



CIVIL AVIATION AUTHORITY

**CABIN CREW CERTIFICATE, CABIN CREW INSTRUCTOR
AUTHORIZATION AND DESIGNATION OF EXAMINER**

DATE: 24/05/2019

1. PURPOSE

This SAFETY DIRECTIVE is issued to provide requirements for IACM issuance of a Cabin crew Certificate, Cabin Crew Instruction Authorization required to be held by cabin crew members operating in aircraft used for operations under MOZCAR Part 121 and designation of examiner.

2. SCOPE AND APPLICABILITY

This safety directive is applicable to operators and cabin crew certificated or applying for a certificate under MOZCAR Part 121.

3. AUTHORITY

This Safety Directive is issued by the IACM in pursuance of powers vested in under paragraph 1 and 3 of Article 12, of Civil Aviation Law No. 05/2016 of 14 June 2016.

4. REFERENCES

Art. 12 of Law n° 05/2016 of 14 June 2016.
MOZCAR Part 121

5. CONTENT

5.1 GENERAL INFORMATION

“Cabin crew” means a crew member who performs in the interest of safety of passengers, duties assigned by the operator or the PIC of the aircraft, but who shall not act as a flight crew member;

“Cabin crew certificate” means a certificate to be issued by IACM to an eligible applicant who meets the requirements stated in this Directive.

5.2 REQUIREMENTS FOR ISSUANCE OF A CABIN CREW CERTIFICATE

5.2.1 Required certificate, ratings and qualifications

- (1) A person shall not act as a cabin crew member unless that person holds-
 - (a) a cabin crew certificate;
 - (b) a rating for the specific aircraft type or is operating under the supervision of a rated cabin crew for the purpose of qualifying for the rating;
 - (c) the required knowledge for the type of aircraft and operating position;
 - (d) the current Medical Certificate Class 3.
- (2) A person undergoing training to qualify for a cabin crew certificate or rating shall not-
 - (a) form a part of the required minimum number of cabin crew for that aircraft;
 - (b) be assigned to an operating position that requires a cabin crew member.
- (3) In this Directive, operating position means a duty station assigned to the cabin crew member for execution of emergency duties.

5.2.2 Eligibility requirements

An applicant for cabin crew certificate shall-

- (a) be at least eighteen years of age
- (b) be able to read, speak and understand the English language sufficiently to adequately carry out the responsibilities of a cabin crewmember;
- (c) have completed a course of training approved by the IACM and
- (d) have passed a knowledge test covering areas stated in 5.2.3.

5.2.3 Knowledge requirements

- (1) An applicant for a cabin crew certificate shall have demonstrated a level of knowledge appropriate to the privileges granted to the holder of a cabin crew certificate, in the following subjects-
 - (a) fire and smoke training to include:
 - (i) emphasis on the responsibility of cabin crew to deal promptly with emergencies involving fire and smoke and, in particular, emphasis on the importance of identifying the actual source of the fire;
 - (ii) the importance of informing the flight crew immediately, as well as the specific actions necessary for co-ordination and assistance, when fire or smoke is discovered;
 - (iii) the necessity for frequent checking of potential fire-risk areas including toilets and the associated smoke detectors;
 - (iv) the classification of fires and the appropriate type of extinguishing agents and procedures for particular fire situations, the techniques of application of extinguishing agents, the

- consequences of misapplication, and of use in a confined space;
and
- (v) the general procedures of ground based emergency services at aerodromes.
- (b) water survival training to include the actual donning and use of personal flotation equipment in water by each cabin crewmember; before first operating on an airplane fitted with life-rafts or other similar equipment, training must be given on the use of this equipment, as well as actual practice in water;
- (c) survival training appropriate to the areas of operation such as polar, desert, jungle or sea;
- (d) medical aspects and first aid to include:
- (i) instruction on first aid and the use of first-aid kits;
 - (ii) first aid associated with survival training and appropriate hygiene; and
 - (iii) the physiological effects of flying and with particular emphasis on hypoxia;
- (e) passenger handling to include the following-
- (i) advice on the recognition and management of passengers who are, or become, intoxicated with alcohol or are under the influence of drugs or are aggressive;
 - (ii) methods used to motivate passengers and the crowd control necessary to expedite an airplane evacuation;
 - (iii) regulations covering the safe stowage of cabin baggage including cabin service items and the risk of the baggage becoming a hazard to occupants of the cabin or otherwise obstructing or damaging safety equipment or airplane exits;
 - (iv) the importance of correct seat allocation with reference to airplane mass and balance with particular emphasis given on the seating of disabled passengers and the necessity of seating able-bodied passengers adjacent to unsupervised exits;
 - (v) duties to be undertaken in the event of encountering turbulence including securing the cabin;
 - (vi) precautions to be taken when live animals are carried in the cabin;
 - (vii) dangerous goods training as prescribed in MOZCAR Parts 92; and
 - (viii) security procedures, including the provisions of MOZCAR 121.04.8
- (f) Communication - emphasis shall be placed on the importance of effective communication between cabin crew and flight crew including technique, common language and terminology:
- (i) the importance of cabin crew performing their duties in accordance with the Operations Manual;
 - (ii) continuing competence and fitness to operate as a cabin crew with special regard to flight and duty time limitations and rest requirements;
 - (iii) an awareness of the aviation regulations relating to cabin crew and the role of the Authority;

- (iv) general knowledge of relevant aviation terminology, theory of flight, passenger distribution, meteorology and areas of operation;
 - (v) pre-flight briefing of the cabin crew and the provision of necessary safety information with regard to their specific duties;
 - (vi) the importance of ensuring that relevant documents and manuals are kept updated with amendments provided by the operator;
 - (vii) the importance of identifying when cabin crew members have the authority and responsibility to initiate an evacuation and other emergency procedures;
 - (viii) the importance of safety duties and responsibilities and the need to respond promptly and effectively to emergency situations: and
 - (g) Discipline and responsibilities
 - (h) Crew Resource Management (CRM) to include appropriate provisions of the MOZCARs Part 121 in relation to cabin crew member.
- (2) The knowledge test results for a cabin crew certificate shall be valid for twelve months after passing the examination.

5.2.4 Skill requirements

An applicant for a cabin crew certificate shall have demonstrated the ability to perform as cabin crew member of an aircraft in the following procedures-

- (a) To execute those safety duties and functions which the cabin crew is assigned to perform in the event of an emergency or in a situation requiring emergency evacuation;
- (b) Drilled and capable in the use of emergency and lifesaving equipment required to be carried such as life jackets, life rafts, evacuation slides, emergency exits, portable fire extinguishers, oxygen equipment and first-aid kits;
- (c) When serving on airplanes operated above 10,000 feet, knowledge as regards the effect of lack of oxygen and, in the case of pressurized airplanes, as regards physiological phenomena accompanying a loss of pressurization;
- (d) aware of other crewmembers' assignments and functions in the event of an emergency so far as is necessary for the fulfilment of the cabin crewmember's own duties;
- (e) Aware of the types of dangerous goods which may, and may not, be carried in a passenger cabin and has completed the dangerous goods training program required by MOZCAR Parts 92;
- (f) Knowledge about human performance as related to passenger cabin safety duties including flight crew-cabin crew co-ordination.

5.2.5 Privileges

A holder of a cabin crew certificate may-

- (a) act as a cabin crew in aircraft of types specified in the certificate when such aircraft are engaged in commercial transport operations; and

- (b) be authorized to act as a cabin crew instructor for issue or renewal of cabin crew certificate and aircraft type ratings
- (c) be designated as examiner by the Civil Aviation Authority

5.2.5 Renewal requirements

A holder of a cabin crew certificate may apply for renewal if the holder has successfully completed the annual safety and emergency procedure training approved by the Authority every twelve months.

5.3 CABIN CREW INSTRUCTOR AUTHORIZATION

5.3.1 General Information

- (a) As stated above in 5.2.5 a Cabin crew may be authorized as an Instructor to provide instructions for the purpose of issue or renewal of cabin crew certificate or for extension of the certificate to include an additional aircraft type rating.
- (b) This part of the Directive details the requirements for a Cabin crew to be issued with an Instructor Authorization.

5.3.2 Eligibility Requirements for the Instructor Authorization

The applicant shall meet the competency and experience requirements for the authorization as a Cabin Crew Instructor as stated in the Operators Operations Manual approved by IACM and shall not be below the following:

- (a) **Experience** – The applicant for a Cabin crew Instructor Authorization shall be a holder of a valid cabin crew certificate rated on the aircraft type for which the instructor authorization is sought at least for three (03) years.
- (b) **Instructors Recommendation** – An applicant should present the Instructor's report as evidence of having received instruction from an authorized instructor and certifying that the applicant has the experience required for the authorization.

5.3.3 Privileges of a Cabin Crew Instructor

- (a) To give ground Training in the aeronautical knowledge areas required for the issuance of a Cabin crew Certificate as stipulated in this Directive in the relevant aircraft category;
- (b) To give recommendation for a knowledge test required for the issuance of a Cabin Crew Certificate in accordance with the this Directive;
- (c) To give ground Training in the aeronautical knowledge areas required for the Cabin Crew operations on the specific Aircraft Type;

- (d) To endorse the training record of a person to whom the Cabin Crew Instructor has provided the training or recommendation for certification as a Cabin Crew under this Directive.

5.3.4 The Cabin crew Instructor Records

- (a) The holder of a cabin crew instructor authorization shall sign the acceptable record keeping document of each person to whom the Instructor has given flight training or ground training;
- (b) The holder of a cabin crew instructor authorization shall maintain a record in a document that contains the following:
 - (i) The name of each person whose record the Instructor has endorsed, and the date of the endorsement; and
 - (ii) The name of each person the Instructor has endorsed for a knowledge test, and the date of the endorsement;
 - (iii) The holder shall retain the records required by MOZCAR 121 for at least 03 years from the date of giving the flight training or ground training.

5.3.5 Requirements for Renewal

- a) The applicant should –
 - i. Complete the prescribed renewal application form;
 - ii. Submit the original Cabin crew Certificate;
 - iii. Submit a valid class 3 medical certificate; and
 - iv. Submit proof of having exercised the privileges of the authorization in the last six months preceding the date of renewal application.
- b) A Cabin crew instructor authorization that has lapsed may be renewed if the applicant has a valid Cabin crew certificate and has received the applicable Cabin crew Instructor training acceptable to the Authority.

5.4 DESIGNATION OF EXAMINER

- (1) The Chairman and CEO of IACM may designate an examiner to conduct skill tests and to issue skill test reports.
- (2) The Chairman and CEO in designating an examiner shall issue a document which must state the full name of such examiner;
 - a) The designation must be specific for the tasks the designee is permitted to perform.

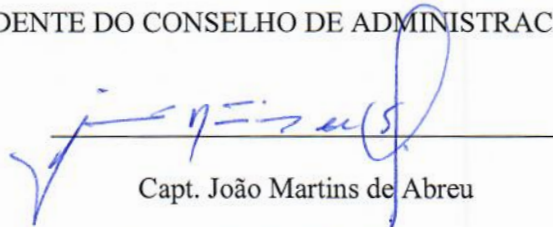
5.4.1 Eligibility of Cabin Crew Examiner

Operator personnel who are to serve as cabin crew examiner airmen must meet the following requirements:

- (1) Hold the required certificate and ratings to serve as a Cabin Crew of the specific aircraft in revenue service.
- (2) Have completed the operator's approved Cabin Crew instructor and check airman qualification training program, holding an instructor authorization at least for two (02) years.
- (3) Meet the training and currency requirements to serve as Cabin Crew, including ground and familiarisation flight training, proficiency or competency checks.
- (4) Have achieved and maintained a favourable record as a Cabin Crew.
- (5) Satisfactorily demonstrate to the IACM the ability to conduct the category of checks for which he/she seeks approval.
- (6) Satisfactorily demonstrated to IACM the ability to be an examiner.

Maputo, May 24, 2019

O PRESIDENTE DO CONSELHO DE ADMINISTRACAO DO IACM



Capt. João Martins de Abreu

MOZAMBIQUE CIVIL AVIATION AUTHORITY



**COMPANY CHECK CABIN (CCC) / DESIGNATED CABIN EXAMINER (DCE)
APPLICATION FORM**

Initial Date (yy/mm/dd)

Renewal

CCC

DCE

NAME

LICENCE#

INSTRUCTOR

LINE

CCC / DCE AUTHORITY REQUESTED

GROUND

Line Check
(Initial/Requalification/
Refresher)

Proficiency Check
(Initial/Annual)

SEPT

(Safety Procedures/Emergency Procedures/Wet Drill/ Fire
Drill/ Evacuation/Slide Drill/ Combined Training/ Joint
Training)

First Aid

COMPANY CHECK CABIN COURSE

COMPLETED

LOCATION(S) _____ DATE(S) (yy/mm/dd) _____

Note: PSI means Practical Skills Instructor as stated on Company Training Manual

Declarations

To be signed by the Applicant

I herewith certify that I meet all requirements of the Company Check Cabin and Designated Examiner stated on Training Manual for the DCE authority requested, except as otherwise indicated on this form or attached resume.

Name Signature

For **CCC** (to be signed by the Air Operator Operations Manager or ATO Manager)

This certifies that the nominee named above meets all requirements of the Company Training Manual for the CCC authority requested, except as otherwise indicated on this form or attached resume.

Name Position

Signature

For **DCE** (to be signed by the Air Operator Operations Manager or ATO Manager)

This application is made for the purpose of obtaining authority for the CCC nominee to conduct cabin proficiency check (CPC)/ cabin proficiency Test (CPT) /Skill tests on cabin crew employed by our company on a recurring basis.

Name Position

Signature