



Session 3

ICAO Cabin Crew Safety Training Manual
(Doc 10002)



Overview

- ICAO Doc 10002
- ICAO Cabin Safety Group & its role
- Overview of Doc 10002 Chapters
- Intent of the manual
- Some key definitions
- Types of training
- Q&A



Cabin Crew Safety Training Manual

- Guidance material on training developed in 1970s
 - Cabin Attendants' Safety Training Manual (Doc 7192 Part E-1)
 - Addressed requirements in Annex 6
 - Last updated in 1996
- ICAO Cabin Crew Safety Training Manual revision
 - Now Document 10002, first edition
 - Addresses significant changes since 1990s
 - Guidance material for initial & recurrent training
 - Additional guidance on aspects not addressed by ICAO
 - Presents competency-based approach



ICSG : A Joint Industry-Regulatory Effort



Australian Government
Civil Aviation Safety Authority



SOUTH AFRICAN



Transport Canada



United Arab Emirates



GCAA
دولة الامارات العربية المتحدة
الهيئة العامة للطيران المدني
UAE General Civil Aviation Authority

UNITED





ICAO MPSG & IATA MAG: A Joint Effort on Cabin Health



State of Israel
Ministry of Transport
National Infrastructures and Road Safety



Australian Government
Civil Aviation Safety Authority





Overview of Chapters

1. Cabin Crew Training Requirements and Qualifications
2. Training Facilities and Devices
3. Competency-based Training Approach
4. Aviation Indoctrination
5. Normal Operations Safety Training
6. Abnormal and Emergency Situations Training
7. Dangerous Goods
8. Human Performance
9. Cabin Health and First Aid
10. Aviation Security
11. Safety Management Systems
12. Fatigue Management
13. In-Charge Cabin Crew Training
14. Management Aspects of the Cabin Safety Training Programme



What the Manual is and What it is not

- What it is:
 - Guidance to develop cabin crew competency-based training
 - Content is generic and operators should adapt it to suit their operation
 - Recommendations
 - Guidance for States when approving training programme
 - Training syllabus **should** include all relevant parts of syllabuses suggested in this manual
 - but should not be limited by it



What the Manual is and What it is not

- What it is not:
 - Content is **not** mandatory
 - only SARPs in Annexes are
 - Manual is **not** all-inclusive
 - other means of compliance may exist
 - Content does not represent sole means to meet regulatory requirements on cabin crew training



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Some Key Definitions



Some Key Definitions

- **Classroom training**
 - In-person, instructor-led training which may include group exercises and interactive instructional sessions
- **Computer-based training (CBT)**
 - Training involving instructional aids, such as computers and tablets
 - CBT may encompass use of CD-ROMs as well as web-based training
 - commonly referred to as eLearning





Some Key Definitions

- Hands-on exercise
 - Exercise on use of equipment/aircraft systems that is conducted **without a specific context**
 - Equipment that is removed from operation, can be used for purposes of this training
 - or other representative training equipment considered acceptable by State





Some Key Definitions

- Simulated exercise
 - Exercise representing a **full context scenario** (e.g. evacuation)
 - Where cabin crew apply operator's procedures and associated crew responsibilities for dealing with specific situation
 - Typically conducted in representative training device capable of reproducing appropriate environment/equipment characteristics
 - e.g. cabin, flight deck, accessible cargo compartment, crew rest area, etc.
 - or on actual aircraft





Types of Training

- Different types of training should be provided, as a minimum, to cabin crew members
- The types of training are as follows:
 - Initial training
 - Aircraft type training
 - Differences' training
 - Aircraft visit
 - Familiarization flight
 - Recurrent training
- *Refer to Doc 10002, Chapter 1 for additional guidance*





Points to Remember

- Content of the training manual
- Intent of the manual
- Key definitions regarding training conditions
- Types of cabin crew training



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