
Flight Operations Information Letter

FOI001EN

Subject:

EU-OPS: Changes in Subpart O effective July 16 2009

Málsnúmer / code: FMS09050061

Applicable legislation: Regulation EEC 3922/91 Annex III (EU-OPS)
with later amendments & Regulation 1293/2008

Target Group: Icelandic operators licensed to provide commercial
air transport for passengers.

Version: Entry into effect of this version: 10 May 2009
Version: original

Date of approval / Approved by: 9.5.2009 ICAA – PSP

Introduction.

As specified in Icelandic regulation 1263/2008, Appendix 1 and Regulation EC/859/2008, there will be changes to the provisions of Subpart O concerning the following requirements:

OPS 1.1005,
OPS 1.1010,
OPS 1.1015,
Appendix 1 to OPS 1.1005,
Appendix 1 to OPS 1.1010,
Appendix 1 to OPS 1.1015 and
Appendix 3 to OPS 1.1005/1.1010/1.1015

These changes will become effective July 16th 2009. AOC holders are kindly requested to amend their Operations Manuals as appropriate. Please provide the new revisions to ICAA's coordinators.

These revisions must be adopted by 16th of July 2009.

New guidance material is scheduled to be published in the middle of May 2009 (GM003EN) regarding cabin crew attestation partly to comply with European Commission recommendations and to comply with the requirements of EU-OPS.

Latest revision of Annex III to Regulation 3922/91 (859/2008) can be found on ICAA's webpage (Flugrekendur tab / Leidbeiningarefni fyrir flugrekendur) and the Icelandic regulation 1293/2008 under Lög og reglur's tab.

New requirements.

OPS 1.1005

Initial safety training

(See Appendix 1 to OPS 1.1005 and Appendix 3 to OPS 1.1005/1.1010/1.1015)

(a) An operator shall ensure that each cabin crew member has, before undertaking conversion training, successfully completed initial safety training covering at least the subjects listed in Appendix 1 to OPS 1.1005.

(b) Training courses shall, at the discretion of the Authority, and subject to its approval, be provided: either

1. by the operator
 - directly, or
 - indirectly through a training organisation acting on behalf of the operator; or
2. by an approved training organisation.

(c) The programme and structure of the initial training courses shall be in accordance with the applicable requirements and shall be subject to prior approval of the Authority.

(d) At the discretion of the Authority, the Authority, the operator or the approved training organisation providing the training course, shall deliver an attestation of safety training to a cabin crew member after he/she has completed the initial safety training and successfully passed the check referred to in OPS 1.1025.

(e) Where the Authority authorises an operator or an approved training organisation to deliver the attestation of safety training to a cabin crew member, such attestation shall clearly state a reference to the approval of the Authority.

OPS 1.1010

Conversion and differences training

(See Appendix 1 to OPS 1.1010 and Appendix 3 to OPS 1.1005/1.1010/1.1015)

(a) An operator shall ensure that each cabin crew member has completed appropriate conversion and differences training, in accordance with the applicable rules and at least the subjects listed in Appendix 1 to OPS 1.1010. The training course shall be specified in the Operations Manual. The programme and structure of the training course shall be subject to prior approval by the Authority.

1. Conversion training: A conversion course must be completed before being:

- (i) first assigned by the operator to operate as a cabin crew member; or
- (ii) assigned to operate another aeroplane type; and

2. Differences training: differences training must be completed before operating:

- (i) on a variant of an aeroplane type currently operated; or
- (ii) with different safety equipment, safety equipment location, or normal and emergency safety procedures on currently operated aeroplane types or variants.

(b) An operator shall determine the content of the conversion and differences training taking account of the cabin crew member's previous training as recorded in the cabin crew member's training records required by OPS 1.1035.

(c) Without prejudice to OPS 1.995 (c), related elements of both initial training (OPS 1.1005) and conversion and differences training (OPS 1.1010) may be combined.

(d) An operator shall ensure that:

1. conversion training is conducted in a structured and realistic manner, in accordance with Appendix 1 to OPS 1.1010;
2. differences training is conducted in a structured manner; and

3. conversion training, and if necessary differences training, includes the use of all safety equipment and all normal and emergency procedures applicable to the type or variant of aeroplane and involves training and practice on either a representative training device or on the actual aeroplane.

(e) An operator shall ensure that each cabin crew member before being first assigned to duties completes the operator's CRM training and aeroplane type specific CRM, in accordance with Appendix 1 to OPS 1.1010 (j). Cabin crew who are already operating as cabin crew members with an operator, and who have not previously completed the operator's CRM training, shall complete this training by the time of the next required recurrent training and checking in accordance with Appendix 1 to OPS 1.1010 (j), including aeroplane type specific CRM, as relevant.

OPS 1.1015

Recurrent training

(See Appendix 1 to OPS 1.1015 and Appendix 3 to OPS 1.1005/1.1010/1.1015)

(a) An operator shall ensure that each cabin crew member undergoes recurrent training, covering the actions assigned to each crew member in normal and emergency procedures and drills relevant to the type(s) and/or variant(s) of aeroplane on which they operate in accordance with Appendix 1 to OPS 1.1015.

(b) An operator shall ensure that the recurrent training programme approved by the Authority includes theoretical and practical instruction, together with individual practice, as prescribed in Appendix 1 to OPS 1.1015.

(c) The period of validity of recurrent training and the associated checking required by OPS 1.1025 shall be 12 calendar months in addition to the remainder of the month of issue. If issued within the final three calendar months of validity of a previous check, the period of validity shall extend from the date of issue until 12 calendar months from the expiry date of that previous check.

Appendix 1 to OPS 1.1005

Initial safety training

The subjects that must be covered as a minimum by a course of initial safety training referred to in OPS 1.1005 are:

(a) Fire and smoke training:

1. emphasis on the responsibility of cabin crew to deal promptly with emergencies involving fire and smoke and, in particular, emphasis on the importance of identifying the actual source of the fire;
2. the importance of informing the flight crew immediately, as well as the specific actions necessary for coordination and assistance, when fire or smoke is discovered;
3. the necessity for frequent checking of potential fire-risk areas including toilets, and the associated smoke detectors;

4. the classification of fires and the appropriate type of extinguishing agents and procedures for particular fire situations, the techniques of application of extinguishing agents, the consequences of misapplication, and of use in a confined space; and

5. the general procedures of ground-based emergency services at aerodromes.

(b) Water survival training.

The actual donning and use of personal flotation equipment in water. Before first operating on an aeroplane fitted with life-rafts or other similar equipment, training must be given on the use of this equipment, as well as actual practice in water.

(c) Survival training.

Survival training shall be appropriate to the areas of operation (e.g. polar, desert, jungle or sea).

(d) Medical aspects and first aid:

1. instruction on medical aspects and first-aid, first-aid kits, emergency medical kits, their contents and emergency medical equipment;
2. first-aid associated with survival training and appropriate hygiene; and
3. the physiological effects of flying and with particular emphasis on hypoxia.

(e) Passenger handling:

1. advice on the recognition and management of passengers who are, or become, intoxicated with alcohol or are under the influence of drugs or are aggressive;
2. methods used to motivate passengers and the crowd control necessary to expedite an aeroplane evacuation;
3. regulations covering the safe stowage of cabin baggage (including cabin service items) and the risk of it becoming a hazard to occupants of the cabin or otherwise obstruction or damaging emergency equipment or aeroplane exits;
4. the importance of correct seat allocation with reference to aeroplane mass and balance. Particular emphasis shall also be given on the seating of disabled passengers, and the necessity of seating able-bodied passengers adjacent to unsupervised exits;
5. duties to be undertaken in the event of encountering turbulence, including securing the cabin;
6. precautions to be taken when live animals are carried in the cabin;
7. dangerous goods training, including provisions under Subpart R;
8. security procedures, including provisions under Subpart S.

(f) Communication.

During training, emphasis shall be placed on the importance of effective communication between cabin crew and flight crew including technique, common language and terminology.

(g) Discipline and responsibilities:

1. the importance of cabin crew performing their duties in accordance with the Operations Manual;
2. continuing competence and fitness to operate as a cabin crew member with special regard to flight and duty time limitations and rest requirements;
3. an awareness of the aviation regulations relating to cabin crew and the role of the Civil Aviation Authority;
4. general knowledge of relevant aviation terminology, theory of flight, passenger distribution, meteorology and areas of operation;
5. pre-flight briefing of the cabin crew and the provision of necessary safety information with regards to their specific duties;
6. the importance of ensuring that relevant documents and manuals are kept up-to-date with amendments provided by the operator;
7. the importance of identifying when cabin crew members have the authority and responsibility to initiate an evacuation and other emergency procedures; and
8. the importance of safety duties and responsibilities and the need to respond promptly and effectively to emergency situations.
9. awareness of the effects of surface contamination and the need to inform the flight crew of any observed surface contamination.

(h) Crew resource management.

1. Introductory CRM course:

(i) a cabin crew member shall complete an introductory CRM course before being first assigned to operate as a cabin crew member. Cabin crew who are already operating as cabin crew members in commercial air transportation and who have not previously completed an introductory course, shall complete an introductory CRM course by the time of the next required recurrent training and/or checking.

(ii) The training elements in Appendix 2 to OPS 1.1005/1.1010/1/1.1015 Table 1, Column (a) shall be covered to the level required in Column (b), introductory CRM course.

(iii) The introductory CRM course shall be conducted by at least one cabin crew CRM instructor

Appendix 1 to OPS 1.1010

Conversion and Differences training

(a) General:

An operator shall ensure that:

1. conversion and differences training is conducted by suitably qualified personnel; and
2. during conversion and differences training, training is given on the location, removal and use of all safety and survival equipment carried on the aeroplane, as well as all normal and emergency procedures related to the aeroplane type, variant and configuration to be operated.

(b) Fire and smoke training:

An operator shall ensure that:

1. Each cabin crew member is given realistic and practical training in the use of all fire-fighting equipment including protective clothing representative of that carried in the aeroplane. This training must include:
 - (i) extinguishing a fire characteristic of an aeroplane interior fire except that, in the case of Halon extinguishers, an alternative extinguishing agent may be used; and
 - (ii) the donning and use of protective breathing equipment in an enclosed, simulated smoke-filled environment.

(c) Operations of doors and exits:

An operator shall ensure that:

1. Each cabin crew member operates and actually opens each type or variant of normal and emergency exits in the normal and emergency modes, including failure of power assist systems where fitted. This is to include the action and forces required to operate and deploy evacuation slides. This training shall be conducted in an aeroplane or representative training device; and
2. the operation of all other exits, such as flight deck windows is demonstrated.

(d) Evacuation slide training:

An operator shall ensure that:

1. Each cabin crew member descends an evacuation slide from a height representative of the aeroplane's main deck sill height;
2. the slide is fitted to an aeroplane or a representative training device; and

3. a further descent is made when the cabin crew member qualifies on an aeroplane type in which the main deck exit sill height differs significantly from any aeroplane type previously operated.

(e) Evacuation procedures and other emergency situations:

An operator shall ensure that:

1. emergency evacuation training includes the recognition of planned or unplanned evacuations on land or water. This training must include recognition of when exits are unusable or when evacuation equipment is unserviceable;

and

2. each cabin crew member is trained to deal with the following:

(i) an in-flight fire, with particular emphasis on identifying the actual source of the fire;

(ii) severe air turbulence;

(iii) sudden decompression, including the donning of portable oxygen equipment by each cabin crew member;

and

(iv) other in-flight emergencies.

(f) Crowd control.

An operator shall ensure that training is provided on the practical aspects of crowd control in various emergency situations, as applicable to the aeroplane type.

(g) Pilot incapacitation.

An operator shall ensure that, unless the minimum flight crew is more than two, each cabin crew member is trained in the procedure for flight crew member incapacitation and shall operate the seat and harness mechanisms. Training in the use of flight crew member's oxygen system and use of the flight crew member's check lists, where required by the operator's SOP's, shall be conducted by a practical demonstration.

(h) Safety equipment.

An operator shall ensure that each cabin crew member is given realistic training on, and demonstration of, the location and use of safety equipment including the following:

1. slides, and where non-self-supporting slides are carried, the use of any associated ropes;
2. life-rafts and slide-raft, including the equipment attached to, and/or carried in, the raft;
3. lifejackets, infant lifejackets and flotation cots;

4. dropout oxygen system;
5. first-aid oxygen;
6. fire extinguishers;
7. fire axe or crow-bar;
8. emergency lights including torches;
9. communication equipment, including megaphones;
10. survival packs, including their contents;
11. pyrotechnics (actual or representative devices);
12. first-aid kits, their contents and emergency medical equipment; and
13. other cabin safety equipment or systems where applicable.

(i) Passenger briefing/safety demonstrations.

An operator shall ensure that training is given in the preparation of passengers for normal and emergency situations in accordance with OPS 1.285.

(j) Crew Resource Management. An operator shall ensure that:

(1) Each cabin crew member completes the Operator's CRM Training covering the training elements in Appendix 2 to OPS 1.1005/1.1010/1.1015 Table 1, Column (a) to the level required in Column (c) before undertaking subsequent Aeroplane Type Specific CRM and/or recurrent CRM Training.

(2) When a cabin crew member undertakes a conversion course on another aeroplane type, the training elements in Appendix 2 to OPS 1.1005/1.1010/1.1015 Table 1, Column (a) shall be covered to the level required in Column (d), Aeroplane Type Specific CRM.

(3) The Operator's CRM Training and Aeroplane Type Specific CRM shall be conducted by a least one cabin crew CRM instructor.

Appendix 1 to OPS 1.1015

Recurrent training

(a) An operator shall ensure that recurrent training is conducted by suitably qualified persons.

(b) An operator shall ensure that every 12 calendar months the programme of practical training includes the following:

1. emergency procedures including pilot incapacitation;
2. evacuation procedures including crowd control techniques;

3. touch-drills by each cabin crew member for opening normal and emergency exits for passenger evacuation;
4. the location and handling of emergency equipment, including oxygen systems, and the donning by each cabin crew member of lifejackets, portable oxygen and protective breathing equipment (PBE);
5. medical aspects and first-aid, first-aid kits, emergency medical kits, their contents and emergency medical equipment;
6. stowage of articles in the cabin;
7. security procedures;
8. incident and accident review;
9. awareness of the effects of surface contamination and the need to inform the flight crew of any observed surface contamination, and
10. crew resource management. An operator shall ensure that CRM training satisfies the following:
 - (i) the training elements in Appendix 2 to OPS 1.1005/1.1010/1/1.1015 Table 1, Column (a) shall be covered within a three year cycle to the level required by Column (e), Annual Recurrent CRM Training;
 - (ii) the definition and implementation of this syllabus shall be managed by a cabin crew CRM instructor;
 - (iii) when CRM training is provided by stand-alone modules, it shall be conducted by at least one cabin crew CRM instructor.

(c) An operator shall ensure that, at intervals not exceeding three years, recurrent training also includes:

1. each cabin crew member operating and actually opening each type or variant of normal and emergency exit in the normal and emergency modes, including failure of power assist systems where fitted. This is to include the action and forces required to operate and deploy evacuation slides. This training shall be conducted in an aeroplane or representative training device;
2. demonstration of the operation of all other exits including flight deck windows;
3. each cabin crew member being given realistic and practical training in the use of all fire-fighting equipment, including protective clothing, representative of that carried in the aircraft.

This training must include:

(i) each cabin crew member extinguishing a fire characteristic of an aeroplane interior fire except that, in the case of Halon extinguishers, an alternative extinguishing agent may be used; and

(ii) the donning and use of protective breathing equipment by each cabin crew member in an enclosed, simulated smoke-filled environment;

4. use of pyrotechnics (actual or representative devices); and

5. demonstration of the use of the life-raft, or slide-raft, where fitted;

6. an operator shall ensure that, unless the minimum flight crew is more than two, each cabin crew member is trained in the procedure for flight crew member incapacitation and shall operate the seat and harness mechanisms. Training in the use of flight crew member's oxygen system and use of the flight crew member's check lists, where required by the operator's SOPs, shall be conducted by a practical demonstration

(d) An operator shall ensure that all appropriate requirements of Annex III, OPS 1 are included in the training of cabin crew members.

Appendix 3 to OPS 1.1005/1.1010/1.1015

Medical aspects and first aid training

(a) Medical aspects and first aid training shall include the following subjects:

1. physiology of flight including oxygen requirements and hypoxia;

2. medical emergencies in aviation including:

(i) asthma;

(ii) choking;

(iii) heart attacks;

(iv) stress reactions and allergic reactions;

(v) shock;

(vi) stroke;

(vii) epilepsy;

(viii) diabetes;

(ix) air sickness;

(x) hyperventilation;

(xi) gastro-intestinal disturbances; and

(xii) emergency childbirth;

3. practical cardio-pulmonary resuscitation by each cabin crew member having regard to the aeroplane environment and using a specifically designed dummy;

4. basic first aid and survival training including care of:

(i) the unconscious;

(ii) burns;

(iii) wounds; and

(iv) fractures and soft tissue injuries;

5. travel health and hygiene including:

(i) the risk of contact with infectious diseases especially when operating into tropical and sub-tropical areas. Reporting of infectious diseases, protection from infection and avoidance of water-borne and food-borne illness. Training shall include the means to reduce such risks;

(ii) hygiene on board;

(iii) death on board;

(iv) handling of clinical waste;

(v) aircraft disinfection; and

(vi) alertness management, physiological effects of fatigue, sleep physiology, circadian rhythm and time zone changes;

6. The use of appropriate aeroplane equipment including first aid kits, emergency medical kits, first aid oxygen and emergency medical equipment.