(1) Training Objective:

(a) The flight attendant will be able to identify the types of evacuations, crew member responsibilities and air operator procedures relating to the different types of evacuation situations.

(2) Scope:

(a) General

(b) Crew Member Responsibilities

(c) External Factors

(d) Communication

(e) Brace Positions

(f) Air Operator Exit Procedures

(g) Evacuation Responsibilities

(h) Preparation for Evacuation

(i) Evacuation Procedures

(j) Rapid Deplanement

(k) Post-evacuation

81.1 General

(1) Identify the types of occurrences that may require evacuation or rapid deplanement, who is responsible for making this decision, and the factors to be considered when making this decision.

(2) Describe the types of persons a crew member would choose for an ABP, the assistance they could provide, and the special briefing instructions.

81.2 Crew Member Responsibilities

(1) Identify when crew members have the authority and the responsibility to initiate an evacuation. Include who is responsible for activating evacuation signals.

(2) Describe the different types of passenger behaviour and identify effective ways crew members can manage passenger behaviour during evacuations.

(3) Identify the responsibility of crew members to provide leadership in an evacuation and identify ways this may be achieved.

81.3 External Factors

(1) Identify how crew members can manage evacuations in adverse conditions.

(2) Describe the different aircraft attitudes possible as a result of an accident or incident, including any effect on exit usability.

(3) Describe the flotation characteristics of each aircraft model and identify the factors that could adversely affect aircraft flotation in a ditching or inadvertent water contact.

(4) Describe the effect of environmental conditions on evacuations and equipment.

(5) Identify the importance of time management in prepared and unprepared evacuations and how time affects survivability in different accident situations.

81.4 Communication

(1) Describe the importance of crew member communication in an evacuation and the air operator communication signals for evacuations.

(2) Identify the briefings required between flight crew members and flight attendants in an emergency situation that may require an evacuation. Include the following information in the description:

- (a) Who is responsible to conduct the briefing;
- (b) When and where to conduct the briefing;
- (c) What information is required during the briefing; and
- (d) How to conduct the briefing, including time management.

(3) Identify the briefings required to prepare passengers in an emergency situation that may require an evacuation. Include the following information in the description:

- (a) Who is responsible to conduct the briefing;
- (b) When and where to conduct the briefing;
- (c) What information is required during the briefing; and
- (d) How to conduct the briefing, including time management.

81.5 Brace Positions

(1) Identify the brace positions for crew members in forward or aft-facing seats, passengers (seat orientation as appropriate), including pregnant passengers, passengers with a disability, children, arm held infants, and infants in a restraint system. Describe the effectiveness of each brace position and the importance of assuming the preferred brace position to minimize injury.

(2) Describe the effect of seat pitch on the preferred brace positions.

(3) Identify the signal(s) for assuming the brace position in emergency situations, when it is given, who is responsible for giving it and the crew member responsibilities when the brace signal has been given.

(4) Identify when crew members should assume the brace position if no signal has been given.

81.6 Air Operator Exit Procedures

(1) Identify crew member responsibility to assess conditions prior to opening any exit.

(2) Identify the air operator evacuation procedures for each type of exit found on each aircraft model within the air operator's fleet.

(3) Describe the air operator procedures to operate and use any evacuation aids that are provided on each aircraft model. Include instructions to passengers on the operation and use of these evacuation aids.

(4) Identify the inflation times for different evacuation aids. Describe how to recognize if an evacuation device is fully inflated.

(5) Describe the alternate air operator procedure if initial inflation fails and if the inflation fails during the evacuation.

(6) Describe the preferred techniques for special attention passengers using evacuation slides.

81.7 Evacuation Responsibilities

(1) Identify the shouted commands for each type of evacuation and describe the rationale behind each of the commands. Describe the ways to increase the effectiveness of commands.

(2) Identify the responsibility of crew members to assist passengers and fellow crew members in an evacuation, and any limitation to this responsibility. Outline the conditions when crew members should evacuate themselves.

(3) Describe ways to assist incapacitated passengers and fellow crew members during evacuations.

(4) Identify the importance of checking the passenger compartment, flight deck, and lavatories after all the passengers have been evacuated and describe how and under what conditions this should be accomplished.

(5) Identify the crew member responsibilities for removal of equipment when they evacuate the aircraft and under what conditions this should be accomplished.

81.8 Preparation for Evacuation

(1) Describe the air operator procedures to prepare for each of the following types of evacuation:

- (a) Land – prepared; and
- (b) Ditching.

81.9 Evacuation Procedures

(1) Describe the air operator evacuation procedures for each of the following:

- (a) Land – prepared;
- (b) Land – unprepared;
- (c) Ditching;
- (d) Inadvertent water contact;
- (e) Tidal flat;
- (f) Evacuation with a PTV connected to the aircraft;
- (g) Evacuation at an airport gate, on the apron, or while connected to a bridge; and

(h) Any other scenario applicable to the air operator.

81.10 Rapid Deplanement

(1) Describe the air operator procedures for a rapid deplanement.

81.11 Post-evacuation

(1) Describe the responsibilities of crew members after an evacuation.

82.0 Cargo Fire Fighting

(1) Training Objective:

(a) The flight attendant will be able to recognize the class B and class F cargo compartments and their features, identify fire detection and fire suppression systems, and describe the air operator's procedures for flight attendants assigned cargo fire fighting responsibilities on aircraft that have accessible cargo compartments or are operating in a combined main deck cargo and passenger configuration.

(2) Scope:

(a) General

(b) Crew Member Responsibilities

(c) Air Operator Procedures

82.1 General

(1) Review available data or experiences(s) with cargo compartment fire accidents and incidents. Identify the safety lessons learned as a result.

(2) Identify the regulatory documents that govern main deck Class B and Class F cargo compartment fire procedures.

(3) Describe the Class B and Class F cargo compartments and their features, including the following:

(a) Cargo loading envelope and limitations;

(b) Fire protection systems;

(c) Smoke and fire detection systems and monitoring systems, if installed;

(d) Load carrying methods and restraint systems;

(e) How to access the cargo compartment;

(f) Cargo compartment layout: restricted access routes and areas, roller ball mat systems, container or pallet restraints, and cargo loading device step;

(g) Communication systems and equipment; and

(h) Lighting systems controls.

(4) Describe each piece of cargo fire fighting equipment on board including protective clothing and breathing equipment. Include the following in the description:

(a) Purpose;

(b) Stowage, location, access, and retrieval;

(c) Serviceability;

(d) Operation;

(e) Duration;

(f) Limitations;

(g) Conditions of use; and

(h) Care after use.

82.2 Crew Member Responsibilities

(1) Define specific crew member responsibilities regarding the pre-flight inspection of the Class B or Class F cargo compartment and fire fighting equipment, and the in-flight inspection, if applicable.

(2) Define specific crew member responsibilities for the air operator's Class B and Class F cargo compartment fire procedures:

(a) Communication;

(b) Passenger control;

(c) Fire fighting; and

(d) Monitoring for re-ignition of the fire.

(3) Identify the importance of non-intervention and monitoring of cargo carried in fire containment containers or covered by fire containment covers.

82.3 Air Operator Procedures

(1) Describe the air operator procedures for immediate and continuous communication, including terminology, as follows:

(a) Upon detection of smoke, fumes or fire in the Class B or Class F cargo compartment;

(b) During the fire; and

(c) Post-fire.

(2) Describe the monitoring and/or fire fighting procedures for specific types of fire protection systems.

(3) Describe the communication procedures between the flight crew members and flight attendants during normal flight operations for movement through the cargo compartment on aircraft equipped with a fire suppression system.

(4) Describe the procedure(s) to verify that the fire is out.

(5) Describe the procedure(s) for dealing with fire re-ignition.

Annual: Part Five – Emergency Equipment and Accident Review

83.0 New Air Operator Procedures

(1) Training Objective:

(a) The flight attendant will be able to identify any new procedures introduced by the air operator into the flight attendant manual and identify and describe the operation and procedures relating to the use of any new safety and emergency equipment installed in the air operator's aircraft.

(2) Scope:

(a) General

83.1 General

(1) Review any new or revised air operator procedures introduced into the flight attendant manual since the last annual training.

Note: The air operator may utilize its safety management system to focus on specific areas of concern that have been identified with its new or revised procedures and review those areas.

84.0 Safety and Emergency Equipment

(1) Training Objective:

(a) The flight attendant will be able to identify the location(s) and pre-flight serviceability check of each piece of safety and emergency equipment on board the air operator's aircraft.

(2) Scope:

(a) General

84.1 General

(1) Review the operation of any new safety and emergency equipment installed in an aircraft in the air operator's fleet since the last annual training.

Note: The air operator may utilize its safety management system to focus on specific areas of concern that have been identified with its new safety and emergency equipment.

(2) Review the location of each piece of safety and emergency equipment the air operator has available on board each aircraft model in the air operator's fleet.

(3) Review the pre-flight serviceability checks associated with each piece of safety and emergency equipment.

85.0 Accident and Incident Review

(1) Training Objective:

(a) The flight attendant will be able to demonstrate an understanding of pertinent factors involved in the reviewed accidents and incidents.

(2) Scope:

(a) General

85.1 General

(1) Describe the air operator’s accidents and incidents related to the air operator’s operations.

Note: The accident or incident data from other air operators may be used to highlight specific teaching points that can be universally applied.

(2) Describe the factors which had positive and negative effects on survivability.

(3) Describe experience with fire incidents and identify the safety lessons learned as a result.

(4) Describe the air operator’s experience with accidents and incidents involving rapid deplanements and evacuations.

Annual: Part Six – Aircraft Specific

86.0 Galley(s)

(1) Training Objective:

(a) The flight attendant will be able to identify the components of the galley(s) and describe the operation and the air operator procedures relating to their use.

(2) Scope:

(a) General

86.1 General

(1) Identify the potential hazards resulting from spills, leaks and unsafe work practices in galleys and describe the air operator procedures for dealing with them.

(2) Describe what is meant by the galley water shut-off valves and identify the air operator procedures related to the galley water shut-off valves.

(3) Identify the crew member procedures for dealing with any electrical malfunctions in the galley.

(4) Identify galleys located on a lower deck galley, including the following:

(a) Air operator policies and procedures related to lower deck galleys;

(b) Maximum number of persons allowed in the lower deck galley;

(c) Communication procedures with lower deck galley crew members; and

(d) Escape routes from the lower deck galley.

(5) Identify the air operator procedures related to the use of lifts, how and when they are to be operated, safety features, and alternate procedures if a lift becomes unserviceable.

87.0 Lighting Systems

(1) Training Objective:

(a) The flight attendant will be able to identify the different components of the interior and exterior lighting systems.

(2) Scope:

(a) General

87.1 General

(1) Describe the components of the interior and exterior emergency lighting systems including fixed and portable lighting components.

(2) Describe the duration of the components of the emergency lighting system.

(3) Identify the responsibilities for activating the components of the lighting system in normal and emergency situations.

88.0 Water and Waste System

(1) Training Objective:

(a) The flight attendant will be able to identify the air operator procedures relating to the water and waste system.

(2) Scope:

(a) General

88.1 General

(1) Identify the potential threat to flight safety in case of a large leak of either the water or the waste system.

(2) Describe the crew member responsibilities for the operation and any malfunction of the water and waste system.

(3) Describe the shut-off valves, their importance, location, operation, and identification for each aircraft model.

89.0 Oxygen Systems

(1) Training Objective:

(a) The flight attendant will be able to recognize the components of the fixed oxygen systems and be able to describe effective use of the systems in any on board situation.

(2) Scope:

(a) General

89.1 General

(1) Describe the components of the oxygen systems on board the aircraft, including the flight deck and cabin sources.

(2) Describe when each of the oxygen system components is used. Include the description of use for first aid, decompression, and supplemental purposes.

(3) Identify the location of components of the oxygen system including the location of oxygen masks and, if applicable, any spares.

(4) Identify the air operator’s alternate procedures to access oxygen masks when the automatic system fails.

(5) Describe the air operator crew member communication procedures required to activate the oxygen systems.

90.0 Heating and Ventilation Systems

(1) Training Objective:

(a) The flight attendant will be able to identify the components of the heating and ventilation systems and be able to describe the correct air operator procedures relating to these systems.

(2) Scope:

(a) General

90.1 General

(1) Identify the location of the heating and exhaust vents of which crew members need to be aware.

(2) Describe any crew member communication and coordination procedures when using the heating and ventilation systems.

(3) Identify conditions that may occur in the aircraft associated with the heating or ventilation systems, including the meteorological conditions that may cause condensation within the passenger compartment.

91.0 Exits

(1) Training Objective:

(a) The flight attendant will be able to identify the features of each type of exit and flight deck escape route for each aircraft model in the air operator's fleet and be able to describe the use of these exits in normal, abnormal, or emergency situations.

(2) Scope:

(a) General

(b) Normal Operation

(c) Abnormal Operation

(d) Emergency Operation

(e) Airstairs

91.1 General

(1) Identify safety precautions and potential hazards associated with the operation of the exit or flight deck escape route.

(2) Identify the MEL relief given to air operators when an exit or slide is inoperative. Outline the conditions for this relief to be granted and the air operator procedures that must be followed.

91.2 Normal Operation

(1) Describe the air operator procedures for operating an exit in normal mode, including arming, disarming, opening and closing.

(2) Identify the air operator precautions associated with using an exit in normal mode.

(3) Describe the crew member communication and coordination procedures, including any signals associated with an exit during normal operations. Identify who is responsible for ensuring that this communication occurs and the importance of this communication for flight safety.

91.3 Abnormal Operation

(1) Describe the air operator procedures for abnormal operation of an exit, including who is responsible for the exit operation, and crew member communication and coordination procedures.

(2) Identify any precautions for abnormal operation of an exit.

91.4 Emergency Operation

(1) Describe the air operator procedures for operating the exit in emergency mode.

(2) Identify the precautions for using the exit in emergency situations.

(3) Describe any alternate air operator procedures for use of an exit in the event it becomes unserviceable.

(4) Identify the visual indicators that verify the off-wing slide and ramp is inflated.

91.5 Airstairs

(1) Describe the air operator procedures for operating the airstairs in normal, abnormal, and emergency situations. Identify the crew member responsibility for airstair operation.

(2) Identify the precautions relating to the use of the airstairs.

(3) Describe the air operator procedures for crew member communication and coordination when the airstairs are in use.

92.0 Unique Features

(1) Training Objective:

(a) The flight attendant will be able to recognize any unique features for each aircraft model and any differences within the model as a result of interior configuration or manufacturer differences.

(2) Scope:

(a) General

92.1 General

(1) Identify any features, air operator procedures and equipment unique or different to each aircraft model in the air operator's fleet.

(2) Describe each of the differences, their impact on the air operator's standard operating procedures and the importance to flight safety of crew members being familiar with them.

(3) Identify the function of circuit breakers in electrical panels and describe the air operator procedures for tripped circuit breakers including reset and crew member communication procedures. Describe the potential hazards to flight safety if the air operator's circuit breaker procedures are not followed.

Annual: Part Seven – Drills

93.0 Aircraft Exit Operation Drills – Each Aircraft Model

93.1 Equipment Criteria

(1) Each drill shall be performed using the appropriate aircraft or an approved training device.

(2) The aircraft exit training device shall

(a) replicate the height, width, weight, and operating characteristics of the exit of the aircraft model on which the flight attendant will operate; and

(b) be designed so that the representative exit can be operated in normal and emergency modes, particularly in relation to method of operation and forces required to operate.

(3) Individual aircraft exits may be substituted by another exit provided the air operator has conducted a comparative analysis to determine that the exits are compatible with respect to the type of exit, height, width, weight, force required to operate, and as authorized in the air operator's training program.

(4) To simulate emergency mode operation, floor level exits equipped with slides shall include

(a) An attached slide or a slide drag simulation; or

(b) The ability to simulate the weight of the emergency exit when the power assist has failed.

(5) Floor level exits for which operations are identical under both normal and emergency conditions and that are a routine flight attendant responsibility to open under normal conditions may be excluded from the drills specified under section 93.2.

93.2 Emergency Door Operation Performance Criteria

(1) Each flight attendant shall, for each aircraft model, operate each floor level exit type in the emergency mode that was not operated in the conduct of the unprepared land and inadvertent water contact evacuation drills required by 94.4 and perform the following:

(a) Recognize the signal or the conditions under which the exit is to be opened in the emergency mode;

(b) Verify the exit is in the correct mode;

(c) Assess conditions outside the exit to determine exit usability;

(d) If applicable, position the escape device;

(e) Open the exit in the emergency mode;

(f) Secure the exit in the fully open position;

(g) Verify deployment and inflation of ramp and/or slide and pull the manual inflation handle(s);

(h) Assume and maintain appropriate protective body and hand positions; and

(i) Access release handle(s).

93.3 Cabin Window Exit Operation Performance Criteria

(1) Each flight attendant shall, for each aircraft model, operate each removable cabin window or hatch type that was not operated in the conduct of the unprepared land and inadvertent water contact evacuation drills required by section 94.4 and perform the following:

- (a) Recognize the signal or the conditions under which the exit is to be opened;
- (b) Assess conditions outside the exit to determine exit usability;
- (c) Open and correctly stow the exit;
- (d) Verbally describe correct exit placement following removal if the training procedures differ from the operational procedures;
- (e) Verify deployment and inflation of ramp and/or slide and pull the manual inflation handle(s);
- (f) Assume and maintain appropriate protective body and hand positions;
- (g) Access life line, if installed; and
- (h) Access release handle(s).

(2) Once every third annual training year, each flight attendant shall, for each aircraft model, operate each automatic disposing cabin window or hatch type that was not operated in the conduct of the unprepared land and inadvertent water contact evacuation drills required by section 94.4 and perform the following:

- (a) Recognize the signal or the conditions under which the exit is to be opened;
- (b) Assess conditions outside the exit to determine exit usability;
- (c) Open the exit;
- (d) Verify deployment and inflation of ramp and/or slide and pull the manual inflation handle(s);
- (e) Assume and maintain appropriate protective body and hand positions; and
- (f) Access life line, if installed.

(3) The validity period of the automatic disposing cabin window exit training expires on the first day of the thirty-seventh month after the month in which the training was completed.

93.4 Evaluation Criteria

(1) Flight attendant performance shall be observed, rated, and debriefed according to the following:

- (a) Acknowledgment and timely response to signals;
- (b) Assesses conditions outside the exit to determine exit usability;
- (c) Correct usage of exit operating mechanisms including hand and body positions;
- (d) Usage of proper terminologies and air operator procedures;
- (e) If applicable, correctly positions escape device;
- (f) Secures the exit in the fully opened position or ensures correct stowage position of exit door, window, or hatch;
- (g) Verifies deployment and inflation of ramp and/or slide and pulls the manual inflation handle(s);
- (h) Assumes and maintains appropriate protective hand and body positions;

(i) Correctly accesses life line;

(j) Correctly accesses release handle(s); and

(k) Correctly applies air operator procedures.

94.0 Evacuation Drills

94.1 General

(1) It is recognized that for aircraft with more than one flight attendant, an evacuation will likely involve multiple exits and flight attendants. Therefore, where a drill is performed using an aircraft, the drill scenario shall involve the number of flight attendants assigned to duty on that aircraft.

(2) Where a cabin emergency evacuation trainer is used to conduct the drills, the number of flight attendants who could participate at any time shall be appropriate to the cabin emergency evacuation trainer configuration.

(3) Each flight attendant shall perform the designated evacuation responsibilities for the assigned position. Where a double flight attendant seat is available and would normally be occupied by two flight attendants, the drill shall be conducted to reflect this reality.

94.2 Equipment Criteria

(1) Each evacuation drill shall be performed using an aircraft or an approved cabin emergency evacuation trainer that is representative of the aircraft type(s) on which the flight attendant will be assigned to duty.

(2) Unprepared land and inadvertent water contact evacuation drills may be performed using an aircraft exit training device provided

(a) the dimensions and layout of the training device are representative of an aircraft in relation to emergency exit(s) and safety and emergency equipment stowage;

(b) the flight attendant station, seat positioning, and associated flight attendant panel(s) is representative of that on an aircraft, with particular accuracy for flight attendant seats immediately adjacent to exits;

(c) the representative exit can be operated in emergency mode, particularly in relation to method of operation and forces required to operate; and

(d) all performance and evaluation criteria can be met, according to the applicable scenario.

94.3 Simulation Scenarios

(1) An evacuation drill is a training and evaluation scenario that must portray an operational flight and include abnormal and emergency situations and interactions among flight attendants, flight crew members, and passengers.

(2) A drill scenario must not incorporate excessive variables that would overload a flight attendant, but not be limited so that there is a reduced value to the exercise. The variables should differ in sequence from one drill to the next and may include, but are not limited to, the following:

(a) Unusable exits;

(b) Inflation devices that fail or only partially inflate;

(c) Aircraft attitude which necessitates a decision to use the exit or redirect passengers;

(d) Poor visibility;

(e) Aircraft cabin lighting set to represent evening or night flights;

(f) Incapacitated crew members;

(g) Exits which become unusable during the evacuation;

(h) Special attention passengers;

(i) Failure of aircraft emergency systems;

(j) Decompression;

(k) Failure of public address and interphone systems; and

(l) Exits which require the use of non-standard commands.

94.4 Unprepared Land and Inadvertent Water Contact Evacuation Drill Performance Criteria

(1) Each flight attendant shall:

(a) Participate as a flight attendant in at least one unprepared land and one inadvertent water contact evacuation drill that incorporates the air operator procedures pertinent to a specific exit; or

(b) Provided the air operator establishes and maintains a method to record the type of drill performed by each flight attendant and the drill types are alternated annually, participate as a flight attendant in at least one unprepared land or one inadvertent water contact evacuation drill that incorporates the air operator procedures pertinent to a specific exit.

(2) Each flight attendant shall perform the following:

(a) Secure themselves in a flight attendant seat;

(b) Recognize that an emergency situation is developing and react appropriately to the drill scenario;

(c) Apply applicable commands;

(d) Recognize when and how to initiate the evacuation;

(e) Activate emergency lighting system and, if applicable, evacuation signal system;

(f) Locate and don life preserver and command passengers as appropriate;

(g) Assess conditions inside and outside the exit to determine exit usability throughout the evacuation;

(h) Prepare and open the exit;

(i) Secure the exit in the fully open position or ensure correct stowage;

(j) Verify deployment and inflation of ramp and/or slide and pull the manual inflation handle(s);

(k) Access life line, if installed;

(l) Assume appropriate protective position;

(m) Initiate passenger evacuation;

(n) Final cabin, lavatory, and flight deck checks and remove required emergency equipment;

(o) Evacuate aircraft or cabin emergency evacuation trainer;

(p) Access release handle(s); and

(q) Demonstrate the air operator’s post evacuation procedures.

94.5 Evaluation Criteria

(1) Flight attendant performance shall be observed, rated, and debriefed according to the following:

(a) Correct usage of the seat mechanism, restraint system, and brace position as appropriate for the seat direction and location;

(b) Correct and timely reaction to emergency situations;

(c) Consistent usage of appropriate terminologies with clear, positive, authoritative communication techniques, as appropriate for the drill scenario;

(d) Activates emergency lighting system and, if applicable, evacuation signal system;

(e) Selects appropriate exit for the evacuation scenario;

(f) Assesses conditions inside and outside the exit determine exit usability throughout the evacuation;

(g) Preparation and correct operation of the exit;

(h) Secures the exit in the fully open position and ensures correct stowage;

(i) Verifies deployment and inflation of ramp and/or slide and pulls the manual inflation handle(s);

(j) Correctly accesses life line;

(k) Assumes and maintains appropriate protective body and hand positions;

(l) Effective usage of ABPs for special attention passengers;

(m) Adequacy of cabin checks, removal of equipment and additional supplies as the scenario and air operator procedures dictate;

(n) Correctly accesses release handle(s);

(o) Correctly applies air operator procedures as related to the scenario; and

(p) Correctly applies air operator post evacuation procedures.

94.6 Prepared Land and Ditching Evacuation Drill Performance Criteria

(1) Each flight attendant shall:

(a) Participate as a flight attendant in at least one prepared land evacuation drill; or

(b) Provided the air operator establishes and maintains a method to record the role performed, and roles are alternated annually, participate as a flight attendant or as a passenger in at least one prepared land evacuation drill.

(2) Each flight attendant shall participate in a prepared ditching evacuation drill once every third annual training year.

(3) Each flight attendant shall perform the following:

(a) Recognize the in-flight emergency signal from the flight crew members and react according to the air operator procedures;

(b) Prepare passengers, cabin, and self, according to the air operator procedures and scenario;

(c) Select and brief ABPs to assist as required;

Note: Where possible, air operators should select non-crew member employees to fill the role of ABPs to allow flight attendants the opportunity to work with individuals having limited operational experience.

(d) Recognize the emergency brace and evacuation signals and react accordingly;

(e) Activate emergency lights and, if applicable, evacuation signal system;

(f) Prepare and operate exits;

(g) Evacuate passengers;

(h) Final cabin, lavatory, and flight deck checks and remove required emergency equipment;

(i) Evacuate the aircraft or cabin emergency evacuation trainer; and

(j) Demonstrate the air operator's post evacuation procedures.

Note: One prepared land evacuation drill may be completed so that it concludes with a rapid deplanement rather than an evacuation. This option can only be exercised when there is more than one prepared land evacuation drill being performed. The performance criteria for the cabin preparation component of the drill requirements must not be altered, and flight attendant(s) must deplane the aircraft or cabin emergency evacuation trainer and demonstrate post deplanement procedures, as applicable.

Note: The prepared ditching evacuation drill may be completed in conjunction with the raft drill as published in section 95.0.

(4) The validity period of the ditching evacuation training expires on the first day of the thirty-seventh month after the month in which the training was completed.

94.7 Evaluation Criteria

(1) The flight attendant performance shall be observed, rated, and debriefed according to the contents of section 94.5 and the following:

(a) Correct application of the air operator's emergency landing preparation procedures;

(b) Awareness of and appropriate response to passenger behaviour;

(c) Communication acknowledgement;

(d) Problem identification and alternate solutions;

(e) Accuracy in briefing ABPs; and

(f) Drill participants shall demonstrate awareness of the duties and responsibilities that must be completed following the evacuation scenario according to the air operator's procedures.

95.0 Raft Drill

95.1 General

(1) For the purpose of this drill, raft means both slide raft and life raft unless otherwise stated.

(2) The raft drill may be conducted on land (dry) or in water (wet).

(3) Where the operator conducts wet drills, these should be carried out in a body of water or pool of sufficient depth to realistically perform the simulated exercise.

95.2 Equipment Criteria

(1) The raft drill shall be conducted using life saving equipment that is representative of the equipment installed in each model of aircraft with respect to weight, dimensions, appearance, features, and operation.

(2) Rafts used in the drill may be representative of those installed in each model of aircraft with respect to weight, dimensions, appearance, features, and operation and where differences training has been provided.

95.3 Performance Criteria

(1) Each flight attendant shall participate in a raft drill once every third annual training year and perform the following:

(a) Access the life raft compartment and experience the difficulty associated with moving the weight of a packaged life raft within a space representative of the aircraft aisle;

Note: Paragraph 95.3(1)(a) is not applicable for slide rafts.

(b) Examine all features of a fully inflated raft;

(c) Board raft(s), assist persons into a raft;

(d) Access the inflation lanyard;

(e) Access the raft release mechanism while verbally describing the air operator procedures to release the raft from the aircraft; and

(f) Examine the raft survival kit and review the operation of all components.

(2) Participate as a flight attendant or passenger in the following:

(a) Launching, inflating, and disconnecting the raft(s), either by performing the actions or by viewing a video of the actions;

(b) Righting an overturned raft, either by performing the actions or by viewing a video of the actions;

(c) Effective raft management;

(d) Erecting the raft canopy;

(e) Distribution of duties to passengers;

(f) Discuss the hazards associated with moving a packaged life raft through the cabin to an aircraft exit; and

(g) Discuss water survival principles, raft maintenance, and review the content of the survival kit and the operation of its components.

(3) The validity period of the raft training expires on the first day of the thirty-seventh month after the month in which the training was completed.

96.0 Life Preserver Drill

96.1 Equipment Criteria

(1) Life preservers used for this drill shall be identical to each model carried on board aircraft in the air operator's fleet.

96.2 Performance Criteria

(1) Once every third annual training year, each flight attendant shall perform the following:

(a) Observe removal of a life preserver from a closed and sealed pouch;

(b) Don life preserver;

(c) Locate and review the operation of inflation toggle(s);

(d) Locate and review the operation of the oral inflation tube(s);

(e) Describe deflation technique;

(f) Locate and review light activation; and

(g) Locate whistle.

(2) Observe the fitting of a life preserver for a child.

(3) Review any design and operational differences for all other models of life preservers carried in the air operator's fleet.

(4) The validity period of the life preserver training expires on the first day of the thirty-seventh month after the month in which the training was completed.

97.0 Aircraft Slide Drill

97.1 Equipment Criteria

(1) The evacuation slide shall be of a type installed in the air operator's aircraft with respect to the following categories:

(a) Inflatable, double channel slides;

(b) Inflatable slides and ramp combination;

(c) Upper deck door slides;

(d) Inflatable, single channel slides; and

(e) Non-inflatable slides.

97.2 Performance Criteria

(1) Each flight attendant shall perform an aircraft inflatable slide drill according to the following:

(a) Slide down an inflatable slide from one of the categories; or

(b) Slide down an inflatable slide from one of the categories and, for each other inflatable slide category, view a video of the slide activation and inflation sequence that includes internal and external views, inflation sound, disconnect, and alternate use procedures; or

(c) For each slide category, view a video of the slide activation and inflation sequence that includes internal and external views, inflation sound, disconnect, and alternate use procedures.

(2) Each flight attendant shall perform an aircraft non-inflatable slide drill according to the following:

(a) Access and retrieve the evacuation slide, if not door mounted; and

(b) Attach the evacuation slide clips to the appropriate attachment points on the door frame(s).

98.0 Fire Fighting Drills

98.1 Simulation Scenarios

(1) Fire fighting drills may include Class A, B, C, D, or high energy fires in the following locations:

(a) Cabin area;

(b) Galley area;

(c) Confined area;

(d) Hidden areas; and

(e) Accessible cargo compartment.

98.2 Equipment Criteria

(1) Fire fighting drills shall be conducted using aircraft furnishing as found on the air operator's aircraft, as appropriate to the drill scenario, such as seats, galley units, lavatories, panels, overhead bins, and waste bins.

(2) Fire fighting equipment and the brackets used for restraint shall be representative of those installed in the aircraft with respect to weight, dimensions, controls, types, and operation. Training shall address any differences in the operating characteristics of the actual fire fighting equipment.

(3) Fire extinguishers used for live fire fighting shall be charged with the appropriate agent or with an environmentally friendly agent. PBE consisting of a portable oxygen bottle and full-face mask shall be fully operational and charged with oxygen. Self-contained PBE may be substituted with a training device that is not operational.

(4) The cabin fire fighting drill shall be conducted using a representative training device capable of reproducing the appropriate environment/equipment characteristics as appropriate to the drill scenario, or on an actual aircraft.

(5) The equipment criteria, as specified above, shall apply to the required drills as reflected in sections 98.3, 98.5, and 98.6.

98.3 Cabin Fire Fighting Drill Performance Criteria

(1) Each flight attendant shall:

(a) Participate as a flight attendant in a fire fighting drill in a cabin environment involving at least one crew member and a passenger; or

(b) Provided the air operator establishes and maintains a method to record the role performed, and roles are alternated annually, participate as a flight attendant or as a passenger in a fire fighting drill in a cabin environment involving at least one crew member and a passenger.

(2) Each flight attendant shall perform the following:

(a) Recognize that there is potential fire situation;

(b) Locate the source of the fire;

(c) Apply air operator communication and coordination procedures;

(d) Select, remove, and operate the nearest appropriate fire extinguisher and other fire fighting equipment;

(e) Inform, assist, and control passengers; and

(f) Monitor for re-ignition and apply the air operator post-fire follow-up procedures.

98.4 Evaluation Criteria

(1) The flight attendant performance shall be observed, rated, and debriefed according to the following:

(a) Recognition or identification of the problem;

(b) Correctly locates the source of the fire;

(c) Effectively applies the air operator communication and coordination procedures throughout the drill;

(d) Responds in a timely manner;

(e) Correct use of fire fighting equipment consistent with the type of fire, location of the fire and maximum effective position of the fire extinguisher; and

(f) Undertake further action as required.

98.5 Equipment Practice

(1) Each flight attendant shall demonstrate the ability to use fire fighting equipment not operated in section 98.3 and perform the following:

(a) Remove from stowage, don and activate the air operator's PBE and practice communication procedures;

(b) Remove from stowage and operate each type of fire extinguisher and associated attachments; and

(c) Initiate the air operator's fire fighting procedures.

98.6 Live Fire Fighting Drill

(1) Once every third annual training year, each flight attendant shall demonstrate the effectiveness of a fire extinguisher correctly applied to extinguish an actual fire.

(2) The validity period of the live fire fighting training expires on the first day of the thirty-seventh month after the month in which the training was completed.

99.0 Main Deck Cargo Fire Fighting Drill

99.1 General

(1) This drill is applicable to air operators that have assigned cargo fire fighting responsibilities to flight attendants on aircraft with Class B cargo compartments referred to in AD 93-07-15 and on aircraft with Class F cargo compartments that are operating in a combined main deck cargo and passenger configuration.

(2) This drill may also be used by air operators that have assigned cargo fire fighting responsibilities to flight attendants on aircraft that have accessible Class B cargo compartments.

99.2 Equipment Criteria

(1) Fire fighting equipment and the brackets used for restraint shall be identical to those installed in the aircraft with respect to weight, dimensions, controls, types, and operation.

99.3 Performance Criteria

(1) Each flight attendant shall practice the following:

(a) Don protective clothing and equipment in the correct sequence and, while wearing the protective clothing:

(i) Don and activate or simulate activation of PBE;

(ii) Select and remove from stowage the appropriate fire extinguishing equipment;

(iii) Attach wand extension to the fire extinguisher (if applicable); and

(iv) Disengage and re-engage the barrier net coupling (if applicable).

(2) Each flight attendant shall participate in at least one drill that demonstrates the ability to effectively carry out flight attendant duties and responsibilities in an in-flight cargo fire and perform the following:

(a) Recognize that there is a potential fire situation;

(b) Apply air operator communication and coordination procedures;

(c) Use appropriate fire fighting equipment and protective equipment, as required;

(d) Access the cargo compartment;

(e) Locate the source of the fire;

(f) Fight the fire;

(g) Inform, assist, and control passengers;

(h) Monitor cargo fire and monitor for re-ignition; and

(i) Apply air operator post-fire follow-up procedures.

99.4 Evaluation Criteria

(1) The flight attendant performance shall be observed, rated, and debriefed according to:

(a) Recognition or identification of the problem;

(b) Correctly locates the source of the fire;

(c) Effectively applies the air operator communication and coordination procedures throughout the drill;

(d) Respond in a timely manner;

(e) Correct use of fire fighting equipment and air operator procedures consistent with the type of fire protection systems in place; and

(f) Undertake further action as required.

Additional Information

Document History

(1) TP 12296, Edition 02, RDIMS 803668(E), 803708(F), dated 2008-04-01 – *Flight Attendant Training Standard*

(2) TP 12296, Revision 05, dated 2005-04-15 – *Flight Attendant Training Standard*

(3) TP 12296, Revision 04, dated 2002-04-05 – *Flight Attendant Training Standard*

(4) TP 12296, Revision 03, dated 1996-10-10 – *Flight Attendant Training Standard*

(5) TP 12296, Revision 02, dated 1996-04-01 – *Flight Attendant Training Standard*

(6) TP 12296, Revision 01, dated 1995-06-01 – *Flight Attendant Training Standard*

(7) TP 12296, Original, dated 1994-08-15 – *Flight Attendant Training Standard*

Appendix A – Syllabus

(1) Requalification training and aircraft type training shall follow the scope as published for initial training.

Training	Initial	Annual	Requalification	Aircraft Type
Part One: Aviation Indoctrination				
Air Operator Indoctrination				
Air Operator Specific	•			
Flight Attendant Specific	•			
Regulatory Overview				
Regulatory Overview	•			
Legislation	•	•	•	
Aviation Terminology				
Terminology	•			
Terms of Reference	•			
Theory of Flight				
General Aircraft Description	•			
Aerodynamics of Flight	•			
Meteorology	•			
Air Traffic Control	•			
Physiology of Flight				
General	•	•	•	
Effects of Altitude	•	•	•	

Training	Initial	Annual	Requalification	Aircraft Type
Part Two: Roles and Responsibilities				
Air Operator				
Operating Requirements	•		•	
Company Operations Manual and Flight Attendant Manual	•		•	
Crew Members				
General	•	•	•	
Transport Canada – Civil Aviation Safety Inspectors				
General	•			
Part Three: Safety Procedures				
Crew Member Coordination				
General	•		•	
Crew Member Coordination	•	•	•	
Communication				
General	•	•	•	
Communication	•	•	•	
Passenger Announcements	•			
Surface Contamination				
General	•	•	•	
Crew Member Responsibilities	•	•	•	
De-icing and Anti-icing	•	•	•	
Briefings				
Crew Member Briefings	•	•	•	
Passenger Briefings	•	•	•	

Training	Initial	Annual	Requalification	Aircraft Type
Safety Checks				
General	●	●	●	
Passenger Handling				
General	●	●	●	
Passenger Supervision	●	●	●	
Passenger and Crew Member Seats and Restraints				
Passenger Seating	●	●	●	●
Crew Member Seating	●	●	●	●
Carry-on Baggage				
Passenger Carry-on Baggage	●	●	●	●
Crew Member Carry-on Baggage	●	●	●	●
Portable Electronic Devices				
General	●	●		
Service to Passengers on the Ground				
General	●		●	
Crew Member Responsibilities	●	●	●	
Fuelling with Passengers On Board				
General	●	●	●	
Crew Member Responsibilities	●	●	●	
Pre-take-off and Pre-landing				
Cabin Preparation	●		●	
Crew Member Responsibilities	●	●	●	
Abnormal Situations	●	●	●	

Training	Initial	Annual	Requalification	Aircraft Type
Propeller Abnormalities				
General	●	●	●	●
Apron Safety				
Apron Hazards	●	●	●	
Crew Member Responsibilities	●	●	●	
Helicopter Operations	●	●	●	
Turbulence				
General	●	●	●	
Crew Members Responsibilities	●	●	●	
Crew Member Incapacitation				
General	●	●	●	
Flight Crew Member Incapacitation	●	●	●	
Flight Attendant Incapacitation	●	●	●	
Flight Deck Protocol				
General	●		●	
Fuel Dumping				
General	●		●	
Post-flight Duties				
Documentation	●	●	●	
Communication	●	●	●	
Oxygen Administration				
General	●		●	
Air Operator Procedures	●		●	

Training	Initial	Annual	Requalification	Aircraft Type
Part Four: Emergency Procedures				
Fire Fighting				
General	•	•	•	
Crew Members Responsibilities	•	•	•	
Air Operator Procedures – Passenger Cabin	•	•	•	
Air Operator Procedures – External	•	•	•	
Smoke or Fumes in the Cabin				
General	•	•	•	
Crew Member Responsibilities	•	•	•	•
Rapid Decompression and Cabin Pressurization Problems				
General	•	•	•	
Crew Member Responsibilities	•	•	•	
Evacuations				
General	•	•	•	
Crew Member Responsibilities	•	•	•	
External Factors	•	•	•	
Communication	•	•	•	
Brace Positions	•	•	•	
Air Operator Exit Procedures	•	•	•	
Evacuation Responsibilities	•	•	•	
Preparation for Evacuation	•	•	•	
Evacuation Procedures	•	•	•	

Training	Initial	Annual	Requalification	Aircraft Type
Rapid Deplanement	●	●	●	
Post-evacuation	●	●	●	
Cargo Fire Fighting				
General	●	●	●	●
Crew Member Responsibilities	●	●	●	●
Air Operator Procedures	●	●	●	●
Part Five: Emergency Equipment and Accident Review				
New Air Operator Procedures		●	●	●
Safety and Emergency Equipment	●	●	●	●
Accident and Incident Review	●	●	●	
Part Six: Aircraft Specific				
Physical Description				
General	●			●
Exterior Description	●			●
Interior Description	●		●	●
Galley(s)				
General	●	●		●
Communication Systems				
General	●			●
Interphone	●		●	●
Public Address System	●		●	●
Passenger Call System	●		●	●
In-flight Entertainment System	●		●	●

Training	Initial	Annual	Requalification	Aircraft Type
Automatic Announcement System	●		●	●
Lighting Systems				
General	●	●	●	●
Water and Waste Systems				
General	●	●	●	●
Oxygen Systems				
General	●	●	●	●
Heating and Ventilation System				
General	●	●	●	●
Exits				
General	●	●	●	●
Normal Operation	●	●	●	●
Abnormal Operation	●	●	●	●
Emergency Operation	●	●	●	●
Airstairs	●	●	●	●
Unique Features				
General	●	●	●	●
Part Seven: Drills				
Public Address System and Interphone System Drills	●			
Passenger Briefing Drills	●			
Aircraft Exit Operation Drills – Each Aircraft Model				
Normal Door Operation Performance Criteria	●		●	●
Emergency Door Operation Performance Criteria	●	●		●

Training	Initial	Annual	Requalification	Aircraft Type
Cabin Window Exit Operation Performance Criteria	•	•		•
Airstair Operation Performance Criteria	•			
Evacuation Drills				
Unprepared Land and Inadvertent Water Contact Evacuation Drill Performance Criteria	•	•		
Prepared Land and Ditching Evacuation Drill Performance Criteria	•	•		•
Drills				
Raft Drill	•	•	•	•
Life Preserver Drill	•	•		
Aircraft Slide Drill	•	•		•
Fire Fighting Drills				
Live Fire Fighting Drill	•	•		
Cabin Fire Fighting Drill Performance Criteria	•	•	•	
Main Deck Cargo Fire Fighting Drill	•	•	•	•
Drills				
Oxygen Equipment Drill	•		•	•
Flight Crew Member Incapacitation Drill	•			
Aircraft Familiarization Flight	•			
Flight Deck Observation Flight	•			

Appendix B – Quick Reference Guide

(1) Flight attendant requalification and validity requirements. The quick reference guide below is intended to be a reference tool. More detailed information is included in section C, Introduction of the *Flight Attendant Training Standard*.