

## VOLUME 3 GENERAL TECHNICAL ADMINISTRATION

### CHAPTER 23 FLIGHT ATTENDANT TRAINING AND QUALIFICATION PROGRAMS

#### Section 2 Safety Assurance System: Flight Attendant Training Approval Process

**3-1746 GENERAL.** Flight attendant (F/A) training curriculum approvals follow the same five-phase general process for approval or acceptance described in Volume 3, Chapter 1, Section 1. Information and guidance regarding each phase of the approval process is located in Volume 3, Chapter 19, Section 2. Inspectors should refer to Figure 3-107, Job Aid for Flight Attendant Training, as a guideline during this approval process. This section is related to Safety Assurance System (SAS) Element 5.1.1, (OP) Training of Flight Attendants.

**3-1747 REVISIONS TO TRAINING CURRICULUMS.** Volume 3, Chapter 19, Section 2, paragraph 3-1111 addresses procedures for proposed revisions to training curriculums, including any proposal to reduce the approved number of training hours. Curriculum hours and subject matter should not be reduced to the extent that a curriculum cannot meet its goals and objectives; in all cases, the curriculum should ensure that the crewmember stays adequately trained. Only basic indoctrination, initial, and recurrent training under Title 14 of the Code of Federal Regulations (14 CFR) part 121 have specified numbers of programmed hours. For all other curriculums, only the subject matter requirements or objectives are stated in the regulations. Reduction of hours is permitted under part 121 operations for basic indoctrination, initial ground, and recurrent training; however, the specified subjects should still be covered. When an established operator requests a reduction in the number of programmed hours, the operator must demonstrate to the Administrator that, for the applicable student's level of experience, the reduction will not be detrimental in achieving the requisite level of competency. Reductions in recurrent training classroom hours from the 12 hours set forth in the regulations should be discouraged when there are several different types and models of aircraft in a fleet, except upon showing of exceptional, time-saving, and effective training techniques such as separate mockups for each aircraft type and model. If the number of programmed hours of a training curriculum is reduced, the certificate holder will be provided with a letter giving the basis for the approval. The same conditions upon which approval for the reduction were based should continue. However, any change or addition of aircraft type to the operator's fleet of aircraft should necessitate review of the reduction of the number of programmed hours. Transition, differences, and upgrade ground training curriculums are derived from the applicable initial ground training curriculum. Therefore, upon approval of the Administrator, an established operator may omit particular subjects and have fewer hours than in the initial training curriculum. For this to be acceptable, the operator must show that the material is adequately addressed in another manner (such as recurrent training), that portions are not pertinent to the operation, or that the material can be sufficiently covered in less than the programmed hours approved in the initial training curriculum. When increases in recurrent or initial training are mandated by the Federal Aviation Administration (FAA), as happened when security training was required, these increases would not be compensated for by decreases in the hours of existing training in other areas.

**Figure 3-107. Job Aid for Flight Attendant Training**

F/A Training Program Job Aid A. This document was prepared to assist the principal operations inspector (POI) in the approval of F/A training. The suggested way to use this job aid is as follows:

- (1) The POI should have this document copied.
- (2) The POI's recommendations should be added to the copy.
- (3) The POI should give this document to the appropriate representative of the carrier, and ask that person to record how each item on the job aid is covered.
- (4) The POI can then determine which items are satisfactory and which items need changes.
- (5) When the POI is satisfied that a given item is acceptable, the POI should put any appropriate remarks next to that item, then that item should be initialed and given a date of approval.
- (6) If a letter of reduction is issued regarding any training program, the letter must be kept with the training program.

B. The POI should also ensure the proficiency of instructors, the applicability of training materials, and the quality of learning.

C. The operator's assigned Principal Security Inspector should be coordinated with during the review of the operator's security and hazardous materials procedures that are contained in the operator's training programs.

D. The operator should provide the POI with the approved Drug Testing Program, which must have been approved by the FAA Regional Drug Abatement Program Manager.

E. If the POI wants to be informed about, or be able to answer questions regarding, the operator's approved program concerning Department of Transportation (DOT) 14 CFR Part 382, Nondiscrimination on the Basis of Disability in Air Travel, the POI should request a copy of the program from the operator. This program is approved by the Deputy Assistant Counsel for Regulation and Enforcement for the DOT.

**Figure 3-107 (Continued)****JOB AID FOR F/A TRAINING**

	Initial Approval	Final Approval
§ 121.401, Training Program: General		
§ 121.403, Training Program: Curriculum		
§ 121.415, Crewmember and Dispatcher Training Requirements		
§ 121.417, Crewmember Emergency Training (for each aircraft type, model, and configuration)		
(a) Assignments		
(b) Procedures		
(c) Emergency Drills		
(d) Overwater Qualifications		
(e) Above 25,000 Feet. § 121.418, Differences Training: Crewmembers and Dispatchers		
§ 121.421, F/As: Initial and Transition Ground Training		
§ 121.427, Recurrent Training		
§ 121.434, Operating Experience, Operating Cycles, and		

Consolidation of Knowledge and Skills		
Remarks:		

**Figure 3-107 (Continued)****JOB AID FOR F/A TRAINING**

	Initial Approval	Final Approval
§ 121.401 Training Program: General		
(a) (1) Handling of dangerous or magnetized material, if part of assigned duties		
(2) Adequate facilities and qualified instructors		
(3) Training material for each airplane type, and particular variation current and adequate (including training devices)		
(b) Provisions to ensure and record that training and competence checks are given during the required calendar month		
(c) (1) Each responsible person shall certify as to the proficiency and knowledge of the crewmember		
(2) Certification contained in crewmember's records		

Remarks:

**Figure 3-107 (Continued)****JOB AID FOR F/A TRAINING**

	Initial Approval	Final Approval
The following paragraphs were adapted from the 14 CFR, and only those applicable to F/As were included. § 121.403, Training Program: Curriculum		
(a) Written training program for each type of airplane is available and current. (This page should be copied for each type of airplane.)		
(b) Each curriculum must include the following:		
(1) A list of principal ground training subjects, including emergency training subjects, as provided.		
(2) A list of all training devices mockups, system trainers, or other training aids that the certificate holder will use.		
(3) Not applicable		
(4) Not applicable		
(5) The programmed hours of training that will be applied to each phase of training.		
(6) A copy of each statement issued by the Administrator under § 121.405(d) for reduction of programmed hours of training.		

Remarks:		
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**Figure 3-107 (Continued)**

**JOB AID FOR F/A TRAINING**

	Initial Approval	Final Approval
§ 121.415, Crewmember and Dispatcher Training Requirements		
(a) Each training program must provide the following ground training as appropriate to the particular assignment of the crewmember . . . :		
(1) Basic indoctrination ground training for newly hired crewmembers . . . including 40 programmed hours of instruction, unless reduced under § 121.405, . . . in at least the following:		
(i) Duties and responsibilities of crewmembers . . . as applicable;		
(ii) Appropriate provisions of the 14 CFR;		
(iii) Not applicable		
(iv) Appropriate portions of the certificate holder’s operating manual.		
(2) Initial and transition ground training specified in § 121.421:		
(3) Emergency training as specified in § 121.417		
(b) Not applicable (c) Recurrent ground training as provided in § 121.427		
(d) Differences training as specified in § 121.418		
(e) Not applicable		
(f) Not applicable		
(g) Each program must ensure the following for each crewmember:		
(1) That each crewmember remains adequately trained and currently proficient with respect to each airplane . . .		
(2) That each crewmember is adequately trained to qualify in new equipment, facilities, procedures, and techniques including modifications to airplanes		
	Number of hours	
Number of programmed hours (if hours are reduced, give reason in Remark area below.)		

Remarks:

**Figure 3-107 (Continued)**

**JOB AID FOR F/A TRAINING**

	Initial Approval	Final Approval
§ 121.415, Crewmember and Dispatcher Training		

Requirements - Continued Crewmember Basic Indoctrination Training programs must include, but are not limited to, the following: admission to flight deck		
Authority of pilot in command (PIC)		
Chain of command		
Passenger seatbelt discipline		
Exit seat requirements and procedures		
Smoking requirements and procedures		
Reporting of equipment malfunctions		
Carriage of armed passengers		
Sterile cockpit procedures		
Crewmember communication and coordination procedures		
Need for tray tables and seatbacks to be in full upright position for movement on the surface, takeoff, and landing		
Travel of disabled (including stowage of canes, assistive devices, wheelchairs, et cetera)		
Procedures with unusual passengers (such as those who are pregnant or require a stretcher)		
Requirements and procedures for use and carriage of either infant or child restraint systems		
Carry-on baggage requirements, including properly securing before entry door is closed for movement on the surface, takeoff, and landing		

Remarks:

### Figure 3-107 (Continued)

#### JOB AID FOR F/A TRAINING

	Initial Approval	Final Approval
§ 121.415, Crewmember and Dispatcher Training Requirements - Continued		
Carriage of cargo in passenger compartment		
Recognition of hazardous materials		
Storage and handling of hazardous materials, if they are carried in the cabin		
Stowage of crewmember baggage		
Proper stowage of galley equipment for movement on the surface, takeoff, landing, and in flight (including galley and ticket carts)		
Securing of restraint systems when not in use		
Passenger briefings and demonstrations in the following areas:		
Pre-takeoff		
Post-takeoff		
Pre-landing		
Prohibition against the use or carriage of narcotics		

Procedures for the use of electronic devices		
Distribution of F/As		
Need for required and non-required F/As to be seated during movement on the surface, takeoff, and landing		
Number of F/As or substitutes at stops		
F/A procedures during refueling		

Remarks:

**Figure 3-107 (Continued)**

**JOB AID FOR F/A TRAINING**

	Initial Approval	Final Approval
§ 121.417, Crewmembers Emergency Training (given during initial, recurrent, differences, and transition training)		
(a) Each training program must provide the emergency training set forth in this section with respect to each airplane type, model, and configuration, and each required crewmember.		
(b) Emergency training must provide the following:		
(1) Instruction in emergency assignments and procedures, including coordination among crewmembers.		
(2) Individual instruction in the location, function, and operation of emergency equipment, including the following items: (NOTE: The instructor should ensure that each F/A knows the function of, and can locate and operate, each piece of equipment.)		
Ditching equipment		
Evacuation equipment (which includes arming the door or putting the girt bar in place during normal operations)		
F/A restraint systems		
First aid equipment and its proper use		
First aid oxygen		
Oxygen for medical use by passengers (if applicable), including special training on chemically generated oxygen when used by the operator		
Medical kit and its use		

Remarks:

**Figure 3-107 (Continued)**

**JOB AID FOR F/A TRAINING**

	Initial Approval	Final Approval
§ 121.417, Crewmember Emergency Training - Continued		
portable fire extinguishers with emphasis on type of fire extinguishers appropriate to the class of fire		
Protective Breathing Equipment (PBE)		

Flashlights		
Crash ax		
Cockpit key		
Emergency lights		
Megaphones		
Public address (PA) system		
Interphone system		
Emergency exits in the emergency mode with the evacuation slide or raft attached (if applicable)		
Training emphasis on opening exits in adverse conditions (wind, gear failure, water, et cetera)		
(3) Instruction in the handling of emergency situations including the following: rapid decompression situations following the FAA-recommended procedures:		
Recognize decompression		
Grab nearest oxygen mask		
Sit down or hold on to something well secured		
Wait for word from the flight deck before moving around		

Remarks:

**Figure 3-107 (Continued)**

**JOB AID FOR F/A TRAINING**

	Initial Approval	Final Approval
§ 121.417, Crewmember Emergency Training - Continued Instruction in handling fire in flight or on the surface including the following:		
Cabin fire prevention		
Lavatory fire procedures		
Light ballast fire procedures		
Smoke control procedures		
Fire control when volatile fuel is involved		
Instruction emphasizing use of electrical equipment and related circuit breakers found in the cabin area including the following:		
Galley		
Service centers		
Galley lifts (when applicable)		
Lavatories		
Movie projectors and screens		
Instruction in the following evacuation situations		
Forewarned (anticipated land and ditching): crewmember coordination		
Cabin preparation		
Galley securing (including galley and other carts)		

Baggage stowage		
Passenger preparation		
Instructions given to passengers		
Directions to assume brace-for-impact positions commands given to passengers		
Initiation of passenger evacuation		
Passenger flow redirection		
Passenger care following evacuation		

Remarks:

### Figure 3-107 (Continued)

#### JOB AID FOR F/A TRAINING

	Initial Approval	Final Approval
Unforewarned (unanticipated land and water): F/A readiness		
Crewmember coordination		
Condition assessment		
Commands given to passengers		
Passenger redirection		
Passenger care following evacuation		
Unwarranted evacuation (unneeded crewmember and passenger initiated) crewmember coordination		
Condition assessment		
Stopping the evacuation		
Passenger care following evacuation		
Situations when persons needing assistance, and their attendants might need help to leave the airplane during emergency situations.		
Post-accident survival training		
Illness or injury		
Other abnormal situations involving crewmembers or passengers such as the following: procedures for when passengers abuse an F/A		
Procedures for passengers under the influence of intoxicating substances		
Procedures for other problem passengers who might jeopardize safety		
Procedures for when a crewmember is incapacitated		
Procedures for turbulent air, including the following: Crewmember coordination		
Maintaining seatbelt discipline by making periodic announcements		
Hijacking and other unusual situations		

(4) A review and discussion of previous accidents and incidents		
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Remarks:

**Figure 3-107 (Continued)**

**JOB AID FOR F/A TRAINING**

	Initial Approval	Final Approval
§ 121.417, Crewmember Emergency Training - Continued (c) Each crewmember must accomplish at least the following emergency drills and must actually operate the following emergency equipment during initial training and once each 24 calendar months during recurrent training for every type of aircraft in which they serve. (An alternate recurrent training may be accomplished by approved pictorial presentation or demonstration.)		
(1) One-time emergency drill during initial training. Each crewmember must perform the following: (i) At least one approved firefighting drill using at least one type of installed hand fire extinguisher, appropriate for type of fire, using the type of installed PBE. (May be a simulated fire if another firefighting drill was performed with actual fire.)		
(ii) An emergency evacuation drill with each person egressing the airplane or approved training device using at least one type of installed evacuation slide.		
	Normal Mode Int. 24mth	Emerg. Mode Int. 24mth
(2) Additional emergency drill requirements to be accomplished during initial training and once each 24 months during recurrent training. Each crewmember must perform the emergency drill and operate the equipment:		
(A) Emergency Exits: List each kind (type) exit and slide		
Int. = Initial 24mth = 24 months		

Remarks:

**Figure 3-107 (Continued)**

**JOB AID FOR F/A TRAINING**

	Initial Training	Every 24 Months
§ 121.417, Crewmember Emergency Training - Continued (B) Fire extinguisher (Actually operate each kind.)		

Water		
Halon		
CO2		
Dry chemical		
Other		
Actually put out fire with at least one kind of fire extinguisher. If actual fire put out during PBE training, then may use Simulated fire.		
(C) Oxygen Equipment (Actually operate each type (kind) of emergency oxygen system to include PBE. Include instruction on manual deployment of oxygen masks. List kinds of systems, which may differ between aircraft models as well as types.)		

	Donning Int. 24mth	Use Int. 24mth	Inflation Int. 24mth
(D) Flotation devices:			
Don and use each kind of individual flotation device. List each kind (type) of life jacket.			
List each kind (type) of flotation device			
(E) Ditching, as appropriate			
(1) Use of life lines			
(2) Board passengers and crewmembers into raft, as appropriate			
Remarks:			

**Figure 3-107 (Continued)**

**JOB AID FOR F/A TRAINING**

	Initial Training	Every 24 Months
§ 121.417, Crewmember Emergency Training - Continued\ (d) ... (e) Operations above 25,000 feet. Crewmembers who serve in operations above 25,000 feet must receive instruction in the following: Respiration		
Hypoxia		
Duration of consciousness without supplemental oxygen at an altitude		
Gas expansion		
Gas bubble formation		
Physical phenomena associated with decompression		

Incidents of decompression		
Emergency Evacuation Drills: (each kind)		
Drills should be conducted so each F/A actually operates every piece of emergency equipment and individually demonstrates the ability to perform the following procedures: Unforewarned (unanticipated) evacuation Crewmembers coordination		
Cockpit/cabin notification		
Commands given to passengers		
Use of F/A restraint system		
Assumption of protective brace positions		
Actions that might be necessary during evacuation with emergency lights		
Conditions assessment		
Door opening		
Slide activation		
Passenger care after evacuation		
Remarks:		

**Figure 3-107 (Continued)****JOB AID FOR F/A TRAINING**

	Initial Training	Every 24 Months
§ 121.417, Crewmember Emergency Training - Continued Forewarned (anticipated) evacuation crew coordination		
Cabin preparation		
Passenger preparation		
Unwarranted (unneeded) evacuation crewmember coordination		
Stopping the evacuation		
Caring for passengers who may have gotten outside of the airplane		
Ditching, if applicable, including but not limited to the following, as appropriate: Cockpit preparation and procedures		
Crew coordination		
Passenger briefing		
Cabin preparation		
Donning and inflation of life preservers		
Use of life-lines		
Boarding of passengers and crew into a raft or a slide/raft		
Removal from airplane (or training device) of each kind of life raft*		

Transfer of each kind of slide/raft pack from one door to another*		
Deployment, inflation, and detachment from the airplane (or training device) of each kind of slide/raft pack*		
*NOTE: Crewmember does not have to operate per § 121.417(c)(2), may observe.		
Remarks:		

**Figure 3-107 (Continued)****JOB AID FOR F/A TRAINING**

	Covered
§ 121.418, Differences Training: Crewmembers (a) Differences training for crewmembers (including F/As) must consist of at least the following as applicable to their assigned duties and responsibilities. NOTE: Differences training for all variations of a particular type of airplane may be included in initial, transition, or recurrent training. (1) Instruction in each appropriate subject or part, as required in initial ground training and determined by the Administrator. List parts or subjects as follows: Doors	
Window exits	
Evacuation slides	
Emergency oxygen systems	
Emergency equipment location	
(2) Not applicable	
(3) Number of programmed hours of ground or flight training as determined by the Administrator.	
Remarks	

**Figure 3-107 (Continued)****JOB AID FOR F/A TRAINING**

	Initial Training	Transition Training
§ 121.421, F/As: Initial and Transition Ground Training (a) Initial and transition ground training for F/As must include instruction in at least the following areas: Authority of the PIC		
Passenger handling including the following:		
Aircraft type, model, and series		
(Space is provided below for one aircraft type. For carriers having more than one type, this portion of the form should be copied so that each aircraft type has a separate form.)		
A general description of an airplane that emphasizes characteristics and dominant parts on this aircraft which might have a bearing on		

the following:		
Evacuations		
Ditchings		
In-flight emergency procedures		
Other related duties		
Use of PA system		
Means of communicating with other crewmembers means of communicating with other crewmembers in unusual situations including attempted hijacking		
Proper use of electrical galley equipment and controls for cabin heat and ventilation, including the setting of lights for takeoff and landing		
Remarks:		

**Figure 3-107 (Continued)****JOB AID FOR F/A TRAINING**

	Initial Training	Transition Training
§ 121.421, F/As: Initial and Transition Ground Training - Continued (b) Competence check to determine a crewmember's ability to perform assigned duties and responsibilities. Competence check should cover each type, model, and series of aircraft, each piece of safety equipment, and each emergency procedures applicable to that crewmember. It should consist of hands-on checks, observed by the instructor, with each crewmember individually operating each piece of equipment, and taking written exams given in the classroom. Occasionally, on a limited basis, one-on-one oral exams may be used.		
Basic Indoctrination Training must consist of 40 programmed hours. As per § 121.405, hours may be reduced. If hours are reduced, the reason should be given in the Remarks area below.		
• Plus 8 hours if serving on reciprocating powered aircraft		
• Plus 8 hours if serving on turbopropeller powered aircraft		
• Plus 16 hours if serving on Group II aircraft		
Remarks:		

**Figure 3-107 (Continued)****JOB AID FOR F/A TRAINING**

	Covered
§ 121.427, Recurrent Training (including differences training, if applicable) (a) Recurrent training must ensure that each F/A is adequately trained and currently proficient with respect to each type of airplane.	
(b) Recurrent ground training programs for flight attendants must include at least the	

following: (1) A quiz or other review to determine the state of the crewmember's knowledge. Some form of written test is usually preferred. It is desirable to have this quiz or Other review in the classroom.	
Minimum satisfactory passing criteria	
Crewmember's status when criteria not met	
(2) Subjects required for initial and emergency training (see appropriate parts of this document)	
(3) A competence check that should cover each type, model, and series of aircraft, each piece of safety equipment, and each emergency procedure. It should consist of hands-on checks, observed by the instructor, with each crewmember individually operating each piece of equipment, and taking written exams given in the classroom. Occasionally, on a limited basis, one-on-one oral exams may be used.	

	Total Number of Hours	Number of Classroom Hours	Number of Hours for Take-Home Exercises
(c) The number of programmed hours required as follows: 12 hours jets			
5 hours turbo props			
4 hours propeller-driven aircraft			
NOTE: For example, F/As qualified on an operator's B-727 and CV-580 would be required to have 16 hours of recurrent training. NOTE: If the number of hours is reduced in accordance with § 121.405, give reasons in the Remarks area below.			
Remarks:			

**Figure 3-107 (Continued)****JOB AID FOR F/A TRAINING**

	Program provides this for each F/A
§ 121.434, Operating Experience, Operating Cycles, and Consolidation of Knowledge and Skills (a) Operating Experience must be done in accordance with the following requirements:	
F/As must have satisfactorily completed ground school.	
Operating experience must be acquired during operations conducted under part 121 (including proving or ferry flights).	
(b) F/As must perform all F/A-assigned duties under the supervision of a supervisor.	
Flight time must be 5 hours.	
Flight time may be 2.5 hours if 2.5 hours have already been completed in approved cabin simulator.	
Remarks:	

**RESERVED.** Paragraphs 3-1748 through 3-1765.