



NOTICE OF PROPOSED AMENDMENT 2019-05

Issue 01

Date of Issue: 29 August 2019

SUBJECT: CAR-CC – CABIN CREW REQUIREMENTS

SCOPE:

The GCAA plans to replace current Cabin Crew Licence with Cabin Crew Attestation.

This NPA is published to announce to the public amendment proposals to CAR-PART II - CHAPTER 4 CAR - CABIN CREW and to entitle all concerned parties to:

- a) Review the attached proposed changes to regulation;
- b) Submit their comments online through the GCAA website within 2 months from the date of this NPA is published.

Comments must be submitted through the GCAA Website – E-Publication – Notice of Proposed Amendment, using the Action of “Submit NPA Feedback Request”.

Comments and Responses may be viewed in the Comments Response Document CRD pertaining to this NPA on the GCAA website.

AFFECTED STAKEHOLDERS:

UAE Operators, UAE Approved TO's

AFFECTED RULES:

N/A

CONTACT:

mibrahim@gcaa.gov.ae with copy to regulations@gcaa.gov.ae



CAR-PART II - CHAPTER 4

CAR-CC - CABIN CREW

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FORWORD

This CAR is the second revision of CAR-CC describe the technical requirements and administrative procedures for the qualification and issuing, on behalf of the GCAA, Cabin Crew Attestation by approved organizations

- All cabin crew members involved in operations with an UAE operators shall hold related an attestation issued in accordance with the technical requirements and administrative procedures laid down in this CAR before operating as a cabin crew member unless otherwise authorised by the applicable aircraft operations CAR;
- Current Cabin Crew License issued by UAE GCAA shall be replaced with cabin crew attestations by at the latest 31 Dec 2025”



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SUBPART GEN - GENERAL REQUIREMENTS

CC.GEN.001 Competent Authority

For the purpose of this CAR, the competent Authority shall be the GCAA where a person applies for the issue of a cabin crew attestation.

CC.GEN.005 Scope

This CAR establishes the requirements for the issue of cabin crew attestations and the conditions for their validity and use by their holders.

CC.GEN.015 Application for a Cabin Crew attestation

The application for a cabin crew attestation shall be made in a form and manner established by the GCAA.

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 are to act as cabin crew members on any aircraft for which UAE is the State of the Operator.
- (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; and
 - (2) Comply with CC.GEN.030, CC.TRA.225 and the applicable requirements of CAR-MED.

CC.GEN.030 Documents and Record keeping

To show compliance with the applicable requirements as specified in CC.GEN.025(b), each holder shall keep, and provide upon request, the cabin crew attestation, 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 the GCAA or by the holder.



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

CC.CCA.100 Issue of the Cabin Crew Attestation

- (a) Cabin crew attestations shall only be issued to applicants who have passed the examination following completion of the initial training in accordance with this CAR.
- (b) Cabin crew attestations shall be issued, using the format and specifications established in Appendix II to this CAR by:
 - (1) the GCAA; or
 - (2) a GCAA Cabin Crew Training organization (CC ATO) approved in accordance with Appendix III.

CC.CCA.105 Validity of the Cabin Crew Attestation

The cabin crew attestation shall be issued with 8 years duration and shall remain valid unless:

- (a) it is suspended or revoked by the GCAA ; or
- (b) its holder has not exercised the associated privileges during the preceding 4 years on at least one aircraft type he/she authorised.

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

- (a) If holders do not comply with this CAR and any other requirement applicable to its associated privileges, their cabin crew attestation may be suspended or revoked by the GCAA;
- (b) In case of suspension or revocation of their cabin crew attestation by the GCAA, holders shall:
 - (1) Be informed in writing of this decision.
 - (2) Not exercise the privileges granted by their cabin crew attestation;
 - (3) Inform, without undue delay, the operator(s) employing their services; and
 - (4) Return attestation in accordance with the applicable procedure established by the GCAA or destroy the original attestation and provide a proof of it to the GCAA

AMC CC.CCA.110(b)(3)

The holder of attestation or his/her employer must send the original at GCAA Dubai Office – to the attention of Director of Licensing.



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

CC.TRA.215 Provision of Training

Training required in this CAR shall be:

- (a) Provided by CC ATO appropriately approved by the GCAA in accordance with Appendix III;
- (b) Performed by personnel suitably experienced, qualified, trained and authorised by the CC ATO to act as instructor for the training elements to be covered; and
- (c) Conducted according to a Training Programme and Syllabus documented in the organization's approval.

GM CC.TRA.215(b)

A CC Instructor may be authorised for Flight and / or Ground instruction as long as he/she is appropriately qualified and competent for the instruction to be given.

A CC Instructor may operate on several aircraft types provided the CC ATO ensures that serving several aircraft types does not adversely affect the training.

AMC1 CC.TRA.215(b)

- (a) CC Instructor should be at least 21 years of age.
- (b) Holder of a CC Attestation should not act as CC Instructor he/she has:
 - (1) Completed at least 1000 hours of flight and 2 years of experience as a Cabin Crew; or
 - (2) Completed at least 600 hours of flight and 18 months of experience as a Senior Cabin Crew (as defined in CAR-OPS); or
 - (3) Completed at least 200 hours of flight as a Senior Cabin Crew on which type of aircraft for which instruction is to be given; and
 - (4) Completed a CC Instructor Training Course delivered by the CC ATO composed of 2 days minimum and including theoretical and practical training; and
 - (5) Completed an assessment of competence for the Instructor on that type of aircraft conducted by personnel certified in accordance with Subpart CCE.
- (c) A CC Instructor authorisation should remain valid until the time that the CC ATO employing the holder can determine that the holder is competent.

AMC2 CC.TRA.215(b)

The Training Programme should include:

- (a) the use of Cabin Training Devices, audio-visual presentations, Computer-Based Training and other types of training, as most appropriate to the training element



- (b) A reasonable balance between the different training methods so that the Cabin Crew Instructor achieves the level of proficiency necessary for a safe performance of all related cabin crew duties and responsibilities of a Cabin Crew Instructor such as:
- (1) Prepare resources;
 - (2) Create a climate conducive to learning;
 - (3) Present knowledge;
 - (4) Integrate Threat and Error Management (TEM) and Crew Resource Management (CRM);
 - (5) Manage time to achieve training objectives;
 - (6) Facilitate learning;
 - (7) Assess trainee performance;
 - (8) Monitor and review progress;
 - (9) Evaluate training sessions;
 - (10) Report outcome.

CC.TRA.220 Initial Training Course and Examination

- (a) Applicants for a cabin crew attestation shall complete:
- (1) an initial training course to familiarize 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; and
 - (2) an examination, conducted by personnel certified in accordance with Subpart CCE, covering all elements of the training program specified in (b), to demonstrate that they have attained the level of knowledge and proficiency required in (a)(1).
- (b) The program of the initial training course required by (a)(1) shall cover at least the elements specified in Appendix 1 to this CAR. It shall include theoretical and practical training.

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

- (a) Holders of a valid cabin crew attestation shall only operate on an aircraft if they are qualified in accordance with the applicable requirements of CAR-OPS and operator's operational manual;
- (b) To be qualified for an aircraft type or a variant, the holder of a valid cabin crew attestation shall:
- (1) comply with the applicable training, assessment and validity requirements, covering as
 - (2) relevant to the aircraft to be operated:
 - (i) Aircraft type specific training, operator conversion training and familiarization;
 - (ii) Differences training;
 - (iii) Recurrent training; and
 - (3) 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 CCE - CABIN CREW EXAMINER

CC.CCE.300 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 in the UAE, when compliance with the requirements in this Subpart is not possible, the GCAA may issue a specific certificate giving privileges of a CCE on the new aircraft type.
 - (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 for that category of examiner.

CC.CCE.305 Cabin Crew Examiner Certificate Privileges

The Holder of CCE Certificate shall have the privileges to conduct Assessments of competence for:

- (a) the initial issue, revalidation or renewal of a CCA;
- (b) the issue of a CC Instructor authorisation; or
- (c) the initial issue, revalidation or renewal of another CCE Certificate.

CC.CCE.310 Issue of a CCE Certificate

An applicant for a CCE Certificate shall:

- (a) hold Cabin Crew Instructor Certificate in the appropriate aircraft category;
- (b) be suitably experienced, qualified, trained and assessed to act as examiner for the training elements to be examine;
- (c) demonstrate their competence to the GCAA or a person designated by the GCAA 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.CCE.310 Issue of a CCE Certificate

An Examiner should:

- (a) Have completed 1500 hours of flight time as a Cabin Crew, of which at least 1000 hours shall be as Senior CC and additionally have at least 1 year experience as Cabin Crew Instructor on applicable type of aeroplane;
- (b) For the initial issue of a Cabin Crew Examiner Certificate, have completed at least 30 hours of flight instruction as a Cabin Crew Instructor in the applicable type; and
- (c) Passed an assessment of competence for the Cabin Crew Examiner on that type of aircraft.



CC.CCE.315 Validity, Revalidation and Renewal of Examiner Certificates

- (a) Validity: An Examiner certificate shall be valid for 2 years.
- (b) Revalidation: An Examiner certificate shall be revalidated when the holder has, during the validity period of the certificate:
- (1) Conducted at least 1 assessment of competence in accordance with CC.CCE.320 on related type of aircraft every year;
 - (2) Attended an examiner refresher course provided by an approved ATO, during the last year of the validity period;
 - (3) If the assessment of competence as per CC.CCE.320 completed during the last year of the validity period in accordance with (1) shall have been assessed by an approved ATO;
 - (4) When the applicant for the revalidation holds privileges for more than one category of examiner, combined revalidation of all examiner privileges may be achieved when the applicant complies with the requirements in (b)(1) and (b)(2) for one of the categories of examiner certificate held.
- (c) Renewal: If the certificate has expired, before they can resume the exercise of the privileges, applicants shall:
- (1) Have completed at least 1 assessment of competence in accordance with CC.CCE.320 on the one of related type of aircraft during last 12 month before renewal;
 - (2) Comply with the requirements of (b)(2);

CC.CCE.320 Conduct of Assessment of Competence

- (a) When conducting Assessment of competence, 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 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 and submit without delay copies of the form to the GCAA and the applicant's attestation or authorisation or



certificate. 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 experience and instruction complying 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.



APPENDIX I – INITIAL TRAINING COURSE AND EXAMINATION

The training program of the initial training course shall include at least the following:

- a) General theoretical knowledge of aviation and aviation regulations covering all elements relevant to the duties and responsibilities required from cabin crew:
 - (1) Aviation terminology, theory of flight, passenger distribution, areas of operation, meteorology and effects of aircraft surface contamination;
 - (2) Aviation regulations relevant to cabin crew and the role of the competent Authority;
 - (3) Duties and responsibilities of cabin crew during operations and the need to respond promptly and effectively to emergency situations;
 - (4) Continuing competence and fitness to operate as a cabin crew member, including as regards flight and duty time limitations and rest requirements;
 - (5) The importance of ensuring that relevant documents and manuals are kept up-to-date, with amendments provided by the operator as applicable;
 - (6) The importance of cabin crew performing their duties in accordance with the operations manual of the Operator;
 - (7) The importance of the cabin crew's pre-flight briefing and the provision of necessary safety information with regards to their specific duties; and
 - (8) The importance of identifying when cabin crew members have the authority and responsibility to initiate an evacuation and other emergency procedures.

b) Communication

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

c) Introductory Course on Human Factors (HF) in Aviation and Crew Resource Management (CRM)

This course shall be conducted by at least one cabin crew CRM instructor. The training elements shall be covered in depth and shall include at least the following:

- (1) General: human factors in aviation, general instructions on CRM principles and objectives, human performance and limitations;
- (2) Relevant to the individual cabin crew member:
 - i. personality awareness, human error and reliability, attitudes and behaviors, self-assessment;



- ii. Stress and stress management;
 - iii. Fatigue and vigilance;
 - iv. Assertiveness;
 - v. Situation awareness, information acquisition and processing
- d) Passenger Handling and Cabin Surveillance
- (1) The importance of correct seat allocation with reference to aeroplane mass and balance, special categories of passengers and the necessity of seating able-bodied passengers adjacent to unsupervised exits;
 - (2) Rules covering the safe stowage of cabin baggage and cabin service items and the risk of it becoming a hazard to occupants of the passenger compartment or otherwise obstruction or damaging emergency equipment or exits ;
 - (3) 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;
 - (4) Precautions to be taken when live animals are carried in the passenger compartment;
 - (5) Duties to be undertaken in the event of turbulence, including securing the passenger compartment; and
 - (6) Methods used to motivate passengers and the crowd control necessary to expedite an emergency evacuation.
- e) Aero-medical aspects and First-aid
- (1) General instruction on aero-medical aspects and survival;
 - (2) The physiological effects of flying with particular emphasis on hypoxia, oxygen requirements, Eustachian tubal function and barotraumas;
 - (3) Basic first-aid, including care of:
 - i. Air sickness;
 - ii. Gastro intestinal disturbances;
 - iii. Hyperventilation;
 - iv. Burns;
 - v. Wounds;
 - vi. The unconscious; and
 - vii. Fractures and soft tissue injuries.
 - (4) In-flight medical emergencies and associated first-aid covering at least:
 - i. Asthma;
 - ii. Stress and allergic reactions;
 - iii. Shock;
 - iv. Diabetes;



- v. Choking;
 - vi. Epilepsy;
 - vii. Childbirth;
 - viii. Stroke; and
 - ix. Heart attack;
- (5) The use of appropriate equipment including first - aid oxygen, first-aid kits and emergency medical kits and their contents;
- (6) Practical cardio-pulmonary resuscitation training by each cabin crew member using a specifically designed dummy and taking account of the characteristics of an aircraft environment ; and
- (7) Travel health and hygiene, including:
- i. Hygiene on;
 - ii. Risk of contact with infectious diseases and means to reduce such risks;
 - iii. Handling of clinical waste;
 - iv. Aircraft disinsection;
 - v. Handling of death on board;
 - vi. Alertness management, physiological effects of fatigue, sleep physiology, circadian rhythm and time zone changes.
- f) Dangerous Goods
- (In accordance with the applicable ICAO Technical Instructions).
- g) General Security aspects in Aviation
- (Including awareness of the provisions laid down in applicable GCAA Regulations).
- h) 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;
 - (5) The techniques of application of extinguishing agents, the consequences of misapplication, and



of use in a confined space including practical training in fire-fighting and in the donning and use of smoke protection equipment used in aviation; and

(6) The general procedures of ground-based emergency services at aerodromes.

i) Survival Training

(1) Principles of survival in hostile environments (e. g. polar, desert, jungle, sea); and

(2) Water survival training which shall include the actual donning and use of personal flotation equipment in water and the use of slide-rafts or similar equipment, as well as actual practice in water.



APPENDIX II – STANDARD GCAA FORMAT FOR CABIN CREW ATTESTATIONS

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

- a) Cabin Crew Attestation issued in accordance with Part-CC
- b) Reference number
- c) State of issue
- d) Full name of holder
- e) Date and place of birth
- f) Nationality
- g) Signature of holder
- h) Competent authority
- i) Issuing body: official seal, Stamp or Logo
- j) Signature of issuing officer
- k) Date of issue
- l) The holder may only exercise the privileges to act as cabin crew on aircraft engaged in commercial air transport operations if he / she complies with the requirements in Part-CC for continuous fitness and valid aircraft type qualifications.

Instructions:

- a) The cabin crew attestation shall include all items as stipulated in CAR II - chapter 4
- b) Plastic card white laminated gloss PVC, card size 86 x 54 mm, card thickness 0.76 mm
- c) The document shall be printed in English
- d) The document shall be issued by the GCAA or by an organisation approved to issue cabin crew attestations.
- e) The cabin crew attestation shall contain information of aircraft type

Front Side:

Item 1: The title 'CABIN CREW ATTESTATION'

Item 2: Attestation number shall be issued by the GCAA through the e-service system.

Item 3: The full name (first name first and surname last) stated in the passport of the holder.

Items 4, 5 & 6: Date and place of birth as well as nationality as stated in the passport of the holder.

Item 7 & 8: Issue and Expiry Date

Item 9: Authority



If the GCAA is the issuing body, the GCAA and official seal or stamp shall be entered.

In the case of an approved organisation, identification details shall be entered and shall at least provide the full name of the organisation, postal address and if applicable, the logo and:

- In the case of a commercial air transport operator, the air operator certificate (AOC) number and detailed reference to the approvals by the competent authority to provide cabin crew training and to issue attestations; or
- In the case of an approved training organisation, the reference number of the relevant approval by the GCAA.

Back Side;

Item 10: Air craft Rating

Item 11: Remarks

Item 12: Address:

Item 13: The same sentence in English

Item 14: Holder Signature

CABIN CREW ATTESTATION		
Number:		
Name:		
Date of Birth:	Place of Birth:	
Nationality:		
Date of Issue:		
Expiry Date:		
Competent Authority:		
Address: Issuing body: official seal, Stamp or Logo		
ISSUED IN ACCORDANCE WITH UAE CIVIL AVIATION REGULATIONS AND ICAO ANNEX 1 OF CHICAGO CONVENTION		

Rating:	
Remarks:	
Address:	
<input checked="" type="checkbox"/> The holder may only exercise the privileges to act as cabin crew on aircraft engaged in commercial air transport operations if he / she complies with the requirements in Part-CC for continuous fitness and valid aircraft type qualifications.	
Holder's signature	
<i>If found please return to : P.O. Box 30500, Dubai – U.A.E.</i>	



APPENDIX III – CABIN CREW TRAINING ORGANIZATION (CC TO)

- (a) Before issuing an approval to an organisation to provide cabin crew training, the competent authority will verify that:
- 1) the conduct, the syllabi and associated programmes of the training courses provided by the organisation comply with the relevant requirements of CAR-CC;
 - 2) 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; and
 - 3) the instructors conducting the training sessions are suitably experienced and qualified in the training subject covered.
- (b) Before granting such an approval, the competent authority will:
- 1) assess the capability and accountability of the organisation to perform the related tasks;
 - 2) ensure that the organisation 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
 - 3) require the organisation to provide information and documentation related to the cabin crew attestations it issues and their holders, as relevant for the competent authority to conduct its record-keeping, oversight and enforcement tasks.
- (c) The GCAA expects organisations seeking approval to be in possession of the latest version of the relevant GCAA CAR-FCL and CAR-OPS and all associated Acceptable Means of Compliance (AMC) and Guidance Material (GM)
- (d) A Training Organisation (TO) is a single organisation, staffed and equipped offering the practical training and theoretical instruction required for the course provided. 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 before the GCAA can issue TO approval.
- (e) A TO may make training arrangements with other TOs or providers, but must ensure that these other organisations comply with the appropriate requirements.
- (f) Where training is provided at multiple locations, all sites will be subject to inspection. The TO must be self-sufficient and able to test its trainees at the completion of each module of training. In all cases, the TO's Head of Training is responsible to the GCAA for its training standards and



compliance with appropriate requirements, including testing, even though a sub-contracted organisation may also be approved.

(g) Organisations intending to make application to the GCAA for an approval suggested to arrange, in the first instance, a face-to-face meeting with GCAA, Licensing Department to discuss the details of the approval process. A formal application must be submitted following that meeting along with the following documentation:

(1) Operations Manual containing:

- i. All information given to trainees during the course.
- ii. Amendment process for update of information and GCAA notification.

(2) Training Manual containing:

- i. Course syllabi and methodology.
- ii. Instructor guidance notes.
- iii. Amendment process for update of information and GCAA notification.

(3) Quality Manual containing:

- i. Quality oversight procedures.
- ii. Procedures for changing instructors.
- iii. Procedures for trainee failure.
- iv. Detailed management structure and post holder CVs.

(4) List of external facilities to be used on the course:

- i. Swimming pools, aircraft training devices, etc.

(5) Description of accommodation and facilities:

- ii. Classrooms, restrooms, toilets, etc.
- iii. Number of staff and trainees that can be accommodated.
- iv. Statement that it is adequately lit, ventilated and free from external noise and distractions.

(6) Aircraft type