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| --- | --- | --- | --- |
| 1. Organization/Operator:
 |  | D. AOC No: |  |
| 1. Address of Organization or Operator
 |  | E. Telephone No: |  |
| 1. Post Holder Training:
 |  | F. Email: |  |

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| --- | --- | --- | --- |
| Date of last Audit |  | Date of current Audit |  |

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| **Instructions:**1. Check ***(S) (****Satisfactory)* column if you determine the document or individual item conforms to requirements.
2. Check ***U/S*** *(Unsatisfactory)* column if you determine that the document or individual line item does not comply (identify the reference number in the manual in the ***Remarks*** column).
3. Check ***N/C*** *(Not Checked)*if the item was not checked. Reasons should be given in the ***Remarks*** column.
4. Check ***N/A*** *(Not Applicable)**in the* ***Remarks*** column if it is not applicable or you do not have adequate information to make a valid comment.

Use the remarks column at the end for overall remarks or observations. For detailed findings inspectors should also use the Audit Inspection Report Form Base-Insp-004, attach to this checklist. |

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| **No** | **Inspection Details**  | **S, US NA, NC** | **Remarks** |
|  | **General**  |  |  |
|  | Are there any outstanding audit findings? |  |  |
|  | **CAR OPS-1.185 Administrative requirements - Organizational Structure - Nominated Post Holders**  |
|  | Does the Operator have an approved Post Holder? Cabin Safety Training Manager (Add the name of Cabin Safety Training Manager) |  |  |
|  | Does the Cabin Safety Training Manager meet the qualification requirements? |  |  |
|  | Are the Cabin Safety Training Manager’s duties and responsibilities documented? |  |  |
|  | **AMC-1 OPS-1.175(j) Nominated Post-holders**  |
|  | Are the Cabin Crew reflected in the organogram? |  |  |
|  | Is the Cabin Safety Training Manager reflected on the organogram? |  |  |
|  | Is the Cabin Crew Manager reflected on the organogram? |  |  |
|  | Is effective succession, delegation or deputation of Cabin Crew Manager responsibilities and others, which are critical to the operation, made when he/she is absent? |  |  |

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|  | **CAR OPS-1.035 - Quality Management System (QMS)**  |
|  | **Organizational Structure**  | **S, US NA, NC** | **Remarks** |
|  | Is there a control/feedback system enabling Quality and Safety related concerns to be addressed to Senior management and to ensure corrective and preventive actions are carried out as necessary? |  |  |
|  | Are minutes/records of Quality and other related meetings kept specifying persons responsible, action required, action taken, return dates and feedback to Senior management, etc? |  |  |
|  | Are QMS minutes distributed to the appropriate persons? |  |  |
| **5.** | **AMC OPS-1.035 Quality System - Quality Audits (QA’S)**  |
|  | Are cabin safety audits planned on the QA audit schedule? |  |  |
|  | Are cabin safety audits conducted as planned on the QA audit schedule? (Confirm that audits are closed out and confirm that non-compliances are corrected and followed up.) |  |  |
|  | Does the Cabin Crew Manager receive feedback after a QA audit? |  |  |
|  | Are QA audits conducted by the operator on all its service providers relating to cabin services? (Provide details of service providers audited.) |  |  |
| **Remarks: -**  |
| **6.**  | **CAR OPS-1.165 Lease Agreements/Contracts**  |
|  | Does the operator have any current lease agreements/contracts affecting Cabin Crew? (Provide details of these lease agreements/contracts in a comment) |  |  |
|  | **AMC-3 OPS-1.037(f) Occurrence Reporting Scheme - Reporting** |
|  | Do cabin crew complete flight reports? |  |  |
|  | Are these reports distributed to concerned dept’s/managers? |  |  |
|  | Is there a formal feedback process and are actions taken without delay to eliminate detected non-compliances and ensure corrective and preventive actions are carried out? (How is this recorded and controlled?) |  |  |
| **8.** | **Appendix 2 to CAR OPS-1.175 Management & organisation of an AOC/ Authority holder** **Organisation / Management** |
|  | Are there sufficient qualified personnel to maintain safe flight operations?(How many cabin crew and how many aircraft) |  |  |
|  | **CAR OPS-1.1041 General Rules for Operations Manuals**  |
|  | Does the operations manual reference the cabin crew manual and vice versa? |  |  |

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|  | **(Contd.) CAR OPS-1.1041 General Rules for Operations Manuals** | **S, US NA, NC** | **Remarks** |
|  | Does the operator have an approved cabin crew safety manual and training programme? |  |  |
|  | Is the Ops Manual/Cabin Crew Safety Manual CAA approved, amended and does it reflect current policy and procedures? |  |  |
|  | Does the Cabin Crew Safety Manual contain all the modules as stipulated in the CAR OPS 1 Rev. 5?  |  |  |
|  | Do cabin crew have unobstructed access to the Cabin Crew Safety Manual while onboard the aircraft? |  |  |
|  | Are cabin crew members issued a personal copy of the Cabin Crew Safety Manual? |  |  |
|  | Is there a documented process for the distribution of the Cabin Crew Safety Manual? |  |  |
|  | Is there a documented process for the revision of the Cabin Crew Safety Manual? |  |  |
|  | Do other relevant managers and departments have a copy of the Cabin Crew Safety Manual? |  |  |
|  | Are crew kept current on the contents of the Cabin Crew Safety Manual? (How? e.g., Periodic, open book quiz, pre-flight briefings) |  |  |
|  | **AMC-2 OPS-1.037(e) Flight Safety Documents System - Operational Control and Supervision**  |
|  | Are there regular, documented flight operations meetings? |  |  |
|  | Is cabin safety included/represented in these meetings? |  |  |
|  | Are minutes kept and is there a control/feedback system enabling concerns to be addressed to Senior management and to ensure corrective and preventive actions are carried out as necessary? |  |  |
|  | Is Cabin Crew receiving safety/operational information in a timely manner? (What is the process?) (Evaluate the evidence for conformance) |  |  |
| **Remarks: -**  |
|  | **GM-1 OPS-1.1007 Training Facilities - Building and Base Facilities** |
|  | Are office facilities adequate? |  |  |
|  | Are there crew-briefing facilities? |  |  |
|  | Are there crew- and staff rest rooms? |  |  |
|  | **Line Operations** |
|  | Does the Operator ensure that each flight is appropriately manned? (How is this evident?) |  |  |
|  | **(Contd.) Line Operations** | **S, US NA, NC** | **Remarks** |
|  | Does the operator ensure that the required comprehensive passenger flight briefings are carried out? (Where is this reflected and is there evidence?)**IEM OPS 1.1045(a) Standard Operating Procedures (SOP) and Checklists** | **S** | OMA 8.3.16 Passenger briefing procedures.**CSM Sect 5**  |
|  | Does the operator have a policy for admission to the flight deck?**CAR OPS 1 1 Rev. 5 8.3.12** | **S** | OMA 8.3.12. Admission to Flight Deck**CSM**  |
|  | Does the operator have a policy for refuelling / defueling with passengers on board?**CAR OPS 1 Rev. 5 8.3.15** | **S** | 8.2.1.3.1 Procedures -- Refuelling/defueling with passengers embarking, on board or disembarking**CSM 2.64** |
|  | How often are in-flight proficiency checks (line checks) conducted?**CAR OPS-1.1025 Checking** | **S** |  |
|  | Is the person conducting in-flight proficiency checks (line checks) qualified? | **S** | SEP Instructor conducting checks  |
|  | **CAR OPS-1.285 Passenger Briefings** |
|  | Does the operator’s safety briefing card contain all the required information as per CAR OPS 1 Rev. 5 | **S** | **Briefing card info reference to** **CAR OPS 1 Rev. 3**  |
|  | Is the operator’s safety briefing audio-visual presentation approved by the CAA? | **S** | Manual demonstration conducted by the cabin crew.Monitors unserviceable**.** |
| **Remarks: -** |
|  | **CAR OPS-1.1010 /1.1015 Training and Standards** |
|  |  Is the current revision OM D (training Manual) CAA approved? | **S** | **NOV 1 2021** |
|  | Is the training program and its requirements, together with syllabi/curriculumoutlined in the Ops manual? | **S** | **15 /05/2011****OM D Chapter 5 – CON**  |
|  |  Is training conducted by an Approved ATO or within the AOC?  (If outsourced, to which ATO)? | **S** |  |
|  |  Is there a service level agreement in place with this ATO? | **S** |  |
|  | Are training manuals updated to reflect current policies and procedures? |  | **Updating in process**  |
|  |  Does the Operator provide initial, recurrent, refresher and Operator Induction training programs, which ensure that all cabin crew are adequately trained? | **S** |  |
|  |  Does the Operator provide a In Charge Cabin Crew training program for newly selected In Charge Cabin Crew? | **S** |  |
|  |  Is currency and recency controlled if the cabin crew are operating on more than one type? | NA |  |
|  | Do cabin crew and pilots undergo joint SEP Training? Confirm from the records? | **S** |  |
|  | Is there a system in place to ensure that crew are current in all aspects of CAR OPS 1 training requirements? (How is this monitored/controlled?) |  |  |
| **Remarks: -** |
|  | **CAR OPS-1.1195** **Training/Qualification Records** | **S, US NA, NC** | **Remarks** |
|  | Does the Operator maintain accurate records of all training qualifications for cabin crew? |  |  |
|  | Are there copies on the training file of Current Cabin Crew Licenses? |  |  |
|  | Are there copies on the training file of Current Cabin Crew Certificate of Tests? |  |  |
|  | Are there copies on the training file of their Medical Certificates? |  |  |
|  | Are there copies on the training file of Familiarization Flights following type / differences training? |  |  |
|  | Are there copies on the training file of Line Checks/In -Flight Proficiency checks? |  |  |
|  | Are there copies on the training file of SEP Evaluation reports? |  |  |
|  | Are there copies on the training file of All other records relevant of training? |  |  |
|  | Are the training records monitored for expiry due dates, etc? (How/by whom?) |  |  |
|  | **CAR OPS-1.1025 Checking** **Documentation & Records Management** |
|  | What is the storage period of the Crew Training Records? |  |  |
|  | Are the Crew Training Records easily accessible? |  |  |
|  | Are the Crew Training Records kept in a secured place? |  |  |
|  | Do the cabin crew have access to their Training Records when required? |  |  |
|  | Are the records of the resigned Cabin Crew kept for 12 months? |  |  |
|  | Who is responsible for updating/monitoring? |  |  |
|  | Who is responsible for rostering training/ or other courses? |  |  |
|  | Who Is monitoring non-attendance and failures? |  |  |
|  | Is there a system available in triggering expiry of type rating or FCA license?  |  |  |
|  | Is there availability of Exam papers for all aircraft type and safety related subjects?  |  |  |
|  | **CAR OPS 1.205 Training Personnel (SEP/First Aid/CRM/DGR/AVSEC)**  |  |  |
|  | Are the Instructors acceptable to the CAA?  |  |  |
|  | Do the Examiners have the CAA approval?  |  |  |
|  | Are the Examiners authorization valid? |  |  |
|  | Do the Instructors / Examiner (s) have an updated individual training file? |  |  |
|  | Do the Instructors / Examiner (s) attended any training to enhance knowledge and skills besides maintaining recency. |  |  |

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|  | **Appendix 1 to CAR OPS-1.1005 Initial Training Practical Training / Drills** | **S, US NA, NC** | **Remarks** |
|  | Are initial/recurrent/type rating s practical drills conducted on the representation actual aircraft that the cabin crew member will be /are operating on? (refer to 13)  |  |  |
| **Remarks: -**  |
|  | **CAR OPS-1.1025 Checking**  | **S, US NA, NC** | **Remarks** |
|  | Method(s) |  |  |
|  | Examination details – written  |  |  |
|  | Pass and re-sit procedures |  |  |
|  | Tracking of crew who is found weak in their knowledge and skills |  |  |
|  | What is the maximum number of trainees to Instructor when conducting practical instruction such as hands on or practical training.  |  |  |
|  | **CAR OPS-1.1210 Establishment of procedures (Safety and Security)**  |
|  | Does the cabin crew conduct security checks? |  |  |
|  | Does the Operating Cabin Crew complete a security checklist? |  |  |
|  | Does the Pilot in Command and cabin crewmember sign the checklist? |  |  |
|  | Does the operator have an in -flight bomb search checklist and a procedure for concealed weapons, explosives and other dangerous devices? The checklist shall be supported by guidance/procedure on the appropriate course of action to be taken should a bomb or suspicious object be found and the information on the least -risk bomb location specific to the aeroplane. |  |  |
|  | Does the operator have a procedure of discreet communication between flight deck and cabin crew? |  |  |
|  | **CAR OPS-1.1012 Familiarization Flight** |  |  |
|  | Are the new entrant cabin crew assigned a Familiarization Flight before their first operational flight? |  |  |
|  | Were the familiarization flights plan within fourteen (14) days from completion of the training course and issuance of licence? |  |  |
|  | Does the Crew conducting the supervision has received training and understands the responsibilities for the cabin crew position(s) being observed as approved in the training Manual? |  |  |
|  | For new entrant, familiarisation flying of a minimum twelve (12) hours or six (6) sectors whichever is first achieved. |  |  |
|  | Are all the Familiarization Flight activities documented in the Crew Training File? |  |  |

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| **21.** | **CAR OPS-1.1000 In-charge cabin crew members.****Does the Cabin Crew in Charge Training include the following elements?** |
|  | 1. Operating as a leader (leadership skills):
 |  |  |
|  | 1. Flight preparation – Pre-Flight Briefing:
 |  |  |
|  | 1. Cooperation within the crew:
 |  |  |
|  | 1. Review of operator’s and regulatory requirements:
 |  |  |
|  | **CAR OPS-1.1000 In-charge cabin crew members.****Does the Cabin Crew in Charge Training include the following elements?** | **S, US NA, NC** | **Remarks** |
|  | 1. E-TOPS TRAINING
 |  |  |
|  | 1. Operating as a leader (leadership skills):
 |  |  |
|  | Flight Duty Time Limitation |  |  |
|  | Accident and Incident Reporting |  |  |
|  | Documentation e.g. Manuals, Reporting Channel, New Crew Familiarization Flight Forms, including EFB. |  |  |
| **22.** | **Flight Duty - CAR OPS-1.1185 Cabin crew requirements** |  |  |
|  | Has the Operator established flight- and duty time limitations? (Where is it documented? How is it monitored / controlled? Verify from the records) |  |  |
|  | Does the cabin crew member sign a declaration declaring that he/she will not be exceeding their limits by undertaking this flight? |  |  |
| **23.** | **IEM-2 to Appendix 1 to CAR OPS-1.1005/1.1010/1.1015/1.1020 Passenger and Crowd Control** |
| **Does the Operator provide training on the practical aspects of passenger preparation and handling, as well as crowd control, in various emergency situations?** |
|  | Communications between flight crew and cabin crew and use of all communications equipment, including the difficulties of co-ordination in a smoke-filled environment; |  |  |
|  | Verbal commands |  |  |
|  | The physical contact that may be needed to encourage people out of a door/exit and onto a slide; |  |  |
|  | The re-direction of passengers away from unusable doors/exits; |  |  |
|  | The marshalling of passengers away from the aeroplane; |  |  |
|  | The evacuation of disabled passengers; and |  |  |
|  | Authority and leadership |  |  |
| **24.** | **Appendix 1 to CAR OPS-1.1005 Initial Training Water (Sea) Survival Training**  |
|  | An operator shall ensure that water survival training includes the actual donning and use of personal flotation equipment in water by each cabin crew member. |  |  |
|  |  Use and management of raft  |  |  |
|  |  Boarding the raft |  |  |
|  | Rescue in water  |  |  |
|  | Demonstrate effective passenger management techniques.  |  |  |
|  | Sea survival techniques |  |  |
| **25.**  | **IEM OPS-1.990 Determining the Number and Composition of Cabin Crew (c)** | **S, US NA, NC** | **Remarks** |
| **Has the Operator taken into consideration with the Cabin Crew workload when establishing minimum crew requirements as their role has become increasingly challenging and includes, but is not limited to:** |
|  | Applying safety procedures, including continuous surveillance of the flight deck area, cabin, unstaffed galleys, lavatories, and catering supplies; |  |  |
|  | Managing and assisting passengers, for example during in-flight medical emergencies; |  |  |
|  | Preventing and managing incidents from escalating in the cabin, such as smoke or fire; |  |  |
|  | Informing the flight crew of abnormal situations observed in the cabin or relating to the aircraft, such as pressurization problems, engine anomalies, and contamination of critical surfaces; and |  |  |
|  | Preventing unlawful interference and managing events that can compromise safety and security of the flight, such as hijackings or unruly passengers. |  |  |
| **26.** | **AMC to Appendix 1 to CAR OPS-1.1005(e)(3) Medical aspects and first aid training.****Management of on-board medical events.** |
| 1. **1**
 | Monitor the cabin to identify ill passengers; |  |  |
|  | Recognize an on-board medical event |  |  |
|  | Respond immediately to life-threatening medical emergencies; |  |  |
|  | Cardiopulmonary resuscitation (CPR); |  |  |
|  | Management of injuries; |  |  |
|  | Management of illnesses; |  |  |
|  | Respond to other non-life-threatening events using appropriate first-aid techniques; (1) assess and manage potential communicable disease.  |  |  |
|  | Use first-aid and medical equipment, |  |  |
| **Remarks: -**  |

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| **CAA Use Only** |
| **Result: - Satisfactory** [ ]  | **Unsatisfactory** [ ]  |

|  |  |  |
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| **Follow up required** | **YES** [ ]   | **NO** [ ]  |

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| --- | --- | --- | --- |
| **Cabin Safety Inspector’s Name** | **Signature** | **Approved** | **Date** |
|  |  | **[ ]  YES**  | **[ ]  NO** |   /   /     |
|  |  | **[ ]  YES**  | **[ ]  NO** |   /   /     |