CAR-CC

CABIN CREW TRAINING REQUIREMENTS, ATTESTATIONS AND LICENCES[1]

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[1] Refer to FOREWORD for Licences

FOREWORD

(a) The General Civil Aviation Authority (GCAA) of the United Arab Emirates (UAE) is hereinafter called, "Authority".

(b) The Air Operator Certificate (AOC) / Private Operator Certificate (POC) holder is hereinafter called "Operator".

(c) The Cabin Crew Training Organisation (CCTO) is an organisation other than an Operator, staffed, equipped and operated in a suitable environment, offering theoretical instruction and practical training required for the course provided. The Cabin Crew Training Organisation is hereinafter called "CCTO".

(d) The new, amended and corrected text will be marked through a revision bar on the left side of the paragraph.

(e) Issue, renewal, amendment, additional type ratings and validation for cabin crew attestation/licence will be issued subject to payment of prescribed fees to the Authority.

(f) Cabin crew licenses issued before the date of enforcement of CAR-CC ISSUE 01 shall be:

(1) deemed equivalent to cabin crew licence and as such this CAR shall also apply to cabin crew licence holder;
(2) replaced with cabin crew attestation at the time of licence renewal or amendment, of licence or as per Operator requirement.

(g) Designated Cabin crew Examiner Certificate issued before the date of enforcement of CAR-CC ISSUE 01 shall be valid until the time they are renewed or amended.

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RECORD OF ISSUE

Issue	Date of Issue	Change	Date of Applicability
Issue 1	March 2015	Initial	
Issue 2	20 April 2020	Adoption of NPA 2019-05: - Introduction of attestation across the document - Alignment with CAR-OPS1 - Creation of Subpart DCCE - Creation of all Appendices	1 September 2020

ABBREVIATIONS

AMC	Acceptable Means of Compliance
AOC	Air Operator Certificate
CAR	Civil Aviation Regulation
CAR-FCL	Civil Aviation Regulation – Flight Crew License
CAR-OPS	Civil Aviation Regulation – Operations
CAT	Commercial Air Transport
CC	Cabin Crew
CCA	Cabin Crew Attestation
CCI	Cabin Crew Instructor
CCTO	Cabin Crew Training Organisation
CSI	Cabin Safety Inspector
DCCE	Designated Cabin Crew Examiner
GCAA	General Civil Aviation Authority
GEN	General Requirements
GM	Guidance Material
MED	Medical
OM	Operations Manual
SEP	Safety & Emergency Procedures
SLA	Service Level Agreement
TRA	Training Requirement for Attestation
UAE	United Arab Emirates

SUBPART GEN - GENERAL REQUIREMENTS

CC.GEN.001 Competent Authority

For the purpose of this CAR, the Competent Authority shall be the General Civil Aviation Authority (GCAA) of the United Arab Emirates (UAE) where an Operator or Cabin Crew Training Organisation (CCTO) applies for privilege to conduct training and issue of cabin crew attestation.

CC.GEN.005 Scope

This CAR establishes the requirements for:

(a) the privilege to provide initial training and qualification for cabin crew; and
(b) the issue of cabin crew attestations and the conditions for their validity and use by their holders.

CC.GEN.015 Application for Cabin Crew attestation

The application for a cabin crew attestation shall be made in a form and manner established by the Authority through the e-services.

CC.GEN.020 Minimum age

The applicant for a cabin crew attestation shall be at least 18 years of age.

CC.GEN.025 Privileges and conditions

(a) The privileges of holders of a cabin crew attestation or equivalent are to act as cabin crew members on any aircraft for which the UAE is the State of the Registry and in accordance with the law and applicable specific operating regulation.
(b) Cabin crew members may exercise the privileges specified in (a) only if they:

(1) hold a valid cabin crew attestation as specified in CC.CCA.105 or equivalent, appropriate to the aircraft type or variant;
(2) comply with this CAR in particular CC.GEN.030, CC.TRA.225 and the applicable requirements of CAR-OPS 1, Subpart O; and
(3) hold a valid Medical Certificate issued in accordance with CAR-MED or equivalent.

AMC CC.GEN.025(a)

An equivalent to cabin crew attestation could be a UAE cabin crew licence or a validation of foreign cabin crew licence/attestation issued by the Authority in accordance with APPENDIX III.

GM1.CC.GEN.025(a)

A person holding a cabin crew attestation, who is in compliance with CAR CC will have the same privileges and conditions of cabin crew licence holder as stipulated in CAR-OPS 1.

AMC CC.GEN.025(b)(2)

The Authority may accept a foreign "medical certificate" as equivalent to the Authority Medical Certificate issued in accordance with CAR-MED, but limited to cases where the holder of Cabin Crew Licence/Attestation has difficulty to reach out to the Authority approved AME, due to unavailability in the area of operation. Acceptance may be issued by the Authority provided a request is made in writing and an acceptable level of equivalence with CAR-MED is demonstrated by the applicant.

CC.GEN.030 Documents and Record keeping

(a) To show compliance with the applicable requirements as specified in CC.GEN.025(b), each holder of a cabin crew attestation or equivalent shall keep, and provide upon request, the cabin crew attestation or equivalent, the list and the training and checking records of his/her aircraft type or variant qualification(s), unless the operator employing his/her services keeps such records and can make them readily available upon request by a competent authority or by the holder.

(b) An operator shall ensure that every cabin crew member operating on each flight is in possession of the following documents :

(1) Valid attestation
(2) Current SEP certificate with the specific aircraft type operating.
(3) Valid medical certificate.
(4) Valid passport and visa.
(5) Operator issued I.D card.

SUBPART CCA - SPECIFIC REQUIREMENTS FOR THE CABIN CREW ATTESTATION (CCA) OR EQUIVALENT

CC.CCA.100 Issue of the Cabin Crew Attestation

(a) Cabin crew attestations shall only be issued to applicant who have passed the examination following completion of the applicable initial training course in accordance with CAR OPS 1 Subpart O and this CAR.

(b) Cabin crew attestations shall be issued, using the format and specifications established in Appendix IV to this CAR by:
   (1) an Operator certified by the Authority in accordance with Appendix I; or
   (2) a CCTO certified by the Authority in accordance with Appendix II.

CC.CCA.105 Validity of the Cabin Crew Attestation or equivalent

(a) The cabin crew attestation or equivalent shall be issued with a validity of 8 years and shall remain valid unless:
   (1) it is suspended or revoked by the Authority; or
   (2) if holder has not exercised the associated privileges during the preceding 5 years on at least one authorised aircraft type or variant.

(b) Paragraph (a) shall not apply to cabin crew validations issued in accordance with appendix III.

CC.CCA.110 Suspension and Revocation of the Cabin Crew Attestation or Equivalent

(a) The Cabin Crew Attestation or equivalent shall be suspended or revoked, if holders of cabin crew attestation or equivalent do not comply with CAR-CC and the following requirements:
   (1) obtaining or maintaining the validity of the cabin crew attestation or equivalent by falsification of submitted documents;
   (2) exercising the privileges of the cabin crew attestation or equivalent when adversely affected by alcohol or drugs; and
   (3) evidence of malpractice or fraudulent use of the cabin crew attestation or equivalent.

(b) In case of suspension or revocation of a cabin crew attestation or equivalent by the Authority,
   (1) the holder shall:
      (i) be informed in writing of this decision.
      (ii) not exercise the privileges granted by their cabin crew attestation or equivalent;
      (iii) inform, without undue delay, the operator(s) employing their services; and
      (iv) surrender the cabin crew attestation or equivalent to operator/CCTO with immediate effect.
   (2) the Operator/CCTO shall:
      (i) be informed in writing of this decision.
      (ii) Ensure that the holder does not exercise the privileges granted by their cabin crew attestation or equivalent;

(iii) Collect the cabin crew attestation or equivalent from the holder with immediate effect and keep record.

SUBPART TRA - TRAINING REQUIREMENTS FOR CABIN CREW ATTESTATION OR EQUIVALENT APPLICANTS AND HOLDERS

CC.TRA.215 Provision of Training

Training required in this CAR shall be:

(a) provided by an operator certified or a CCTO certified or authorised to do so by the Authority;

(b) performed by person(s) suitably experienced, qualified, trained and authorised by the operator or CCTO to act as an instructor for training elements covered; and

(c) conducted according to a Training Programme and Syllabus documented in the organisation's approval.

AMC CC.TRA.215(b)

Prior to qualifying a cabin crew instructor, the operator or CCTO should ensure that the candidate held a cabin crew qualification, for which the privilege to instruct is being sought.

The candidate should undergo a selection process designed to assess that their knowledge, capability and competency are suitable for the instructor's role and on matters that deal with his/her area of expertise.

GM CC.TRA.215(b)

A cabin crew instructor may be authorised on several aircraft types provided the operator or CCTO ensures that serving several aircraft type does not adversely affect training.

CC.TRA.220 Initial Training Course and Examination

(a) Applicants for a cabin crew attestation shall complete an initial training course to familiarise themselves with the aviation environment and to acquire sufficient general knowledge and basic proficiency required to perform the duties and discharge the responsibilities related to the safety of passengers and flight during normal, abnormal and emergency operations.

(b) The programme of the initial training course required by (a) shall include the elements specified in CAR OPS 1.1005, a theoretical and practical training, together with individual or collective practice.

(c) Applicants for a cabin crew attestation shall undergo an examination, conducted by personnel certified in accordance with Subpart DCCE, covering all elements of the training programme specified in (b), to demonstrate that they have attained the level of knowledge and proficiency required in (a).

CC.TRA.225 Aircraft Type or Variant Qualification(s)

Holders of a valid cabin crew attestation or equivalent shall only operate on an aircraft type or variant if they:

(a) comply with this CAR-CC in particular with the applicable training, assessment and validity requirements, relevant to the aircraft to be operated:
  (1) Aircraft type specific training, operator conversion training and familiarization;
  (2) Differences training;
  (3) Recurrent training; and
(b) have operated within the preceding 6 months on the aircraft type, or shall have completed the relevant refresher training and checking before operating again on that aircraft type.

SUBPART DCCE – DESIGNATED CABIN CREW EXAMINER

CC.DCCE.300 Designated Cabin Crew Examiner General

(a) Examiners shall not exercise their privileges whenever they feel that their objectivity may be affected.

(b) Special conditions:

(1) In the case of introduction of new aircraft type or variant by operator, when compliance with the requirements in this Subpart is not possible, the Authority may issue a specific certificate giving privileges of a DCCE on the new aircraft type or variant.

(2) Holders of a certificate issued in accordance with (b)(1) who wish to apply for an examiner certificate shall comply with the prerequisites and revalidation requirements.

CC.DCCE.305 Designated Cabin Crew Examiner Certificate Privileges

(a) A Designated Cabin Crew Examiner may be granted certificate to conduct some or all of the following privileges:

(1) Conduct assessment of competency for initial issue, revalidation or renewal of cabin crew attestation or equivalent;

(2) Conduct assessment of competency for initial type rating, recurrent, conversion/differences and operator proficiency checks;

(3) Initial issue of certificate of designation shall only be conducted by the Authority unless specific written approval is granted to the DCCE.

(b) The above paragraph (a) shall not apply to assessment of competency for First Aid.

CC.DCCE.310 Initial Issue of an aircraft type specific DCCE Certificate

(a) An applicant for initial issue of DCCE aircraft type specific certificate shall be submitted in a form and manner established by the Authority.

(b) An aircraft type specific DCCE certificate may be issued when applicants can demonstrate their competence to the GCAA or a person designated by the Authority through the conduct of the Examiner's role for which privileges are sought, including briefing, conduct of assessment of the person to whom the check is given, debriefing and recording documentation.

AMC CC.DCCE.310

Prior to the issue of a Designated Cabin Crew Examiner certificate, the applicant should hold a cabin crew qualification for a minimum of 3 years of which one year should be as a Cabin Crew Instructor with the appropriate aircraft type or variant.

The submission should be made through the GCAA e-service and should include:

(a) Application letter;

(b) Proof that the applicant is current on the aircraft (s) type requested (copy of SEP certificate);

(c) Curriculum Vitae (CV);

(d) Copy of valid passport, UAE visa and UAE ID;

(e) Certificate of Instructor course (Train the Trainer);

(f) Payment of DCCE certificate fee;

CC.DCCE.315 Validity, Revalidation and Renewal of DCCE Certificate

(a) Validity: DCCE certificate shall be valid for 2 years.

(b) Revalidation:

(1) DCCE certificate shall be revalidated when the holder has, during the validity period of the certificate:

(i) Conducted at least 1 assessment of competence in accordance with CC.DCCE.320 on related aircraft type or representative device every year assessed by the Authority or by a DCCE certificate holder specifically authorised to do so by the Authority; and

(ii) Attended an examiner refresher course provided by a certified operator or CCTO, during the last year of the validity period.

(2) When the applicant for the revalidation holds privileges for more than one aircraft type as examiner, combined revalidation of all examiner privileges may be achieved when the applicant complies with the requirements in (b)(1)(i) and (b)(1)(ii).

(c) Renewal: if the certificate has expired, applicant shall:

(1) be assessed to verify compliance with the safety objectives contained in CC.DCCE.310(b); and

(2) comply with the requirements of (b)(1)(ii).

CC.DCCE.320 Conduct of Assessment of Competence

(a) When conducting assessment of competence, the examiners shall:

(1) Ensure that communication with the applicant can be established without language barriers;

(2) Verify that the applicant complies with all the qualification, training and experience requirements in this CAR for the issue, revalidation or renewal of the attestation or

equivalent, or DCCE certificate for which the assessment of competence is taken;

(3) Make the applicant aware of the consequences of providing incomplete, inaccurate or false information related to their training and flight experience.

(b) After completion of assessment of competence, the examiner shall:

(1) Inform the applicant of the result of the test. In the event of a partial pass or fail, the examiner shall inform the applicant that he / she may not exercise the privileges of the cabin crew or instructor or examiner duties until a full pass has been obtained. The examiner shall detail any further training requirement;

(2) Provide the applicant with a signed assessment of competence form, attestation or equivalent or DCCE certificate and submit without delay copies of the form to operator /CCTO. The Form shall include:

(i) A declaration that the examiner has received information from the applicant regarding his / her experience and instruction, and found that the experience and instruction comply with the applicable requirements in this CAR;

(ii) Confirmation that all the required exercises have been completed, as well as information on the verbal theoretical knowledge examination, when applicable. If an item has been failed, the examiner shall record the reasons for this assessment.

(iii) A declaration that the examiner has reviewed and applied GCAA and Operator's procedures and requirements.

(iv) A copy of the examiner certificate containing the scope of his / her privileges as examiner.

(3) Maintain records for 5 years with details of assessment of competence performed and their results to be made available to the Authority on request.

CC.DCCE.325 Suspension and Revocation of the DCCE Certificate

(a) If holders of DCCE certificate do not comply with CAR-CC and the following requirements, their DCCE Certificate shall be suspended or revoked:

(1) obtaining or maintaining the validity of the DCCE Certificate by falsification of submitted documents;

(2) exercising the privileges of the DCCE when adversely affected by alcohol or drugs; and

(3) evidence of malpractice or fraudulent use of the DCCE Certificate.

(b) In case of suspension or revocation of a DCCE Certificate by the Authority, the holder shall:

(1) be informed in writing of this decision.

(2) not exercise the privileges granted by their DCCE Certificate;

(3) inform, without undue delay, the operator(s) employing their services; and

(4) surrender the DCCE Certificate to the operator/CCTO with immediate effect and the Operator/CCTO shall keep record.

APPENDIX I – CERTIFICATION REQUIREMENTS FOR OPERATORS PROVIDING CABIN CREW TRAINING AND ISSUING CABIN CREW ATTESTATIONS

1. General

Responsibility for the content and conduct of the cabin crew initial training course and the consequent issuance of cabin crew attestation(s) rests firmly with the operator.

The operator shall be staffed, equipped and operate in a suitable environment, offering theoretical instructions, practical training and testing at the completion of each module of training. If training is conducted at multiple locations, a robust audit and compliance process must be in place to ensure that such locations meet all required standards and will be subject to authority inspection.

The operator shall comply with:

(a) the requirements of CAR OPS and this CAR CC.

(b) the training/operations manual(s) shall state the standards, objectives and training goals for each phase of training. Relevant information shall be disseminated to the training staff and also the trainees.

(c) The training programme shall include a breakdown of theoretical knowledge instructions, a list of practical exercises and a syllabus. The content and sequence on the training programme shall be specified in the operations/training manual.

(d) If a representative training device is used for training of cabin crew as an alternative to the use of the actual aeroplane or required equipment such device shall be approved by the Authority in accordance with the requirement of CAR OPS 1.1005/1.1010/1.1015/1.1020.

A Service Level Agreement must be in place, if the operator makes training arrangements with other training organisations or providers and must ensure that they comply with the appropriate requirements.

Operator's Post Holder Training (required by CAR-OPS) shall be responsible to the Authority for its training standards, examinations, attestation and compliance with appropriate requirements.

2. Obtaining Approval

(a) Before issuing an approval to provide cabin crew training and examination, the Authority will verify that:
  (1) the management system contains the related procedures and responsibilities;
  (2) the conduct, the syllabi and associated programmes of the training courses provided by the organisation comply with the relevant requirements of CAR-OPS 1, Subpart O and CAR-CC;
  (3) the training devices used by the organisation realistically represent the passenger

compartment environment of the aircraft type(s) and the technical characteristics of the equipment to be operated by the cabin crew;

(4) the instructors conducting the training sessions are suitably experienced and qualified in the training subject covered; and

(5) the approval of this training and any procedures in relation to this training are described in the corresponding operations manual(s).

(b) The Authority shall grant approval to issue cabin crew attestation, if the operator complies with the requirements in (a). Before granting such an approval, the Authority shall ensure:

(1) compliance with the requirements in this CAR;

(2) appointment/nomination of staff to carry out the responsibility of the cabin crew attestation;

(3) the capability and accountability of the operator to perform the related tasks;

(4) the operator has established documented procedures for the performance of the related tasks, including for the conduct of examination(s) by personnel who are qualified for this purpose and free from conflict of interest, and for the issue of cabin crew attestations in accordance with CAR-CC; and

(5) the operator to provide information and documentation related to the cabin crew attestations it issues and their holders, as relevant for the Authority to conduct its record-keeping, oversight and enforcement tasks.

3. Surveillance

The Authority shall conduct periodic inspections/audits and performance based surveillance of the cabin crew training and issuance of cabin crew attestation to monitor compliance of the management system with the relevant requirements and adequacy of the procedures including establishment of an internal audit process. Compliance monitoring shall include a feedback system of audit findings to the Authority to ensure implementation of corrective action as necessary. The inspection/audit will pay particular attention to the following but will not be limited to:

(a) Approval of nominated Post Holders and facility;

(b) Non-compliance raised at the last inspection;

(c) Staffing;

(d) Operation of the quality system;

(e) Assessment of capability and accountability to perform relevant training and to issue cabin crew attestations;

(f) Approval / completeness of training program and syllabi;

(g) Establishment of documented procedures to provide the relevant training;

(h) Training and Checking standards;

(i) Course structure and training aids;

(j) Performance of training according to the approved training program;

(k) Examinations;

(l) Issuance of attestation and establishment of documented procedures;

(m) Maintenance of training and examination records and retention.

4. Revocation or suspension of an approval

An approval issued by the Authority may be revoked or suspended if the requirements cease to be met in part or in whole or if the standards on which the approval was granted are not maintained. Should there be a failure to meet the requirements or standards, the operator will be formally notified of the non-compliances and remedial action will be identified and agreed within a specified time scale. Should the operator fail to meet the standards in the specified time, revocation or suspension of the approval will be considered.

If an approval is revoked and the operator wishes to reapply for renewal of this approval, then the initial application process must be followed.

APPENDIX II – CERTIFICATION REQUIREMENTS FOR TRAINING ORGANISATIONS PROVIDING CABIN CREW TRAINING AND ISSUING CABIN CREW ATTESTATIONS

1. General

A Cabin Crew Training Organisation (CCTO) shall be certified by the Authority prior to conduct of cabin crew initial training course, examination and issue of cabin crew attestations.

A training organisation whose principal place of business is outside the UAE, shall be approved by the local CAA, comply with the requirements in this Appendix and be accepted by the Authority before they can conduct training and check for cabin crew. However, they cannot be authorised to issue cabin crew attestation. If the organisation is authorised, the onus remains on the operator for the adequacy of organisation with regards to compliance with CAR CC.

A CCTO is considered normally to be a single organisation not affiliated to an operator, must be staffed, equipped and operated in a suitable environment, offering theoretical instruction and practical training required for the course provided. The CCTO must be self-sufficient and able to test its trainees at the completion of each module of training.

If training is conducted at other locations, a robust audit and compliance process must be in place to ensure that such locations meet all required standards. Where training is provided at multiple locations, all sites will be subject to inspection.

The CCTO may make training arrangements with other training organisations or providers and must have signed Service Level Agreement to ensure that the other organisations comply with the appropriate requirements.

In all cases, the CCTO's Head of Training is responsible to the Authority for its training standards and compliance with appropriate requirements including testing, even though the sub-contracted organisation may also be approved.

2. Obtaining Approval

Cabin Crew Training Organisations intending to make an application to the Authority for an approval must submit a letter of intent from the owner and/or sponsor addressed to the Director General of the Authority. The letter shall contain at least the following:

(a) Type of operation;

(b) Location of main base and other facilities (if any);

(c) Management organisation structure and qualifications of Accountable Manager, Quality Manager and Head of Training. If available, names of Post Holders must be submitted via the e-services prior to the formal meeting;

(d) Proposed company trading name and corporate body sponsor;

(e) Approximate date of commencement;

(f) A statement certifying that the owner, Accountable Manager and all Post Holders do not have record of arrests, convictions or incarcerations and free from civil suits, civil judgement and bankruptcy;

(g) Trade licence by the concerned Emirate Economic Department. Licence issued by a UAE Free Trade Zone is not accepted.

If the Authority does not consent to proceed further with the application, it will notify the CCTO in writing of its reasons no later than 30 days after making the preliminary assessment.

If acceptable to the Authority on the basis of the preliminary assessment, the CCTO will be authorised to proceed with arranging a formal application meeting with cabin safety inspector of the Flight Operations Department of the Authority to discuss details of the approval process.
The formal application phase commences when the CCTO lodges a formal application, accompanied by various documents and manuals intended to prove or describe its operations. This formal application should begin at least 90 days prior to the intended start date of revenue operations.

The CCTO must apply for security clearance by submitting an on-line application through the Authority website and obtain clearance prior to the start of operations.

The submission of a formal application means that the CCTO is aware of the regulations and rules applicable to the proposed operation and is prepared to show method of compliance and agrees to an in-depth evaluation, demonstration and inspection related to the required manuals, training programmes, facilities, support equipment, record keeping, and key management personnel, including functioning of the administrative and operational organisation.

The formal application meeting intends to confirm that the management background information satisfies regulatory requirements, it should address any errors or omissions in the application package, resolve any scheduling date conflicts and agree on a process for revising event dates, reinforce the communication and working relationships between the authority and applicant personnel and, finally, determine the acceptability of the formal application package.

The applicant should understand that acceptance of the formal application package by the Authority does not constitute acceptance or approval of any of the attachments which will be subjected to in-depth review at a later stage. The identification of significant discrepancies during the in-depth review may require further meetings between appropriate officials of the Authority and the applicant's personnel.
A formal application must be submitted along with following documentation after the meeting:

(a) Management structure;

(b) Job descriptions;

(c) Qualification and CVs of nominated Post Holders;

(d) List and qualifications of instructors and examiners;

(e) Operations Manual containing:
(1) All information given to trainees during the course;
(2) Amendment process for update of information and Authority notification.

(f) Training Manual containing:
(1) Course syllabi and methodology;
(2) Instructor guidance notes;
(3) Amendment process for update of information and Authority notification;

(g) Quality Manual containing:
(1) Detailed management structure and job descriptions;
(2) Quality oversight procedures;
(3) Management of change;
(4) Procedures for trainee failure;

(h) List of external facilities to be used on the course:
(1) Swimming pools, aircraft training devices, etc.

(i) Evidence of continuing availability of equipment, facilities, instructors and examiners;

(j) Description of accommodation and facilities:
(1) Classrooms, restrooms, toilets, etc.;
(2) Number of staff and trainees that can be accommodated;
(3) Statement that it is adequately lit, ventilated and free from external noise and distractions;

(k) Aircraft type representative devices;

(l) Evidence of payment of fees AED 50,000/- ;

(m) CCTO approval will be valid for 5 years;

(n) Sample of course documentations:
(1) Attestation record including responsibility for production, issue and retention;
(2) CCTO training records;
(3) Two sample examination papers for each module.

3. Management / Staff - requirement / Qualification

The CCTO shall employ adequate number of qualified and competent staff in their respective specialisation and the management structure shall warrant supervision of staff by persons who have the necessary experience and qualifications.

The CCTO shall ensure that only qualified and trained personnel are appointed and they shall have an understanding of Human Factors and Human Performance limitations.

The application for nominated personnel acceptance including accountable manager and post holders are via the e-services. The application is to be completed and should include a brief resume containing information on the Applicant's qualifications, certificates, ratings, and experience of personnel selected. The CCTOs are advised that a lack of technical management appointments (such as but not limited to Head of Training, Instructors, Examiners) during the application process will delay the process.

The Authority will place particular emphasis on verifying the applicant's qualifications and experience as well as their managerial ability. A knowledge test in the form of an interview or written test will be conducted before the nominated accountable manager and post holders are accepted.

An AM/PH is initially approved for 3 months and renewable by a maximum another 3 months. If the PH is unable to meet expectations during any of these two periods, he will be revoked. An AM/PH is required to attend a PH course during the first three months.

(a) Accountable Manager:

The CCTO shall appoint an Accountable Manager, who has corporate authority for ensuring that all activities can be financed and carried out in accordance with the applicable requirements.
The accountable manager shall be responsible for establishing and maintaining an effective management system.
The Accountable Manager does not need to be an expert in cabin crew operations (it is more important that he/she is an expert in management), but he/she will need to have a good understanding of cabin crew operations and be reasonably familiar with 'the applicable requirements'. Just as important is that the accountable manager has well qualified personnel to manage the operation.

(b) Quality Manager:

The Quality Manager acceptable to the Authority, is responsible for the management of the quality system, ensuring that the compliance monitoring programme is properly implemented, maintained and continually reviewed and improved. All those planned and systematic actions are necessary to provide adequate confidence that operational practices satisfy applicable requirements. Compliance monitoring shall include a feedback system of sharing audit findings with the authority to ensure implementation of corrective actions as necessary.
The Quality Manager must have direct access to the accountable manager.
Be able to demonstrate relevant knowledge, background and have appropriate experience related to the CCTOs activities.
Oversee compliance monitoring programme that shall include but is not limited to:

(a) Schedule of the compliance monitoring programme;

(b) Audit procedures and checklists;

(c) Reporting of findings;

(d) Follow-up and corrective action procedures, and

(e) Recording system.

(c) Head of Training

The Head of Training should have extensive experience in cabin crew training and sound managerial capability.

As a general guideline, he/she shall:

(f) Hold or has held a cabin crew licence / attestation.

(g) Have 5 years work experience, two of which in a similar position or at least in a managerial post.

(h) Not be employed in any other organisation and shall have a full time employment contract with the organization; and

(i) Not hold any other position in the company;

If the Head of Training cease to be employed in that role, the approval will automatically lapse and the Authority must be immediately informed.

In case of a nominated deputy in post for a period of 90 days prior to the departure of the Head of Training, the Authority may grant permission to continue in post, pending the appointment of permanent replacement.

The acceptability to the Authority of an intended appointee should be confirmed before the appointment is made.

(d) Instructors:

Sufficient number of instructors must be employed to ensure the proper continuity of training for all trainees attending the course.

An instructor shall be suitably experienced, qualified, trained and authorised to act as instructor for the training elements to be covered.

Any intended changes to training staff must be notified to the Authority at least 14 days prior to appointment.

(e) Designated Cabin Crew Examiner (DCCE):

The initial issue of Certificates of Designation shall only be conducted by the Authority.

In addition to the above, the DCCE will follow the guidelines and requirements of Subpart DCCE – Designated Cabin Crew Examiner.

4. Initial Inspection

When the Authority is satisfied that the application and associated documentation complies with the requirements, all aspects of the CCTO and all training locations will be inspected to ensure that the requirements are met. Subject to satisfactory inspection, an approval for courses to be conducted under the direction of the Head of Training will be issued. The course approval will not have an expiry date but will require periodic review/assessment and will be subject to inspections and annual oversight.

The initial inspection will focus on:

(a) Staff – adequacy of numbers and qualifications.
(b) Training equipment.
(c) Facilities – adequacy for course and number of trainees.
(d) Documentation – compliance with requirements and amendment status.
(e) Instruction – conduct and content of course material.
(f) Quality system.

NOTE: In practice, consideration of these items will have taken place before the initial approval inspection.

It may be necessary to make two approval inspections, the first to ensure compliance of the infrastructure and documentation and the second to observe the training course.

If a CCTO elects to sub-contract any element of the course, the Authority may choose to conduct a further inspection of the sub-contractor. The CCTO will be responsible to the Authority for the sub-contracted organisations training standards and compliance with appropriate requirements, including testing.

It will be a condition of the approval that the Authority may re-inspect the CCTO at any time during the validity of certificate or authorisation. Continuation of an approval is not automatic but depends on the outcome of annual inspections and audits. The inspections and audits will be recorded in the Authority Q-pulse system and made available to the auditee.

5. Training Standards

It is the responsibility of the Head of Training to make adequate arrangements for the standardisation of instructors and the provision of instructor briefing material. Such arrangements shall be detailed in the Training Manual and shall be subject to periodic checking. All standardisation training and checking must be recorded within the organisation's quality control system.

6. Operational Manual

A CCTO shall provide an Operations Manual for the use and guidance of operations personnel and shall ensure that all operations personnel have easy access to a copy of each part of the Operations Manual which is relevant to their duties.

The CCTO shall ensure that information must be presented in clear, unambiguous English text and/or graphics in a readily amendable format.

The submission of Operations Manual is through Q-pulse and a full electronic copy of the approved manual is to be provided to, and retained by, the Authority.

The contents of the operations manual may not be varied without the Authority's consent. At the CCTO's discretion, additional material may be included for information and guidance and such additional material will not require approval. Notwithstanding the above, the operations manual shall be reviewed, amended or revised as necessary to ensure that the information contained therein is kept up to date. The reviews shall be documented and the maximum interval between the reviews, amendments or revisions shall be 1 year (one year).
Any manual rejection entails CCTO to observe at least a 90 day prohibition for resubmission. The Authority has also a right, in the event of a rejection, to impose the rewriting of the manual to be performed by an acceptable person or a consultancy firm.

7. Records

The training manual must contain detailed process, procedures and forms including but not limited to attestations and must comply with the Authority's requirements. There must be an acceptable procedure in place to allow the Authority access to the list of attestations issued by the CCTO.

Records should be retained by the CCTO for a minimum of 5 years.

8. Training Programme

The Training Manual will state entry requirements for the course and include the standards and objectives for each module of training that the trainees are required to complete.
The length and amount of training appropriate to the course should be designed for a trainee with the minimum entry requirements as detailed in the Training Manual.
The training course should be based on generic procedures and regulatory requirements, and not refer to a specific aircraft type.

9. Annual Surveillance

The Authority's annual programme of inspections and audit will focus on the organisation's maintenance of the necessary training standards, issuance of cabin crew attestation, compliance with the relevant requirements and adequacy of the procedures including establishment of an internal audit process. Compliance monitoring shall include a feedback system of audit findings to the Authority to ensure implementation of corrective action as necessary. The inspection/audit will pay particular attention to the following items, including items under initial inspection - section 6, but will not be limited to:

(a) Action taken on any non-compliances raised at the last inspection.
(b) Operation of the Quality System.
(c) Current numbers of training staff.
(d) Training task since last inspection and forecast for next year.
(e) Changes to location of facilities.
(f) Manuals.
(g) Course structure and training aids.
(h) Training records – a representative sample will be examined in detail.

(i) Examination results and analysis.

An organisation may not commence, conduct or continue training courses requiring approval, unless it has the relevant approval documentation in its possession, except with the express consent in writing of the Authority CSI.

10. Revocation or suspension of approval

An approval issued by the Authority may be revoked or suspended if the requirements cease to be met in part or in whole or if the standards on which the approval was granted are not maintained. Should there be a failure to meet the requirements or standards, the organisation will be formally notified of the non-compliances and remedial action will be identified and agreed within a specified time scale. Should the organisation fail to meet the standards in the specified time, revocation or suspension of the approval will be considered.

If an approval is revoked and the CCTO wishes to reapply for renewal of this approval, then the initial application process must be followed and the relevant charge will apply.

11. Initial Training and Examination

(a) Before issuing an approval to training organisations to provide cabin crew training and examination, the Authority will verify that:

(1) The management system contains the related procedures and responsibilities.

(2) The conduct, the syllabi and associated programmes of the training courses provided by the organisation comply with the relevant requirements of CAR-OPS 1, Subpart O and CAR-CC.

(3) The training devices used by the organisation realistically represent the passenger compartment environment of the aircraft type(s) and the technical characteristics of the equipment to be operated by the cabin crew;

(4) The instructors conducting the training sessions are suitably experienced and qualified in the training subject covered; and

(5) The approval of this training and any procedures in relation to this training are described in the corresponding operations manual(s).

12. Cabin Crew Attestation

(a) Before granting an approval to CCTO for issuing cabin crew attestation, the Authority shall verify that:

(1) The CCTO is in compliance with the requirements in CAR-Ops 1 and CAR CC;

(2) Staff who will carry out the responsibility of the CC attestation have been appointed;

(3) Assess the capability and accountability of the CCTO to perform the related tasks;

(4) Ensure that the CCTO has established, documented procedures for the performance of the related tasks, including for the conduct of examination(s) by personnel authorized by Authority, who are qualified for this purpose and free from conflict of interest, and for the issue of cabin crew attestations in accordance with CAR-CC; and

(5) Require the CCTO to provide information and documentation related to the cabin crew attestations it issues and their holders, as relevant for the Authority to conduct its record-keeping, oversight and enforcement tasks.

APPENDIX III – ISSUANCE/EXTENSION OF TEMPORARY AUTHORIZATION FOR FOREIGN CABIN CREW LICENSE/ATTESTATION

(1) Issuance of temporary authorization of cabin crew license

The Authority may issue a Temporary Authorisation for holders of foreign cabin crew license / attestation to operate on UAE registered aircraft for a period of 90 days subject to the following conditions being fulfilled:

Submission of an application through e-service to include the following:

(a) Personal Details: name, nationality, date of birth and passport number shall match with the passport copy.
(b) Type Rating Details: shall match with the SEP copy attached.
(c) Passport Copy: valid, readable and clear.
(d) Foreign License/Attestation Copy (for Issue/Extension of Temporary Authorization of Cabin Crew license).
(e) License Verification Letter Copy issued/recognised by the Issuing Authority (For Issue/Extension of Temporary Authorization of Cabin Crew license).
(f) Evidence of payment of fee of AED 500

Note: The validity of the Temporary Authorization is 90 days. If the foreign license/Attestation expires before these 90 days, then the validity of Temporary Authorization will be the same as the expiry date of the foreign license/Attestation.

(2) Extension of temporary authorization of foreign cabin crew license / attestation

The Authority may grant a further extension of temporary authorisation for 90 days subject to the applicant fulfilling the requirements listed in Section 1 above and payment of applicable fee of AED 500/-.

APPENDIX IV – STANDARD GCAA FORMAT FOR CABIN CREW ATTESTATIONS

Cabin crew attestations issued in accordance with CAR-CC shall conform to the following specifications in the Cabin Crew Attestation Booklet:

Sticker 1

I. [GCAA Logo Here]
III. Attestation Number:
IV. Full Name of Holder:
IV (a). Date and place of Birth:
V. Address of Holder:
VI. Nationality:
VII. Holder's signature:
VIII. Competent Authority:
IX Name of Issuing body: …… / Operator name: …….. (Official seal, stamp or logo)

Sticker 2

X. TITLE XI. Issue Date XII. Expiry
XIII. REMARKS
XIV. RATINGS, CERTIFICATES AND PRIVILEGES:
XVI. EXAMINER

Sticker 3

Ratings/Recurrent training to be updated in the following section:

Ratings/ Recurrent	Test Date dd/mm/yy	Valid Until dd/mm/yy	Examiner Number	Examiner Signature
			UAE-DCCE-XXX	

The holder may only exercise the privileges to act as cabin crew on aircraft if he / she complies with the requirements in this CAR for continuous fitness and valid aircraft type qualifications.

The document shall be printed in English.

The document shall be issued by the delegated operator or by Cabin Crew training organisation approved to issue cabin crew attestations.