Element Performance Inspection (EPI) Data Collection Tool
4.2.4 Training of Flight Attendants (OP)
Revision#: 9 Revision Date: 07/24/2015

ELEMENT SUMMARY INFORMATION

Scope of Element:

Purpose (operator's responsibility): To ensure flight attendants are properly trained.

Objective (FAA oversight responsibility): To determine:

- The effectiveness of the operator's procedures in meeting the desired output of the process,
- If the operator follows its procedures, controls, process measurements, and interfaces, and
- If there were any changes in the personnel identified by the operator as having responsibility and/or authority, for the Training of Flight Attendants process.

Specific Instructions:

To accomplish this EPI, the inspector will need to observe part or all of the curriculum segments of the FAA approved training program. The Principal Inspector (PI) may give instructions for the completion of this EPI by a specific date, request that the activities take place at certain locations or involve specific training modules/curriculum. For each question answered, the inspector should enter the name of the observed curriculum segment (examples bulleted below), in the comments block. If the answer is "Yes", use the "Yes" button; if the answer is "No", use the appropriate selection from the drop down menu.

The inspector should ensure all aspects of the training program are covered: manuals, lesson plans, mock-ups, training devices, facilities, etc. In addition to reviewing the training program, other documentation to review should include: record keeping locations, operations specifications, specifically part A for deviations to training requirements, etc.

Additionally, if a certain performance observable question in Section 1 does not apply to the curriculum segment being observed, use the N/O option.

- Basic indoctrination training
- Initial and transition training
- Emergency training, including hands-on performance drills
- Differences training
- Recurrent training
- Requalification training
- Operating experience (OE)

Related EPIs:

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SUPPLEMENTAL INFORMATION

Regulatory Requirements:

A.032, Adoption of Flight Crewmember Flight Time Limitation Rules to Establish Flight Attendant Duty & Flight Time Limitations & Rest Restrictions
A.319, Part 117 Fatigue Education and Awareness Training Program Update and Approval

117.9, Fatigue Education and Awareness Training
121.135, Manual contents
121.401, Training program: General.
121.403, Training program: Curriculum.
121.405, Training program and revision: Initial and final approval.
121.415, Crewmember and dispatcher training requirements.
121.417, Crewmember emergency training.
121.418, Differences training: Crewmembers and dispatchers.
121.421, Flight attendants: Initial and transition ground training.
121.427, Recurrent training.
121.434, Operating experience, operating cycles, and consolidation of knowledge and skills.
121.805, Crewmember training for in-flight medical events.
P.L. 108.-176, Law & Legal

Related CFRs & FAA Policy/Guidance:

Related CFRs:
Intentionally left blank

FAA Policy/Guidance:
FAA Order 8900.1, Volume 3, Chapter 19, Section 2
FAA Order 8900.1, Volume 3, Chapter 19, Section 3
FAA Order 8900.1, Volume 3, Chapter 19, Section 4
FAA Order 8900.1, Volume 3, Chapter 20, Section 1
FAA Order 8900.1, Volume 3, Chapter 23, Section 1
FAA Order 8900.1, Volume 3, Chapter 23, Section 2
FAA Order 8900.1, Volume 3, Chapter 23, Section 3
FAA Order 8900.1, Volume 3, Chapter 23, Section 4
FAA Order 8900.1, Volume 3, Chapter 23, Section 5
FAA Order 8900.1, Volume 3, Chapter 23, Section 6
FAA Order 8900.1, Volume 3, Chapter 33, Section 2
FAA Order 8900.1, Volume 3, Chapter 33, Section 3
FAA Order 8900.1, Volume 3, Chapter 33, Section 4
FAA Order 8900.1, Volume 3, Chapter 33, Section 5
FAA Order 8900.1, Volume 3, Chapter 33, Section 6
AC 120-44, Air Carrier First Aid Programs
AC 120-48, Communication and Coordination Between Flight Crewmembers and Flight Attendants
AC 120-51, Crew Resource Management Training
AC 120-88, Preventing Injuries Caused by Turbulence
AC 121-33, Emergency Medical Equipment
AC 121-34, Emergency Medical Equipment Training
### EPI SECTION 1 - PERFORMANCE OBSERVABLES

**Objective:**
The tasks and questions in this section of the EPI are designed to assist in determining if the operator follows its written procedures and controls and meets the established performance measures of the process. The initial series of questions address the output(s) of the process and the last several questions address whether or not various aspects of the process were followed.

<table>
<thead>
<tr>
<th>Tasks</th>
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<tbody>
<tr>
<td>The inspector shall accomplish the following tasks:</td>
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<tr>
<td>1. Review the information listed in the Supplemental Information Section of this DCT.</td>
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<tr>
<td>2. Review policies, procedures, instructions, and information for this element.</td>
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<tr>
<td>3. Review the most recently accomplished Safety Attribute Inspection (SAI) for this element.</td>
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<tr>
<td>4. Observe the performance of this element to gain an understanding of the procedures, instructions, and information.</td>
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<tr>
<td>5. Discuss the element with the personnel who perform the duties and responsibilities required by the process.</td>
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<tr>
<th>Questions</th>
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<tr>
<td>1.1 Was training conducted while using the required training program which was approved by the Administrator?</td>
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**Note(s):**
The operator’s training program must have initial approval that is not expired, or final approval.

Updated: Rev # 3 on 03/03/2010  
Kind Of Question: Flag, Supplemental, Domestic

**Related Performance JTIs:**

1. The operator is providing adequate training facilities for the flight attendant training required.  
   *Sources: 121.401(a)(2)*

2. The operator is providing, with respect to each airplane type and, if applicable, the particular variations within that airplane type, for use in conducting flight attendant training and checks, appropriate and current: 1) Training material; 2) Instructions; and 3) Procedures.  
   *Sources: 121.401(a)(3)*

3. The flight attendant is receiving 40 programmed hours of basic indoctrination instruction, unless reduced.  
   *Sources: 121.135(b)(16); 121.401(d); 121.405(d); 121.415(a)(1)*

4. The flight attendant training program contains basic indoctrination
ground training for newly hired flight attendants, which includes: 1) Duties and responsibilities of crewmembers; 2) Appropriate provisions of the Federal Aviation Regulations; and 3) Appropriate portions of the operator’s manual.

Sources: 121.135(b)(16); 121.415(a)(1)(i)

5. Flight attendants are receiving emergency training with respect to each airplane type, model, airplane configuration and each kind of operation conducted.

Sources: 121.135(b)(16); 121.417(a)

6. Flight attendants are receiving emergency training instruction in emergency assignments and procedures including coordination among crewmembers.

Sources: 121.417(a); 121.417(b)(1)

7. The flight attendant is receiving emergency training, which provides instruction on the handling of: 1) Emergency situations; 2) Evacuation other than ditching; 3) Illness, injury, other abnormal situations involving passengers or crewmembers, with emergency medical kit familiarization; and 4) Hijacking and other unusual situations.

Sources: 121.135(b)(16); 121.417(a); 121.417(b)(3); 121.417(b)(3)(iii); 121.417(b)(3)(v); 121.805(b)(4)

8. The flight attendant who serves in operations above 25,000 feet, is receiving emergency training that includes instructions in respiration, hypoxia, duration of consciousness without supplemental oxygen at altitude, gas expansion, gas bubble formation, physical phenomena and incidents of decompression.

Sources: 121.417(a); 121.417(e)(1)

9. The flight attendant is receiving: 1) Differences training, as applicable, to his assigned duties and responsibilities; and 2) Transition ground general training as applicable.

Sources: 121.135(b)(16); 121.415(d); 121.418(a)(1); 121.421(a)(1)(i)

10. The flight attendant is receiving initial ground general subject training of: 1) Passenger handling; 2) Approved crew resource management initial training; and 3) A general description of the airplane.

Sources: 121.415(a)(2); 121.421(a)(1)(ii); 121.421(a)(2)(i)

11. The flight attendant is receiving instruction during initial ground training, for at least the following programmed hours: 1) 8 hours for reciprocating powered Group I airplanes; 2) 8 hours for turbopropeller powered Group I airplanes; and 3) 16 hours for Group II airplanes.

Sources: 121.415(a)(2); 121.421(c)(1)(i); 121.421(c)(2)

12. The flight attendant is receiving instruction during recurrent ground training, for at least the following programmed hours: 1) 4 hours for reciprocating powered Group I airplanes; 2) 4 hours for turbopropeller
powered Group I airplanes; and 3) 12 hours for Group II airplanes.

Sources: 121.415(c); 121.427(c)(3)(i); 121.427(c)(3)(iii)

13. The operator’s training environment is conducive to effective learning.

Sources: FAA Order 8900.1, Volume 3, Chapter 19, Section 2, Table 3-38

14. The flight attendant is receiving general emergency training in the initial new-hire, recurrent, and requalification categories, as applicable.

Sources: FAA Order 8900.1 Volume 3, Chapter 23, Section 4, Paragraph 3-1791C1

15. The flight attendant is receiving aircraft-specific emergency training.

Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 5, Paragraph 3-1829B

16. The flight attendant is receiving ground training for no more than 10 consecutive hours in any 24-hour period.

Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 6, Paragraph 3-1866C

1.2 Were the flight attendants trained using cabin mockups, door trainers, and training devices, as applicable, that were specifically approved for use by the operator?

Note(s):
Any training device used must represent each airplane on which the flight attendant is to serve.

Updated: Rev # 3 on 03/03/2010
Kind Of Question: Flag, Supplemental, Domestic

Related Performance JTIs:

1. The flight attendant is using cabin and exit mock-up training devices that: 1) Are representative of the operator’s aircraft; 2) Duplicate normal and emergency conditions; and 3) Use the mechanisms that are required to operate the exits.

Sources: FAA Order 8900.1, Volume 3, Chapter 19, Section 4, Paragraph 3-1179

2. The operator tests the approved tailcone and door training devices and logs the results on a yearly basis.

Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 6, Paragraph 3-1863B6

3. Each mock-up or training device used for flight attendant training replicates the forces required for operation (in normal and emergency mode, if applicable) and is maintained to the standards of initial approval.
4. The tailcone training device being used meets all applicable FAA regulatory and policy guidelines for use in crewmember training, and has the following, in the same manner as the aircraft: 1) Doors or plug doors at the pressure bulkhead leading to the tailcone area that are of the same size and shape, and open in the same manner; 2) A walkway or catwalk leading from the pressure bulkhead to the tailcone that approximates the actual width and length; 3) Handles that deploy the tailcone that are positioned properly and operate in the same manner; 4) Handles and hardware that appear and operate similar, except hinges do not need to be similar in appearance; 5) Lighting at a comparable level to aircraft conditions; and 6) Realistic approximates sizes, dimensions, and obstructions (cables, ducting, low ceilings) of that portion of the tailcone and fuselage area.

Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 6, Paragraph 3-1864

1.3 Did instructors follow the courseware plan for the appropriate curriculum segment for the type of airplane and if applicable, the particular variations, on which the flight attendant was to serve?

Note(s):
The courseware consists of instructional material developed for each curriculum. This is information in lesson plans, instructor guides, computer software programs, audiovisual programs, workbooks, flight attendant manuals, and handouts. Courseware must accurately reflect curriculum requirements, be effectively organized, and properly integrate with instructional delivery methods.

Updated: Rev # 3 on 03/03/2010
Kind Of Question: Flag, Supplemental, Domestic

Related Performance JTIs:

1. The flight attendant instructor is using approved curriculum lesson plans.

Sources: FAA Order 8900.1, Volume 3, Chapter 19, Section 2, Paragraph 3-1101F

2. The flight attendant instructor is using courseware that is consistent with the curriculum outline; and the training environment is conducive to effective learning.

Sources: FAA Order 8900.1 Volume 3, Chapter 19, Section 2, Table 3-38

1.4 Were adequate facilities provided and instructors properly trained and qualified?

Note(s):
Qualification documentation and currency for each air transportation ground instructor and supervisor, and each flight attendant supervisor must be maintained.

Updated: Rev # 3 on 03/03/2010
Kind Of Question: Flag, Supplemental, Domestic

**Related Performance JTIs:**

1. Ground instructors provided are properly qualified for the specific flight attendant training subject.

   *Sources: 121.401(a)(2)*

2. The flight attendant is receiving competency checks administered by an air transportation ground instructors, and Operating Experience (OE) from an air transportation supervisors who have been properly qualified.

   *Sources: FAA Order 8900.1, Volume 3, Chapter 20, Section 1, Paragraph 3-1389*

1.5 Were appropriate training records maintained?

   **Note(s):**
   
   The flight attendant’s records were certified by the instructor or supervisor who was responsible for a required curriculum segment, ground training subject, course of training, or competence check, upon completion of that training or check. Documentation must show flight attendants who have qualified for both Group I and Group II airplanes, have received operating experience (OE) on at least one type of airplane from each group.

   Updated: Rev # 3 on 03/03/2010

Kind Of Question: Flag, Supplemental, Domestic

**Related Performance JTIs:**

1. The instructor or supervisor who is responsible for a required ground training subject, course of training, or competence check has certified the flight attendant's records upon completion of that training or check.

   *Sources: 121.401(c)*

2. The instructor or supervisor documented that the flight attendant completed curriculum segments.

   *Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 3, Paragraph 3-1771*

3. The flight attendant qualified for Group I and Group II airplanes received Operating Experience (OE) on at least one type of airplane from each group.

   *Sources: FAA Order 8900.1, Volume 3, Chapter 33, Section 5, Paragraph 3-3531C*

1.6 Was the knowledge and proficiency of flight attendants evaluated through appropriate testing, checking, and competency checks?

   **Note(s):**
   
   Any flight attendant who has served as a required crewmember must have
satisfactorily completed a competence check within the proceeding 12 calendar months; however, the required recurrent check may be completed in the calendar month of, the month before or after the calendar month in which that check is required.

Updated: Rev # 3 on 03/03/2010
Kind Of Question: Flag, Supplemental, Domestic

**Related Performance JTIs:**

1. The operator is providing, with respect to each airplane type and, if applicable, the particular variations within that airplane type, for use in conducting flight attendant training and checks, appropriate and current: 1) Examinations; 2) Instructions; and 3) Procedures.

   *Sources: 121.401(a)(3)*

2. Flight attendants are receiving the required competence check to determine ability to perform assigned duties and responsibilities during initial and transition ground training.

   *Sources: 121.415(a)(2); 121.421(b)*

3. The flight attendant is receiving recurrent ground training that includes: 1) A quiz; and 2) A competence check.

   *Sources: 121.415(c); 121.427(b)(1)*

<table>
<thead>
<tr>
<th>1.7</th>
<th>Did flight attendants accomplish required drills during training?</th>
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<tr>
<td></td>
<td><strong>Note(s):</strong> Required drills are specified by 14 CFR part 121.417(c), and 14 CFR part 121.805(b)(5).</td>
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Updated: Rev # 3 on 03/03/2010
Kind Of Question: Flag, Supplemental, Domestic

**Related Performance JTIs:**

1. The flight attendant accomplishes during initial training, a one-time approved protective breathing equipment (PBE) drill.

   *Sources: 121.417(a); 121.417(c)(1)(i)*

2. The flight attendant accomplishes, during initial training, a one-time evacuation drill egressing the airplane or approved training device, using an installed emergency evacuation slide, when applicable.

   *Sources: 121.417(a); 121.417(c)(1)(iii)*

3. The flight attendant accomplishes, during initial training, and each 24 months, a performance drill in which they: 1) Operate each type of emergency exit in the normal mode; and 2) Operate each type of emergency exit in the emergency mode, including the actions and forces required in the deployment of the emergency evacuation slide, when applicable.

   *Sources: 121.417(a); 121.417(c)(2)(i)(A)*
4. The flight attendant accomplishes during initial training and each 24 months, a performance drill in which they operate each type of hand fire extinguisher.  

Sources: 121.417(a); 121.417(c)(2)(i)(B)

5. The flight attendant accomplishes a performance drill during initial training, and each 24 months, in which they operate each type of emergency oxygen system (including PBE).  

Sources: 121.417(a); 121.417(c)(2)(i)(C)

6. The flight attendant accomplishes a performance drill during initial training, and each 24 months, with the individual flotation device.  

Sources: 121.417(a); 121.417(c)(2)(i)(D)

7. The flight attendant accomplishes a performance ditching drill during initial training, and each 24 months, during recurrent training.  

Sources: 121.417(a); 121.417(c)(2)(i)(E)

8. The flight attendant accomplishes a performance drill during initial training, and each 24 months, during recurrent training, in use of: 1) Automated external defibrillators; and 2) cardiopulmonary resuscitation.  

Sources: 121.805(b)(5)(ii); 121.805(b)(5)(iii)

9. The flight attendant observes during initial ditching training and every 24 months during recurrent ditching training, a drill of the: 1) Removal from the airplane (or training device), and inflation of each type of life raft, if applicable; 2) Transfer of each type of slide/raft pack from one door to another; 3) Deployment, inflation, and detachment from the airplane (or training device) of each type of slide/raft pack.  

Sources: 121.417(a); 121.417(c)(2)(i)(B); 121.417(c)(2)(i)(C); 121.417(c)(2)(ii)(A)

10. The flight attendant observes during initial training and each 24 months during recurrent ditching training, a drill of the emergency evacuation including the use of a slide, when applicable.  

Sources: 121.417(a); 121.417(c)(2)(ii)(D)

11. The flight attendant is receiving training in the roles of other crewmembers during emergency evacuation and ditching drills.  

Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 4, Paragraph 3-1792 B2

12. The flight attendant demonstrates procedures for administering oxygen during the emergency oxygen system drill.  

Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 4, Paragraph 3-1801B2
13. The flight attendant demonstrates opening primary and second choice exits or simulates opening a second choice exit after actually opening primary exit, and demonstrates the skills associated with passenger flow control management during emergency drill training.

Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 4, Paragraph 3-1802A

14. Flight attendants are operating each type of installed hand fire extinguisher during initial training and every 24 months, including removal from brackets.

Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 6, Paragraph 3-1858B

15. The flight attendants are conducting either the required one time drill in firefighting or a split drill consisting of donning the PBE and extinguishing an actual fire with an extinguisher, while using a PBE that accurately simulates the removal and donning characteristics and are receiving instruction in procedures on when PBE use is appropriate.

Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 6, Paragraph 3-1858

16. Flight attendant instructors understand that 14 CFR part 121.417 requirement for actual operation of equipment and exits does not imply that visual and audio aids can substitute for the actual operation of mechanical devices in initial and recurrent training.

Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 6, Paragraph 3-1864A1

1.8 Were the flight attendants trained using equipment as installed on the operator's aircraft?

Note(s): Equipment training requirements are specified by 14 CFR part 121.417(b), and 14 CFR part 121.805(b).

Updated: Rev # 3 on 03/03/2010
Kind Of Question: Flag, Supplemental, Domestic

Related Performance JTIs:

1. The flight attendant is receiving emergency training that includes individual instruction in the location, function, and operation of emergency equipment used in ditching.

Sources: 121.417(a); 121.417(b)(2)(i)

2. The flight attendant is receiving emergency training that includes individual instruction in the location, function, and operation of emergency equipment used in evacuation.

Sources: 121.417(a); 121.417(b)(2)(i)

3. The flight attendant is receiving emergency medical event training
that includes instruction in: 1) Coordination among crewmembers; 2) Location, function, and intended operation of emergency medical; 3) Familiarization with the content of the emergency medical kit as modified; and 4) Proper use of automated external defibrillators, and cardiopulmonary resuscitation.

_Sources: 121.805(b)(4); 121.805(b)(5)(i); 121.805(b)(5)(ii)_

4. The flight attendant is receiving emergency training that includes individual instruction in the location, function, and operation of portable fire extinguishers with emphasis on type of extinguisher to be used on different classes of fires.

_Sources: 121.417(a); 121.417(b)(2)(iii)_

5. The flight attendant is receiving emergency training that includes individual instruction in the location, function, and operation of emergency exits in the emergency mode with the evacuation slide/raft pack attached (if applicable).

_Sources: 121.417(a); 121.417(b)(2)(iv)_

6. The flight attendant is receiving emergency training which includes instruction on the handling of: 1) Rapid decompression; 2) Fire in flight; 3) Fire on the surface; and 4) Fires and smoke control emphasizing electrical equipment and related circuit breakers.

_Sources: 121.417(a); 121.417(b)(3)(i); 121.417(b)(3)(ii)_

7. The flight attendant is receiving emergency training, which provides instruction on the handling of both ditching evacuations and evacuations other than ditching, including the handling of persons and their attendants, who need assistance to move expeditiously to an exit.

_Sources: 121.417(a); 121.417(b)(3)(iii)_

8. The flight attendant is accomplishing initial and recurrent emergency training using items of installed emergency equipment for each airplane type in which the flight attendant is to serve.

_Sources: 121.417(a); 121.417(c)_

9. The flight attendant who serves in operations above 25,000 feet, is receiving emergency training that includes instructions in respiration, hypoxia, duration of consciousness without supplemental oxygen at altitude, gas expansion, gas bubble formation, physical phenomena and incidents of decompression.

_Sources: 121.417(a); 121.417(e)(1)_

10. The flight attendant is receiving training with emergency equipment that: 1) Duplicates the specifications of the emergency equipment; and 2) includes procedures used if equipment fails to meet preflight requirements.

_Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 4, Paragraph 3-1797_
11. The flight attendant is receiving emergency equipment training in: 1) Methods of properly removing and securing equipment; 2) The function and operation including operation under adverse conditions; and 3) On the procedure to check the position of the door handles during the flight on unpressurized aircraft.

*Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 4, Paragraph 3-1797A*

12. The flight attendant is receiving emergency equipment training that contains instruction on preflight of: 1) Ditching equipment; 2) Ground evacuation equipment; 3) First aid equipment; 4) Portable oxygen systems; 5) Fire fighting equipment; 6) Window seals, and 7) Additional equipment.

*Sources: FAA Order 8900.1, Vol 3, Sec 4, Para 3-1797B*

13. The flight attendant is receiving emergency equipment training on: 1) Life preservers; 2) Flotation seat cushions; 3) Liferafts; 4) Sliderafts; 5) Slides; and 6) Function and use of raft survival equipment.

*Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 4, Paragraph 3-1797B1*

14. The flight attendant is receiving emergency equipment training on the removal, function, use and operation of the megaphone, flashlights, emergency lights, emergency locator transmitters, and first aid kits used during a ditching.

*Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 4, Paragraph 3-1797B1*

15. The flight attendant is receiving emergency equipment training on preflight inspection, operable/pressures, security, and accessibility on ground evacuation equipment.

*Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 4, Paragraph 3-1797B2*

16. The flight attendant is receiving emergency equipment training for use during both ditching and/or ground evacuation on: 1) Window exit escape ropes, removal, and function; 2) Slides or sliderafts, deployment, inflation, sliding techniques and use under adverse conditions; and 3) Removal, function, and operation of megaphones, flashlights, emergency lights, and emergency locator/transmitters.

*Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 4, Paragraph 3-1797B2*

17. The flight attendant is receiving emergency equipment training on the preflight of the portable oxygen systems (oxygen bottles, chemical oxygen generators (PBE)).

*Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 4, Paragraph 3-1797B4*

18. The flight attendant is receiving emergency equipment training on: 1)
19. The flight attendant is receiving emergency equipment training on firefighting equipment including preflight and accessibility.

Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 4, Paragraph 3-1797B5

20. The flight attendant is receiving emergency equipment training on: 1) Removal, function, cautions, operation, and operating techniques of individual extinguishers; 2) Classes of fires and appropriate extinguisher techniques; 3) Smoke goggles; and 4) Integrity of trash container, spring-loaded doors, smoke alarms, fire extinguishers, and placards of lavatory equipment.

Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 4, Paragraph 3-1797B5

21. The flight attendant is receiving emergency equipment training on: 1) Emergency exits with slides or sliderafts; 2) Preflight of the window exits; and 3) Window exit function, operation and positioning and under adverse conditions.

Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 4, Paragraph 3-1797B6

22. The flight attendant is receiving emergency equipment training on emergency exits without slides including: 1) The preflight; and 2) Use under adverse conditions.

Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 4, Paragraph 3-1797B7

23. The flight attendant is receiving emergency equipment training on: 1) electrical equipment and circuit breakers; and 2) Preflight, function use, and accessibility of additional emergency equipment.

Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 4, Paragraph 3-1797B

24. The flight attendant is receiving aircraft ground training that includes instruction in both flight deck and cabin configurations.

Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 5, Paragraph 3-1828C1

25. The flight attendant is receiving aircraft ground training that includes instruction in: 1) Galleys and galley equipment; 2) Lavatory equipment; and 3) Stowage areas.

Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 5, Paragraph 3-1828C1

26. The flight attendant is receiving aircraft ground training that includes instruction on: 1) Procedures for preflight checks of flight attendant
stations; 2) Location and use of flight attendant stations; and 3) Flight attendant panels.

Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 5, Paragraph 3-1828C2

27. The flight attendant is receiving aircraft ground training that includes instruction in: 1) Passenger seats and surrounding area; 2) Passenger service units/convenience panels; and 3) Chime indicator for passenger information signs.

Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 5, Paragraph 3-1828C2

28. The flight attendant is receiving aircraft ground training that includes instruction on: 1) Aircraft markings; 2) Aircraft placards; 3) Bassinets and bayonet tables; 4) Air conditioning and pressurization system; and 5) Decompression vents.

Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 5, Paragraph 3-1828C

29. The flight attendant is receiving aircraft ground training that includes instruction on the aircraft communication systems including the: 1) Call system; 2) Interphone system; and 3) Passenger address system.

Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 5, Paragraph 3-1828C4

30. The flight attendant is receiving aircraft ground training that includes instruction on the lighting and electrical systems.

Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 5, Paragraph 3-1828C4e

31. The flight attendant is receiving aircraft ground training that includes instruction on both the flightcrew and observer oxygen system, and the passenger oxygen system.

Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 5, Paragraph 3-1828C4

32. The flight attendant is receiving aircraft-specific emergency assignments and procedures training that includes crewmember decompression procedures for aircraft with disabled lavatory oxygen generators. Procedures should require special attention by flight attendants to lavatory occupants.

Sources: 121.1500

33. The flight attendant is receiving aircraft ground training that includes instruction on the aircraft: 1) Potable water system; and 2) Entertainment and convenience system.

Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 5, Paragraph 3-1828C
34. The flight attendant is receiving aircraft ground training that includes instruction on: 1) Each type of cabin and cockpit exit; 2) Exits with slides/sliderafts; 3) Exits without slides; and 4) Window exits.

Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 5, Paragraph 3-1828C

35. The flight attendant is receiving aircraft ground training that includes instruction on crewmember communication and coordination, and routine signals and procedures.

Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 5, Paragraph 3-1828C

36. The flight attendant is receiving aircraft-specific emergency training that includes instruction in aircraft exits.

Sources: FAA Order 8900.1, Volume 3, Chapter 23, Section 5, Paragraph 3-1829C1a

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<tr>
<th>1.9</th>
<th>Did flight attendants receive recurrent training within the required timeframe?</th>
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<tr>
<td></td>
<td><strong>Note(s):</strong> A flight attendant who has served as a required flight attendant on an airplane must satisfactorily complete recurrent ground training within the proceeding 12 calendar months; however, the required recurrent training may be completed in the calendar month of, the month before or after the calendar month in which that training is required.</td>
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<td>Updated: Rev # 3 on 03/03/2010</td>
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<td>Kind Of Question: Flag, Supplemental, Domestic</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1.10</th>
<th>Did flight attendants receive the required operating experience (OE) on the airplane?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>Note(s):</strong> The OE must be acquired after satisfactory completion of the appropriate ground training.</td>
</tr>
<tr>
<td></td>
<td>Updated: Rev # 3 on 03/03/2010</td>
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<tr>
<td></td>
<td>Kind Of Question: Flag, Supplemental, Domestic</td>
</tr>
</tbody>
</table>

**Related Performance JTIs:**

1. The flight attendant acquiring operating experience, for at least 5 hours, performs the assigned duties of a flight attendant.

Sources: 121.434(e)

2. A qualified flight attendant supervisor personally observes the performance of the duties of a flight attendant acquiring operating experience.

Sources: 121.434(e)

3. The flight attendant receiving a portion of the required operating experience in a cabin training device, is receiving this operating experience in a full-scale (except for length) cabin training device of
the type airplane used.

Sources: 121.434(e)

<table>
<thead>
<tr>
<th>1.11 Did flight attendants receive approved crew resource management (CRM) training?</th>
<th>Yes</th>
<th>No, Explain</th>
<th>Not Observable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Note(s):</strong> CRM is a required course of both initial and recurrent training.</td>
<td></td>
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<tr>
<td>Updated: Rev # 3 on 03/03/2010</td>
<td>Kind Of Question: Flag, Supplemental, Domestic</td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1.12 When following 14 CFR part 117 requirements and appropriate operations specifications, did each flight attendant receive annual fatigue education and awareness training?</th>
<th>Yes</th>
<th>No, Explain</th>
<th>Not Applicable</th>
<th>Not Observable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Note(s):</strong> The fatigue education and awareness training program must be updated every two years and submitted to the Administrator for review and acceptance.</td>
<td></td>
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</tr>
<tr>
<td>Updated: Rev # 9 on 07/24/2015</td>
<td>Kind Of Question: Flag, Supplemental, Domestic</td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1.13 Did the operator follow policies, procedures, instructions, and information for this element?</th>
<th>Yes</th>
<th>No, Explain</th>
<th>Not Observable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Updated: Rev # 3 on 03/03/2010</td>
<td>Kind Of Question: Flag, Supplemental, Domestic</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1.14 Did the operator follow controls for this element?</th>
<th>Yes</th>
<th>No, Explain</th>
<th>Not Observable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Updated: Rev # 3 on 03/03/2010</td>
<td>Kind Of Question: Flag, Supplemental, Domestic</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1.15 Did the records for this element comply with the instructions?</th>
<th>Yes</th>
<th>No, Explain</th>
<th>Not Observable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Updated: Rev # 3 on 03/03/2010</td>
<td>Kind Of Question: Flag, Supplemental, Domestic</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>1.16 Were the process measurements for this element:</th>
<th>Yes</th>
<th>No, Explain</th>
<th>Not Observable</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Effective in identifying actual or potential problems, and</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Did the operator identify and take corrective action for identified problems?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Updated: Rev # 3 on 03/03/2010</td>
<td>Kind Of Question: Flag, Supplemental, Domestic</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>1.17 Did the operator follow its method for evaluating the impact of changes in this process to other related processes that interface with this process?</th>
<th>Yes</th>
<th>No, Explain</th>
<th>Not Applicable</th>
<th>Not Observable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Updated: Rev # 7 on 09/30/2013</td>
<td>Kind Of Question: Flag, Supplemental, Domestic</td>
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</tbody>
</table>
1.18 Did the observed interactions between personnel accomplishing interfacing processes produce the desired result?

- Yes
- No, Explain
- Not Observable

Updated: Rev # 7 on 09/30/2013
Kind Of Question: Flag, Supplemental, Domestic

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**EPI SECTION 1 - PERFORMANCE OBSERVABLES**

<table>
<thead>
<tr>
<th>1. Personnel.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2. Tools and Equipment.</td>
</tr>
<tr>
<td>3. Technical Data.</td>
</tr>
<tr>
<td>4. Policies, procedures, instructions, or information.</td>
</tr>
<tr>
<td>5. Materials.</td>
</tr>
<tr>
<td>6. Facilities.</td>
</tr>
<tr>
<td>7. Controls.</td>
</tr>
<tr>
<td>9. Interfaces.</td>
</tr>
<tr>
<td>10. Desired Outcome.</td>
</tr>
<tr>
<td>11. Other.</td>
</tr>
</tbody>
</table>
**EPI SECTION 2 - MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES**

**Objective:**
Answers to questions in this section address the responsibility and authority of the people who manage this process. They will help determine if there is a qualified and knowledgeable person who:

- Is responsible for the process,
- Is answerable for the quality of the process,
- Has the authority to establish and modify the process.

**Note:** The person with the authority may or may not be the person with the responsibility.

**Tasks**

The inspector shall accomplish the following tasks:

1. Identify the person who has overall authority for the processes associated with this element.
2. Identify the person who has overall authority for the Training of Flight Attendants process.

**Note:** If there have been no major changes in key personnel or the program since the last SAI or EPI was accomplished, then only answer questions 1 and 2 below, and select "No Change" (N/C) for the remaining questions. If changes have occurred that affect the responsibility or authority attributes for this element, then accomplish all tasks and answer all questions.

3. Review the duties and responsibilities for the person(s) who manage the processes associated with this element.
4. Review the appropriate organizational chart.
5. Discuss the processes associated with this element with the management personnel identified in tasks 1 and 2.
6. Review the qualifications and work experience of the management personnel identified in tasks 1 and 2.

**Questions**

<table>
<thead>
<tr>
<th>Question</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>Is the identified person who is responsible for the quality of the processes associated with this element actively filling that position?</td>
</tr>
<tr>
<td></td>
<td>Yes, No, Explain, Not Observable</td>
</tr>
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<td></td>
<td>Updated: Rev # 3 on 03/03/2010</td>
</tr>
<tr>
<td></td>
<td>Kind Of Question: Flag, Supplemental, Domestic</td>
</tr>
<tr>
<td>2.2</td>
<td>Is the identified person who has authority to establish and modify the operator’s policies, procedures, instructions and information for the processes associated with this element actively filling that position?</td>
</tr>
<tr>
<td></td>
<td>Yes, No, Explain, Not Observable</td>
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<td></td>
<td>Updated: Rev # 3 on 03/03/2010</td>
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<td></td>
<td>Kind Of Question: Flag, Supplemental, Domestic</td>
</tr>
<tr>
<td>2.3</td>
<td>Does the responsible person know that he/she has responsibility for the processes associated with this element?</td>
</tr>
<tr>
<td></td>
<td>Yes, No, Explain, No Change, Not Observable</td>
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<td>Updated: Rev # 3 on 03/03/2010</td>
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<td>Kind Of Question: Flag, Supplemental, Domestic</td>
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<tr>
<td><strong>2.4</strong> Does the person with authority know that he/she has authority for the processes associated with this element?</td>
<td></td>
</tr>
<tr>
<td>□ Yes □ No, Explain □ No Change □ Not Observable</td>
<td></td>
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<tr>
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<tr>
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<tr>
<td><strong>2.5</strong> Does the person with responsibility for the processes associated with this element meet the qualification and work experience standards?</td>
<td></td>
</tr>
<tr>
<td>□ Yes □ No, Explain □ No Change □ Not Observable</td>
<td></td>
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<tr>
<td><strong>2.6</strong> Does the person with authority to establish and modify the processes associated with this element meet the qualification and work experience standards?</td>
<td></td>
</tr>
<tr>
<td>□ Yes □ No, Explain □ No Change □ Not Observable</td>
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<tr>
<td><strong>2.7</strong> Does the person with responsibility understand the controls, process measurements, and interfaces associated with this element?</td>
<td></td>
</tr>
<tr>
<td>□ Yes □ No, Explain □ No Change □ Not Observable</td>
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<tr>
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<tr>
<td><strong>2.8</strong> Does the person with authority understand the controls, process measurements, and interfaces associated with this element?</td>
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<tr>
<td>□ Yes □ No, Explain □ No Change □ Not Observable</td>
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<td>Kind Of Question: Flag, Supplemental, Domestic</td>
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<tr>
<td><strong>2.9</strong> Does the person with responsibility know who has authority to establish and modify the processes associated with this element?</td>
<td></td>
</tr>
<tr>
<td>□ Yes □ No, Explain □ No Change □ Not Observable</td>
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<tr>
<td><strong>2.10</strong> Does the person with authority know who has the responsibility for the processes associated with this element?</td>
<td></td>
</tr>
<tr>
<td>□ Yes □ No, Explain □ No Change □ Not Observable</td>
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</tbody>
</table>

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**EPI SECTION 2 - MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES**

**Drop-Down Menu**

1. Assignment of responsibility.
2. Assignment of authority.
3. Does not understand policies, procedures, instructions, or information.
4. Does not understand controls.
5. Does not understand process measurements.
6. Does not understand interfaces.
<p>| | |</p>
<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>7.</td>
<td>Span of control.</td>
</tr>
<tr>
<td>8.</td>
<td>Position vacant.</td>
</tr>
<tr>
<td>9.</td>
<td>Other.</td>
</tr>
</tbody>
</table>