



Australian Government
Civil Aviation Safety Authority

CABIN SAFETY SUPERVISORY PERSONNEL GUIDE



WHO THIS GUIDE IS FOR:

- air transport operators (operators) who employ, train and manage cabin safety supervisory personnel
- cabin safety supervisory personnel within air transport operations who are responsible for cabin safety and managing, training and checking cabin crew.

Air transport operators are required to establish and maintain an organisational structure to effectively manage their operation, considering its size, nature, and complexity. They should define and document accountabilities, authorities, and responsibilities of people they employ.

This guide contains broad advice and information about the responsibilities of, and qualifications required for different types of cabin safety supervisory personnel. This information can help operators identify and select appropriate cabin safety supervisory personnel for their operation.

It is not a full description of the regulations and duties for cabin safety supervisory personnel, or of air transport and cabin safety.

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INTRODUCTION

Cabin safety is more than giving a safety demonstration before each flight. Cabin safety helps to minimise risks or threats, prevent accidents, protect passengers and crew, and ensure high levels of confidence in aircraft cabin safety.

As cabin crew and cabin safety are an integral part of an air transport operational safety system, it is important that cabin safety supervisory personnel have the required knowledge and skills to effectively oversee this part of the operation.

While these supervisory roles carry high levels of responsibility, they can be greatly rewarding and directly contribute to Australia's aviation safety record, which is one of the best in the world.



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CABIN SAFETY SUPERVISORY PERSONNEL

Each air transport operation will have different cabin safety supervisory needs, depending on their organisational structure, size, nature, and complexity.

Once all cabin safety functions necessary to meet operational requirements are identified, categories of supervisory personnel can be determined. Carrying out a task analysis will help work out these categories.

Common categories are listed below. This is not an exhaustive list. Operators may also use different position titles.

- Cabin Crew Manager.
- Cabin Crew Training Manager.
- Safety and Emergency Procedures (SEP) Instructor.
- Cabin Crew Trainer.
- Cabin Crew Checker.

Having identified the categories of supervisory personnel needed, the required numbers in each category can be

determined by looking at the volume of tasks assigned to each. Operator needs to ensure they have sufficient, suitably qualified and experienced personnel for their operation's activities.

Personnel appointed to supervisory positions should be provided appropriate training. For some positions, such as Cabin Crew Manager, this may take the form of familiarisation training with the previous manager or other key personnel within the operator's organisation. For training and checking personnel, the training may be more structured involving instruction, observation, audit of other trainers and checkers, and supervised on-the-job-training.

One person may hold more than one supervisory role. For example, the Cabin Crew Training Manager may also be an SEP Instructor, or one person may carry out Cabin Crew Training and Checking activities. In these instances, the person should be trained for each role separately and understand the difference between each role.



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Operators should also make sure they can replace cabin safety supervisory personnel during periods of absence or where they can't carry out their responsibilities for any reason.

Replacement personnel should be:

- recruited using the same selection criteria as for people in supervisory positions
- included on communication relevant to the position
- provided opportunities to perform the duties of the role so they are capable of filling the position at short notice.

Cabin safety supervisory personnel responsibilities and qualifications

The following sections of the guide provide an overview of the types of duties and responsibilities for cabin safety supervisory personnel. They also outline qualifications that operators may wish to consider when establishing and employing supervisory personnel.

Anyone wishing to hold a cabin supervisory position should possess role-specific technical skills and experience. Strong management experience, communication and people skills will ensure they can perform effectively in the role and advance cabin and air safety.

CABIN CREW MANAGER RESPONSIBILITIES

Cabin Crew Managers are generally responsible for managing all cabin crew and cabin safety operational requirements.

Their main duties and responsibilities are to:

- implement strategic initiatives at the operational level
- manage operational requirements at each cabin crew base
- establish a strong safety culture for their staff and cabin crew
- make sure staff and cabin crew follow workplace health and safety regulations
- recruit, supervise and manage their staff and cabin crew
- effectively lead and communicate
- cultivate and/or maintain effective relationships with internal and external stakeholders.

Cabin Crew Managers also perform various procedural and administrative duties, including:

- chairing and/or attending requisite committees/action groups
- processing safety occurrence and inflight service reports
- monitoring and/or re-designing cabin crew systems
- maintaining and regularly auditing cabin crew records
- helping with internal and external safety audits or investigations
- carrying out corporate emergency response plan responsibilities
- ensuring there is a process for delegating responsibilities to another qualified individual in their absence.

Cabin Crew Manager qualifications

Tertiary qualifications in aviation management can be beneficial for Cabin Crew Managers. Otherwise they should have at least 5 years' experience as a line operational cabin crew member. Cabin Crew Managers should also hold cabin standards and/or training and checking roles.

Other skills and attributes that successful Cabin Crew Managers have are below.

- Knowledge of, and experience in, quality assurance programs and safety investigation.
- Strong interpersonal, communication and stakeholder liaison skills.
- Commercial acumen and ability to work effectively in high-pressure environments.
- Staff management experience.

Finally, Cabin Crew Managers should be familiar with these administrative and procedural requirements for their position.

- Knowledge of company operations and aircraft documentation.
- Knowledge of relevant workplace health and safety legislation and safety management systems, including fatigue risk management and other human factors that can impact safety.
- Knowledge of, and experience with, cabin crew rostering practices and systems.
- Authoring operational manuals and document control.
- Maintaining crew training records.

Cabin Crew Training Manager responsibilities

Cabin Crew Training Managers implement qualitative training programs and develop proficient cabin crew.

Their main duties and responsibilities are to:

- ensure the operator and any external training providers meet regulations, policies, procedures, and standards – this should be done by conducting audits and evaluations, and recommending and following up on corrective actions plans
- contribute to developing and/or improving safety and emergency procedures
- supervise and manage training and checking personnel
- liaise with CASA and stakeholders such as flight operations, engineering and safety systems, to meet crew training objectives.

They also perform various procedural and administrative duties, including:

- maintaining, updating and/or improving training procedures and material for training and checking personnel
- developing cabin safety training manuals, programming, course material, and directives and notices using legislative knowledge and operational standards
- assuring training equipment and facilities so they meet required standards
- conducting risk assessments to support required change for cabin safety and operating standards, training programs and operators' projects
- maintaining and auditing cabin crew training records
- ensuring a process for delegating responsibilities to another qualified person in their absence.



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Cabin Crew Training Manager qualifications

Cabin Crew Training Managers should have formal workplace training and assessment qualifications. They should also have recent cabin crew training, checking and management experience, and safety and emergency procedure instruction experience.

Tertiary qualifications in aviation management and a teaching qualification would be beneficial, as well as the following skills and attributes.

- Experience in cabin safety training standards.
- Change and safety management, quality assurance and safety investigation expertise.
- Lateral thinking, analytical and conceptual problem solving and decision-making skills.
- Strong interpersonal, communication and stakeholder liaison skills.

Administrative and procedural experience, as outlined below, is also recommended for Cabin Crew Training Managers positions.

- Knowledge of regulatory requirements, company operations, aircraft fleet and associated documentation.
- Ability to develop effective training programs and material.
- Sound knowledge of safety and emergency procedures and human factors/non-technical skills as they relate to the operator.
- Familiarity with cabin crew rostering practices and systems.

SAFETY AND EMERGENCY PROCEDURES (SEP) INSTRUCTOR RESPONSIBILITIES

Safety and Emergency Procedures (SEP) Instructors are responsible for training in, and checking of safety and emergency equipment and procedures. They instruct and assess crew competency in line with the operator training and checking system.

These Instructors carry out the following duties.

- Preparing an effective training environment and training/assessing in line with legislative, operator and course work requirements.
- Supporting or providing remedial training or guidance to trainees or crew members, as required.
- Ensuring all trainees and crew members are assessed and certified, in accordance with documented provisions.

- Developing and/or delivering effective training material using all available media.
- Using feedback to continuously improve all aspects of instructor performance, course training and assessment.

Safety and Emergency Procedures (SEP) Instructor qualifications

SEP Instructors will typically need to:

- hold a recognised qualification in workplace training and assessment
- have a minimum of 2 years' experience operating as cabin crew
- have at least 12 months experience as a supervisory crew member.

They should be able to work in a small team environment, understand operator safety management system and safety and emergency procedures, and conduct risk assessments.



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The following skills and knowledge are also useful.

- Aircraft-specific knowledge.
- Strong interpersonal, communication and stakeholder liaison skills.
- Knowledge of relevant civil aviation legislation, operator training manuals, training standards, recommendations from accident investigative body reports and audit corrective actions.
- Knowledge of workplace health and safety requirements to manage the safety of the training environment.

CABIN CREW TRAINER AND CHECKER RESPONSIBILITIES

Cabin Crew Trainers and Checkers accurately and consistently line train and assess (i.e. check) cabin crew competency. They may also be assigned ground training duties.

Line training ensures a cabin crew member can apply the procedures and skills learned during ground training in an operational environment. Line checks test crew members' ability to perform line operational safety duties and responsibilities specified in an operator's manual.

Cabin Crew Trainers and Checkers should understand required standards and be able to fairly and impartially assess an individual cabin crew member's performance.

While training and checking roles are separate, some of the skills and knowledge required are the same, so an individual can hold both. If they hold both roles, they need to understand and apply the different competencies accordingly.

Specific cabin crew trainer responsibilities include:

- line training cabin supervisors and crew, and other line trainers
- guiding, coaching and supporting all cabin crew
- recording training provided
- helping to develop cabin crew training programs.

Specific cabin crew checker responsibilities include:

- conducting clearance of line checks on cabin crew, trainers and checkers
- conducting conversion and annual line checks of cabin supervisors and crew
- conducting annual appraisals on line trainers and checkers
- guiding, coaching and supporting all cabin crew
- helping to develop cabin crew trainer and checker programs.

Cabin Crew Trainer and Checker qualifications

Cabin Crew Trainers and Checkers should understand the learning process and how to positively influence human behaviour. They should also be appropriately qualified in training, assessing, and maintaining crew competencies.

Operators may choose to conduct cabin crew training and checking internally or source them from external providers.

Where an operator chooses to select and train their own personnel, they should document:

- prerequisites
- selection criteria
- training and competency checks to become qualified
- recurrent training and checking to maintain competency.

Where training and checking personnel are sourced externally, the operator should have documented processes to make sure that:

- personnel have the required qualifications and experience to carry out their role
- there is a contract that sets out the scope of the training and checking
- the provider maintains knowledge currency
- the training and checking is conducted in accordance with the operator's system for course outlines, lesson plans, and competency criteria
- the provider has the most current manuals.

CASA approval is required if Cabin Crew Trainers and Checkers conduct training or checking of safety or emergency equipment. For any other cabin crew training and checking activities, operators may approve their own personnel.

In both cases, before being nominated to CASA for approval or appointed the position, candidates should successfully complete a formal competency assessment in the role.

Training and checking personnel should get refresher training and be re-assessed at prescribed intervals using an internal documented performance management process. This will help ensure consistent and standardised training and assessment in the organisation, and that trainers and checkers are up to date.

Training and checking personnel should also receive refresher training after a period of absenteeism. This makes sure that training and checking personnel are familiar with any changes to the training and checking system.

Changes can include course content, procedures, documentation, training modules, training equipment and facilities, and competency criteria.

Specific cabin crew training qualifications include:

- minimum 2 years' experience as a line operational cabin crew member
- minimum 12 months experience in a cabin supervisory position
- comprehensive understanding of safety standard operating procedures, safety management systems, and training and assessment processes
- aircraft-specific knowledge.

Specific cabin crew checking qualifications include:

- minimum 2 years' experience in a cabin supervisory position
- minimum 12 months experience as a line checker
- comprehensive understanding of safety standard operating procedures, safety management systems, and training and assessment processes
- aircraft-specific knowledge.

FURTHER INFORMATION

Cabin safety specific information can be found on the CASA website:

[casa.gov.au](https://www.casa.gov.au). This includes: Civil Aviation Safety Regulations (CASR); Manuals of Standards (MOS); Acceptable Means of Compliance (AMC)/Guidance Material (GM); Advisory Circulars (AC); and Cabin Safety Bulletins (CSB)

For further information, please contact us on 131 757 or visit the 'contact us' page on our website.

casa.gov.au

