**ACCEPTALE MEANS OF COMPLIANCE**

**(AMC)**

**&**

**GUIDANCE MATERIEL**

**(GM)**

**ANNEX V**

**(PARTIE CC)**

**LICENCES DES MEMBRES D’ÉQUIPAGES DE CONDUITE**

**AMC/GM - PARTIE CC**

**LISTE DES PAGES EFFECTIVES**

| **Chapitre** | **Page** | **N°d’édition** | **Date d’édition** | **N°de révision** | **Date de révision** |
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**LISTE DES AMENDEMENTS**

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**TABLE DES MATIÈRES**

**AMC1 Appendix 1 to Part-CC (3) Page**

Formation initiale et examen

Initial training course and examination 7

**APPENDIX TO ANNEX V**

**APPENDIX 1 à la Partie-CC - Formation initiale et examen**

**PROGRAMME DE FORMATION**

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**AMC1 Appendix 1 to Part-CC (3) Initial training course and examination**

The CRM training table recapitulates all elements relevant to CRM training for cabin crew, specifying the following:

(a) The elements of the introductory course on CRM required for the cabin crew initial training course, where ‘in-depth’ means a training that should be instructional or interactive in style taking full advantage of group discussions, team task analysis, team task simulation, etc., for the acquisition of knowledge, skills and attitudes.

(b) The elements identified as ‘not required’ for the cabin crew initial training are listed for information as they are covered during other training in accordance with the applicable requirements of Annex III (Part-ORO) to CEMAC Regulation (AC) No XXX/2022

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| **CRM TRAINING TABLE** | **INTRODUCTORY COURSE CRM** |
| **TRAINING ELEMENT** |
| **GENERAL PRINCIPALS** | |
| Human factors in aviation;  General instructions on CRM principles and objectives;  Human performance and limitations;  Threat and error management. | In-depth |
| **Relevant to the individual cabin crew member** | |
| Personality awareness, human error and reliability, attitudes and behaviours, self-assessment and self-critique;  Stress and stress management.  Fatigue and vigilance;  Assertiveness; situation awareness, information acquisition and processing | In-depth |
| **Relevant to the entire aircraft crew** |  |
| Shared situation awareness, shared information acquisition and processing;  Workload management;  Effective communication and coordination between all crew members including the flight crew as well as inexperienced cabin crew members;  Leadership, cooperation, synergy, delegation, decision-making, actions;  Resilience development; Surprise and startle effect; Cultural differences;  Identification and management of passenger human factors: crowd control,passenger stress, conflict management, medical factors. | Not required  (covered under CRM training  required by Part-ORO |
| Specifics related to aircraft types (narrow-/wide-bodied, single-/multi-deck), flight crew and cabin crew composition and number of passengers |
| **Relevant to the operator and the organisation (principles)** | |
| Operator’s safety culture and company culture, standard operating  procedures (SOPs), organisational factors, factors linked to the type of  operations;  Effective communication and coordination with other operational personnel  and ground services;  Participation in cabin safety incident and accident reporting | Not required  (covered under CRM training  required by Part-ORO) |
| Case studies |  |
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