ADVISIORY CIRCULAR LYCAA – AC - PEL 024

CABIN CREW RECURRENT TRAINING DURING THE COVID-19 PANDEMIC.

Approved by

Capt / Nasereddin A. Shaebelain

Director General

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1. PURPOSE

1.1. This advisory circular (AC) provides guidance to air operators on acceptable means of compliance for the modification of approved cabin crew training programmes, in relation to recurrent training, in view of current health restrictions to mitigate the consequences of the COVID-19 pandemic.

2. RELATED DOCUMENTS

− Annex 6 – Part I – International commercial air operations - Aeroplanes: 12.4 – Cabin crew Training

− Annex 18 – The safe transport of dangerous goods by air: 10.1 – Establishment of training Programmes

− Doc 10148 - ICAO Handbook for Cabin Crew Recurrent Training during COVID-19

− Doc 9859 – Safety management manual

3. DEFINITIONS AND ABBREVIATIONS

− **Computer-based training (CBT).** Training involving instructional aids, such as computers and Tablets. Computer-based training may encompass the use of data storage (CD-ROM or portable memory) or web-based, remote or digital training.

− **Change management.** A formal process to manage changes within an organization in a Systematic manner, so that changes which may impact identified hazards and risk mitigation Strategies are accounted for, before the implementation of such changes.

− **Cabin crew member**. A crew member who performs, in the interest of safety of passengers, Duties assigned by the operator or the pilot-in-command of the aircraft, but who shall not act as a flight crew member.

− **Approved training programme.** Training programme approved by the CAA of the State of the Operator.

4. INTRODUCTION

4.1. In order to address the operational challenges faced by air operators during the COVID-19 pandemic, the civil aviation authority (CAA) has allowed for a deviation from cabin crew training requirements through an extension of the validity of cabin crew qualifications (and licences, if applicable) and the approval of alternate means of training so that operators may meet recurrent training requirements.

4.2. Physical restrictions imposed by the pandemic and the temporary closure of some Training facilities or work places also make it particularly difficult to complete the required recurrent training when they involve hands-on exercises on the use of emergency equipment or exercises that require the interaction of a group of people.

4.3. This AC will help air operators to reduce the severity of risks associated to the Disruption of training or its delivery using other methods, which affect the qualifications of cabin crew members and thus line operations.

4.4. The development of remote recurrent training programmes by the operator will reduce the impact of the disruption of classroom training and will permit a smoother transition to normal operations.

4.5. As mentioned in other related documents, exemptions are of a temporary nature and are intended to balance health measures and the risk management related to the continuity or temporary suspension of air operations in a context of crisis.

4.6. The operator must not use these exemptions to reduce the content of its approved training programme. Only the training delivery method can be modified to meet physical distancing requirements. However, the entire content of the training programme must be covered or deferred until such a date when it can be effectively completed by the cabin crew (for example, emergency simulated exercises).

5. CABIN CREW RECURRENT TRAINING SYLLABUS

5.1. LYCAR requires all areas and topics addressed in the initial training to be covered during recurrent training so that cabin crews remain proficient in those areas while they continue to fulfil their functions on the aircraft and in their assigned positions.

5.2. Depending on the extent of the initial training syllabus established as per LYCR, the operator may carry out the recurrent training cycles in two, three or up to six semesters, in such a way that all topics covered in the initial training will be reviewed, at the most, every year, year and a half or three years, respectively.

5.3. Likewise, LYCAR require cabin crews to carry out recurrent training and proficiency checks every 12 months. This annual recurrent training will cover the training segments assigned in accordance with the recurrent training cycle approved by the CAA for the air operator.

5.4. In accordance with LYCAR and related requirements, cabin crew recurrent training must cover the following, as appropriate for each operator and as required by the regulations in relation to the need for hands-on training modules:

(A) Cabin crew members' duties and responsibilities;

(B) The appropriate regulatory requirements;

(C) The relevant parts of the operator's operations manual;

(D) The transport of dangerous goods by air;

(E) The safety management system (SMS);

(F) Aviation security (AVSEC);

(G) Human performance and limitations, and coordination within the crew;

(H) Emergency training:

    i. Assigned duties and procedures to be performed in case of emergency, including coordination within the crew;

    ii. Location, function, and operation of emergency equipment, including equipment used in case of ditching and evacuation, first aid equipment, portable fire extinguishers, and emergency exits in emergency mode with the installed slides/rafts;

    iii. Handling of emergency situations, including rapid depressurization, fire on board and Smoke control procedures, ditching and emergency evacuation, hijacking and other exceptional situations;

(I) Review and discussion of previous aircraft accidents and incidents related to actual emergency situations;

(J) Survival, as applicable to the operator's field of operations;

(K) The effects of hypoxia for crews serving above 3 000 m (10 000 ft);

(L) On-board medical events, including procedures, location, function and expected operation of first-aid medical supplies (first-aid kit, universal precaution kit, and medical kit), cardiopulmonary resuscitation, and use of automated defibrillators.

5.5. Depending on the training module or segment, the recurrent training methods or mechanisms and proficiency checks used can be:

(A) In person and/or combined with a computer-based system (CBT);

(B) Hands-on drills using training devices that replicate environmental characteristics or the equipment to be used (mock-ups, emergency equipment, etc.); or

(C) On the aircraft itself.

5.6. As already mentioned, the main challenge faced by the operator is to comply with the Requirements of the approved training programme, taking into account physical distancing Restrictions, the closure of facilities or training centers, travelling restrictions if they are located Away from the place of residence, and restrictions for the conduction of hands-on exercises when they involve a group of people or the handling of equipment.

5.7.   The same challenges apply to the operator´s cabin crew instructors and inspectors, since their training and qualification requirements may also be subject to exemptions. LYCAR requirements may be addressed as described in this circular.

6.   ALTERNATIVE METHODS OF TRAINING

6.1.   The operator may provide recurrent training through online courses in order to reduce the severity of the risk associated to the disruption of regular training. It may design new modules or add others to those already existing in its computer-based system (CBT).

6.2.   Through online training, the operator can deliver the training modules or segments that are normally offered face-to-face, and can manage exams or any other type of oral or written evaluation as required to determine the level of knowledge of the cabin crew.

6.3.   Many interactive platforms can be used to address these topics, since they allow for the setting up of discussion or analysis groups, and even the handling of queries in a question and answer section. All the theoretical aspects of aircraft procedures and equipment can be thoroughly covered in an online training system. However, the hands-on exercises related to the simulated conditions of operating procedures or the handling of equipment shall be deferred until the associated exemptions expire and such training can be resumed as under normal conditions.

6.4.   Although the execution of hands-on exercises and procedures is deferred, the operator will endeavour to find alternative methods, such as video or virtual reality, to demonstrate the practical application of competencies, procedures, the use of aircraft equipment or systems (for example, procedures in case of loss of pressurization, use of oxygen, firefighting, etc.), to reinforce knowledge and improve retention.

6.5.   Hands-on exercises that are more critical in nature shall be covered as soon as possible once the exemptions have expired.

7.   7. OPERATOR'S ASSESSMENT OF THE ONLINE TRAINING METHOD

7.1.   When assessing the online training mechanism to be used to deliver recurrent training to cabin crews, the operator shall consider:

(A)   Conducting a risk analysis and developing the appropriate mitigation measures, in accordance with the procedures established on its SMS;

(B)   Conducting an analysis of training requirements, to be submitted to the CAA as part of the formal approval process, that establishes that the required level of knowledge of cabin crews is maintained;

(C)   Assessing the digital system capacity to report data and feedback to measure the instructor's effectiveness, the competence of the cabin crew (exams, oral or written evaluation) and the quality programme (if applicable).

(D)   Assigning the operator´s cabin crew instructor or inspector responsible for the training module, who will certify the knowledge and proficiency of the cabin crew members, by completing the appropriate records of the operator.

8.   OPERATOR´S ONLINE RECURRENT TRAINING PLANNING

8.1.   The operator will plan online recurrent training for those cabin crew members who cannot complete the annual recurrent training within the appropriate eligibility period, and for whom it has requested an extension of the validity of their qualifications (or licenses, as applicable).

8.2.   The operator will develop a plan so that cabin crew members may complete online modules, which includes:

(A)   Start date;

(B)   List of modules;

(C)   Deadline for completion; and

(D)   Operator's designated responsible cabin crew instructor or inspector.

8.3.   The operator will keep up-to-date training records in order to properly manage cabin crew qualifications and the assignment of their duties on board, so as to control the associated safety risk.

9.   HOW TO TAILOR THE RECURRENT TRAINING PROGRAMME DURING THE COVID-19 PANDEMIC

9.1.   Traditionally, the operator's training programme contains theoretical and hands-on modules. The theoretical aspect is normally addressed in classroom, with the presence of a cabin crew instructor, and covers knowledge-based elements that do not require the use of aircraft equipment or systems nor the execution of procedures by the crew member. Under this approach, hands-on modules are reserved for providing practical experience with an acceptable level of similarity to what may be expected in a real event, as is the case of training related to the handling of safety and emergency equipment and aircraft systems.

9.2.   Based on the content of the approved training programme, the operator may transfer a series of theoretical elements to its online recurrent training programme in order to address the requested exemptions. The operator will make sure that crew members subject to the exemption complete the most critical hands-on exercises as soon as possible after the exemption has expired. Less critical elements may be covered in the following recurrent training cycle.

9.3.   Based on that described in the previous paragraph, the table below can be used as a model for the temporary planning of the online recurrent training.

Table 1 – Content of the operator's recurrent training programme

Topic	Theoretical elements of the online recurrent training programme	Critical elements to be completed once the exemption expires	Elements deferred until the following recurrent training cycle
Aircraft departures Note. For all aircraft types on which cabin crew serve	– Pre-flight checks – Door arming and disarming procedures – Normal door closing and opening procedures - Operation of doors in emergency situations – Unserviceable exits	– Hands-on exercises on the opening and closing of doors (normal and emergency situations) – Hands-on exercises on door arming and disarming (as applicable)	None, all elements are critical
Evacuation means	Types of slides/raft in the aircraft (as applicable) Rafts and their emergency equipment Use of assisting lines/ropes	Hands-on exercises on evacuation means (as applicable)	None, all elements are critical
Safety and emergency equipment	– Pre-flight safety and equipment checks – Location and use of Emergency equipment: • life jackets • oxygen equipment	– Hands-on exercises on the use of portable oxygen – Hands-on exercises on the use of the flight deck oxygen system	– Axe or crowbar – Emergency response kit – Child restraint systems – Extension seat belts

	• portable breathing equipment • portable fire extinguishers • fire suppression Devices • emergency Pyrotechnic signalling systems survival equipment	– Hands-on exercise on donning life jacket – Hands-on exercise on firefighting and the use of protective equipment	– Passenger safety briefing card – Emergency demonstration kit – Seat belt and harness – Emergency flashlights – Megaphone – Emergency locator transmitter (ELT)
Aircraft systems relevant to cabin crew duties	– Emergency lighting – Emergency call system – Oxygen system – Fire extinguishing and suppression system (smoke detectors)	– Hands-on exercises on the operation of the flight deck oxygen system	– Air conditioning and Pressurization systems – Communication systems and signalling panels – Control panels – Electrical system – Lighting system – Water and waste system
Simulated Normal Procedures and hands on or exercises	– Carry-on baggage safe stowage procedures – In-flight safety procedures – Turbulence procedures	– Simulated exercises of the correct seating position in cabin crew seat for take-off and landing – Simulated exercises on conducting a prefight briefing	– Exercises on checking operational equipment and securing galleys and cabin – Exercises on public address announcements Exercises on the use of belt and harness – Exercises on conducting a Safety demonstration – Exercises on flight deck Access procedures
Fire fighting	– Firefighting Procedures – Procedures for fighting fires involving lithium batteries – Fire suppression devices – Techniques for fighting Class A and Class B fires – Use of portable extinguishers	– Hands-on exercises on the use of firefighting protective equipment – Simulated firefighting exercises	– None, all elements are critical

Events involving smoke	− Incorporate a case study	− Not applicable / covered in online training	− Not applicable/covered in online training
Depressurization	− Depressurization scenarios and procedures	− Hands-on exercises on the use of portable oxygen − Simulated Depressurization exercises	− None, all elements are critical
Evacuation on land and on water	− Passenger handling and crowd control − Programmed emergency procedures − Ditching scenarios − -Evacuation procedures − Different scenarios (jungle, desert, polar or mountainous regions) − Review of case studies	− Hands-on exercises with the equipment used on preparing the cabin for an emergency landing − Hands-on exercises on the use of evacuation means − Hands-on exercises on the use of survival equipment − Simulated exercises on preparing for an emergency on land or on water − Simulated evacuation exercises	- None, all elements are critical
Flight or cabin crew member incapacitation	− Procedures in case of flight or cabin crew member incapacitation − Flight deck oxygen system	− Exercises on the operation of flight deck seats, belts, harnesses and oxygen equipment − Hands-on exercises on the delivery of first aid	− Simulated exercises on crew member incapacitation (use of belt and harness)
Crew resource management (CRM)	− Stress, fatigue, and Surveillance − Workload management − Situational awareness − Cabin crew safety reporting (including proactive hazard identification) − Case studies − - Review of operator's recent accidents or incidents	− Not applicable/ covered in online training	− May be expanded in another training cycle

| Aviation security | – Unruly or disruptive passengers:
• Disruptive or disturbing behavior
• Legal aspects
• Levels of threat and procedures in each case
• Follow-up of the incident Security preventive measures:
• Emerging threats and Security measures Weaknesses and security measures
• Search procedures
• Hijacking:
• Flight deck access control
• Cyber security
• Hijacking scenarios, statistics, and procedures | – Exercises on the use of non-lethal protective devices assigned to the crew (as authorized by the LYCAA) | – Hands-on exercises on personal defence
– Simulated exercises with unruly or disruptive passengers where the cabin crew member applies the operator's procedures
– Hands-on exercises on bomb search in the aircraft and location procedures
– Simulated exercises on various threats and the execution of procedures |

10. COVID-19 SPECIFIC TRAINING

10.1. The operator shall assess the need to provide specific training to the cabin crew on the new procedures and temporary measures related to the COVID-19 pandemic.

10.2. To this end, the operator may incorporate an online training module to address the specific changes in its procedures as a result of the health protocols in force due to COVID-19 (as shown in Table 2), to be updated as needed.

10.3. The operator shall also establish formal means to communicate information related to COVID-19, such as safety bulletins.

Table 2 – Content of the COVID-19-specific online training programme

TOPIC	COVID-19- SPECIFIC ONLINE TRAINING PROGRAMME
On-board safety Demonstration (live)	Considerations on use: – Modifications in, or restrictions on, the use of emergency equipment during on-board demonstration (do not don life jacket or oxygen mask)
On-board safety Demonstration (live or video)	Considerations on use: – Use of oxygen mask in case of depressurization when passengers are using personal protective equipment (PPE) – Donning life jacket when using face mask or goggles as part of PPE
PPE requirements for cabin crew	Training considerations: – Appropriate use of PPE, when to use it or remove it – Use or removal when in a passenger seat or in a rest area – Use or removal during decompression, first aid, firefighting – Appropriate disposal of PPE
PPE requirements for passengers	Training considerations: – Safety demonstration, when to use or remove PPE – Appropriate disposal of PPE – PPE types allowed on board

Pandemic-related operational requirements	Training considerations: – Carry-on baggage allowed – Variations in flight time, duty period and rest period limitations – Restrictions on the use of lavatories on board, reservation of Lavatories for the crew – Crew eating area and procedures – Crew rest area – Quarantine area on board the aircraft – Use of thermometers and passenger temperature checks (if required by the State) – Physical distancing monitoring, avoid crowding in galleys – Limited access to the flight deck – Procedures in the event of a suspected case of COVID-19 on board
Transport of cargo in the passenger cabin	Additional training considerations: – Additional firefighting and other equipment – Additional or different types of firefighting equipment in accordance With the cargo being transported – Removal of cargo restraints in case of fire – Cabin surveillance – Segregation of non-essential cabin or galley equipment
Pandemic-related events with unruly or disruptive passengers	Special training considerations: – Increased passenger stress due to new airport procedures, restrictions and the new flight experience – Abrupt reactions for fear of infection – Passengers refusing to meet health requirements, such as the use of PPE – Reducing the intensity of conflicts with or between passengers

11. APPROVAL BY THE CAA

11.1. The operator will submit to the approval of the CAA the required modifications to its training programme in order to address the situation generated by the pandemic.

11.2. In order to approve the operator's recurrent training syllabus for online training, the CAA will assess the following elements:

(A) The content of the training module(s);

(B) The training and digital training experience of the operator (including technical expertise of cabin crew members);

(C) The assignment of modules;

(D) The method to be used for satisfactory completion of a module;

(E) Use of progress evaluations (for example, questions during training) to ensure that topics are understood by cabin crew members;

(F) Evaluation methods (supervised in a classroom with physical distancing, unsupervised online);

(G) Recording forms or documentation;

(H) Capacity of cabin crew to access network connection;

(I) Time assigned for completing training;

(J) Design of question and answer modules to ensure comprehension of topics;

(K) Design or amendment to the operator's approved recurrent training cycle (up to 36 months);

(L) Operator's risk assessment and applicable mitigation measures.

12. OPERATOR'S PLAN FOR RESUMING NORMAL OPERATIONS

12.1. The operator's plan for resuming normal operations must manage the successful completion of recurrent training by cabin crew members, as approved in its training programme prior to the granting of the exemption, and completed as soon as such exemption expires.

12.2. Given the complexity of the process, the following is required: management of a gradual resumption plan, strict control of training records, and appropriate hazard identification and risk management.

12.3. The plan for resuming normal operations must include:

(A) Recurrent training of cabin crew members whose qualifications in the aircraft type have expired.

(B) Adherence to health protocols when reopening training facilities, including:

    i. Provision of hygiene and safety materials (alcohol, liquid soap, face masks, Thermometers, etc.);

    ii. Actions for reviewing and maintaining hygiene in facilities (cleaning protocols and records);

    iii. Identification of risk factors for people with existing medical conditions (crew members, inspectors, administrative personnel); and

    iv. Guaranteeing the required minimum physical distancing inside the facilities.

(C) Change management processes for hazard identification and management, including, but not limited to:

    i. National health measures to prevent the spread of COVID-19;

    ii. Accumulation of multiple exemptions;

    iii. lack of financial resources;

    iv. Temporary unavailability of operator's key management staff;