



Advisory Circular

Subject: Approval Process Of Initial Flight Attendant Training Programs For Use By Multiple Air Operators

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1.0 INTRODUCTION

This Advisory Circular (AC) is provided for information and guidance purposes. It describes an example of an acceptable means, but not the only means, of demonstrating compliance with regulations and standards. This AC on its own does not change, create, amend or permit deviations from regulatory requirements nor does it establish minimum standards.

1.1 Purpose

The purpose of this document is to provide guidance to air operators and Civil Aviation Safety Inspectors on the approval process of initial flight attendant training programs used by multiple air operators.

1.2 Applicability

This document is applicable to Transport Canada Civil Aviation Safety Inspectors who approve initial flight attendant training programs and air operators conducting operations under Subpart 705 of the *Canadian Aviation Regulations* (CARs).

1.3 Description of Changes

Not Applicable.

2.0 REFERENCES AND REQUIREMENTS

2.1 Reference Documents

It is intended that the following reference materials be used in conjunction with this document:

- (a) Part VII Subpart 5 of the CARs—*Airline Operations*;
- (b) Standard 725 of the CARs—*Airline Operations-Aeroplanes*;
- (c) Commercial and Business Aviation Policy Letter (PL) 154, 2003-10-08—*Approval of Air Operator Training Programs*;
- (d) Transport Publication (TP) 12296, Revision 5, 2005-04-15—*Flight Attendant Training Standard*; and
- (e) Transport Publication (TP) 12854, Edition 3, 2006-07—*Cabin Safety Inspector Manual*

2.2 Cancelled Documents

Not applicable.

2.3 Definitions and Abbreviations

The following definitions and abbreviations are used in this document:

- (a) **AC** means Advisory Circular.
- (b) **CARs** means *Canadian Aviation Regulations*.
- (c) **CASS** means *Commercial Air Service Standards*.
- (d) **Multiple** means having, relating to, or consisting of more than one individual, element, part, or other component.

3.0 BACKGROUND

- (1) Paragraph 705.124(1)(b) of the *Canadian Aviation Regulations (CARs)* requires every air operator to establish and maintain a training program that is approved by the Minister in accordance with the *Commercial Air Service Standards* and the *Flight Attendant Training Standard* (TP 12296).
- (2) Transport Canada recognizes that there are elements of an initial flight attendant training program that may be identical for all air operators.
- (3) It also recognizes that there could be a reduction of resources and time for both Transport Canada and the industry if the approval process were to be revised to address the elements of training programs that are used by multiple air operators.
- (4) Currently, no procedures or guidance exist to assist with the development and approval of a flight attendant training program for use by multiple air operators within Canada.
- (5) As a result, the chart in Appendix B, entitled Initial Training Information Points for use by Multiple Air Operators, was developed to identify a list of initial training information points based on the *Flight Attendant Training Standard* (TP 12296), that are deemed to be identical for all air operators.
- (6) The chart includes one column for the information points for use by multiple air operators and a second column for those that are deemed to be specific to the air operator. The chart will assist program developers, including third party training contractors, to develop a portion of an initial flight attendant training program that can be used by multiple air operators.
- (7) The chart, identifying information points from the *Flight Attendant Training Standard* (TP 12296) that are deemed identical for all air operators, may be updated from time to time by the Cabin Safety Standards Division.

4.0 PROCEDURES

- (1) The Cabin Safety Standards Division will review the information points of an initial training program that are deemed to be identical for all air operators. The remaining information points are deemed air operator specific and should only be reviewed by the Principal Cabin Safety Inspector familiar with the air operator.
- (2) The following is an outline of the approval process when an air operator submits an initial training program, which incorporates training intended for use by multiple air operators, for approval.

4.1 Air Operator Responsibilities

- (1) The air operator submits a complete initial flight attendant training program to its Principal Cabin Safety Inspector for review and approval, along with one of the following:
 - (a) A copy of a letter from Transport Canada identifying that portions of the training program that are deemed to be identical for all air operators have been reviewed by the Cabin Safety Standards Division; or
 - (b) A letter identifying a third party training organization used to develop the training program, with name and contact information of the program developer.
- (2) If, during delivery of an approved initial training program, the training for the elements that are identical for all air operators is provided to the trainees separate from the air operator specific training, the following should apply:
 - (a) The two portions should be provided within a 90-day period. Beyond this date, the trainee should complete a refresher program or knowledge verification (e.g. exam), or both to validate retention prior to completing the air operator portion; and

- (b) Any amendments to the content during the lapse in time between the deliveries of the two portions are provided to the trainee and knowledge is verified accordingly.
- (3) The air operator, not the third party training organization, remains responsible for ensuring its initial flight attendant training program is maintained up-to-date.
- (4) A copy of the flight attendants' training records and completed exams shall remain on file with the air operator in accordance with Section 705.127 of the CARs.
- (5) A list, which cross-references the *Flight Attendant Training Standard* (TP 12296) with an initial flight attendant training program, will facilitate and speed up the review process.

4.2 Transport Canada Responsibilities

- (1) Upon receipt of the air operator's submission letter and training program, the Principal Cabin Safety Inspector determines whether the Cabin Safety Standards Division has previously reviewed the third party training program, by verifying the content of the letter submitted with the training program.
 - (a) If the program has previously been reviewed, the Principal Cabin Safety Inspector conducts a full review of the air operator specific portion of the initial training program and accepts the review conducted by the Cabin Safety Standards Division for the elements of the training program that are used by multiple air operators.. The Principal Cabin Safety Inspector reviewing the program reserves the right to provide comment and request clarification on those parts of the training program deemed acceptable by the Cabin Safety Standards Division, or any other part of the training program. If such observations are made, the Cabin Safety Standards Division is to be notified. The review will determine one of the following outcomes for the submitted training program:
 - (i) The Principal Cabin Safety Inspector issues a letter of approval to the air operator for the entire program when the air operator specific portion meets the *Flight Attendant Training Standard* (TP 12296); or
 - (ii) The Principal Cabin Safety Inspector advises the air operator that amendments to the air operator specific portion are required before approval can be granted.
 - (b) If the program has not been previously reviewed, the Principal Cabin Safety Inspector liaises with the Cabin Safety Standards Division and the air operator to determine whether the training program is intended for use by multiple air operators.
 - (i) If it is, the Cabin Safety Standards Division liaises with the third party training organization directly to review the portion of the training program that is deemed to be identical for all air operators.
 - (A) When the portion of the training program is deemed to meet the requirements of the corresponding information points under the *Flight Attendant Training Standard* (TP 12296), the Cabin Safety Standards Division forwards a letter to the third party training organization. This is not an approval letter, as approval is only granted to air operators. The Principal Cabin Safety Inspector is notified.
 - (B) The Principal Cabin Safety Inspector may begin review of the air operator specific portion while the Cabin Safety Standards Division conducts its review of the portions for use by multiple air operators so the approval process is not delayed.
 - (C) When the program does not meet the regulatory requirements, the Cabin Safety Standards Division will advise the third party training organization that amendments to the program are required before approval can be granted.
 - (ii) If it is not, the Principal Cabin Safety Inspector reviews the entire initial training program and follows the current approval process.

5.0 AMENDMENTS

- (1) When a change is required to elements of a training program that is used by multiple air operators, the following procedure is recommended:
 - (a) The third party training organization responsible for the program informs all air operators who have received approval for that program of the change.
 - (b) Air operators affected by the change provide feedback, acceptance or refusal. The air operator remains responsible for ensuring a current and approved flight attendant training program is in place.
 - (c) Once all air operators submit confirmation of the acceptance, the third party training organization submits the amendment to the Cabin Safety Standards Division.
 - (d) The Cabin Safety Standards Division reviews the amendment, provides feedback to the third party training organization and notifies Principal Cabin Safety Inspectors.
 - (e) The third party training organization incorporates the change into the program.
 - (f) Air operators provide their Principal Cabin Safety Inspectors with a revision to their initial flight attendant training program for approval.
 - (g) The Principal Cabin Safety Inspector for each air operator issues a letter of approval.

6.0 CONCLUSION

- (1) Air operators should take the content of this AC into account when developing or using initial flight attendant training programs intended for use by multiple air operators.
- (2) Cabin Safety Inspectors should take the content of this AC into account when approving initial flight attendant training programs intended for use by multiple air operators.

7.0 CONTACT OFFICE

For more information please contact:
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Suggestions for amendment to this document are invited and should be submitted via the Transport Canada Civil Aviation Issues Reporting System (CAIRS) at the following Internet address:

www.tc.gc.ca/CAIRS

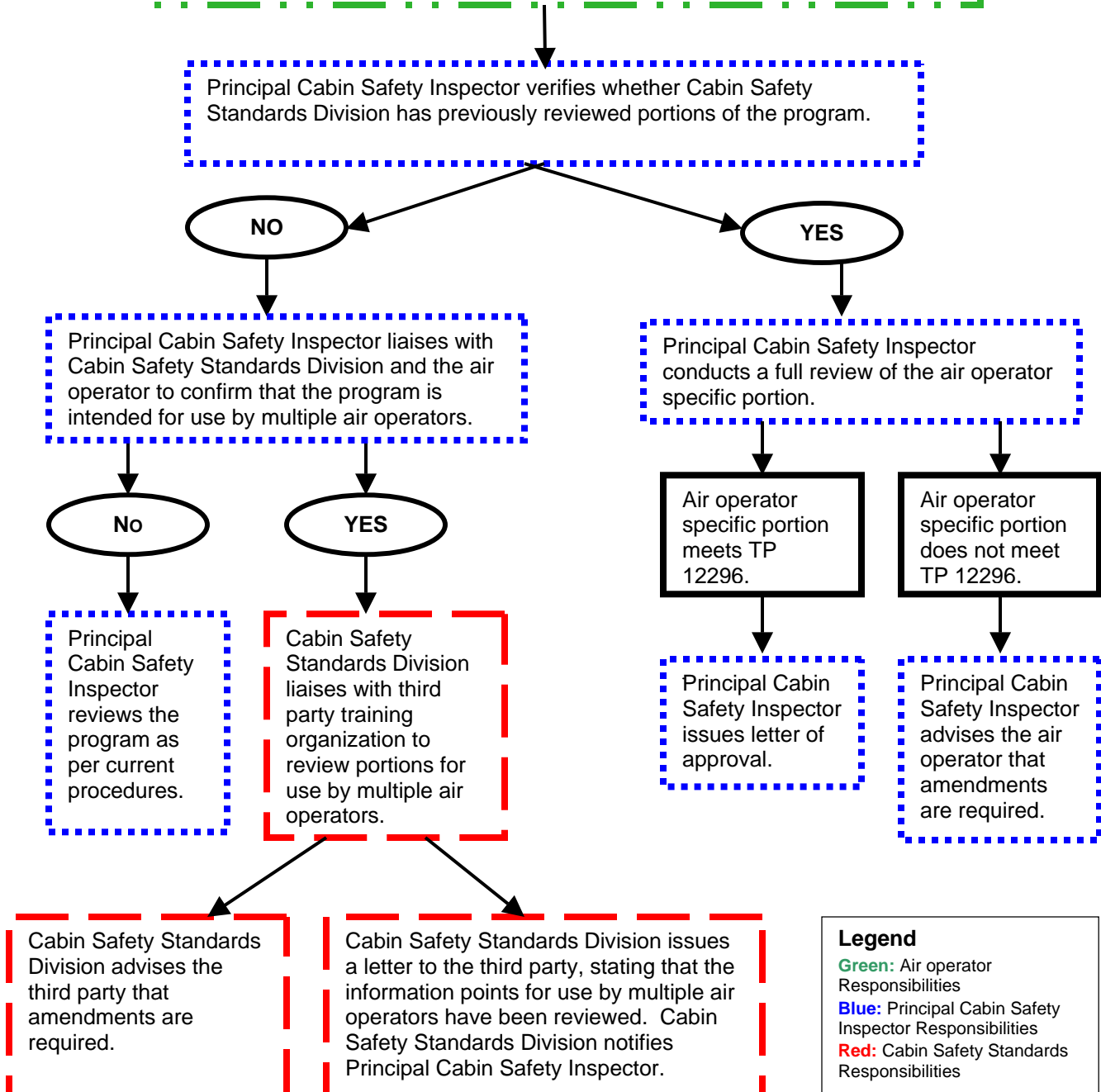
or by e-mail at: CAIRS_NCR@tc.gc.ca

D.B. Sherritt
Director, Standards
Civil Aviation

APPENDIX A – QUICK REFERENCE GUIDE

Approval process of initial flight attendant training programs for use by multiple air operators

- Air operator submits a complete initial flight attendant training program to its Principal Cabin Safety Inspector for review and approval, along with one of the following:
 - (i) A copy of a letter from Transport Canada identifying that portions of the training program that are deemed to be identical for all air operators have been reviewed by Cabin Safety Standards Division.
 - (ii) A letter identifying any third party training organization used to develop the training program, with name and contact information of the program developer.



APPENDIX B – INITIAL TRAINING INFORMATION POINTS FOR USE BY MULTIPLE AIR OPERATORS

Flight Attendant Training Standard (TP12296) Reference	Scope (Subject Areas)	Information Points for use by Multiple Air Operators	Information Points Specific to an Air Operator
Initial – Part 1 Aviation Indoctrination			
1.1	Air Operator Indoctrination	Air Operator Specific	1.1A.1* 1.1A.2* 1.1A.3 1.1A.4* 1.1A.5* 1.1A.6 1.1A.7 1.1A.8*
		Flight Attendant Specific	1.1B.1 1.1B.2* 1.1B.3*
1.2	Regulatory Overview	Regulatory Overview	1.2A.1 1.2A.2 1.2A.3
		Legislation	1.2B.1 1.2B.2* 1.2B.3* 1.2B.4* 1.2B.5
1.3	Aviation Terminology	Terminology	1.3A.2
		Terms of Reference	1.3B.1 1.3B.2 1.3B.3 1.3B.4 1.3B.6 1.3B.7*
1.4	Theory of Flight	General Aircraft Description	1.4A.1 1.4A.2
		Aerodynamics of Flight	1.4B.1 1.4B.2 1.4B.3 1.4B.4 1.4B.6 1.4B.7 1.4B.8 1.4B.9
		Meteorology	1.4C.1* 1.4C.2* 1.4C.3*
		Air Traffic Control	1.4D.1* 1.4D.2* 1.4D.3
1.5	Physiology of Flight	General	1.5A.1 1.5A.2 1.5A.3 1.5A.4

Note: * indicates optional information point as per TP 12296.

Flight Attendant Training Standard (TP12296) Reference		Scope (Subject Areas)	Information Points for use by Multiple Air Operators	Information Points Specific to an Air Operator
		Effects of Altitude	1.5B.1 1.5B.2 1.5B.3 1.5B.4 1.5B.5*	
Initial – Part 2 Roles and Responsibilities				
2.1	Air Operator	Operating Requirements	2.1A.2 2.1A.3 2.1A.5 2.1A.7 2.1A.8	2.1A.1 2.1A.4 2.1A.6 2.1A.9
		Operations Manual Flight Attendant Manual	2.1B.1 2.1B.2	2.1B.3
2.2	Crew Members	General	2.2A.1 2.2A.2 2.2A.3 2.2A.4 2.2A.5 2.2A.6 2.2A.7 2.2A.8 2.2A.10 2.2A.12 2.2A.13 2.2A.14	2.2A.9 2.2A.11 2.2A.15 2.2A.16
2.3	Transport Canada – Aviation Inspectors	General	2.3A.1 2.3A.2 2.3A.3 2.3A.4 2.3A.5 2.3A.6 2.3A.7*	
Initial – Part 3 Safety Procedures				
3.1	Crew Coordination	General	3.1A.1 3.1A.2 3.1A.3	
		Crew Coordination	3.1B.1 3.1B.2 3.1B.3 3.1B.4	
3.2	Communication	General	3.2A.1 3.2A.2 3.2A.3 3.2A.4	
		Communication	3.2B.1 3.2B.2	
		Passenger Announcements	3.2C.2 3.2C.4* 3.2C.5 3.2C.6*	3.2C.1 3.2C.3

Note: * indicates optional information point as per TP 12296.

Flight Attendant Training Standard (TP12296) Reference		Scope (Subject Areas)	Information Points for use by Multiple Air Operators	Information Points Specific to an Air Operator
3.3	Surface Contamination	General	3.3A.1 3.3A.3 3.3A.4	3.3A.2
		Crew Responsibilities	3.3B.1 3.3B.2 3.3B.3	3.3B.4 3.3B.5
		De-icing – Anti-Icing	3.3C.1 3.3C.2 3.3C.4	3.3C.3
3.4	Briefings	Crew Briefings	3.4A.1 3.4A.2 3.4A.3 3.4A.4 3.4A.5 3.4A.6	
		Passenger Briefings	3.4B.1 3.4B.3 3.4B.6	3.4B.2 3.4B.4 3.4B.5 3.4B.7 3.4B.8 3.4B.9
3.5	Safety Checks	General	3.5A.3 3.5A.4	3.5A.1 3.5A.2 3.5A.5
3.6	Passenger Handling	General	3.6A.1 3.6A.2	3.6A.3 3.6A.4 3.6A.5
		Passenger Boarding	3.6B.2	3.6B.1
3.7	Passenger & Crew Member Seats & Restraints	Passenger Seating	3.7A.1 3.7A.8	3.7A.2 3.7A.3 3.7A.4 3.7A.5 3.7A.6 3.7A.7 3.7A.9 3.7A.10
		Crew Seating	3.7B.6 3.7B.7 3.7B.8	3.7B.1 3.7B.2 3.7B.3 3.7B.4 3.7B.5 3.7B.9 3.7B.10

Note: * indicates optional information point as per TP 12296.

Flight Attendant Training Standard (TP12296) Reference		Scope (Subject Areas)	Information Points for use by Multiple Air Operators	Information Points Specific to an Air Operator
3.8	Carry-on Baggage	Passenger Carry-on Baggage	3.8A.3 3.8A.8 3.8A.10 3.8A.12 3.8A.15 3.8A.16 3.8A.17	3.8A.1 3.8A.2 3.8A.4 3.8A.5 3.8A.6 3.8A.7 3.8A.9 3.8A.11 3.8A.13 3.8A.14
		Crew Carry-on Baggage		3.8B.1 3.8B.2
3.9	Electronic Devices	General	3.9A.1 3.9A.2 3.9A.3 3.9A.6 3.9A.8	3.9A.4 3.9A.5 3.9A.7
3.10	Service to Passengers on the Ground	General		3.10A .1 3.10A .2
		Crew Responsibilities	3.10B.1 3.10B.2 3.10B.3	
3.11	Fuelling with Passengers Onboard	General	3.11A.1 3.11A.2 3.11A.3	3.11A.4 3.11A.5
		Crew Responsibilities		3.11B.1 3.11B.2 3.11B.3
3.12	Pre-take-off and Pre-landing	Cabin Preparation		3.12A.1 3.12A.2 3.12A.3 3.12A.4
		Crew Responsibilities	3.12B.3 3.12B.4 3.12B.5 3.12B.6 3.12B.7	3.12B.1 3.12B.2 3.12B.8
		Abnormal Situations		3.12C.1 3.12C.2
3.13	Propeller Abnormalities	General		3.13A.1 3.13A.2 3.13A.3 3.13A.4
3.14	Apron Safety	Hazard on Aprons	3.14A.1 3.14A.2	
		Crew Responsibilities	3.14B.3	3.14B.1 3.14B.2

Note: * indicates optional information point as per TP 12296.

Flight Attendant Training Standard (TP12296) Reference		Scope (Subject Areas)	Information Points for use by Multiple Air Operators	Information Points Specific to an Air Operator
		Helicopter Operators		3.14C.1 3.14C.2 3.14C.3 3.14C.4 3.14C.5
3.15	Turbulence	General	3.15A.1 3.15A.2	
		Crew Responsibilities	3.15B.2 3.15B.3	3.15B.1 3.15B.4
3.16	Crew Member Incapacitation	General	3.16A.1	3.16A.2 3.16A.3 3.16A.4 3.16A.5
		Pilot Incapacitation		3.16B.1 3.16B.2 3.16B.3 3.16B.4
		Flight Attendant Incapacitation		3.16C.1 3.16C.2
3.17	Flight Deck Protocol	General	3.17A.3 a, b, c, d, f, g, h, i	3.17A .1 3.17A .2 3.17A .3 e 3.17A .4
3.18	Fuel Dumping	General		3.18A.1 3.18A.2 3.18A.3 3.18A.4*
3.19	Post-flight Duties	Documentation		3.19A.1
		Communication	3.19B.1	
3.20	Oxygen Administration	General	3.20A.1 3.20A.2 3.20A.3	3.20A.4
		Procedures		3.20B.1 3.20B.2 3.20B.3 3.20B.4 3.20B.5 3.20B.6 3.20B.7 3.20B.8

Initial – Part 4 Emergency Procedures

Note: * indicates optional information point as per TP 12296.

Flight Attendant Training Standard (TP12296) Reference		Scope (Subject Areas)	Information Points for use by Multiple Air Operators	Information Points Specific to an Air Operator
4.1	Fire Fighting	General	4.1A.1 4.1A.2 4.1A.3 4.1A.5 4.1A.6 4.1A.7 4.1A.8 4.1A.9 4.1A.10 4.1A.11	4.1A.4 4.1A.12
		Crew Responsibilities	4.1B.1 4.1B.2 4.1B.4 4.1B.5 4.1B.6	4.1B.3
		Procedures – Cabin	4.1C.3 4.1C.4	4.1C.1 4.1C.2
		Procedures - External	4.1D.1	4.1D.2 4.1D.3
4.2	Smoke-Fumes in the Cabin	General	4.2A.1 4.2A.2	
		Crew Responsibilities	4.2B.1 4.2B.6	4.2B.2 4.2B.3 4.2B.4 4.2B.5 4.2B.7
4.3	Rapid Decompression & Cabin Pressurization Problems	General	4.3A.1 4.3A.2 4.3A.3 4.3A.4 4.3A.5 4.3A.8 4.3A.9 4.3A.10	4.3A.6 4.3A.7
		Crew Responsibilities		4.3B .1 4.3B .2 4.3B .3 4.3B .4 4.3B .5
4.4	Evacuations	General	4.4A.1 4.4A.3 4.4A.4 4.4A.5	4.4A.2
		Crew Member Responsibilities	4.4B.1 4.4B.2 4.4B.3 4.4B.4 4.4B.6 4.4B.7	4.4B.5

Note: * indicates optional information point as per TP 12296.

Flight Attendant Training Standard (TP12296) Reference		Scope (Subject Areas)	Information Points for use by Multiple Air Operators	Information Points Specific to an Air Operator
		External Factors	4.4C.1 4.4C.2 4.4C.3 4.4C.4 4.4C.5	
		Communication		4.4D.1 4.4D.2 4.4D.3
		Brace Position	4.4E.1 4.4E.2	4.4E.3 4.4E.4
		Exit Procedures	4.4F.1 4.4F.8	4.4F.2 4.4F.3 4.4F.4 4.4F.5 4.4F.6 4.4F.7
		Evacuation Responsibilities	4.4G.3 4.4G.4	4.4G.1 4.4G.2 4.4G.5
		Preparation for Evacuation		4.4H.1
		Evacuation Procedures		4.4I.1
		Rapid Deplanement		4.4J.1
		Post-Evacuation	4.4K.5 4.4K.7 4.4K.8	4.4K.1 4.4K.2 4.4K.3 4.4K.4 4.4K.6
		Accident-Incident Review	4.4L.2	4.4L.1
		4.5	Cargo Fire Training	General
Crew Responsibilities				4.5B.1 4.5B.2 4.5B.3
Procedures				4.5C.1 4.5C.2 4.5C.3 4.5C.4 4.5C.5
Drills				4.5D.1 4.5D.2 4.5D.3 4.5D.4
Initial – Part 5 Emergency Equipment				
5	Equipment Overview	General	5.1A.1	5.1A.2
Initial – Part 6 Aircraft Specific				

Note: * indicates optional information point as per TP 12296.

Flight Attendant Training Standard (TP12296) Reference		Scope (Subject Areas)	Information Points for use by Multiple Air Operators	Information Points Specific to an Air Operator
6.1	Physical Description	General		6.1A.1 6.1A.2 6.1A.3 6.1A.4 6.1A.5* 6.1A.6*
		Exterior Description		6.1B.1 6.1B.2 6.1B.3 6.1B.4
		Interior Description		6.1C.1 6.1C.2 6.1C.3 6.1C.4 6.1C.5 6.1C.6
6.2	Galleys	General	6.2A.4 6.2A.7 6.2A.15	6.2A.1 6.2A.2 6.2A.3 6.2A.5 6.2A.6 6.2A.8 6.2A.9 6.2A.10 6.2A.11 6.2A.12 6.2A.13 6.2A.14
6.3	Communication Systems	General		6.3A.1 6.3A.2
		Interphone		6.3B.1
		Public Address System		6.3C.1
		Passenger Call System		6.3D.1 6.3D.2
		Entertainment System		6.3E.1 6.3E.2 6.3E.3
		Automatic Announcement System		6.3F.1 6.3F.2 6.3F.3 6.3F.4 6.3F.5

Note: * indicates optional information point as per TP 12296.

Flight Attendant Training Standard (TP12296) Reference		Scope (Subject Areas)	Information Points for use by Multiple Air Operators	Information Points Specific to an Air Operator
6.4	Lighting Systems	General		6.4A.1 6.4A.2 6.4A.3 6.4A.4 6.4A.5 6.4A.6 6.4A.7 6.4A.8
6.5	Water and Waste Systems	General	6.5A.3	6.5A.1 6.5A.2 6.5A.4 6.5A.5
6.6	Oxygen Systems	General		6.6A.1 6.6A.2 6.6A.3 6.6A.4 6.6A.5 6.6A.6 6.6A.7
6.7	Heating and Ventilation Systems	General		6.7A.1 6.7A.2 6.7A.3 6.7A.4 6.7A.5
6.8	Exits	General		6.8A.1 6.8A.2 6.8A.3 6.8A.4 6.8A.5
		Normal Operation		6.8B.1 6.8B.2 6.8B.3 6.8B.4
		Abnormal Operation		6.8C.1 6.8C.2 6.8C.3 6.8C.4 6.8C.5
		Emergency Operation		6.8D.1 6.8D.2 6.8D.3 6.8D.4 6.8D.5 6.8D.6
		Airstairs		6.8E.1 6.8E.2 6.8E.3 6.8E.4 6.8E.5

Note: * indicates optional information point as per TP 12296.

Flight Attendant Training Standard (TP12296) Reference		Scope (Subject Areas)	Information Points for use by Multiple Air Operators	Information Points Specific to an Air Operator
6.9	Unique Features	General		6.9A.1 6.9A.2 6.9A.3
Initial – Part 7 Drills				
				Part 7 (all)
Initial – Part 8 Aviation First Aid				
8.1	In-flight Emergency Scene Management	Principles of First Aid	8.1A.1 8.1A.2	
		Principles of Safety When Giving First Aid	8.1B.1 8.1B.2	8.1B.3 8.1B.4 8.1B.5
		Knowledge of First Aid Equipment & Materials		8.1C.1
		Principles of Emergency Scene Management	8.1D.1 8.1D.2 8.1D.3	8.1D.4 8.1D.5 8.1D.6 8.1D.7
		Scene Survey	8.1E.1 8.1E.2 8.1E.3	
		Primary Survey	8.1F.1	8.1F.2 8.1F.3
		Secondary Survey	8.1G.1 8.1G.2 8.1G.3 8.1G.4 8.1G.5 8.1G.6 8.1G.7	8.1G.8
		Ongoing Casualty Care Suspected Death	8.1H.1	
				8.1I.1
8.2	Shock, Unconsciousness and Fainting	Shock	8.2A.1 8.2A.2 8.2A.3	
		First Aid for Shock	8.2B.1 8.2B.2	
		First Aid Unconsciousness	8.2C.1 8.2C.2	
		Fainting	8.2D.1 8.2D.2 8.2D.3	
		First Aid for Fainting	8.2E.1	
8.3	Artificial Respiration - Adult	Respiratory System	8.3A.1 8.3A.2 8.3A.3	
		Respiratory Emergencies	8.3B.1 8.3B.2 8.3B.3	

Note: * indicates optional information point as per TP 12296.

Flight Attendant Training Standard (TP12296) Reference		Scope (Subject Areas)	Information Points for use by Multiple Air Operators	Information Points Specific to an Air Operator
		Mouth-to-Mouth Method of Artificial Respiration	8.3C.1 8.3C.2 8.3C.3 8.3C.4 8.3C.7 8.3C.8 8.3C.9	8.3C.5 8.3C.6 8.3C.10
		Mouth-to-Mouth of Artificial Respiration-Casualty with a Suspected Head/Spinal Injury	8.3D.1 8.3D.3	8.3D.2
		Ongoing Casualty Care-Restored Breathing	8.3E.1	8.3E.2 8.3E.3
8.4	Artificial Respiration – Child and Infant	Mouth-to-Mouth AR on a Child	8.4A.1 8.4A.2	
		Mouth-to-Nose AR on an Infant	8.4B.1 8.4B.2 8.4B.3	8.4B.4
8.5	Choking-Adult, Child and Infant	Breathing Emergencies	8.5A.1 8.5A.2	
		Choking	8.5B.1 8.5B.2	
		First Aid for a choking Adult & Child	8.5C.1 8.5C.2 8.5C.4	8.5C.3 8.5C.5
		First Aid for a Choking Infant	8.5D.2	8.5D.1
		Ongoing Casualty Care for Choking	8.5E.1	
8.6	Cardiovascular Emergencies	Cardiovascular Disease	8.6A.1	
		Risk Factors of Cardiovascular Disease	8.6B.1 8.6B.2 8.6B.3	
		Preventive Health Measures	8.6C.1	
		Principles of First Aid for Cardiovascular Emergencies	8.6D.1 8.6D.2	
		Angina/Heart Attack	8.6E.1 8.6E.2 8.6E.3 8.6E.4	
		Stroke/TIA	8.6F.1 8.6F.2 8.6F.3 8.6F.4	

Note: * indicates optional information point as per TP 12296.

Flight Attendant Training Standard (TP12296) Reference		Scope (Subject Areas)	Information Points for use by Multiple Air Operators	Information Points Specific to an Air Operator
8.7	Wounds And Bleeding	Wounds	8.7A.1 8.7A.2	
		Types of Bleeding	8.7B.1 8.7B.2 8.7B.3 8.7B.4	
		Contamination and Infection	8.7C.1 8.7C.2	
		Dressing, Bandages and Slings	8.7D.1	
		First Aid for Wounds and Internal Bleeding	8.7E.1 8.7E.2	8.7E.3 8.7E.4 8.7E.5
		First Aid for Wounds with Embedded Objects	8.7F.1	8.7F.2
		Internal Bleeding	8.7G.1	
		Bleeding from the Nose	8.7H.1	
8.8	Fractures, Dislocations And Sprains	Bone and Joint Injuries	8.8A.1 8.8A.2 8.8A.3	
		First Aid for Bone and Joint Injuries	8.8B.1 8.8B.2 8.8B.3 8.8B.5 8.8B.6	8.8B.4 8.8B.7
		Muscle Strain	8.8C.1 8.8C.2 8.8C.3	
8.9	Burns	Burns	8.9A.1 8.9A.2 8.9A.3 8.9A.4	
		First Aid for Burns	8.9B.1 8.9B.2	
8.10	Head/Spinal Injuries	Head/Spinal Injuries	8.10A.1 8.10A.2	
		First Aid for Head/Spinal Injuries	8.10B.1 8.10B.2 8.10B.4 8.10B.5	8.10B.3
8.11	Asthma, Allergies and Poisons	Severe Asthma	8.11A.1 8.11A.2 8.11A.3	
		Severe Allergic Reactions	8.11B.1 8.11B.2 8.11B.3 8.11B.4	

Note: * indicates optional information point as per TP 12296.

Flight Attendant Training Standard (TP12296) Reference		Scope (Subject Areas)	Information Points for use by Multiple Air Operators	Information Points Specific to an Air Operator
		Poisoning	8.11C.1 8.11C.2 8.11C.3	
		First Aid for Poisoning by Ingestion	8.11D.1	
8.12	Medical Conditions	Diabetic Emergencies	8.12A.1 8.12A.2 8.12A.3 8.12A.4	
		Epilepsy	8.12B.1 8.12B.2 8.12B.3	
		Convulsions in Children	8.12C.1 8.12C.2 8.12C.3	
		Acute Abdominal Distress	8.12D.1 8.12D.2	
		First Aid for Acute Abdominal Distress	8.12E.1	
8.13	Altitude Related Conditions	Earache & Sinusitis	8.13A.1 8.13A.2	
		First Aid for Earache & Sinusitis	8.13B.1 8.13B.2	
		Hyperventilation Syndrome	8.13C.1	
		First Aid for Hyperventilation	8.13D.1	
		Motion Sickness	8.13E.1	
		First Aid for Motion Sickness		8.13F.1
8.14	Eye Injuries	First Aid for Foreign Objects in the Eye	8.14A.1 8.14A.2 8.14A.3	
		First Aid for burns to the Eye	8.14B.1	
8.15	Childbirth And Miscarriage	Childbirth	8.15A.1* 8.15A.2* 8.15A.3*	
		Preparing for an Emergency Delivery	8.15B.1* 8.15B.2*	
		Emergency Delivery	8.15C.1* 8.15C.2* 8.15C.3* 8.15C.4*	
		Miscarriage	8.15D.1* 8.15D.2*	
		First Aid for Miscarriage	8.15E.1*	

Note: * indicates optional information point as per TP 12296.

Approval Process Of Initial Flight Attendant Training Programs For Use By Multiple Air Operators

Flight Attendant Training Standard (TP12296) Reference		Scope (Subject Areas)	Information Points for use by Multiple Air Operators	Information Points Specific to an Air Operator
8.16	Frostbite/ Hypothermia	Cold Injuries	8.16A.1* 8.16A.2* 8.16A.3*	
		First Aid for Cold Injuries	8.16B.1* 8.16B.2*	
8.17	Heat Illness	Heat Illness	8.17A.1* 8.17A.2* 8.17A.3*	
		First Aid for Heat Illness	8.17B.1*	
8.18	CPR-Adult, Child and Infant	Cardiac Arrest	8.18A.1* 8.18A.2*	
		CPR-Adult, Child & Infant	8.18B.1* 8.18B.2* 8.18B.3*	8.18B.4* 8.18B.5* 8.18B.6* 8.18B.7*
8.19	Toothache	Toothache	8.19A.1*	
		First Aid for Toothache	8.19B.1* 8.19B.2*	

Note: * indicates optional information point as per TP 12296.