

# **Staff Instruction**

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**SI 8900-6.4**

**TRAINING PROGRAM AND TRAINING RECORDS INSPECTION  
FOR FLIGHT CREW MEMBER, FLIGHT OPERATION OFFICER  
AND FLIGHT ATTENDANT**

Amandemen : 0  
Tanggal : 6 March 2018

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**REPUBLIK INDONESIA - KEMENTERIAN PERHUBUNGAN  
DIREKTORAT JENDERAL PERHUBUNGAN UDARA  
JAKARTA - INDONESIA**

## FOREWORD

1. **PURPOSE** : This Staff Instruction is prepared for use and guidance of DGCA inspector and applicant dealing with DGCA for approving and accepting applicant manual.
2. **REFERENCES** : This Staff Instruction should be used in accordance with the applicable regulations.
3. **CANCELLATION** : Staff Instruction 8400 Volume 3 Chapter 7 dated 25 March 2010 and Staff Instruction 8400 Volume 3 Chapter 8 dated 25 March 2019 have been cancelled.
4. **AMENDMENT** : The amendment of this Staff Instruction shall be approved by the Director General of Civil Aviation.

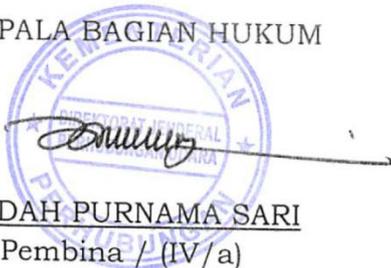
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## **CHAPTER I GENERAL**

### **1. BACKGROUND AND OBJECTIVES.**

Recently the DGCA changed the update policy with respect to Flight Operations Officer licenses and communicated this by letter of 4 February 2016 to the air carriers in Indonesia. As of that date, the mandatory recurrent training on Dispatch Resource Management, Dangerous Goods and Aviation Security need to be taken care of by the operator. Records of this training shall be kept by the operators and will no longer be recorded in the FOO license. The inspectors were informed with an inter-office memo. The conduct of the training shall be reviewed by the DGCA through its surveillance activities. In addition, the annual flight familiarization part of the recurrent training shall still be updated by the DGCA on the FOO licence. CASR requires that operators establish and maintain a ground and flight training program, approved by DGCA, which ensures that all flight crew members are adequately trained to perform their assigned duties. In order to accomplish this, the operator should provided adequate ground and flight training facilities and adequately trained instructors. Inspections of the many components of such a training program and training records are an important part of an overall DGCA surveillance program. These inspections are best planned and executed over a period of time that permits a thorough and ongoing evaluation of an operator's training program. This chapter describes a surveillance strategy for training program inspections that is modular in design and that can be flexibly implemented into an overall surveillance plan.

The primary objective of a training program and training records inspection is to ensure that the operator's overall training program and training records continues to provide quality instruction by conducting an evaluation of the training program curriculums, facilities, instructors, company check flight crew member, courseware, instructional delivery methods, testing and/or checking procedures and Training and Qualification Records which were previously approved by the DGCA.

Training program and training records inspections also provide the DGCA with the ability to require changes in an operator's training program and training records, to rescind an initially or finally approved program (or segments of that program), and to maintain a current and accurate appraisal of the program's status and ability to train competent and capable flight crewmembers.

Inspectors should ensure that records are available for each company employee who is required to receive flight, ground, simulator or emergency training to confirm that:

- a. Appropriate training prescribed in the approved training program has been conducted as and when required;
- b. Such records reflect each individual's attendance, participation, aptitude, or performance;
- c. Adequate and accurate records are being maintained and retained in accordance with applicable regulations.

The following terminology is used in this section;

- a. a file refers to a collection of records of training events for a specific employee which is maintained in a folder, binder, or computer database;
- b. a record refers to an individual record of a training or qualification event which is completed by the instructor or examiner and placed in an employees file.
- c. Instructor or examiner's name and signature.

Training Program and Training Record inspection conducted by inspection with combining between student training records and OM D. Before the inspector can inspect any particular training program area, the inspector should introduce themselves to the instructor or company check conducting the training and display his DGCA credentials. The inspector should then inform them that a DGCA inspection of training in progress will be conducted. Inspectors should refrain from active participation in the training being conducted and should make every effort not to influence the training environment or the instruction in the subject matter. If an inspector has comments on any of the areas of training being conducted, the inspector should reserve the comments for the debriefing with the instructor or company check after the training session.

## **2. Distribution**

This Staff Instruction is distributed to DGCA Inspectors and is available to the aviation industry by website DKPPU Portal [www.dkppu.id](http://www.dkppu.id).

### **3. Definitions**

- A. Staff Instruction: The Staff Instruction is a directive designed to provide essential overall instructions, guidance, and requirements for Operations and Airworthiness Inspectors to accomplish their job functions.
- B. Applicable: Capable or suitable for being applied.
- C. Appropriate: Especially suitable or compatible; fitting.
- D. Available: Accessible, obtainable.
- E. Guidance Information: Information that is advisory in nature and contains terms such as "will," "should," or "may." These terms indicate actions that are desirable, permissible, or not mandatory, and allow flexibility on the part of the FOI.
- F. Directive Information: Information that is regulatory in nature and uses terms such as "shall" and "must." These terms mean that the actions are MANDATORY. "Shall not" or "must not" means that the actions are PROHIBITED. The use of these terms allows the FOI no flexibility and that their direction must be followed, unless otherwise authorized by the Director General.

### **4. Authority To Change This Document.**

The Director of Airworthiness Certification shall approve all changes to this Staff Instruction and its appendices. All proposed changes to this Staff Instruction should be addressed to the Director General.

## CHAPTER II

### TRAINING PROGRAM AND TRAINING RECORDS INSPECTION FOR FLIGHT CREW MEMBER

#### 1. DESCRIPTIONS CATEGORIES OF TRAINING.

There are seven basic categories of training applicable to CASR parts 121 and 135 operators. The primary factors that determine the appropriate category of training are the student's previous experience with the operator and previous duty position with the operator. Each category of training consists of one or more curricula, each of which is specific to an aircraft type and a duty position (e.g., B727 FE, B727 PIC, and B727 SIC). Training should be identified with and organized according to specific categories of training. When discussing training requirements, inspectors should be specific regarding the category of training being discussed and use the nomenclature described in this Chapter. POIs should encourage operators to use this nomenclature when developing new training curricula or revising existing training curricula. Use of this common nomenclature improves standardization and mutual understanding. The six categories of training are briefly discussed in the following subparagraphs.

##### a. **Initial New-Hire Training**

This training category is for personnel who have no previous experience with the operator (e.g., newly hired personnel). It also applies, however, to personnel employed by the operator who have not previously held a flight crew member duty position with that operator. Initial new-hire training includes basic indoctrination training and training for a specific duty position and aircraft type. Except for a basic indoctrination curriculum segment, the regulatory requirements for initial new-hire and initial equipment training are the same. Since initial new-hire training is usually the employee's first exposure to specific company methods, systems, and procedures, it must be the most comprehensive of the six categories of training. For this reason, initial new-hire training is a distinct, separate category of training and should not be confused with initial equipment training. As defined by this order, initial equipment training is a separate category of training.

**b. Initial Equipment Training**

This category of training is for personnel who have been previously trained and qualified for a flight crew member duty position by the operator (i.e., not new hires) and who are being reassigned for any of the following reasons:

- 1) For CASR part 121 operations, the flight crew member is being reassigned in one of the following circumstances:
  - a) Reassignment is to any flight crew member duty position on an airplane of a different group (as defined by CASR Part 121.400, Group I is reciprocating and turbo propeller-powered and Group II is turbojet-powered). For example, a PIC on a DHC8 is reassigned as a PIC on a B737.
  - b) Reassignment is to a different flight crew member duty position on a different airplane type, and the flight crew member has not been previously trained and qualified by the operator for that duty position and airplane type. For example, an SIC on a B737 is reassigned as a PIC on a B757.
- 2) For part 135 operations, reassignment is to a different flight crew member duty position on a different aircraft type, and the flight crew member has not been previously trained and qualified by the operator for that flight crew member duty position and aircraft type. For example, an SIC on a Cessna 400 series is reassigned as a PIC on a Beechcraft 200.

**c. Transition training**

This category of training is for a flight crew member who has been previously trained and qualified for a specific flight crew member duty position by the operator and who is being reassigned to the same flight crew member duty position on a different aircraft type. For example, an SIC on a B737 is reassigned as an SIC on an A320. For CASR part 121 operations, the different type aircraft must be in the same group. If the different aircraft is not in the same group, initial equipment training is the applicable category of training.

**d. Differences Training**

The training required for crewmembers and flight operations officers who have qualified and served on a particular type airplane, when the Director finds differences training are necessary before a crewmember serves in the same capacity on a particular variation of that airplane.

**e. Upgrade Training**

This category of training is for a flight crew member who has been previously trained and qualified as either an SIC or FE by the operator and is being reassigned as either a PIC or SIC, respectively, to the same aircraft type for which the flight crew member was previously trained and qualified. For example, an SIC on a G-V is reassigned as a PIC on a G-V.

**f. Recurrent Training**

This category of training is for a flight crew member who has been trained and qualified by the operator, who will continue to serve in the same duty position and aircraft type, and who must receive recurring training and/or checking within an appropriate eligibility period.

**g. Requalification Training**

This category of training is for a flight crew member who has been trained and qualified by the operator but has become unqualified to serve in a particular flight crew member duty position on an aircraft type due to not having received recurrent ground or flight training and/or a required proficiency check, flight check, line check, or competency check within the appropriate eligibility period. Requalification training is also applicable in the following situations:

- 1) PICs who are being reassigned as SICs on the same aircraft type; and
- 2) PICs and SICs who are being reassigned as FEs on the same aircraft type, provided they were previously qualified as FEs on that aircraft type. If the PIC or SIC was not previously qualified as an FE on that aircraft type, initial equipment training is the applicable category of training.

**h. Summary of Categories of Training**

The categories of training are summarized in general terms as follows:

- 1) All personnel not previously employed by the operator as a flight crew member must complete initial new-hire training.
- 2) All personnel must complete recurrent training for the duty position and aircraft type for which they are currently assigned within the appropriate eligibility period.
- 3) All personnel who have become unqualified for a duty position on an aircraft type with the operator must complete requalification training to reestablish qualification for that duty position and aircraft type.
- 4) All personnel who are being reassigned by the operator to a different duty position and/or aircraft type must complete initial equipment, transition, upgrade, or requalification training, depending on the aircraft type and duty position for which they were previously qualified.

Special curriculums include training which is in addition to the regulatory training requirements, such as :

- 1) Crew resource management (CRM) training;
- 2) Qualification curriculums include training of flight crew members to conduct CAT II and III approaches and various route qualification courses;
- 3) Windshear;
- 4) Transportation of Dangerous Goods Training;
- 5) Emergency Equipment and Procedures Training;
- 6) Aircraft Surface Contamination Training;
- 7) Extended Range Operations by aeroplanes with two or more turbine engines;
- 8) Performance Based Navigation (PBN);
- 9) GPWS, Controlled Flight into Terrain/ Approach and Landing Accident Reduction (CFIT/ALAR);
- 10) TCAS;
- 11) RVSM.

## **2. TRAINING PROGRAM AND TRAINING RECORDS INSPECTIONS AREAS.**

Training programs vary widely in their complexity depending on the operator's size, aircraft fleet diversification, number of crewmembers, training locations, and scope of operation. Training program inspections involve much more than simply observing and evaluating training in progress. five primary inspection areas may be identified as areas to be observed and evaluated:

- a. Training manual or curriculums
- b. Courseware
- c. Instructional delivery methods
- d. Testing and checking
- e. Training and Qualification Records

Information concerning these five areas is as follows:

### **a. Training Curriculums Inspection Area.**

Inspectors should evaluate the operator's approved training curriculums. Inspectors should ensure that these training curriculums are consistent with regulatory and general guidance for the type of operation being conducted. The inspector should evaluate the curriculums and their associated outlines that are currently being used by the operator. The inspector should ensure that the curriculum outlines contain enough descriptive detail to ensure that the main features of each principal subject will be addressed during the course of instruction. The DGCA will maintain a copy of each initially or finally approved training curriculum for every operator. This is usually the best source document available for

inspectors to review before evaluating currently used curriculum outlines. Inspectors should evaluate each of the operator's curriculum outlines to ensure that the subject matter is current and appropriate in depth and scope, and also to gain an adequate understanding of what kinds of subject matter will be observed and evaluated during later phases of the inspection.

**b. Courseware Inspection Area.**

Inspectors should examine an operator's courseware, such as lesson plans, instructor guides, computer software or audiovisual programs, and hand-outs. The courseware should be examined to ensure that it is consistent with the curriculum outline and be organized to permit effective instructional delivery. The courseware should also be examined to ensure it is current, effective, and germane to the various instructional delivery methods.

**c. Instructional Delivery Methods Inspection Area.**

Inspectors should ensure that the operator's various instructional delivery methods, such as lectures, workshops, slide tape presentations, training devices, and simulators are sufficient to convey information to a student. These methods should be evaluated to ensure that they are effectively creating a transfer of learning to the student, that they are being maintained as originally approved, and that they are updated as necessary.

**d. Testing and Checking Inspection Area.**

Training program shall include examinations to determine competence, requires that flight crew members receive proficiency or competency checks. Observing testing and checking is the primary method by which an inspector can determine if learning has occurred. In this inspection area the inspector can evaluate the operator's standards, reflected by pass/fail rates, which determine whether a desired level of knowledge and skill has been acquired by the students being trained. The inspector should examine the operator's training records to ensure the operator's regulatory compliance with testing, checking, and other training program requirements. Additionally, company check flight crew members and instructor programs should be examined as the functional quality control element within this area.

**e. Training And Qualification Record And Requirement**

An certificate holders must develop forms and maintain records which are sufficient to establish the qualification and currency of each person for the position that he or she occupies at the time the inspection is conducted. By reviewing training records, the inspector should be able to establish a chronology of training and qualification events which render an individual fully qualified to perform the duties to which he is

presently assigned, in accordance with DGCA regulations and the certificate holders approved training manual. Each record of a training event in an individual's file should contain the following information as a minimum:

- 1) Specific type of training or qualification conducted - the terminology employed should reflect that contained in the certificate holders approved training program, (e.g. "A-330 PIC Recurrent Ground Training")
- 2) Date(s) on which training was conducted
- 3) Employee's name
- 4) Employee's position
- 5) Results of training or qualification - complete or incomplete, satisfactory or unsatisfactory, etc.
- 6) Instructor or examiner's name and signature

CASR minimum standards require the following types of training and qualification requirement to be conducted for Flight crew member, Flight Engineer and Flight Navigator:

- 1) Ground and flight training in the type(s) of airplane(s) on which the Flight crew member, Flight Engineer and Flight Navigator serves, including emergency and abnormal situations;
- 2) Recurrent training covering the above areas Recurrent flight training may be accomplished in a simulator or by a proficiency check;
- 3) Recency of experience
- 4) Proficiency or Competency Check (with appropriate)
- 5) Line Check;
- 6) Route and airport qualifications for PIC's.
- 7) Medical Certificate;
- 8) crew resource management (CRM) training;
- 9) Qualification curriculums include training of flight crew members to conduct CAT II and III approaches and various route qualification courses (if applicable);
- 10) Windshear;
- 11) Transportation of Dangerous Goods Training;
- 12) Emergency Equipment and Procedures Training
- 13) Aircraft Surface Contamination Training (if applicable);
- 14) Extended Range operations by aeroplanes with two or more turbine engines (if applicable);
- 15) Performance Based Navigation (PBN) (if applicable);
- 16) GPWS, Controlled Flight into Terrain/ Approach and Landing Accident Reduction (CFIT/ALAR)
- 17) TCAS (if applicable);
- 18) RVSM (if applicable);

### **3. GENERAL TRAINING PROGRAM AND TRAINING RECORDS INSPECTION PRACTICES AND PROCEDURES.**

The five primary inspection areas previously outlined should constitute the core areas of an operator's training program that were evaluated by the DGCA before the issuance of final approval. These inspection areas apply to all operators and vary only in their complexity from operator to operator.

In certain situations, there may be a requirement for the DGCA to initiate a "special emphasis" training program inspection of one or more specific areas. This type of inspection may be initiated for several reasons such as an incident, an accident, or a series of deficiencies discovered through trend analysis of surveillance data. Special emphasis training program inspections usually focus on a limited area, such as use of checklists or windshear training, and are relatively short in duration.

Training Program and Training Record inspection conducted by inspection with combining between student training records and OM D. Before the inspector can inspect any particular training program area, the inspector should introduce themselves to the instructor or company check flight crew members conducting the training and display his DGCA credentials. The inspector should then inform them that an DGCA inspection of training in progress will be conducted. Inspectors should refrain from active participation in the training being conducted and should make every effort not to influence the training environment or the instruction in the subject matter. If an inspector has comments on any of the areas of training being conducted, the inspector should reserve the comments for the debriefing with the instructor or company check flight crew members after the training session.

### **4. SPECIFIC TRAINING PROGRAM AND TRAINING RECORDS INSPECTION PROCEDURES.**

The five areas discussed above must be carefully considered before granting approval to a training curriculum. Because these areas are broad in terms of scope and context, their key elements have been organized into specific categories in order to provide a flexible inspection strategy. This approach permits the many components of an operator's training program to be broken down into manageable inspection areas, and provides inspection data which lends itself to meaningful interpretation. This means the Inspector has more latitude in terms of scheduling specific types of inspections, maximizing inspector resource capabilities, and in determining the sequence of the various types of inspections to be conducted. An inspection of any of the following categories may be conducted as an independent inspection, or categories may be combined when examining a specific training curriculum in detail:

**a. Training Curriculum.**

The inspector should evaluate each of the operator's approved training curriculums, primarily for format and content. Ideally, each should contain the following:

- 1) *Title.* Each curriculum should be appropriately titled with a specific crewmember position (or positions, such as PIC/SIC) and the relevant category of training.
- 2) *List of Effective Pages.* Each curriculum should have a list of effective pages and a means to record revisions
- 3) *Approvals.* Each page of the curriculum (for finally approved programs) should be signed, dated, and stamped by an operations inspector.
- 4) *Detail.* Each curriculum should include comprehensive outlines of course material contained therein in sufficient detail to determine adequacy of coverage.
- 5) *Hours.* The total number of training hours should be specified for each curriculum
- 6) *Objective.* Each curriculum should list a training objective
- 7) *Currency.* The information contained in each curriculum should be current and may not be contrary to the regulations or safe operating practices. Company bulletins, notices, information letters and other means of conveying new or revised information to crewmembers should have been, or are in the process of being, incorporated into the appropriate curriculums
- 8) *Conformity.* Scope and content of each curriculum should conform to DGCA and ICAO requirements

**b. Instructor Courseware.**

In this module, the inspector should evaluate the operator's instructor guides, lesson plans, and/or training outlines. Ideally, this courseware should have the following characteristics:

- 1) *Title.* Instructor courseware should be clearly titled for the appropriate curriculum
- 2) *Detail.* It should contain sufficient information to permit the instructor to conduct detailed instruction for each subject area
- 3) *Usability/Practicality.* It should contain instructional material in a logical order and sequence that is relatively easy to use
- 4) *Consistency.* It should be consistent with the curriculum outline
- 5) *References.* It should have references to the applicable operator's manuals and publications
- 6) *Validation.* Instructor courseware should include some means for determining that the students are properly assimilating the instructed material (such as "responder" panels, multiple-choice questions, or in-class exercises)

**c. Student Courseware.**

In this module, the inspector should evaluate the information in all of the various "self teaching" training mediums such as video tapes, audiovisual (carousel-type) slide presentations, computer-based training presentations, programmed learning publications, and home-study materials, as follows:

- 1) *Consistency.* The information should be consistent with the curriculum outline. It should be current with information in the operator's manual and other publications.
- 2) *Detail.* It should have sufficient detail to ensure that students can clearly understand the applicable subject area.
- 3) *Validation.* The courseware should include some means of testing student assimilation of information presented.

**d. Training Facilities/Environment.**

The inspector should evaluate the operator's training facilities as follows:

- 1) The training facilities and the instructional environment should be conducive to learning by providing adequate seating space for students, storage areas for training materials, and facilities for instructors to prepare their lessons.
- 2) The facility should be free of distractions which adversely affect instructional delivery, such as excessive temperatures, extraneous noise, poor lighting, and cramped classrooms and/or work spaces.

**e. Ground Instructors.**

The inspector should evaluate the quality of instruction provided by ground instructors as follows:

- 1) *Training.* Instructors should be adequately trained in accordance with the operator's approved program and be appropriately documented in the operator's training records.
- 2) *Knowledge.* Instructors should be knowledgeable in the specific area of instruction and in the operator's training policies and procedures, form completion requirements.
- 3) *Instructional Technique and Delivery.* Instructors should exhibit satisfactory instructional methods and techniques. They should be able to present the material in a logical, clear, and organized manner.
- 4) *Adherence.* Instructors should follow the applicable lesson plans, guides or other training aids to ensure the material is properly presented as designed.

**f. Flight instructors.**

In addition to the areas listed in paragraph E. above, Flight instructors should be evaluated in the following specific areas:

- 1) *Proficiency.* Flight instructors should be highly proficient in the operation of aircraft, flight simulators and training devices, and in the performance of maneuvers and procedures which they are teaching.
- 2) *Briefing.* Flight instructors should provide a thorough preflight briefing (for flight training devices, flight simulators, or the aircraft) on all maneuvers and procedures that will be conducted
- 3) *Debriefing.* Flight instructors should provide a thorough post-flight debriefing to review each individual student's performance during a training session
- 4) *Evaluation.* Flight instructors should properly evaluate student progress and provide or recommend additional training when necessary

During evaluations of flight training, the instructor should adhere the events listed for the specific flight training curriculum. Instructors may deviate when necessary, however, to accommodate events from previous or subsequent flight training sessions. Every effort should be expended to alleviate artificiality from the training session and the instructor should be accorded a certain measure of flexibility to ensure the highest level of realistic training is achieved.

**g. Training Aids and Equipment.**

The inspector should evaluate the operator's training aids and equipment such as audiovisual equipment, systems mock-up boards, panel layouts, ground training devices, instructor station equipment, student responders (if applicable), and other related items, in terms of equipment. Ideally, the following conditions will prevail:

- 1) *Instructions for use.* Any equipment designated to be used for "self teaching" purposes (such as CBT platforms) should have clear operating instructions readily available for the student's use
- 2) *Condition.* All equipment used in the training program should operate and function in good working order (Replacement parts or components such as slide projector lamps, should be readily available.)
- 3) *Fidelity.* Systems panels, layouts, boards, or mock-ups (such as aircraft exit mock-ups) should accurately represent the designated aircraft

**h. Flight Simulators and Training Devices.**

It is not intended for the inspector to conduct an extensive flight evaluation of the training device or simulator but rather to evaluate the following: the general condition of the equipment, any significant periods of "down time" (and the reasons for the down time), and the operator's general ability to maintain the equipment as approved. The inspector should evaluate the operator's flight simulators and/or flight training devices, as follows:

- 1) *Approval.* Flight simulators and flight training devices should be approved by the DGCA and periodically inspected. Inspectors should review the operator's record of simulator evaluations and approval information to ensure compliance.
- 2) *Condition.* Flight simulators and flight training devices should function at the same level as when they were initially approved. Inoperative or defective equipment should be properly documented along with the training events that are affected by the inoperative or defective components.
- 3) *Publications.* Published instrument approach charts, SID's, STAR's, en route charts, and other information (such as aircraft performance manuals and takeoff/landing data charts) which are contained within the simulator or training device should be current and in generally good condition.

**i. Company Checks Flight crew members and Examiners.**

The inspector should evaluate the following elements:

- 1) *Staffing.* The number of Company check flight crew members and examiners employed by the operator should be adequate for the level of training and checking activity.
- 2) *Training and qualification.* Training records should reflect that Company check flight crew members and Examiners are qualified in accordance with applicable regulations and the operator's approved training program .
- 3) *Standardization.* The operator should have an effective standardization program to ensure that Company check flight crew members and examiners conduct oral and flight examinations in a uniform manner.
- 4) *Level of activity.* The number of examinations that a Company checks flight crew members or examiner conducts each year should be sufficient to maintain currency and proficiency in performing the performance of his duties.

**j. Quality Control.**

The inspector shall observe the operator's quality control program to ensure that training effectiveness is continually monitored and that specific areas or items are corrected when necessary. The operator's quality control system must ensure that proficiency has been achieved. Additionally, training folders must be maintained by the operator while students are in specific curriculum. Inspectors should review the information contained in these folders to identify any deficient trends. This information, coupled with the results of testing and checking, provides a quantifiable method for measuring training effectiveness.

**k. Testing and Checking.**

In the inspection of an operator's training program, the inspector must conduct observations of the elements that involve evaluation and qualification. These elements include, but are not limited to, check airman programs and activities, training records, failure rates, and testing and checking standards. The inspector must evaluate the following modules:

Oral and Practical Test Standards.

Inspectors should observe or conduct a number of airman certification evaluations as well as proficiency, competency, or line checks (as applicable) to determine the overall effectiveness of the operator's training program, check airman programs, and testing and/or checking standards. Inspectors should place specific emphasis on flight events that require repetition or excessive instruction and should evaluate them according to the following criteria:

- 1) Testing and checking standards must comply with the regulations, the safe operating practices, and the guidance contained in this order;
- 2) Testing and checking standards must be consistently applied throughout the operator's training organization by its check airman and instructor personnel.

NOTE: Testing and checking observations provide a direct measure of the effectiveness of courseware and instructional delivery methods.

## 1. **Training and Qualification Record**

Records should be examined to determine the following:

- 1) **Adequacy.** The record-keeping forms which the certificate holders uses are adequate for recording essential information which is required by the DGCA.
- 2) **Practicality.** The forms are easy to fill out and to understand.
- 3) **Accessibility and Security.** Records are easily accessible to the certificate holders staff who are required to use them, and secure from tampering by unauthorized individuals.
- 4) **Accuracy.** Details of individual training events are properly recorded by instructors and examiners.
- 5) **Currency.** Individual files have been expeditiously updated following completion of a training or qualification event.
- 6) **Conformity.** Employees are properly licensed and rated, have received all required training and checks, and are fully qualified to be used in their specific for Flight crew member, Flight Engineer and Flight Navigator duties.

Of the above areas to be examined, *conformity* is by far the most time consuming. Specific training events and qualifications which must be documented in a crewmember's file will vary according to CASR requirements, the specific position in which the Flight crew member, Flight Engineer or Flight Navigator is utilized.

## 5. **INSPECTION REPORTING PROCEDURES.**

This chapter has provided a broad overview of the many areas of an operator's training program that must be evaluated during the Inspector's annual work program. The Training Program And Training Records Inspection For Flight crew member, Flight Engineer And Flight Navigator form which appears at SI Form will be used for all such inspections. It contains the major inspection areas which were discussed in this chapter, broken down into the categories described in this chapter. This form is designed to be flexible, and appropriate sections should be completed to indicate the scope or content of an inspection which has been conducted. The scope of the inspection should be indicated in the "curriculum" block at the top of the page (e.g."B-747-400 Flight crew member Recurrent Ground Training").

**6. APPLICABLE FORMS**

DGCA Form No. 8400-21, Training Program And Training Records  
Inspection For Flight Crew

## **Chapter III**

### **TRAINING PROGRAM AND TRAINING RECORDS INSPECTION FOR FLIGHT OPERATION OFFICER**

#### **1. DESCRIPTION CATAGORIES OF TRAINING**

There are five categories are applicable to certified FOO, which are: initial training, initial equipment, transition, recurrent, and requalification. The factors which determine the appropriate category of training are the student's previous experience with the operator and the student's current qualification status in relation to the specific airplane. Operators may develop and have approved several different curriculums for a specific aircraft in each category of training. While the regulatory requirements for course content may be identical for two different categories of training, the emphasis and depth of training required in each curriculum varies. When discussing training requirements, DAAO inspectors should be specific regarding the category of training discussed and should use the nomenclature described in this Staff Instruction. Since use of this common nomenclature improves standardization and mutual understanding, POIs should encourage operators and/or training center to use this nomenclature when developing new training curriculums or revising existing training curriculums. The five categories of training applicable to FOO are briefly discussed in the following subparagraphs:

##### **a. Initial New-Hire Training**

Operators must provide thorough training in each subject area in the initial new-hire category of training. The operator must ensure that each aircraft dispatcher student has mastered each skill required to perform adequately on the job. In addition to the academic or classroom training, aircraft dispatchers are usually required to complete on-the-job training (OJT) to become proficient in the required aircraft dispatcher skills. Although 14 CFR does not require OJT, it is an effective method the operator can use to develop a new-hire aircraft dispatcher's skills in the finer points of aircraft dispatcher duties and responsibilities. Furthermore, it is one of the best training methods for qualifying aircraft dispatchers to the standard of performance required on competency checks

**b. Initial Equipment Training**

Operators must conduct initial equipment training when a currently qualified aircraft dispatcher is qualifying to dispatch an aircraft of a different group, such as turbojet, turbopropeller, or reciprocating aircraft. The operator should emphasize two areas in this training: the operating characteristics of the new aircraft and the new considerations an aircraft dispatcher should make as a result of the new aircraft. For example, when aircraft dispatchers are first learning to dispatch turbojet aircraft, training will be required in high altitude meteorology, clear air turbulence awareness, the tropopause, and jet streams.

**c. Transition Training**

Operators must conduct transition training to qualify an aircraft dispatcher in a new type of aircraft of the same group. The aircraft dispatcher must be fully qualified as a dispatcher on an aircraft of the same group to be eligible for training in the transition category. Since qualified dispatchers may be assumed to possess a general familiarity with the characteristics of airplanes of the same group, the ground training curriculum segment consists almost exclusively of aircraft specific training on the new aircraft.

**d. Recurrent Training**

Operators must use the recurrent category of training for an FOO who has been trained and qualified by the operator, and who must receive recurrent training and a competency check within the appropriate eligibility period to maintain currency. The area of emphasis in recurrent training is on FOO duties.

**e. Requalification Training**

Operators must use the requalification category of training to requalify an FOO who has been trained and qualified by the operator, but who has become unqualified due to not having satisfactorily completed recurrent training, a competency check, or operational familiarization within the appropriate eligibility period 24 months from the last competency check.

**f. Summary of Categories of Training**

The categories of training are summarized in general terms as follows:

- 1) All FOO not previously employed by the operator must complete initial new-hire training.
- 2) All FOO must complete recurrent training for the duty position and aircraft type for which they are currently assigned within the appropriate eligibility period.
- 3) All FOO who have become unqualified for a duty position on an aircraft type with the operator must complete requalification training to reestablish qualification for that duty position and aircraft type.
- 4) All FOO who are being assigned by the operator to a different duty position and/or aircraft type must complete either initial equipment, transition, upgrade, or requalification training, depending on the aircraft type and duty position for which they were previously qualified.

**2. TRAINING PROGRAM AND TRAINING RECORDS INSPECTIONS.**

**a. Training Categories Inspections**

DGCA Inspector should evaluate Certificate Holders Training Categories which are:

- 1) Initial new-hire training
- 2) Initial equipment training
- 3) Transition training
- 4) Recurrent training
- 5) Re-qualification training
- 6) Mandatory training.

Operators must use the mandatory category of training as appropriate (DRM, Extended Range Operations by aeroplanes with two or more engines, DG, PBN and familiarization flight) for an FOO who has been trained and qualified by the operator ref CASR 121.404.

**b. Training programs vary widely in their complexity depending on the operator's size, aircraft fleet diversification, number of crewmembers, training locations, and scope of operation. Training program inspections involve much more than simply observing and evaluating training in progress. Five primary inspection areas may be identified as areas to be observed and evaluated:**

- 1) Training manual or curriculums
- 2) Courseware
- 3) Instructional delivery methods
- 4) Testing and checking
- 5) Training and qualification record

Information concerning these five areas is as follows:

**1) Training Curriculums Inspection Area**

Inspectors should evaluate the operator's approved training curriculums. Inspectors should ensure that these training curriculums are consistent with regulatory and general guidance for the type of operation being conducted. The inspector should evaluate the curriculums and their associated outlines that are currently being used by the operator. The inspector should ensure that the curriculum outlines contain enough descriptive detail to ensure that the main features of each principal subject will be addressed during the course of instruction. The DGCA will maintain a copy of each initially or finally approved training curriculum for every operator. This is usually the best source document available for inspectors to review before evaluating currently used curriculum outlines. Inspectors should evaluate each of the operator's curriculum outlines to ensure that the subject matter is current and appropriate in depth and scope, and also to gain an adequate understanding of what kinds of subject matter will be observed and evaluated during later phases of the inspection. The following is a list of basic curriculums typical of both domestic and international operators.

**2) Courseware Inspection Area**

Inspectors should examine an operator's courseware, such as lesson plans, instructor guides, computer software or audiovisual programs, and hand-outs. The courseware should be examined to ensure that it is consistent with the curriculum outline and be organized to permit effective instructional delivery. The courseware should also be examined to ensure it is current, effective, and germane to the various instructional delivery methods.

**3) Instructional Delivery Methods Inspection Area**

Inspectors should ensure that the operator's various instructional delivery methods, such as lectures, workshops, slide tape presentations, training devices, and simulators are sufficient to convey information to a student. These methods should be evaluated to ensure that they are effectively creating a transfer of learning to the student, that they are being maintained as originally approved, and that they are updated as necessary.

**4) Testing and Checking Inspection Area**

Requires that a training program shall include examinations to determine competence. Requires that FOO receive competency checks. Observing testing and checking is the primary method by which an inspector can determine if learning has occurred. In this inspection area the inspector can evaluate the operator's standards, reflected by pass/fail rates, which determine whether a desired level of knowledge and skill has been acquired by the students being trained. The inspector should examine the operator's training records to ensure the operator's regulatory compliance with testing, checking, and other training program requirements. Additionally, company check and instructor programs should be examined as the functional quality control element within this area.

**5) Training and Qualification Records and Requirement**

Inspectors should ensure that records are available for each company employee who is required to receive, ground, simulator, or operational control training to confirm that:

- a) Appropriate training prescribed in the approved training program has been conducted as and when required;
- b) Such records reflect each individual's attendance, participation, aptitude, or performance;
- c) Adequate and accurate records are being maintained and retained in accordance with applicable regulations.

The following terminology is used in this section:

- a) a *file* refers to a collection of records of training events for a specific employee which is maintained in a folder, binder, or computer database.
- b) a *record* refers to an individual record of a training or qualification event which is completed by the instructor or examiner and placed in an employees file.

A Certificate Holders must develop forms and maintain records which are sufficient to establish the qualification and currency of each flight operations person for the position that he or she occupies at the time the inspection is conducted. By

reviewing training records, the inspector should be able to establish a chronology of training and qualification events which render an individual fully qualified to perform the duties to which he is presently assigned, in accordance with DGCA regulations and the operator's approved training manual. Each record of a training event in an individual's file should contain the following information as a minimum:

- a) Specific type of training or qualification conducted - the terminology employed should reflect that contained in the operator's approved training program, (e.g. "A-330 FOO Recurrent Ground Training")
- b) Date(s) on which training was conducted;
- c) Employee's name;
- d) Employee's position;
- e) Results of training or qualification - complete or incomplete, satisfactory or unsatisfactory, etc;
- f) Instructor or examiner's name and signature.

Training and qualification requirements.

CASR minimum standards require the following types of training and qualification to be conducted for Flight Operations Officers:

- a) Ground , On Job Training in the type(s)
- b) Training on dangerous goods or hazardous materials.
- c) Recurrent training covering the above areas.
- d) Competency Check every 12 month calendar.
- e) Familiarization Flight .
- f) Be medically qualified and have appropriate endorsements.
- g) Ground Type Rating examinations when appropriate.
- h) DRM

### **3. GENERAL TRAINING PROGRAM AND TRAINING RECORDS INSPECTION PRACTICES AND PROCEDURES**

The five primary inspection areas previously outlined should constitute the core areas of an operator's training program that were evaluated by the DGCA before the issuance of final approval. These inspection areas apply to all operators and vary only in their complexity from operator to operator. In certain situations, there may be a requirement for the DGCA to initiate a "special emphasis" training program inspection of one or more specific areas. This type of inspection may be initiated for several reasons such as an incident, an accident, or a series of deficiencies discovered through trend analysis of surveillance data. Special emphasis training program inspections usually focus on a limited area, such as use of checklists, RVSM, PBN, ETOPS, ADS-B and are relatively short in duration. Before the inspector can inspect any particular training program area, the inspector should introduce themselves to the instructor or company check FOO conducting the training and display his DGCA credentials.

Training Program and Training Records inspections conducted by inspection with combining between student training records and OM D. The inspector should then inform them that an DGCA inspection of training in progress will be conducted. Inspectors should refrain from active participation in the training being conducted and should make every effort not to influence the training environment or the instruction in the subject matter. If an inspector has comments on any of the areas of training being conducted, the inspector should reserve the comments for the debriefing with the instructor or company check FOO after the training session.

### **4. SPECIFIC TRAINING PROGRAM AND TRAINING RECORDS INSPECTION PROCEDURES**

The five areas discussed above must be carefully considered before granting approval to a training curriculum. Because these areas are broad in terms of scope and context, their key elements have been organized into specific categories in order to provide a flexible inspection strategy. This approach permits the many components of an operator's training program to be broken down into manageable inspection areas, and provides inspection data which lends itself to meaningful interpretation. This means the Inspector has more latitude in terms of scheduling specific types of inspections, maximizing inspector resource capabilities, and in determining the sequence of the various types of inspections to be conducted. An inspection of any of the following categories may be conducted as an independent inspection, or categories may be combined when examining a specific training curriculum in detail:

**a. Training Curriculum**

The inspector should evaluate each of the operator's approved training curriculums, primarily for format and content. Ideally, each should contain the following:

- 1) *Title*. Each curriculum should be appropriately titled with a specific FOO relevant category of training;
- 2) *List of Effective Pages*. Each curriculum should have a list of effective pages and a means to record revisions;
- 3) *Approvals*. Each page of the curriculum (for finally approved programs) should be signed, dated, and stamped by an DGCA cq DAAO;
- 4) *Detail*. Each curriculum should include comprehensive outlines of course material contained therein in sufficient detail to determine adequacy of coverage;
- 5) *Hours*. The total number of training hours should be specified for each Curriculum;
- 6) *Objective*. Each curriculum should list a training objective;
- 7) *Currency*. The information contained in each curriculum should be current and may not be contrary to the regulations or safe operating practices. Company bulletins, notices, information letters and other means of conveying new or revised information to FOO should have been, or are in the process of being, incorporated into the appropriate curriculums;
- 8) *Conformity*. Scope and content of each curriculum should conform to DGCA requirements.

**b. Instructor Courseware**

In this module, the inspector should evaluate the operator's instructor guides, lesson plans, and/or training outlines. Ideally, this courseware should have the following characteristics:

- 1) *Title*. Instructor courseware should be clearly titled for the appropriate curriculum.
- 2) *Detail*. It should contain sufficient information to permit the instructor to conduct detailed instruction for each subject area.
- 3) *Usability/Practicality*. It should contain instructional material in a logical order and sequence that is relatively easy to use.
- 4) *Consistency*. It should be consistent with the curriculum outline.
- 5) *References*. It should have references to the applicable operator's manuals and publications.
- 6) *Validation*. Instructor courseware should include some means for determining that the students are properly assimilating the instructed material (such as multiple-choice questions, or in-class exercises).

**c. Student Courseware**

In this module, the inspector should evaluate the information in all of the various "self teaching" training mediums such as video tapes, audiovisual (carousel-type) slide presentations, computer-based training presentation and programmed learning publications, as follows:

- 1) *Consistency.* The information should be consistent with the curriculum outline. It should be current with information in the operator's manual and other publications.
- 2) *Detail.* It should have sufficient detail to ensure that students can clearly understand the applicable subject area.
- 3) *Validation.* The courseware should include some means of testing student assimilation of information presented.

**d. Training Facilities/Environment**

The inspector should evaluate the operator's training facilities as follows:

- 1) The training facilities and the instructional environment should be conducive to learning by providing adequate seating space for students, storage areas for training materials, and facilities for instructors to prepare their lessons.
- 2) The facility should be free of distractions which adversely affect instructional delivery, such as excessive temperatures, extraneous noise, poor lighting, and cramped classrooms and/or work spaces.

**e. Ground Instructors**

The inspector should evaluate the quality of instruction provided by ground instructors as follows:

- 1) *Training.* Instructors should be adequately trained in accordance with the operator's approved program and be appropriately documented in the operator's training records.
- 2) *Knowledge.* Instructors should be knowledgeable in the specific area of instruction and in the operator's training policies and procedures, form completion requirements.
- 3) *Instructional Technique and Delivery.* Instructors should exhibit satisfactory instructional methods and techniques. They should be able to present the material in a logical, clear, and organized manner.
- 4) *Adherence.* Instructors should follow the applicable lesson plans, guides or other training aids to ensure the material is properly presented as designed.

**f. Training Aids, Flight Operation Simulator and Equipment**

The inspector should evaluate the operator's training aids, Flight Operation Simulator and equipment such as audiovisual equipment, systems mock-up boards, panel layouts, ground training devices, instructor station equipment, student responders (if applicable), and other related items, in terms of equipment. Ideally, the following conditions will prevail:

- 1) Instructions for use. Any equipment designated to be used for "self teaching" purposes (such as CBT platforms) should have clear operating instructions readily available for the student's use.
- 2) Briefing Room. adequate of room briefing (2 m X 3 m )
- 3) Scenario. Scenario for flight simulation (10 Scenario).
- 4) Radio Communication. HF and VHF
- 5) Weather Monitor.
- 6) Aviation Chart . Approval Chart
- 7) Flight Watch / Following Monitor .
- 8) Library . Such as Manual MEL, AFM, and OM
- 9) Clock (UTC and Local Time) .

**g. Company Checks FOO and Examiners**

The inspector should evaluate the following elements:

- 1) *Staffing*. The number of Company check FOO and examiners employed by the operator should be adequate for the level of training and checking activity.
- 2) *Training and qualification*. Training records should reflect that Company check FOO and Examiners are qualified in accordance with applicable regulations and the operator's approved training program.
- 3) *Standardization*. The operator should have an effective standardization program to ensure that Company check FOO and examiners conduct oral and flight examinations in a uniform manner
- 4) *Level of activity*. The number of examinations that a Company checks FOO or examiner conducts each year should be sufficient to maintain currency and proficiency in performing the performance of his duties.

**h. Testing and Checking**

In the inspection of an operator's training program, the inspector must conduct observations of the elements that involve evaluation and qualification. These elements include, but are not limited to, company check programs and activities, training records, failure rates, and testing and checking standards. The inspector must evaluate the following modules:

Oral and Practical Tests. Inspectors should observe or conduct a number of competency check to determine the overall effectiveness of the operator's training program, company check programs, and testing and/or checking standards. Inspectors should place specific emphasis on flight events that require repetition or excessive instruction and should evaluate them according to the following criteria:

- 1) Testing and checking standards must comply with the regulations, the safe operating practices, and the guidance contained in this order;
- 2) Testing and checking standards must be consistently applied throughout the operator's training organization by its check airman and instructor personnel.

NOTE: Testing and checking observations provide a direct measure of the effectiveness of courseware and instructional delivery methods.

**i. Quality Control**

The inspector shall observe the operator's quality control program to ensure that training effectiveness is continually monitored and that specific areas or items are corrected when necessary. The operator's quality control system must ensure that students do not proceed to the next module or training segment until satisfactory proficiency has been achieved. Additionally, training folders must be maintained by the operator while students are in a specific curriculum. Inspectors should review the information contained in these folders to identify any deficient trends. This information, coupled with the results of testing and checking, provides a quantifiable method for measuring training effectiveness.

**j. Training and Qualification Record**

Records should be examined to determine the following:

- 1) Adequacy.** The record-keeping forms which the operator uses are adequate for recording essential information which is required by the DGCA.
- 2) Practicality.** The forms are easy to fill out and to understand.
- 3) Accessibility and Security.** Records are easily accessible to the operator's staff who are required to use them, and secure from tampering by unauthorized individuals.
- 4) Accuracy.** Details checks, and are fully qualified to be used in their specific FOO or operations control positions of the above areas to be examined,
- 5) Currency.** Individual files have been expeditiously updated following completion of a training or qualification event.
- 6) Conformity.** Employees are properly licensed and rated, have received all required training and checks, and are fully qualified to be used in their specific FOO or operations control positions Of the above areas to be examined, *conformity* is by far the most time consuming. Specific training events and qualifications which must be documented in a crewmember's file will vary according to CASR requirements, the specific position in which the FOO is utilized, the type of operation in which he is employed (extended range, charter, etc.), and the specific requirements of the operator's approved training program.

**5. INSPECTION PROCEDURES**

Specific training courses which meet the requirements listed above may vary widely between Certificate Holders. *Training Program And Training Records Inspection For Flight Operation Officer* which appears at SI Form and will be used for all such inspections. Inspectors should clearly identify on the form the types of training program and training record inspection which were examined (e.g. "FOO Initial New-Hire Training").

**6. APPLICABLE FORMS**

DGCA Form No. 8400-22, Training Program and Training Records  
Inspection For FOO

## CHAPTER IV

### TRAINING PROGRAM AND TRAINING RECORDS INSPECTIONS FOR FLIGHT ATTENDANT

#### 1. DESCRIPTIONS CATEGORIES OF TRAINING.

There are six categories of training, of which five are applicable to F/As: initial new-hire, initial new equipment, transition, recurrent, and requalification. The two primary factors in the determination of the appropriate category of training are the student's previous experience with the operator and the student's current qualification status in relation to the specific aircraft. Each category of training may consist of several curriculums which are specific to the aircraft. While the regulatory requirements for course content may be identical for two categories of training, the emphasis and depth of training required can vary. When discussing training requirements, DGCA inspectors should be specific regarding both the category of training being discussed and the use of the nomenclature described in this order. Use of this common nomenclature improves standardization and mutual understanding; therefore, POIs should encourage operators to use it when developing new training curriculums or when revising existing training curriculums. The categories of training are briefly discussed below.

##### a. Initial New-Hire Training.

This training category is for personnel who have not had previous experience with the certificate holders (newly hired personnel). It also applies, however, to personnel employed by the operator who have not previously held an F/A duty position with that operator. Initial new-hire training includes basic indoctrination training, training in basic F/A duties, and training on one or more specific aircraft types. Since initial new-hire training is usually the employee's first exposure to specific company methods, policies, and procedures, it must be the most comprehensive of the five categories of training.

- 1) Operators may limit initial new-hire training to one specific aircraft type. After the new-hire F/A is qualified, the operator may then conduct initial equipment or transition training, as applicable, to qualify the F/A in the other aircraft in the operator's fleet.

- 2) Operators may design initial new-hire F/A training curriculums that encompass all aircraft in the operator's fleet. An initial new-hire curriculum designed in this manner must contain both general curriculum segments and aircraft-specific curriculum segments. For example, an initial new-hire F/A curriculum for the B-737 and A-320 aircraft must contain training in basic F/A duties (a module of basic indoctrination training) and training in duties specific to each aircraft (a module of B-737 and A-320 ground training, respectively).

**b. Initial Equipment Training.**

This category of training is for an F/A who has been previously trained and qualified by the operator (not new-hires) and who is qualifying on an aircraft of a different group (Group I is helicopter, reciprocating and turbo propeller-powered and Group II is turbojet-powered). For example, an F/A on a B-737 is qualifying as an F/A on an ATR-72.

**c. Transition Training.**

This category of training is for an F/A who has been previously trained and qualified on a specific aircraft type and is now qualifying on another aircraft type. Transition training emphasizes the unique features of the aircraft and the specific F/A duties on that aircraft. The new aircraft type must be in the same group. If the new aircraft is not in the same group, initial equipment training is the applicable category of training.

**d. Recurrent Training.**

This category of training is for an F/A who has been trained and qualified by the operator, and who must receive recurring training and a competency check within the appropriate eligibility period to maintain currency within the preceding 12 calendar months. Recurrent training emphasizes general emergency training and the specifics of each aircraft type in which the F/A is qualified.

**e. Requalification Training.**

This category of training is for an F/A who has been trained and qualified by the operator, but who has become unqualified to serve due to not having received recurrent training or a competency check within the 24 calendar months.

**f. Summary of Categories of Training.**

The categories of training are summarized in general terms as follows:

- 1) All F/As not previously employed by the operator as F/As must complete initial new-hire training.
- 2) All F/As must complete recurrent training for the aircraft type or types for which they are currently assigned within the appropriate eligibility period.
- 3) All F/As who have become unqualified on an aircraft type with the operator must complete requalification training to reestablish qualification for that aircraft type.
- 4) All F/As who are being assigned by the operator to a different aircraft type must complete initial equipment, transition, or requalification training, depending on the aircraft type(s) for which they were previously qualified.

**2. TRAINING PROGRAM AND TRAINING RECORDS INSPECTIONS**

**a. Training Categories Inspections**

DGCA Inspector should evaluate Certificate Holders Training Categories which are:

- 1) Initial New-Hire Training
- 2) Initial Equipment Training
- 3) Transition Training
- 4) Recurrent Training
- 5) Requalification Training
- 6) Initial and Recurrent Mandatory Training. Operators must use the mandatory category of training as appropriate (DG, CRM,) for an Flight Attendant who has been trained and qualified by the operator ref CASR 121.404.

**b. Training Program Inspections Areas For Flight Attendant**

Training programs vary widely in their complexity depending on the certificate holder's size, aircraft fleet diversification, number of crewmembers, training locations, and scope of operation. Training program inspections involve much more than simply observing and evaluating training in progress. Four primary inspection areas may be identified as areas to be observed and evaluated:

- 1) Training manual or curriculums
- 2) Courseware
- 3) Instructional delivery methods
- 4) Testing and checking
- 5) Training and Qualification Records

Information concerning these five areas is as follows:

**1) Training Curriculums Inspection Area.**

Inspectors should evaluate the certificate holders approved training curriculums. Inspectors should ensure that these training curriculums are consistent with regulatory and general guidance for the type of operation being conducted. The inspector should evaluate the curriculums and their associated outlines that are currently being used by the certificate holders.

The inspector should ensure that the curriculum outlines contain enough descriptive detail to ensure that the main features of each principal subject will be addressed during the course of instruction. The DGCA will maintain a copy of each initially or finally approved training curriculum for every certificate holders. This is usually the best source document available for inspectors to review before evaluating currently used curriculum outlines.

Inspectors should evaluate each of the certificate holders curriculum outlines to ensure that the subject matter is current and appropriate in depth and scope, and also to gain an adequate understanding of what kinds of subject matter will be observed and evaluated during later phases of the inspection. The following is a list of basic curriculums typical of both domestic and international certificate holders.

**2) Courseware Inspection Area.**

Inspectors should examine an certificate holders courseware, such as lesson plans, instructor guides, computer software or audiovisual programs, and hand-outs. The courseware should be examined to ensure that it is consistent with the curriculum outline and be organized to permit effective instructional delivery. The courseware should also be examined to ensure it is current, effective, and germane to the various instructional delivery methods.

**3) Instructional Delivery Methods Inspection Area**

Inspectors should ensure that the certificate holders various instructional delivery methods, such as lectures, workshops, slide tape presentations, training devices, and simulators are sufficient to convey information to a student. These methods should be evaluated to ensure that they are effectively creating a transfer of learning to the student, that they are being maintained as originally approved, and that they are updated as necessary.

**4) Testing and Checking Inspection Area**

Training program shall include examinations to determine competence. It is required that flight attendant receive competency checks. Observing testing and checking is the primary method by which an inspector can determine if learning has occurred. In this inspection area the inspector can evaluate the certificate holder's standards, reflected by pass/fail rates, which determine whether a desired level of knowledge and skill has been acquired by the students being trained. The inspector should examine the certificate holder's training records to ensure the certificate holders regulatory compliance with testing, checking, and other training program requirements. Additionally, company check flight attendant and instructor programs should be examined as the functional quality control element within this area.

**5) Training and Qualification Records and Requirement**

A certificate holders must develop forms and maintain records which are sufficient to establish the qualification and currency of each person for the position that he or she occupies at the time the inspection is conducted. By reviewing training records, the inspector should be able to establish a chronology of training and qualification events which render an individual fully qualified to perform the duties to which he is presently assigned, in accordance with DGCA regulations and the certificate holders approved training manual. Each record of a training event in an individual's file should contain the following information as a minimum:

- a) Specific type of training or qualification conducted - the terminology employed should reflect that contained in the certificate holders approved training program, (e.g. "A-330 Flight Attendant Recurrent Ground Training")
- b) Date(s) on which training was conducted
- c) Employee's name
- d) Employee's position
- e) Results of training or qualification - complete or incomplete, satisfactory or unsatisfactory, etc.
- f) Instructor or examiner's name and signature

CASR minimum standards require the following types of training and qualification to be conducted for flight attendant :

- a) Ground and flight training in the type(s) of airplane(s) on which the flight attendant serves, including emergency and abnormal situations.
- b) Recurrent training covering the above areas.
- c) Competency Check every 12 month calendar
- d) Training on dangerous goods or hazardous materials.
- e) CRM
- f) Be medically qualified and have appropriate endorsements.
- g) Be properly licensed and to have passed Type Rating examinations when appropriate.

CASR specifies that Flight Attendants who are assigned emergency functions receive training in the following areas:

- a) Duties and functions to be performed during inflight emergencies and emergency evacuations
- b) Emergency and life saving equipment such as life jackets, life rafts, evacuation slides, fire extinguishers, oxygen equipment, and first aid kits
- c) Pressurization and oxygen requirements when operating above 10,000 feet
- d) Other crew member's assignments
- e) Dangerous goods

### **3. GENERAL TRAINING PROGRAM AND TRAINING RECORDS INSPECTION PRACTICES AND PROCEDURES.**

The five primary inspection areas previously outlined should constitute the core areas of an certificate holder's training program that were evaluated by the DGCA before the issuance of final approval. These inspection areas apply to all certificate holders and vary only in their complexity from certificate holders to certificate holders. In certain situations, there may be a requirement for the DGCA to initiate a "special emphasis" training program inspection of one or more specific areas. This type of inspection may be initiated for several reasons such as an incident, an accident, or a series of deficiencies discovered through trend analysis of surveillance data.

Training Program and Training Record inspection conducted by inspection with combining between student training records and OM D .

Special emphasis training program inspections usually focus on a limited area and are relatively short in duration. Before the inspector can inspect any Particular training program area, the inspector should introduce themselves to the instructor or company check flight attendant conducting the training and display his DGCA credentials. The inspector should then inform them that an DGCA inspection of training in progress will be conducted. Inspectors should refrain from active participation in the training being conducted and should make every effort not to influence the training environment or the instruction in the subject matter. If an inspector has comments on any of the areas of training being conducted, the inspector should reserve the comments for the debriefing with the instructor or company check flight attendant after the training session.

### **4. SPECIFIC TRAINING PROGRAM AND TRAINING RECORDS INSPECTION PROCEDURES.**

The five areas discussed above must be carefully considered before granting approval to a training curriculum. Because these areas are broad in terms of scope and context, their key elements have been organized into specific categories in order to provide a flexible inspection strategy. This approach permits the many components of an certificate holder's training program to be broken down into manageable inspection areas, and provides inspection data which lends itself to meaningful interpretation. This means the Inspector has more latitude in terms of scheduling specific types of inspections, maximizing inspector resource capabilities, and in determining the sequence of the various types of inspections to be conducted. An inspection of any of the following categories may be conducted as an independent inspection, or categories may be combined when examining a specific training curriculum in detail:

**a. Training Curriculum.**

The inspector should evaluate each of the certificate holders approved training curriculums, primarily for format and content. Ideally, each should contain the following:

- 1) *Title.* Each curriculum should be appropriately titled with a specific crewmember position.
- 2) *List of Effective Pages.* Each curriculum should have a list of effective pages and a means to record revisions
- 3) *Approvals.* Each page of the curriculum (for finally approved programs) should be signed, dated, and stamped by DGCA c.q DAAO.
- 4) *Detail.* Each curriculum should include comprehensive outlines of course material contained therein in sufficient detail to determine adequacy of coverage.
- 5) *Hours.* The total number of training hours should be specified for each curriculum
- 6) *Objective.* Each curriculum should list a training objective
- 7) *Currency.* The information contained in each curriculum should be current and may not be contrary to the regulations or safe operating practices. Company bulletins, notices, information letters and other means of conveying new or revised information to crewmembers should have been, or are in the process of being, incorporated into the appropriate curriculums
- 8) *Conformity.* Scope and content of each curriculum should conform to DGCA requirements

**b. Instructor Courseware.**

In this module, the inspector should evaluate the certificate holders's instructor guides, lesson plans, and/or training outlines. Ideally, this courseware should have the following characteristics:

- 1) *Title.* Instructor courseware should be clearly titled for the appropriate Curriculum
- 2) *Detail.* It should contain sufficient information to permit the instructor to conduct detailed instruction for each subject area
- 3) *Usability/Practicality.* It should contain instructional material in a logical order and sequence that is relatively easy to use
- 4) *Consistency.* It should be consistent with the curriculum outline
- 5) *References.* It should have references to the applicable certificate holder's manuals and publications
- 6) *Validation.* Instructor courseware should include some means for determining that the students are properly assimilating the instructed material (such as "responder" panels, multiple-choice questions, or in-class exercises)

- c. Student Courseware.** In this module, the inspector should evaluate the information in all of the various "self teaching" training mediums such as video tapes, audiovisual (carousel-type) slide presentations, computer-based training presentations, programmed learning publications, and home-study materials, as follows:
- 1) *Consistency.* The information should be consistent with the curriculum outline. It should be current with information in the certificate holder's manual and other publications.
  - 2) *Detail.* It should have sufficient detail to ensure that students can clearly understand the applicable subject area.
  - 3) *Validation.* The courseware should include some means of testing student assimilation of information presented.
- d. Training Facilities/Environment.**  
The inspector should evaluate the certificate holder's training facilities as follows:
- 1) The training facilities and the instructional environment should be conducive to learning by providing adequate seating space for students, storage areas for training materials, and facilities for instructors to prepare their lessons.
  - 2) The facility should be free of distractions which adversely affect instructional delivery, such as excessive temperatures, extraneous noise, poor lighting, and cramped classrooms and/or work spaces.
- e. Ground Instructors.**  
The inspector should evaluate the quality of instruction provided by ground instructors as follows:
- 1) *Training.* Instructors should be adequately trained in accordance with the certificate holder's approved program and be appropriately documented in the certificate holder's training records.
  - 2) *Knowledge.* Instructors should be knowledgeable in the specific area of instruction and in the certificate holder's training policies and procedures, form completion requirements.
  - 3) *Instructional Technique and Delivery.* Instructors should exhibit satisfactory instructional methods and techniques. They should be able to present the material in a logical, clear, and organized manner.
  - 4) *Adherence.* Instructors should follow the applicable lesson plans, guides or other training aids to ensure the material is properly presented as designed.

**f. Company Instructors.**

In addition to the areas listed above, Company instructors should be evaluated in the following specific areas:

- 1) *Competency.* Company instructors should be highly *Competency* in the operation of aircraft, cabin mock up and door trainer and training devices, and in the performance of maneuvers and procedures which they are teaching.
- 2) *Briefing.* Company instructors should provide a thorough preflight briefing (for training devices, or the aircraft) on all maneuvers and procedures that will be conducted
- 3) *Debriefing.* Company instructors should provide a thorough post-flight debriefing to review each individual student's performance during a training session
- 4) *Evaluation.* Company instructors should properly evaluate student progress and provide or recommend additional training when necessary. During evaluations of flight training, the instructor should adhere the events listed for the specific flight training curriculum. Instructors may deviate when necessary, however, to accommodate events from previous or subsequent flight training sessions. Every effort should be expended to alleviate artificiality from the training session and the instructor should be accorded a certain measure of flexibility to ensure the highest level of realistic training is achieved.

**g. Training Aids and Equipment.**

The inspector should evaluate the certificate holders training aids and equipment such as audiovisual equipment, panel layouts, student responders (if applicable), and other related items, in terms of equipment. Ideally, the following conditions will prevail:

- 1) *Instructions for use.* Any equipment designated to be used for "self teaching" purposes (such as CBT platforms) should have clear operating instructions readily available for the student's use
- 2) *Condition.* All equipment used in the training program should operate and function in good working order (Replacement parts or components such as slide projector lamps, should be readily available.)
- 3) *Fidelity.* Systems panels, layouts, boards, or mock-ups (such as aircraft exit mock-ups) should accurately represent the designated aircraft.

**h. Cabin Mock Up and Door Trainer.**

It is not intended for the inspector to conduct an extensive flight evaluation of the cabin mock up and door trainer but rather to evaluate the following: the general condition of the equipment, any significant periods of "down time" (and the reasons for the down time), and the certificate holder's general ability to maintain the equipment as approved. The inspector should evaluate the certificate holder's cabin mock up and door trainer, as follows:

- 1) *Approval.* cabin mock up and door trainer should be approved by the DGCA and periodically inspected. Inspectors should review the certificate holder's record of cabin mock up and door trainer evaluations and approval information to ensure compliance.
- 2) *Condition.* cabin mock up and door trainer should function at the same level as when they were initially approved. Inoperative or defective equipment should be properly documented along with the training events that are affected by the inoperative or defective components.

**i. Operational Training.**

The inspector should evaluate the following elements:

- 1) *Appropriate Aircraft.* The Aircraft used is in the same make and model in accordance with the training program.
- 2) *Company Instructor.* Instructor is properly qualified to provide the training. Special attention must be given to the work load of the instructor in handling specific number of trainee, or if the instructor is also part of the active crew.
- 3) *Adequacy.* The on board equipment is suitable to provide to training.
- 4) *Seat Availability.* Trainee and instructor are provided with available seating.

**j. Company checks flight attendant and Examiners.**

The inspector should evaluate the following elements:

- 1) *Staffing.* The number of Company check flight attendant and examiners employed by the certificate holders should be adequate for the level of training and checking activity.
- 2) *Training and qualification.* Training records should reflect that Company check flight attendant and Examiners are qualified in accordance with applicable regulations and the certificate holders approved training program.
- 3) *Standardization.* The certificate holders should have an effective standardization program to ensure that Company check flight attendant and examiners conduct oral and practical examinations in a uniform manner.
- 4) *Level of activity.* The number of examinations that a Company checks flight attendant or examiner conducts each 24 month calendar should be sufficient to maintain currency and proficiency in performing the performance of his duties.

**k. Testing and Checking.**

In the inspection of an operator's training program, the inspector must conduct observations of the elements that involve evaluation and qualification. These elements include, but are not limited to, check airman programs and activities, training records, failure rates, and testing and checking standards. The inspector must evaluate the following modules:

*Oral and Practical Tests. Inspectors should observe or conduct a number of competency check to determine the overall effectiveness of the operator's training program, company check programs, and testing and/or checking standards. Inspectors should place specific emphasis on flight events that require repetition or excessive instruction and should evaluate them according to the following criteria:*

- 1) *Testing and checking standards must comply with the regulations, the safe operating practices, and the guidance contained in this order.*
- 2) *Testing and checking standards must be consistently applied throughout the operator's training organization by its check airman and instructor personnel.*

NOTE: Testing and checking observations provide a direct measure of the effectiveness of courseware and instructional delivery methods.

## 1. Quality Control

The inspector shall observe the operator's quality control program to ensure that training effectiveness is continually monitored and that specific areas or items are corrected when necessary. The operator's quality control system must ensure that proficiency has been achieved. Additionally, training folders must be maintained by the operator while students are in specific curriculum. Inspectors should review the information contained in these folders to identify any deficient trends. This information, coupled with the results of testing and checking, provides a quantifiable method for measuring training effectiveness.

### m. Training and Qualification Record

Records should be examined to determine the following:

- 1) **Adequacy.** The record-keeping forms which the certificate holders uses are adequate for recording essential information which is required by the DGCA.
- 2) **Practicality.** The forms are easy to fill out and to understand.
- 3) **Accessibility and Security.** Records are easily accessible to the certificate holders staff who are required to use them, and secure from tampering by unauthorized individuals.
- 4) **Accuracy.** Details of individual training events are properly recorded by instructors and examiners.
- 5) **Currency.** Individual files have been expeditiously updated following completion of a training or qualification event.
- 6) **Conformity.** Employees are properly licensed and rated, have received all required training and checks, and are fully qualified to be used in their specific flight attendants or operations control positions.

Of the above areas to be examined, *conformity* is by far the most time consuming. Specific training events and qualifications which must be documented in a crewmember's file will vary according to CASR requirements, the specific position in which the flight attendants is utilized.

## **5. INSPECTION PROCEDURES.**

Specific training courses which meet the requirements listed above may vary widely between certificate holders. The *Air Certificate holders Training Program and Training Records Inspection for Flight Attendant* which appears at SI Form and will be used for all such inspections. Inspectors should clearly identify on the form the types of training program and training records inspection which were examined (e.g. "Flight Attendant", "B- 737-400 etc.).

**6. APPLICABLE FORMS**

DGCA Form No. 8400-23, Training Program And Training Records  
Inspection For Flight Attendant