

**Quick Reference Guidance
(QRG)**

Alleviation Title	Cabin Crew Recurrent Training Requirements
Version	1.0
Publication Date	20 April 2020
Relevant Standard(s)	<p>Annex 6, Part I</p> <p>12.4 - The operator shall establish and maintain a training programme, approved by the State of the Operator, to be completed by all persons before being assigned as a cabin crew member. Cabin crew members shall complete a recurrent training programme annually. These training programmes shall ensure that each person is:</p> <ul style="list-style-type: none"> a) competent to execute those safety duties and functions which the cabin crew member 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 life-saving equipment required to be carried, such as life jackets, life rafts, evacuation slides, emergency exits, portable fire extinguishers, oxygen equipment, first-aid and universal precaution kits, and automated external defibrillators; c) when serving on aeroplanes operated above 3 000 m (10 000 ft), knowledgeable as regards the effect of lack of oxygen and, in the case of pressurized aeroplanes, as regards physiological phenomena accompanying a loss of pressurization; d) aware of other crew members' assignments and functions in the event of an emergency so far as is necessary for the fulfilment of the cabin crew member's own duties; e) aware of the types of dangerous goods which may, and may not, be carried in a passenger cabin; and f) knowledgeable about human performance as related to passenger cabin safety duties including flight crew-cabin crew coordination. <p><i>Note 1.— Requirements for the training of cabin crew members in the transport of dangerous goods are included in the Dangerous Goods Training Programme contained in Annex 18 — The Safe Transport of</i></p>

	<p>Dangerous Goods by Air <i>and the</i> Technical Instructions for the Safe Transport of Dangerous Goods by Air (Doc 9284).</p> <p>Note 2.— <i>For more information on dangerous goods operational requirements, see Chapter 14.</i></p> <p>Note 3.— <i>Guidance material to design training programmes to develop knowledge and skills in human performance can be found in the Cabin Crew Safety Training Manual (Doc 10002).</i></p>
CCRD entry required	No
Problem Statement	Due to the physical distancing, closure of work places, and other restrictions to mitigate the spread of the COVID-19 pandemic, it has become increasingly difficult for cabin crew members to complete the required annual recurrent training programme, mainly with regards to hands-on and simulated exercises, such as donning of emergency equipment and participating in group drills. Inability to complete this portion of recurrent training would result in a lapse of cabin crew qualifications (and licences, where applicable).
Applicability	These alleviations should apply to cabin crew members, in commercial air transport, whose recurrent training must be completed in the alleviation period established by the State and ending no later than 31 March 2021.
Alleviation summary	<ul style="list-style-type: none"> • Extended validity of cabin crew qualifications (and licences, where applicable). • Allow alternative means for providing the training (e.g. E-learning)¹.
Operational context	<ul style="list-style-type: none"> • Size and complexity of the operator (e.g. number of aircraft types in the fleet, number of cabin crew members affected by alleviation). • Operator’s digital learning capabilities (e.g. existing E-learning platform, capability for instructor-lead online training sessions). • Number and location of operator’s training facilities.
Possible Mitigations	<ul style="list-style-type: none"> • Completion of parts of syllabus typically conducted thought classroom or computer-based training via digital learning. • Deferral of hands-on and simulated exercises until the alleviation expires or until in-person training can be safely resumed. • Use of webinars and other interactive means to address some topics in the syllabus which require interaction, such as crew

¹ Applies to parts of approved cabin crew training syllabus typically conducted thought classroom or computer-based training. Hands-on and practical exercises should be deferred until such time as the alleviation expires.

	<p>resource management (this does not apply to hands-on and simulated exercises, as defined in Doc 10002).</p> <ul style="list-style-type: none"> • Use of instructional aids (e.g. videos on door operation) to refresh crew members’ knowledge of equipment and systems in the cabin (these do not substitute the required hands-on training; they are used as an interim measure until such time as crew can complete the required training). • Enhanced pre-flight briefing, to supplement training. • Records management process to keep track of all cabin crew members affected by the alleviation. • Crew composition (roster crew members who are affected by the alleviation with those who are not, as part of one crew, where possible). • “Return to normal operations plan” to manage the completion of recurrent training, as per the approved training programme, by each cabin crew member affected by the alleviation when it expires.
<p>Alleviations likely to be unacceptable to other States</p>	<ul style="list-style-type: none"> • Changes without a safety risk assessment to manage the alleviation. • Alleviation of hands-on and simulated exercises in cabin crew initial training. • Reduction of content in the approved training programme syllabus (training delivery method may be modified but all content needs to be either addressed or deferred for successful completion at a later date by each cabin crew member). • Permitting lapses in cabin crew qualifications, once training has resumed as part of a return to normal operations.
<p>References:</p>	<ul style="list-style-type: none"> • Doc 9284, <i>Technical Instructions for the Safe Transport of Dangerous Goods by Air</i> • Doc 9734, <i>Safety Oversight Manual, Part A – The Establishment and Management of a State Safety Oversight System</i> • Doc 10002, <i>Cabin Crew Safety Training Manual</i> • Cir 356, <i>Guidelines on Digital Learning for Cabin Crew Training</i>
<p><i>This guidance has been developed by ICAO with the support of SME’s made available from States and Industry through different ANC panels, study groups and other expert groups.</i></p>	