



# OPERATIONS MANUAL PART D

## TRAINING

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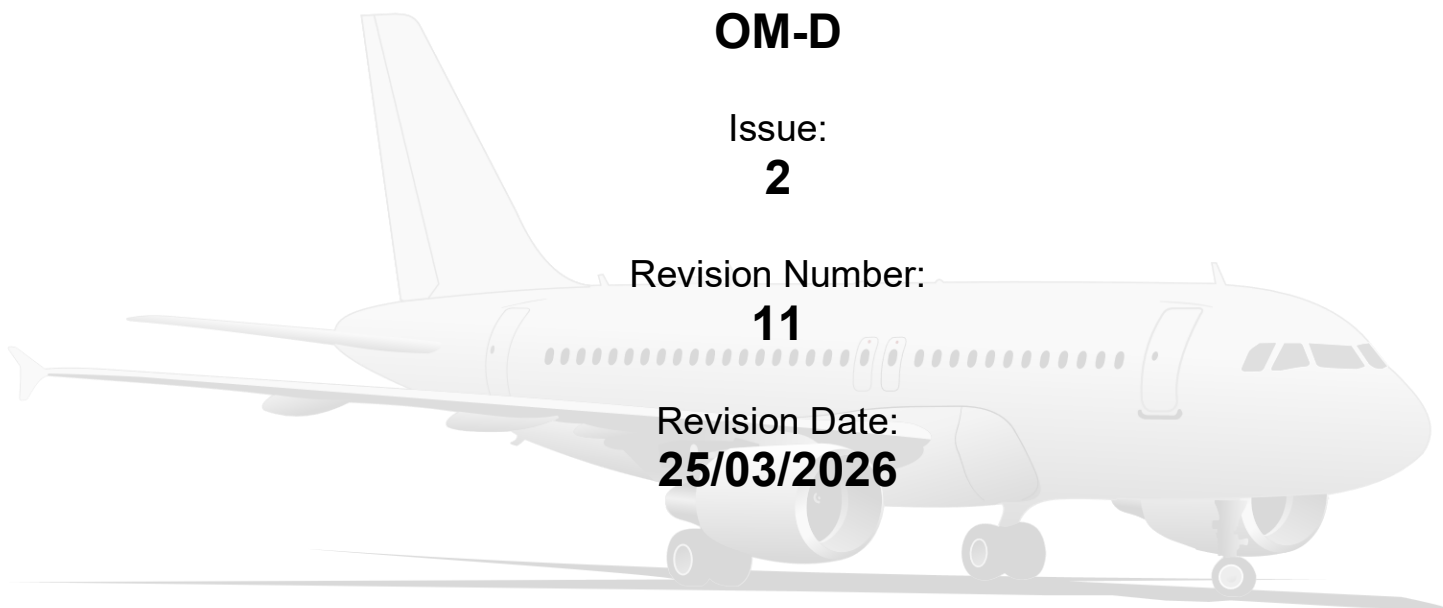
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| <br>A320/A321<br>OPERATIONS MANUAL PART D | <p style="text-align: center;"><b>PRELIMINARY PAGES</b></p> <p style="text-align: center;"><b>APPROVAL PAGE</b></p> |
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This page constitutes the approval page of the Operations Manual Part D of Fly2Sky JSC. Unless explicitly mentioned, it shall be signed by the Manual Responsible (MR) and stamped and countersigned by the Competent Authority upon approval. The Original signatures are present at the Flight Operations Department.

## **OM-D ISSUE 2**

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<sup>(1)</sup> Evolution code: N=New, R=Revised, E=Effectivity, M=Moved



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## ADMINISTRATION AND CONTROL OF PART D

### INTRODUCTION

#### 0-1-1 GENERAL

Applicable to: ALL

The Operations Manual Part D (OM-D) is issued in accordance with:

- Regulation (EU) 2018/1139 of the European Parliament and of the Council of 4 July 2018 on common rules in the field of civil aviation and establishing a European Union Aviation Safety Agency.
- Commission Regulation (EU) No. 965/2012 setting the requirements for rules of commercial air transport operations;
- Commission Regulation (EU) No. 1178/2011 as applicable;
- Commission Regulation (EU) No 748/2012 as applicable;
- Bulgarian CAA requirements;
- IATA - IOSA Standard Manual.

The OM-D is issued for the use of flight operations personnel and contains the details of all relevant training programs, policies, procedures, requirements and other guidance or information necessary to administer the Fly2Sky's Training Program.

The flight operations personnel training and evaluation program, which forms a part of this OM-D consists of ground and flight training to ensure that flight crew and cabin crew members are competent to perform their assigned duties and is approved by the Bulgarian CAA.

This Manual is for the use of each appointed member of the training staff. Electronic copies of the manual will also be made available to non-company personnel who may be authorized to carry out training on behalf of Fly2Sky. However, this manual is property of Fly2Sky. Responsible for the content in this manual is the Training Manager.

#### 0-1-2 PURPOSE

Applicable to: ALL

The purpose of this manual is to describe the Training Department's structure, functions and the responsibilities of all managerial and training staff, training quality system, procedures and processes, training and evaluation program, checklists, forms, and instructions used by trainees and the training personnel.



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#### 0-1-3 APPLICABILITY

Applicable to: ALL

The content of this manual applies whenever any training to operate aeroplanes listed on the Fly2Sky's AOC is required for commercial air transportation. The manual applies to Fly2Sky's staff, appointed to ensure that the training planning and the execution of the training of flight crew, cabin crew, flight dispatch or other operational personnel is carried out in accordance with the policies, processes and procedures prescribed in this manual as well as other requirements and applicable documentation.

#### 0-1-4 RESPONSIBILITY

Applicable to: ALL

This Manual is issued on the behalf of the Training Manager, who is responsible for all amendments to it, as required by Fly2Sky or by the CAA of Bulgaria.

All Training personnel are responsible to:

- Know and comply with the contents of the OM-D to the extent required to fulfil their training duties;
- Be in command of English to the extent required to understand; and
- Report of any details in the training procedures presented in the OM-D considered unsafe, unpractical or inconsistent with specified standards.

All holders of this manual are personally responsible for the revision status of this copy.

#### 0-1-5 SCOPE OF OPERATIONS MANUAL PART D

Applicable to: ALL

Company conversion, recurrent and upgrading training programs for flight crew, initial, conversion, recurrent, refresher and upgrading training programs for cabin crew, initial and recurrent training programs for flight dispatch specialists, and operational personnel training are described in this part of the OM.



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#### 0-1-6 MANUAL CHANGES

Applicable to: ALL

*Refer to: (GM1 ORO.GEN.130(b))*

Any change of this Manual requires prior approval from DG CAA Bulgaria.

*Refer to: OM-A 0-2 SYSTEM OF AMENDMENT AND REVISION*

#### 0-1-7 PRESENTATION AND CARRIAGE

Applicable to: ALL

The Operations Manual is presented in electronic version only. An electronic copy of Operations Manual Part D is available to the relevant Fly2Sky personnel via Centrik.

Information about Operations Manual Part D and other relevant Training Documentation revision are transferred to the respective Training and Flight Operations personnel as automatic e-mail notification when a new revision is published in Centrik.



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# **TRAINING AND CHECKING PERSONNEL**

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| 1.5.1 NOMINATED<br>INSTRUCTORS | A            | 1  | Add a new Instructors |
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## TRAINING AND CHECKING PERSONNEL

### GENERAL

#### 1-1-1 TRAINING PHILOSOPHY

Applicable to: ALL

*Refer to: [FLT 2.1.2], [FLT 2.2.9]*

Supporting people to develop to their full potential and ensuring they have the right skills for their role is essential in maintaining a high-performance culture. Fly2Sky provides significant training to each new entrant and ensures ongoing and recurrent training for its pilots, cabin crew and operational personnel to meet the airline's required standards.

The Training Manager, in cooperation with the Director Flight Operation and the Cabin Crew Training Manager, is responsible for determining the syllabi, contents and time scales for all training courses. He ensures that sufficient ground training courses are arranged to accommodate planned operations. He is also responsible for ensuring that sufficient training and checking staff are available to meet the training requirements. The use of standard training programs and checking scenarios guarantees the impartiality and objectivity of the training provided. Fly2Sky assures and guarantees that all the personnel involved in training and checking activities is not affected by the Company's management or any other external organization. In particular, the company guarantees the independence of the judgment of its examiners, which is not subject to any pressure. Fly2Sky rejects professional controls as activities to implement any kind of pressure on training personnel and examiners.

The Company schedules emergency and safety equipment training and evacuation training for flight crew to take place in conjunction with cabin crew. Emphasis is placed on coordinated procedures and two-way communication between the flight deck and the cabin. The Company ensures flight crew members participate in joint training activities or exercises with cabin crew members for purpose of enhancing on board coordination and mutual understanding of human factors involved in addressing emergency situations and security threats. Such training is completed during initial ground training and subsequently during recurrent training once every 36 months. The Company also provides combined CRM training between flight crew and cabin crew.

#### **OBJECTIVES AND PURPOSE**

The training of Fly2Sky flight and cabin crews is performed according to Bulgarian CAA requirements that meet the Air OPS and Part-FCL regulations in addition to the IOSA standards and recommend practices. The training is completed in accordance with the policies and procedures as well as the standards of performance for flight crews, cabin crews and operations personnel as described in the Operations Manual.

The general guidelines or philosophy of the training is pointed out in the 5 principles of Training Manager, which are:

- The training is uncompromisingly dedicated to the paramount aim of flight safety;
- The training is intended to be accomplished through the company's resources. If it is outsourced or performed in collaboration with partners, the Training Department determines its content and results, subject to approval by the Bulgarian CAA;
- The practical needs and market requirements must drive training;
- The training must consider both human and technical aspects of the profession in a well-balanced manner;
- The training must be efficient and effective. Subcontracted training performed by approved providers is described in relevant sections of this manual for flight, cabin, and other operational personnel.

### **PROVISION OF TRAINING AND CHECKING**

*Refer to: (ORO.FC.145), (AMC1 ORO.FC.145(b)), (ORO.FC.146), (AMC1 ORO.FC.145(a)), (AMC1 ORO.FC.145(g))*

All the training described in this Manual shall be conducted:

- In accordance with the training programs and syllabi established in this manual;
- By appropriately qualified personnel.

In the case of flight and flight simulation training, checking and assessment, the personnel that provide the training and conduct the checking or assessment shall be qualified in accordance with Annex I (Part- FCL) to Regulation (EU) No 1178/2011. Additionally, the personnel providing training and conducting checking towards specialised operations shall be suitably qualified for the relevant operation.

In establishing the training programs and syllabi, Fly2Sky includes the relevant elements defined in the mandatory part of the operational suitability data established in accordance with Regulation (EU) No 748/2012. Furthermore, when developing the training programs and syllabi, Fly2Sky includes the non-mandatory (recommendation) elements for the relevant type that are provided in the operational suitability data established in accordance with Commission Regulation (EU) No 748/2012.

In the case of flight and flight simulation training, checking and assessment, the personnel that provide the training and conduct the checking or assessment shall be qualified in accordance with Annex I (Part- FCL) to Regulation (EU) No 1178/2011. Additionally, the

personnel providing training and conducting checking towards specialised operations shall be suitably qualified for the relevant operation.

All simulated aircraft, weather and environmental conditions are standardised and appropriate for the training/evaluation(examination) being administered. Airplane and/or flight simulator recurrent training comprises as minimum:

- LOFT normal operating procedures;
- CRM training;
- Non-normal procedures (Simulator only);
- OPC Recurrent check;
- Difference training on variant;
- Line Check.

## VALIDITY PERIOD OF RECURRENT ASSESSMENT, TRAINING AND CHECKING

Fly2Sky monitors the validity of each recurrent training and checking. The validity periods required in this Manual shall be counted from the end of the month in which the recency, training or check was completed.

When the recency, training or check is completed within the last 3 months of the validity period, the new validity period should be counted from the original expiry date.

**Note:** *Notwithstanding the above, the revalidation of CRM instructor and EBT instructor qualifications should follow the procedures of this manual.*

When the recency, training or check is completed before the last 3 months of the validity period, the new validity period should be counted from the end of the month when the recency, training or check was completed and not from the original expiry date.

## TRAINING AND CHECKING PROGRAMS AND SYLLABI

*Refer to: (AMC1 ORO.FC.145(a))*

Training and checking programs and syllabi shall include as a minimum:

- When training and checking take place during the same session, the distinction between the two;
- A list of the items covered;
- The minimum time allocation (duration);

- The means of delivery (e.g. FSTD, OTD, computer-based, VR, etc.);
- The personnel providing the training and conducting the checks.

Further details on the training and checking programs and syllabi shall be included in the operations manual depending on the complexity of the operations (e.g. further contextualisation of the training programme, details of the airport in which some items will be covered, time allocation to brief and debrief, whether the item to be trained is a legal requirement or an SMS item, etc.).

## FSTD

*Refer to: (AMC1 ORO.FC.145(d)), (AMC2 ORO.FC.145(d))*

Before the operator extracts the data from an FSTD that can be related to a pilot, it shall develop a data access and security policy.

Availability and accessibility of FSTD used in this manual means the following:

- Available FSTD refers to any flight simulation training device (FSTD) that is vacant for use by the FSTD operator or by the customers irrespective of any time consideration.
- Accessible refers to a device that can be used by the operator to conduct training or checking pertaining to this Subpart, and by the nominated person conducting the training or checking.

More information on these definitions can be found in Part-FCL of Regulation (EU) No 1178/2011.

Fly2Sky classifies any differences between the aircraft and FFS in accordance with the Air Transport Association (ATA) chapters in a separate document called “Aircraft and FSTD Differences” available on Centrik with the following compliance levels:

- Level A differences:
  - No influence on flight characteristics;
  - No influence on procedures (normal and/or abnormal);
  - Differences in presentation; and
  - Differences in operation.

Method: Self-instruction via the operations manual or flight crew information.



- Level B differences:

- No influence on flight characteristics;
- Influence on procedures (normal and/or abnormal); and
- Possible differences in presentation and operation.

Method: Flight crew information, computer-based training, system device training or special instruction by instructor.

- Level C differences:

- Influence on flight characteristics;
- Influence on procedures (normal and/or abnormal); and
- Eventually differences in presentation and operation.

Method: Special instruction by instructor, a selected partial training on another FSTD or aircraft or a waiver because of previous experience, special instruction or training program.

- Level D differences:

- Influence on flight characteristics; and/or
- Influence on procedures (normal and/or abnormal); and/or
- Differences in presentation and/or operation; and
- FSTD is level D qualified and is used for zero flight-time training (ZFTT).

Method: A specified partial training on another FSTD or aircraft or a waiver because of previous experience, special instruction or training program.

### 1-1-2 TRAINING EQUIPMENT AND DEVICES

Applicable to: ALL

*Refer to: [FLT 2.1.45]*

All training equipment, facilities, devices, and course materials (whether owned or subcontracted) used for training and evaluation by the Company shall have the applicable required certification and approval or acceptance by the Bulgarian CAA. It must meet the required Company qualification and performance standards.

Furthermore, all training equipment, devices (including mock-ups, flight simulator training devices) and course materials used for training and evaluation by the Company must reasonably reflect the applicable fleet's configuration.

Operational level of differences in operating and training capability of the equipment must be identified based on the affected skills, abilities and knowledge required. Differences in equipment configuration must be identified in the training material and briefed and/or trained appropriately. Internal quality control audits are performed to monitor the quality of training provided by Fly2Sky or any third-party providers to ensure that the company's performance standards are met.

### **TRAINING FACILITIES**

The Training Manager provides information regarding the training facilities to the instructors or examiners prior to utilisation. Such information includes but is not limited to:

- Address;
- Contacts;
- Security procedures;
- Meeting point;
- Training documentation location;
- Devices available, etc.

This information is available to the instructors and examiners in Centrik. A differences level review is included in the standard FSTD briefing performed before each simulator session. The TQ1 - Training Centre Information Report is to be used for the assessment.

### **FLIGHT SIMULATOR AND TRAINING DEVICES (FSTD)**

*Refer to: (ORO.FC.145), (AMC1 ORO.FC.145(d))*

The training and checking programs, including syllabi and the use of the means to deliver the program such as individual flight simulation training devices (FSTDs) and other training solutions, shall be approved by the Bulgarian CAA. The FSTD used to meet the requirements of this manual shall be qualified in accordance with Regulation (EU) No 1178/2011 and it shall replicate the aircraft used by the operator, as far as practicable. Differences between the FSTD and the aircraft shall be documented and addressed through the Centrik system, with a validity of six months, and published to pilots before each recurrent training cycle. A comprehensive briefing and review shall be conducted by the TRI/TRE prior to the FSTD training and check session. *Refer to: fly2sky.centrik.net / Documents / Flight OPS / Training Matters / DIFFERENCES BETWEEN THE AIRCRAFT AND FSTD*

A monitoring system is established to monitor changes to the FSTD and ensure that those changes do not affect the adequacy of the training programs. All FSTD are evaluated by the Training Manager before first use and subsequently every 12 months.

FSTD providers shall have a contractual obligation to inform the Training Manager of any change in the FSTD configuration or equipment that may affect the provision of training. Furthermore, they must immediately communicate any suspension or revocation of FSTD approval. The Training Manager shall inform the Bulgarian CAA of any change that may affect the approval for using the FSTD. All contracts and reports are stored by the Training Coordinator for the validity period and 12 months after that.

## **FSTD APPROVAL PROCESS**

The FSTD evaluation process includes the following steps:

- The FSTD operator is requested to provide Certificate of Approval of the FSTD and the last evaluation report;
- After positive examination of approval documentation, the Training Manager plans an evaluation audit in coordination with the FSTD operator;
- Evaluation is performed according to the checklist and instruction reported on an internal form called TQ2;
- At the completion of the evaluation and after the closure of any raised finding, an amended revision of the OM-D is forwarded to the Bulgarian CAA for approval together with a copy of the following:
  - Evaluation Report (Form TQ2);
  - FSTD approval certificate; and
  - Any other document requested by the authority.
- After the OM-D approval by the Bulgarian CAA, the FSTD may be used for training and checking. A copy of Form TQ2 is uploaded to Centrik.

## **FSTD MONITORING SYSTEM**

Compliance of FSTD is monitored by the Training Manager throughout:

- Collecting feedback from the instructors and examiners; and
- Evaluating the FSTD with Form TQ2 every 12 months.

If significant non-compliance is raised during the monitoring process, the Bulgarian CAA shall be informed, and the list of approved FSTD amended.

## **OTHER TRAINING DEVICES (OTD)**

*Refer to: (AMC1 ORO.CC.115(c))*

Other Training Devices (OTD) are assessed, taking into account that the device may be used to train flight and cabin crew as an alternative to the use of the actual aircraft or required equipment and that those items relevant to the training and checking intended to be given accurately represent the aircraft or equipment in the following particulars:

- The layout of the cabin in relation to doors/exits, galley areas and safety and emergency equipment stowage as relevant;
- Type and location of passenger seats and cabin crew stations;
- Doors/exits in all modes of operation, particularly in relation to the method of operation, mass and balance and operating forces, including failure of power-assist systems where fitted; and
- Safety and emergency equipment of the type provided in the aircraft (such equipment may be 'training use only' items and, for oxygen and protective breathing equipment, units charged with or without oxygen may be used).

Classroom arrangements, swimming pool, training equipment (PBE, life vest, oxygen bottle, etc.) are considered at the same level of OTD and follow the same initial and recurrent qualification process. All OTD are evaluated by the Training Manager, Cabin Operation Manager or a delegate before utilisation and subsequently every 12 months.

TC7 - Training Arrangement Evaluation Form is the form to be used. All reports are stored by the Training Coordinator for 3 years.

## **COMPUTER BASED TRAINING (CBT)**

*Refer to: (AMC1 ORO.FC.220), [FLT 2.1.4], [FLT 2.1.28]*

Subcontracted Distance Learning Training Modules (CBT) follow the same procedure of evaluations as any subcontractor. The Training Manager evaluates all modules before utilisation as a substitute for class training and subsequently every 12 months.

Evaluation includes but is not limited to the following elements:

- Information about provider;
- Training and checking capability;
- Personnel to whom training may be addressed.

- Compliance of syllabus with applicable regulations
- Supporting documentation
- Furthermore, they must provide the possibility of:
- Monitoring and recording crew results
- Evaluation of results of pass or fail.

TQ3 is the form to be used. All reports are stored by the Training Coordinator for 3 years.

### **1-1-3 SUBCONTRACTING**

Applicable to: ALL

Fly2Sky may subcontract training. However, the ultimate responsibility for the training provided by the subcontractor always remains with Fly2Sky. The subcontractor has the necessary authorisation/approval when required and commands the resources and competence to perform the training.

The Training Manager has the ultimate responsibility for subcontracting. The Training Manager informs the subcontractor about the number of participants, training sessions and when the training sessions will take place.

#### **PROCESS FOR SUBCONTRACTING**

Fly2Sky ensures that all training activities are standard to Air OPS and IOSA and meet the Bulgarian CAA requirements. The Training Manager is responsible for all training aspects. All training aspects are specified in the subcontractor's agreement and shall be communicated to the concerned subcontractor.

Before Fly2Sky signs an agreement with a sub-contractor, a list of suitable candidates is prepared by the Training Coordinator based on the following candidate's information:

- Certifications, authorizations and approvals;
- Type and quality of facilities;
- Qualifications of personnel;
- Quality Standard;
- Any other useful element according to service subcontracted.

Before Fly2Sky initiates the evaluation process, the subcontractor must be informed about all Fly2Sky requirements, standards and specifications, and the contents of the Fly2Sky training syllabi must be discussed in detail.



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## TRAINING AND CHECKING PERSONNEL

### GENERAL

The Training Manager selects from the list of suitable candidates for sub-contracting training activities, one or more, for an in-depth assessment of the capabilities and quality to be provided by the training organization.

After the initial assessment, one or more subcontractor is requested to propose the required training. Fly2Sky determines which subcontractor meets his requirements. The contents and detailed specifications of the training shall be specified in a contract.

### 1-1-4 TRAINING COURSES

Applicable to: ALL

*Refer to: (AMC3 ORO.FC.230), [FLT 2.1.3]*

Training courses are developed to prepare Fly2Sky crews to cope with normal, abnormal, and emergencies at the highest possible safety level. All regulatory requirements are strictly adhered to, and an overlook of best practices, recommendations and guidelines arising from manufacturers, organizations and authorities is constantly maintained.

Fly2Sky ensures that training programs include the relevant de-identified feedback from the management system, including occurrence reporting and flight data monitoring programs.

Special attention is dedicated to internal recommendations coming from:

- SRB Safety Review Board;
- SAG Safety Action Group;
- ISM Instructor Standardization Meeting;
- SOP Meeting; and
- Pilots' Performance Evaluation.

Training courses are constantly updated to reflect:

- New policies, rules, instructions and procedures; and
- New aircraft types or variant, systems and fleet modifications/upgrades.

The relevant detailed syllabi are listed in this document.

## **APPROVED COURSES – FLIGHT CREW**

Fly2Sky training includes:

- Flight Crew CRM Training (*ORO.FC.115*), (*ORO.FC.215*)
- Flight Crew CRM Trainer Training (*AMC2 ORO.FC.146*)
- Operator Conversion Training (*ORO.FC.120*), (*ORO.FC.220*)
- Low visibility Operations (*SPA.LVO.120*)
- Difference Training and Familiarisation Training (*ORO.FC.125*)
- Recurrent Training and Checking (*ORO.FC.130*), (*ORO.FC.230*)
- Pilot Qualification to operate in either Pilot's seat (*ORO.FC.135*), (*ORO.FC.235*)
- Operation of more than a variant (*ORO.FC.140*), (*ORO.FC.240*)
- Designation as Commander Training (*ORO.FC.105*), (*ORO.FC.205*)
- Route and Aerodrome Competence Qualification Training (*ORO.FC.105*)
- Security training for Crew Members (*AMC1 ORO.GEN.110(a)*)
- Additional Training:
  - A321 Familiarisation
  - ACAS/TCAS 7.1
  - Aviation Security Module 8
  - Aviation Security Module 9
  - Dangerous Goods - Carry for Flight Crew
  - EGPWS and CFIT Training
  - Electronic Flight Bag (EFB)
  - Fatigue Risk Management (FRM)
  - Incapacitation of a Flight Crew Member
  - NAT HLA, MNPS
  - Recurrent Cycle
  - Reduced Vertical Separation Minimum (RVSM)
  - Safety Management System (SMS)
  - Upset Prevention and Recovery Training (UPRT)
  - Volcanic Ash Operations



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## TRAINING AND CHECKING PERSONNEL

### GENERAL

#### **APPROVED COURSES – CABIN CREW**

Fly2Sky training includes:

- Operator Conversion Training (ORO.CC.125)
- Differences Training (ORO.CC.130)
- Familiarisation Training (ORO.CC.135)
- Recurrent Training (ORO.CC.140)
- Refresher Training (ORO.CC.145)
- Cabin Crew CRM Training (AMC1 ORO.CC.115(e))
- Cabin Crew CRM Trainer Training (AMC3 ORO.CC.115(e))
- Senior Cabin Crew Member Training (ORO.CC.200)
- Operations of more than one variant (ORO.CC.250)
- Security training for crew members (AMC1 ORO.GEN.110(a))
- Additional Training:
  - Dangerous Goods - Carry for Cabin Crew
  - Fatigue Risk Management (FRM)

#### **APPROVED COURSES – OPERATIONS PERSONNEL**

*Refer to: OM-D 2-3 OPERATIONS CONTROL (OCC) PERSONNEL*





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OPERATIONS MANUAL PART D

## TRAINING AND CHECKING PERSONNEL ORGANISATION

### 1-2-1 ; 1-2-2 NOMINATED POST HOLDERS AND DEPUTIES

Applicable to: ALL

*Refer to: OM-A 1-2-7 NAMES OF THE NOMINATED POSTHOLDERS*

### 1-2-3 TRAINING COORDINATOR

Applicable to: ALL

#### **DUTIES AND RESPONSIBILITY**

The Training Coordinator provides necessary support to Crew Training in a matter of training process, supervision and follow up. His/her responsibilities are as follows:

- Follows up the training progress and checks training completion or if applicable, any additional training necessity;
- Files and maintains Flight and Cabin Crew Training records in Centrik;
- Creates, manages and archives the Flight and Cabin Crew Training files as appropriate;
- Grants an adequate access to the personal training files;
- Ensures the correct use of the training records and supervises the processes after training completion;
- Ensure that the DFO and Training Manager are informed about any failed checks/tests, or any other problem with training validity;
- Informs the crew planning of any changes and restrictions as necessary;
- Makes an appropriate identification, legibility, storage, protection, archiving and retrieval of the training records;
- Prepares references letters and other documents regarding completed training for Flight and Cabin Crew and institutions at request;
- Consults the Flight and Cabin Crew on issues related to the training validity;
- Issues course completion and/or training certificates for Flight and Cabin Crew;
- Coordinates and follows up training process with Crew planning to ensure planned and confirmed trainings are entered in Crew planning electronic system (LEON) and trainees are notified;
- Performs simulators, training devices, etc. and training premises reservation according to training schedule;
- Provides the trainees with all necessary training documentation;
- Processes and follows up the expiry dates of training/checking to ensure that flight and cabin crew receive the necessary training or check;
- Prepares the flight and cabin crew training plans;
- Provides the Training Manager with all the necessary information and any other

assistance to ensure that the instructors could perform the training according to training standards described in this part of the Operations Manual.

## **AUTHORITY**

The Training Coordinator reports to the Training Manager. In his/her absence, the Training Coordinator is substituted by the Training Manager.

- To update training validity in crew management computer system;
- To check training validity in crew management computer system, e-Training and transfer data to training certificates and training records;
- To authorise training certificates and training records in accordance with instructors' reports and e-training information.

## **COMPETENCIES**

The Training Coordinator shall:

- Have excellent written and verbal communication skills and positive attitude;
- Have the ability to work in a team and individually;
- Have the ability to be accurate, work responsible-minded and pay attention to details;
- Capability to understand complex issues and procedures;
- Shall be proficient in word processing;
- Be fluent in English (both written and spoken);
- Proficiency in Bulgarian is considered as an advantage;
- A University degree is considered an advantage.



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OPERATIONS MANUAL PART D

## TRAINING AND CHECKING PERSONNEL

### TRAINING AND CHECKING PERSONNEL – FLIGHT CREW

#### 1-3-0 INTRODUCTION

Applicable to: ALL

All training and checking personnel are nominated by the Training Manager, considering their experience and minimum qualification requirements laid down in this section.

The Training Manager in cooperation with the Director of Flight Operations ensures that the training department is adequately resourced with sufficient competent training and checking personnel. Furthermore, he/she supports staff to administer the training and checking process.

The Training Manager periodically determines the number of training and checking personnel and in cooperation with the Director of Flight Operations, considering the current crew number, the number of new joiners, special training required (Cat C Airports, Special Approvals, etc.) and any other useful information to determine training necessities and the corresponding number of instructors and examiners.

For the list of approved Training and Checking Personnel Flight Crew, *Refer to: OM-D 1-3-10 NOMINATED INSTRUCTORS*

#### 1-3-1 NOMINATED PERSONNEL – FLIGHT CREW

Applicable to: ALL

##### **NOMINATED INSTRUCTORS AND EXAMINERS**

The Training Manager maintains an updated list of nominated Instructors and Examiner. Any intended change in the list is communicated to CAA for preventive approval.

- TRE Type Rating Examiner
- SFE Synthetic Flight Examiner
- TRI Type Rating Instructor
- SFI Synthetic Flight Instructor
- LTC Line Training Captain

Instructors and Examiner are also nominated as Ground Instructors for type-related matters.

## **NOMINATED GROUND INSTRUCTORS**

The Training Manager maintains an updated list of nominated Ground Instructors. Any intended change in the list is communicated to CAA for prior approval.

- GI Ground Instructor (Systems, SOP, Safety, SMS, etc.)
- CRM-T Flight Crew CRM Trainer
- ESET Emergency and Safety Equipment Training Instructor
- FAID First Aid and Medical Aspect Instructor
- SEC Aviation Security Training Instructor

## **OTHER NOMINATED TRAINING PERSONNEL AND ORGANISATIONS**

All subcontracted activities must be in accordance with the procedures described in OM-D.  
*Refer to: OM-D 1-1-3 SUBCONTRACTING*

### **1-3-2 SELECTION**

Applicable to: ALL

*Refer to: [FLT 1.5.5]*

Training and checking personnel are selected from flight crews of professional maturity who have earned the respect of their colleagues. They are also required to have a sense of dedication to the profession. Their duties require them to have technical and operational knowledge well above the average and to be able to demonstrate all aspects of flying with skill and precision.

Most importantly, they must possess a high degree of personal discipline to invariably set an example by their conduct and teach the Company's SOP to the exclusion of any personal preference. Appointment to these posts is based upon experience, aptitude, and any previous involvement in training, but subject to the minimum experience and qualifications laid down in this chapter.

## **SELECTION AND PROMOTION PROCEDURE**

The nomination and appointment of flight crew training and checking personnel are completed by the and Training Manager in cooperation with the DFO.

The Selection Assessment Panel (SAP) is responsible for evaluating qualification and selection and promotion of instructors. The Selection Assessment Panel may be held in combination with Instructor Standardisation Meeting or Command Review Board.

Its members are:

- The Director of Flight Operations (DFO);
- The Training Manager (TM);
- The Chief Pilot Flight Standards and Documents;
- The Chief Performance Pilot; and
- The People and Culture Manager (if requested).

## **SELECTION CRITERIA**

The company criteria are to be used for the nomination of flight crew training and checking personnel:

- **Personal Skill**

*The nominee must have to show respect and interest in human factors. He must have a presentable appearance and ethical behaviour.*

- **Technical Knowledge**

*The nominee must demonstrate detailed technical skills and expertise in relation to the position requirements and be familiar with the relevant legislation.*

- **Communication Skills**

*The nominee must communicate fluently and clearly in both classroom and one-to-one situations. Furthermore, he/she must be able to write clear, fluent, and understandable training reports.*

- **Management**

*The nominee must establish priorities within training activities to ensure optimum use of time and resources.*

## TRAINING AND CHECKING PERSONNEL

### TRAINING AND CHECKING PERSONNEL – FLIGHT CREW

- **Teamwork**

*The nominee must be able to work within a team to pursue team goals and share information with the group. Therefore, he/she must be able to demonstrate coaching capabilities.*

- **Flexibility**

*The nominee must be flexible and willing to adjust to changing training and operational demands.*

- **Commitment to the Company**

*The nominee must be committed to the company goals and demonstrate the capacity for sustained effort and hard work over long periods.*

- **Judgment**

*The nominee must be able to make rational and realistic decisions based on relevant facts and available alternatives.*

- **Training Files**

*All initial and recurrent training files must be evaluated and considered.*

- **Professional Performance**

*Previous experience with strict adherence to the company's procedures and general airmen and professional skills are evaluated and considered.*

- **Company Profile**

*The candidates must fit within the company profile. A successful candidate needs to possess and display creativity, enthusiasm, hard work and a positive attitude. In addition, they must have high personal and professional standards. In general, the potential nominees must be able to teach, convey, instruct, and promote company policies and procedures and company culture and standards to the rest of the crews and company employees.*

### SELECTION PROCESS FOR GI/SFI/SFE/LTC/TRI/TRE

Selection and nomination process is described in this document, in Appendix part

**1-3-3 DUTIES AND RESPONSIBILITIES**

Applicable to: ALL

*Refer to: [FLT 2.1.14]*

The training and checking personnel have personal responsibility for ensuring that the records they are required to submit are accurate, complete, and submitted on time. The training and checking personnel must be aware and understand the objectives and required standards of each training syllabus. Only controlled documents and forms provided by Fly2Sky's Training Department must be used to conduct training and checking at all times.

Company's training and checking personnel is chosen and trained carefully. They shall be fully aware of their responsibilities, the Company's objectives, and the importance of achieving and maintaining the highest standards. The Company uses Standard Operating Procedures, and it is a requirement that all pilots strictly follow these. The instructors and checkers must maintain high personal standards and must seek to achieve a good working relationship with each trainee.

The training and checking personnel must keep an open mind, acknowledging that they may on occasion be mistaken, and must be prepared to seek help and advice from others. They must insist on the trainees' greatest effort and expect to see an improvement in standard at each stage of training. Progress reports must be completed after each detail. Shall the trainee fail to make the expected progress, the instructor must consult the Training Manager, as an instructor change could be beneficial. Such a change implies no criticism of either instructor or trainee.

**DUTIES AND RESPONSIBILITIES OF TRAINING AND CHECKING PERSONNEL**

The training and checking personnel is nominated by the Training Manager who shall give them a clear statement of their individual duties and responsibilities. Each appointee is responsible to the Training Manager and Director Flight Operation for:

- Carrying out training or conducting a check on flight crew as directed and ensuring that the applicable standards of proficiency are maintained;
- Correcting any procedure, which is not in accordance with the Operations Manual or other applicable requirements;
- Supervising ground, simulator, base, and line training as appropriate;
- Familiarising flight crew with the latest operational procedures;
- If holding a relevant authorisation, carrying out Licence Proficiency Checks, Skill Tests, Operator Proficiency Checks and Line Checks on behalf of Fly2Sky and the Authority;

## TRAINING AND CHECKING PERSONNEL

### TRAINING AND CHECKING PERSONNEL – FLIGHT CREW

- Making proposals for improving safety standards and efficiency in training and line operations;
- Completing training and check forms properly upon completion of the training or check and forwarding the completed forms to the Training Department;
- Where so qualified, validating pilot licences as appropriate on satisfactory completion of a test or check;
- Conducting Emergency and Safety Equipment Training and Testing, if so required;
- Keeping their electronic of the Training Manual updated;
- Acting as a role model and peer group for the line flying community; and
- Integrating, assessing, and developing non-technical skills during all training or checking events.

### 1-3-4 QUALIFICATIONS AND EXPERIENCE

Applicable to: ALL

Training and Checking Flight Crews are nominated as:

- Type Rating Examiner (TRE);
- Type Rating Instructor (TRI);
- Synthetic Flight Examiner (SFE);
- Synthetic Flight Instructor (SFI);
- Line Training Captain (LTC);
- Ground Instructor (GI);

The TRE, TRI, LTC, SFI, SFE must satisfy the applicable Part-FCL minimum requirements detailed in the relevant Part-FCL sections and hold a current rating and/or authorisation. In addition, all training and checking personnel must satisfy the required minimum qualification requirements and performance standards, set by the Company, detailed in the following sections of this document. In addition to the requirements, the candidate should satisfy the following: Should have minimum 1500h on type.\* Should acquire minimum 1000h on company fleet.\* Must have exceptional CRM and communicational skills. Ability to identify, address and solve deficiency in timely and effective manner. Must be able to adapt to the training culture. Be able to contribute to the training process. Previous experience as instructor/trainer might be considered. Crew, meeting the criteria is either applying or invited to apply for the instructor position at training department. The assessment is conducted by Accountable manager, DFO, TM, Chief pilot, senior instructor/s.





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## TRAINING AND CHECKING PERSONNEL

### TRAINING AND CHECKING PERSONNEL – FLIGHT CREW

Before appointment to a Company training position, nominees must have been checked in those duties applicable to the appointment. Where training and check personnel are required to occupy either pilot's seat, they must be additionally checked and certified in their normal and emergency duties in both seats. Selection and assessment process is described in Matrix AM, in the appendices, in this document. Detailed process of assessing is available in the training part of Centrik app.

Flight crew members, nominated to conduct Skill Tests and License Proficiency Checks must be authorised by the Authority. The authorisation permits the nominated examiner to conduct Skill Tests and License Proficiency Checks in a flight simulator qualified and approved by the Authority for that purpose. Detailed information may be found on "Examiner Differences Document to FCL.1015(b)(4) and (c) of Annex I (Part-FCL).

\*The minimum requirements might be reduced, if deemed operationally, only after meeting of DFO, TM and Accountable manager, clearly stating the reason in written format.



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OPERATIONS MANUAL PART D

## TRAINING AND CHECKING PERSONNEL

### TRAINING AND CHECKING PERSONNEL – FLIGHT CREW

#### 1-3-5 MINIMUM REQUIREMENTS

Applicable to: ALL

*Refer to: [FLT 1.5.5]*

#### **TRE – MINIMUM REQUIREMENTS**

*Refer to: (Part-FCL.1010.TRE)*

The minimum requirements to be a Type Rating Examiner (TRE) are the follows:

- Be a Fly2Sky active commander; and
- Hold a TRE Authorisation on A320 issued in accordance with Part-FCL.1010.TRE.

#### **TRI – MINIMUM REQUIREMENTS**

*Refer to: (Part-FCL.915.TRI)*

The minimum requirements to be a Type Rating Instructor (TRI) are the follows:

- Be a Fly2Sky active commander; and
- Hold a current TRI rating on A320 issued in accordance with Part-FCL.915.TRI.

#### **SFE – MINIMUM REQUIREMENTS**

*Refer to: (Part-FCL.1010.SFE)*

The minimum requirements to be a Synthetic Flight Examiner (SFE) are the follows:

- Hold SFE Authorisation on A320 issued in accordance with Part-FCL.1010.SFE

#### **SFI – MINIMUM REQUIREMENTS**

*Refer to: (Part-FCL.915.SFI)*

The minimum requirements to be a Synthetic Flight Instructor (SFI) are the follows:

- Hold or SFI Authorisation on A320 issued in accordance with Part-FCL.915.SFI

## **LTC – MINIMUM REQUIREMENTS**

The minimum requirements to be eligible as Line Training Captain (LTC) are the follows:

- Be a Fly2Sky active commander;
- Have completed 1 500 hours flight time as a pilot on multi-pilot aeroplanes;
- Have completed 500 hours flight time as a Commander and 300 on the specific type of aeroplanes.

LTC are authorised to perform Line Checks after having accumulated a minimum of 100 hours of Line Training instruction within Fly2Sky.

## **GI – MINIMUM REQUIREMENTS**

The minimum requirements to be a Ground Instructor (GI) are the follows:

- Meet the experience, if required by the role;
- Previous teaching and presentation experience or appropriate training in teaching techniques are an advantage;
- Appropriate experience and knowledge applicable of the subject to be instruct;
- Complete Initial Standardisation Training as per OM-D. *Refer to: OM-D 1-2-7 COMPANY QUALIFICATION AND STANDARDISATION*;
- Successfully pass an observation in the role of instructing, performed by the Training Manager or his/her delegate.

**Note:** *Instructor of specific topics (Aviation Security, Dangerous Good, etc.) must hold specific Certificates and/or Authorisations.*

## **CRM-T – MINIMUM REQUIREMENTS**

*Refer to: (AMC2 ORO.FC.146)*

The minimum requirements to be a Ground Instructor (GI) are the follows:

- Have adequate knowledge of human performance and limitations, whilst:
  - Having obtained a commercial pilot licence in accordance with Commission Regulation (EU) No 1178/2011; or
  - Having followed a theoretical HPL course covering the whole syllabus of the HPL examination;
- Have completed flight crew initial Fly2Sky CRM training;

## TRAINING AND CHECKING PERSONNEL

### TRAINING AND CHECKING PERSONNEL – FLIGHT CREW

- Have received training in group facilitation skills, except for instructors holding a certificate in accordance with Commission Regulation (EU) No 1178/2011.
- Have adequate knowledge of the relevant flight operations of Fly2Sky, in accordance with the Knowledge of the relevant flight operations;
- Receive the initial training;
- Be assessed by Fly2Sky; and
- Be part of a team of trainers.

***Note:** The provisions described herein shall be fulfilled by flight crew CRM trainers responsible for classroom CRM training and are not applicable to instructors, holding a certificate in accordance with Commission Regulation (EU) No 1178/2011, when conducting CRM training in the operational environment and trainers or instructors when conducting training other than CRM training, but integrating CRM elements into this training.*

### 1-3-6 COMPANY QUALIFICATION AND STANDARDISATION

Applicable to: ALL

To obtain and maintain authorisation, instructors must comply with the qualification process detailed in the following section.

All instructors who are to be involved in the training role may be required to attend courses nominated by Fly2Sky to satisfy the Company's requirements described in this chapter. These may be undertaken, as appropriate, either before the commencement of their training duties or to enhance their skills and knowledge when in post.

Type Rating Instructor (TRI), Type Rating Examiner (TRE), Synthetic Flight Instructor (SFI) and Synthetic Flight Examiner (SFE) rating or authorisation are issued by each pilot's competent authority after completing training and checking in accordance with related Part-FCL.

The Line Training Captains (LTC) and Ground Instructors (GI) are authorised by Fly2Sky after a selection, training and observation process. Ground Instructors for specific training (CRM, Security, etc.) must hold certificates or approvals issued by Approved Organisation or Aviation Authorities.

#### **TRE – INITIAL STANDARDISATION TRAINING**

A nominated TRE holding the Authorisation issued by any EASA member state must

perform a Company Operator Proficiency Checks. A Type Rating Examiner has the privilege to perform Skill Tests and Proficiency Checks to issue and revalidate Licences and ratings.

EASA “Examiner Differences Document to FCL.1015(b)(4) and (c) of Annex I (Part-FCL)” gives a detailed instruction on how to act in accordance with National CAA in terms of Skill Tests and Proficiency Checks. A comprehensive description of the TRE qualification course is on:

- VAW-FCT-005 INSTRUCTOR QUALIFICATION PROGRAM

### **TRI – INITIAL STANDARDISATION TRAINING**

Training activities not requiring checks, either on the aircraft or on the simulator, may be performed by Type Rating Instructors. According to Part-FCL FCL.910.TRI. Some Type Rating Instructors may be restricted to simulator only. A comprehensive description of the TRI qualification course is on:

- VAW-FCT-005 INSTRUCTOR QUALIFICATION PROGRAM

### **SFE – INITIAL STANDARDISATION TRAINING**

Company Operator Proficiency Checks must be performed by a nominated SFE holding the Authorisation issued by an EASA member state. A Synthetic flight Examiner has the privilege to perform Skill Test and Proficiency Check to issue and revalidate Licences and ratings.

EASA “Examiner Differences Document to FCL.1015(b)(4) and (c) of Annex I (Part-FCL)” give detailed instruction on how to act in accordance with National CAA in terms of Skill Test and Proficiency Check. A comprehensive description of the SFE qualification course is on:

- VAW-FCT-005 INSTRUCTOR QUALIFICATION PROGRAM

### **SFI – INITIAL STANDARDISATION TRAINING**

Training activities in the simulator, not requiring checks, may be performed by a Synthetic Flight Instructor. A comprehensive description of the SFI qualification course is on:

- VAW-FCT-005 INSTRUCTOR QUALIFICATION PROGRAM

### **LTC – INITIAL STANDARDISATION TRAINING**

*Refer to: [FLT 2.1.35]*

Commanders selected as Line Training Captains are required to become familiar with the concepts of teaching and learning, lesson facilitation, assessment of CRM skills, and reach an adequate technical knowledge and flight skill associated with training flights.

A comprehensive description of the LTC qualification course is on:

- VAW-FCT-005 INSTRUCTOR QUALIFICATION PROGRAM

### **GI – INITIAL STANDARDISATION TRAINING**

For initial standardisation training and evaluation as Ground Instructor (GI), the applicant must complete a theoretical (8 hours) class training as described on:

- VAW-FCT-005 INSTRUCTOR QUALIFICATION PROGRAM

All Ground Instructors have access to Centrik. It is their responsibility to keep themselves updated on new Manual's revisions and procedures changes.

### **CRM-T – INITIAL STANDARDISATION TRAINING**

Detailed standardisation procedure is outlined in:

- VAW-CRM-001 FLIGHT CREW CRM TRAINING

### 1-3-7 REVALIDATION AND RENEWAL

Applicable to: ALL

All company appointments are valid without a time limit unless suspended or revoked by the decision of the Selection Assessment Panel (SAP). It is the instructor's and/or examiner's responsibility to maintain their TRE, TRI, SFE or SFI ratings and/or authorisations valid and to comply with revalidation and renewal requirements stated in Part-FCL.

It is the Ground Instructor's responsibility to maintain and revalidate qualifications or authorisations held (CRMI, Dangerous Good, Security, etc.) to act as instructor. It is Fly2Sky's Training Department duty to monitor that all instructor and examiner qualifications are valid and current.

All qualifications are entered in Centrik and thus are automatically promulgated to Leon for planning purposes. In case an instructor does not comply with validity and currency requirement he/she is suspended from the related training activity. Fly2Sky's Training Department is maintaining the highest possible standard of flight and ground instructors throughout a recurrent standardisation and evaluation program. Standardisation is achieved by means of meetings, including online or phone conferences, information sharing based on email, Centrik and other platforms.

Evaluation is performed both to test the performance of the instructor and to be an argument for further discussions and feedback aiming to improve his/her proficiency. It is normally performed by Training Manager or a delegated person that shall:

- Hold the same current instructor qualification as the instructor to be evaluated; and
- Have participated in a standardisation meeting with the Training Manager on the aspect and purpose of evaluation.

For instructors covering multiple roles, one evaluation is valid for other roles according to the following hierarchy order:

- TRE/SFE
- TRI/SFI
- LTC
- GI

Note: An evaluation in one role is valid for all roles downwards in the hierarchy but not upwards.

### **TRE – REVALIDATION AND RENEWAL**

It is a personal responsibility to maintain current their authorisation s per Part-FCL FCL.1025 Validity, revalidation and renewal of examiner certificates. Company requirements for revalidation or renewal are:

- Participate in an Instructor Standardisation Meeting (ISM) every 12 months; and
- Be observed performing training or checking duties by the Training Manager or his delegate every 12 months.

### **TRI – REVALIDATION AND RENEWAL**

It is a personal responsibility to maintain current their authorisation as per Part-FCL FCL.940.TRI TRI – Revalidation and renewal. Company requirements for revalidation or renewal are:

- Participate in an Instructor Standardisation Meeting (ISM) every 12 months; and
- Be observed performing training or checking duties by the Training Manager or his delegate every 12 months.

### **SFE – REVALIDATION AND RENEWAL**

It is a personal responsibility to maintain current their authorisation as per Part-FCL FCL.1025 Validity, revalidation and renewal of examiner certificates.

Company requirements for revalidation or renewal are:

- Participate in an Instructor Standardisation Meeting (ISM) every 12 months; and
- Be observed performing training or checking duties by the Training Manager or his delegate every 12 months.

### **SFI – REVALIDATION AND RENEWAL**

It is a personal responsibility to maintain current their authorisation as per Part-FCL FCL.940.SFI SFI – Revalidation and renewal.



## **LTC – REVALIDATION RENEWAL**

Company requirements for revalidation or renewal are:

- Participate in an Instructor Standardisation Meeting (ISM) every 12 months; and
- Be observed performing training or checking duties by the Training Manager or his delegate every 12 months.

## **GI – REVALIDATION RENEWAL**

Company requirements for revalidation or renewal are:

- Participate in an Instructor Standardisation Meeting (ISM) every 12 months;
- Be observed performing training or checking duties by the Training Manager or his delegate every 12 months.

## **CRM-T – REVALIDATION AND RENEWAL**

*Refer to: (AMC2 ORO.FC.146)*

The period of validity of the flight crew CRM trainer qualification shall be 3 years. Recency and renewal of the flight crew CRM trainer qualification:

- The flight crew CRM trainer shall complete CRM trainer refresher training within the last 12 months of the 3-year validity period; and
- The flight crew CRM trainer shall meet one or both of the following conditions:
  - Conduct at least 3 CRM training events within the 3-year validity period;
  - Be assessed within the last 12 months of the 3-year validity period in accordance with VAW-CRM-001 FLIGHT CREW CRM TRAINING; and
- If the flight crew CRM trainer qualification has expired, it can be renewed if all of the conditions below are met. The validity shall be 3 years after completion of the below dashes, whichever comes first:
  - Complete CRM trainer refresher training;
  - Receive refresher training on knowledge of the relevant flight operations, as necessary; and
  - Be assessed in accordance with VAW-CRM-001 FLIGHT CREW CRM TRAINING.

### **1-3-8 INSTRUCTOR'S STANDARDISATION MEETINGS (ISM)**

Applicable to: ALL

*Refer to: [FLT 2.1.36]*

The Instructor's Standardisation meeting is held annually, preferably before the annual recurrent training and after each recurrent simulator cycle. The meeting is chaired by the Training Manager. The ISM is a meeting of the Director Flight Operation, Training Manager and all training and checking personnel. Other members may be invited as necessary.

The purpose of the Instructor's Standardisation meeting is to:

- Achieve instructor's standardisation by discussing and revising (if necessary) all training standards, objectives and requirements;
- Review and develop current future training policy;
- Implement training policies under the direction of the Director Flight Operation and the Training Manager;
- Review current training programs;
- Monitor training resources, including training support; and
- Support the introduction of new policies, rules, instructions and procedures, new aircraft types, systems and fleet modifications and upgrades.

A standard agenda of the meeting is prepared early and distributed to all members in advance. The agenda may be changed based on items the members may wish to be included for discussion. The standard agenda includes, but is not limited to the following:

- Simulator Feedback and discussion of previous and next cycles;
- Line operations and line checks feedback and discussion;
- Ground Training Feedback;
- Other Training Issues including the current training progress;
- SOP issues;
- Flight Safety and FDM issues as well as quality issues;
- Training Resources; and
- Additional subjects.

The following process is established at Fly2Sky and ensures that all instructors, evaluators and line check airmen (whether employed or contracted) are standardised and have the required certifications and approvals from the authority. Furthermore, they shall meet the required company's qualification and performance standards and are periodically evaluated to ensure compliance with the required qualification and performance standards.

Fly2Sky provides annually:

- ISM - Instructor Standardisation Meeting;
- Standardisation Simulator Session for all instructors on the A320 family; and
- TRI/TRE and SFI/SFE supervision on the simulator.

The simulator protocol is kept. All the above are conducted while supervised by an individual approved by Fly2Sky and assigned by the Training Manager.

### **1-3-9 SOP COMMITTEE**

Applicable to: ALL

*Refer to: [FLT 2.1.36]*

The SOP committee meeting is held annually and may be combined with an Instructor Standardisation Meeting. The SOP committee consists of the Director of Flight Operations and Training Manager includes instructors and examiners. The Cabin Crew Training Manager may attend SOP committee meetings, as needed, for the interface and coordination of flight crew and cabin crew procedures.

The purpose of the SOP committee is to:

- Review and evaluate the current procedures and recommendations of Airbus;
- Review and evaluate the current procedures for effectiveness and compliance with latest industry-standard practices and legislation;
- Evaluate recommendations from audits and inspections performed during the year;
- Evaluate feedback and recommendations of the Flight Safety and FDM;
- Evaluate recommendations from training captains as well as other crews; and
- Recommend changes originating from either the Director of Flight Operations or Training Manager.



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## TRAINING AND CHECKING PERSONNEL

### TRAINING AND CHECKING PERSONNEL – CABIN CREW

#### 1-4-0 INTRODUCTION

Applicable to: ALL

All training and checking personnel are nominated by the Training Manager, having considered their experience and minimum qualification requirements laid down in this chapter of this manual.

The Training Manager, in cooperation with the Cabin Crew Training Manager, ensures that the training department is adequately resourced with sufficient training and checking personnel as well as support staff to administer the training and checking program. For the list of approved Training and Checking Personnel Cabin Crew, *Refer to: OM-D 1-5-1 NOMINATED INSTRUCTORS*

#### 1-4-1 NOMINATED PERSONNEL – CABIN CREW

Applicable to: ALL

##### **NOMINATED LINE INSTRUCTORS**

The Training Manager maintains an updated list of nominated Line Instructors. Any intended change in the list is communicated to CAA for preventive approval.

- LI Line Instructor

##### **NOMINATED GROUND INSTRUCTORS**

The Training Manager maintains an updated list of nominated Ground Instructors. Any intended change in the list is communicated to CAA for prior approval.

- GI Ground Instructor (Type Specific, SOP, Safety, SMS, etc.)
- CRM-T Cabin Crew CRM Trainer
- ESET Emergency and Safety Equipment Training Instructor
- FAID First Aid and Medical Aspect Instructor
- SEC Aviation Security Training Instructor
- EFB Electronic Flight Bag Instructor

Ground Instructors are nominated to perform ground training for Flight Crew and Cabin Crew unless specific limitations are stated in the table.

### **INSTRUCTOR VALIDATING CABIN CREW CERTIFICATE (IVCC)**

The IVCCS is assigned by Fly2Sky to make remarks in the Cabin Crew Aircraft Type Qualification Specification issued by Fly2Sky. The Bulgarian CAA will be notified by submitting a new revision of the OM-D, which includes the names of the new IVCCs. For current revision, these instructors are appointed by name in the OM-D. They have undergone an internal instruction course conducted by the Training Manager or person authorised by him/her in accordance with the procedure, which is documented.

### **OTHER NOMINATED TRAINING PERSONNEL AND ORGANISATIONS**

All subcontracted activities must be according to the procedures described in the OM-D.  
*Refer to: OM-D 1-1-3 SUBCONTRACTING*

#### **1-4-2 SELECTION**

Applicable to: ALL

Training and checking personnel are selected from cabin crews of professional maturity, who have earned the respect of their colleagues. They are also required to have a sense of dedication to the profession. Their duties require them to have technical and operational knowledge well above the average and to be able to demonstrate all aspects of flying with skill and precision. Most importantly, they must possess a high degree of personal discipline so that they invariably set an example by their conduct and teach the Company's SOP to the exclusion of any personal preference. Appointment to these posts is based upon experience, aptitude, and any previous involvement in training, but subject to the minimum experience and qualifications laid down in this chapter.

### **SELECTION AND PROMOTION PROCEDURE**

The nomination and appointment of Cabin crew training and checking personnel are completed by the Training Manager in cooperation with the Cabin Crew Training Manager. The Selection Assessment Panel (SAP) is responsible for the evaluation of qualification as well as the selection and promotion of instructors. Selection Assessment Panel may be held in combination with Instructor Standardisation Meeting. Its members are:

- The Cabin Crew Manager;
- The Cabin Crew Training Manager;
- The Director of Flight Operations (DFO);
- The Training Manager (TM);
- The People and Culture Manager (if requested).

## **SELECTION CRITERIA**

The company criteria are to be used for the nomination of cabin crew training and checking personnel:

- **Personal skill**

*The nominee must have to show respect and interest in human factors. He must have a presentable appearance and ethical behaviour.*

- **Technical Knowledge**

*The nominee must demonstrate detailed technical skills and expertise in relation to the position requirements and be familiar with the relevant legislation.*

- **Communication skills**

*The nominee must be able to communicate in a fluent and clear manner in both classroom and in one-to-one situations. Furthermore, he must be able to write clear, fluent, and understandable training reports.*

- **Management**

*The nominee must be able to establish priorities within training activities to ensure optimum use of time and resources.*

- **Teamwork**

*The nominee must be able to work within a team in the pursuit of team goals and share information with the group. Therefore, he must be able to demonstrate coaching capabilities.*

- **Flexibility**

*The nominee must be able to be flexible and be willing to adjust to changing training and operational demands.*

- **Commitment to the company**

*The nominee must be committed to the company goals and demonstrate the capacity for sustained effort and hard work over long periods.*

- **Judgment**

*The nominee must be able to make rational and realistic decisions based on relevant facts and available alternatives.*

## TRAINING AND CHECKING PERSONNEL

### TRAINING AND CHECKING PERSONNEL – CABIN CREW

- **Training Files**

*All initial and recurrent training files must be evaluated and considered.*

- **SOP**

*Previous experience with strict adherence to the company's SOP and general company procedures are evaluated and considered.*

- **Company Profile**

*The candidates must fit within the company profile. A successful candidate needs to possess and display creativity, enthusiasm, hard work and a positive attitude. In addition, they must have high personal and professional standards. In general, the potential nominees must be able to teach, convey, instruct, and promote company policies and procedures in addition to company culture and standards to the rest of the crews and company employees.*

## 1-4-3 DUTIES AND RESPONSIBILITIES

Applicable to: ALL

Training and checking personnel have a personal responsibility for ensuring that the records they are required to submit are both accurate and complete and submitted in a timely manner. Training/checking personnel must be aware and understand the objectives and required standards of each training syllabus.

Only controlled documents and forms provided by Fly2Sky Training Department must be used for the conduct of training/checking by cabin crews, training, and checking personnel at all times.

Company Training Personnel is chosen and trained carefully. It is essential that they are fully aware of their responsibilities, the Company's objectives, and the importance of achieving and maintaining the highest standards. The Company uses Standard Operating Procedures, and it is a requirement that these are strictly followed by all cabin crew members. Instructors must maintain high personal standards and must seek to achieve a good working relationship with each trainee.

They must keep an open mind, acknowledging that they may on occasion be mistaken, and must be prepared to seek help and advice from others. They must insist on the greatest effort from the trainee and shall expect to see an improvement in standard at each stage of training. Progress reports must be completed after each detail. Shall the trainee fail to make the expected progress; the instructor must consult the Training Manager, as an instructor change could be beneficial. Such a change implies no criticism of either instructor or trainee.

## **DUTIES AND RESPONSIBILITIES OF TRAINING AND CHECKING PERSONNEL**

Training and checking personnel are nominated by the Training Manager and given a clear statement of their individual duties and responsibilities. Each appointee is responsible to the Training Manager and the Cabin Crew Training Manager for:

- Carrying out training or conducting a check on cabin crew as directed and ensuring that the applicable standards of proficiency are maintained;
- Ensuring that training arrangements are up to company standards;
- Correcting any procedure, not in accordance with the Operations Manual or other applicable requirements;
- Supervising ground, line training as appropriate;
- Familiarising Cabin Crew with the latest operational procedures;
- If holding a relevant authorisation, carrying out Line Checks on behalf of the Company;
- Making proposals for improving safety standards and efficiency in training and line operations;
- Completing training and check forms promptly on completion of the training or check and for forwarding the completed forms to the Training Department;
- Conducting Emergency and Safety Equipment Training and Testing, if so required;
- Keeping their personal copies of the Training Manual amended;
- Acting as a role model and peer group for the line flying community; and
- Integrating, assessing, and developing non-technical Skills during all training or checking events.

In addition, the duties and responsibilities of the (IVCCC) are to:

- Act as a Cabin Crew Instructor with all relevant duties and responsibilities;
- Act as an instructor conducting ground or inflight training;
- Validate a new aircraft type rating;
- Validate a new qualification class; and
- Revalidation of the aircraft type/qualification based on the successful completion of relevant training and checking.





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## TRAINING AND CHECKING PERSONNEL

### TRAINING AND CHECKING PERSONNEL – CABIN CREW

#### 1-4-4 QUALIFICATIONS AND EXPERIENCE

Applicable to: ALL

Training and Checking Cabin Crews are nominated as:

- Line Instructor (LI);
- Ground Instructor (GI).

In addition, all training and checking personnel must satisfy the required minimum qualification requirements and performance standards, set by the Company, detailed in this section of the document. Prior to appointment to a Fly2Sky training position, nominees must have been checked in those duties applicable to the appointment.

#### **LI – MINIMUM REQUIREMENTS**

The minimum qualifications and experience levels of Cabin Crew required to be nominated as Line Instructor (LI) are:

- 3 years of experience; and
- Minimum 1000 flying hours as a Senior Cabin Crew; and
- Complete Methodical course for acquisition of instructor cabin crew as per OM-D; and
- Successfully pass an observation in the role instructing and evaluating performed by Cabin Crew Training Manager or a delegate.

#### **GI – MINIMUM REQUIREMENTS**

The minimum requirements to be eligible as Ground Instructor (GI) are the follows:

- Meet experience, if required, for the role;
- Previous teaching and presentation experience or appropriate training in teaching techniques;
- Appropriate experience and knowledge applicable to the subject that he will instruct;
- Complete Initial Standardisation Training as per OM-D. *Refer to: OM-D 1-4-6 COMPANY QUALIFICATION AND STANDARDISATION*
- Successfully pass an observation in the role of instructing and evaluation performed by the Training Manager or a delegate.

Instructor of specific topics (Aviation Security, Dangerous Good, etc.) is required to hold specific Certificates and/or Authorisations.

## **CRM-T – MINIMUM REQUIREMENTS**

*Refer to: (AMC3 ORO.CC.115(e))*

A Cabin Crew CRM Trainer must meet the following requirements:

- Have adequate knowledge of the relevant flight operations;
- Have received instructions on human performance and limitations (HPL);
- Have completed an introductory CRM course, as required in Annex V (Part-CC) to Commission Regulation (EU) No 1178/2011 and an operator's CRM training, as specified in the OM-D. *Refer to: VAW-CRM-002 CABIN CREW CRM TRAINING*;
- Have received training in group facilitation skills;
- Have received additional training in the fields of group management, group dynamics and personal awareness; and
- Have demonstrated the knowledge, skills and credibility required to train the CRM training elements in the non-operational environment, as specified in the OM-D. *Refer to: VAW-CRM-002 CABIN CREW CRM TRAINING*

## **IVCCC – MINIMUM REQUIREMENTS**

Instructor candidates shall have:

- Have extensive experience as Senior Cabin Crew;
- At least 2 years of experience as Instructor cabin crew;
- Have to undergo "Internal Instruction" course conducted by the Cabin Crew Training Manager or person, authorized by him Detailed methodology and assessment criteria are reviewed during Selection Assessment Panel in combination with Instructor Standardization Meeting.

### **1-4-5 COMPANY QUALIFICATION AND STANDARDISATION**

Applicable to: ALL

To obtain and maintain authorization, instructors must comply with the qualification process detailed in the following section.

All instructors who are to be involved in the training role may be required to attend courses nominated by the Company for the purposes of satisfying the Company requirements described in this chapter. These may be undertaken, as appropriate, either prior to the commencement of their training duties or to enhance their skills and knowledge when in post.

Ground Instructors for specific training (CRM, Security, etc.) are required to hold certification or approvals issued by Approved Organization or Aviation Authorities.

### **LI – METHODOICAL COURSE FOR ACQ. OF CABIN CREW INSTR. RATING**

For Methodical course for acquisition of instructor cabin crew rating as Line Instructor, the applicant must complete theoretical (8 hours) class training on the following topics:

Training purpose: instructor of cabin crew member training according to National Regulation № 1 and company operator requirements:

- Duration of the course: 8 class hours;
- Training form: Attendance - lectures and practice;
- Course content:
  - Civil aviation legislation;
  - Regulation №1 for aviation personal licensing;
  - Regulation № 37 for aviation operator's licensing;
  - Flight and duty time limitations. Rest requirements;
  - Preparation, training and checks programs;
  - Educational methods;
  - Documentation;
  - Evaluation Interview for acquired skills;
  - After completion of ground training LI in training has to perform a CHECK/FAM or annual line check to SCC/CC under the supervision of a current LI;
- The fundamentals of teaching and evaluation;
- Lesson plan management;
- Briefing and debriefing;
- Human performance issues;
- Fly2Sky SOP, policies and procedures;
- Relevant legislation, OM-D, training syllabi, forms, record keeping and documentation.

### **GI – INITIAL STANDARDISATION TRAINING**

*Refer to: [CAB 2.1.6]*

For initial standardization training as Ground Instructor (GI), the applicant must complete theoretical (8 hours) class training on the following topics:

- The fundamentals of teaching and evaluation;
- Lesson plan management;
- Briefing and debriefing;
- Human performance issues;
- Fly2Sky SOP, policies and procedures;
- Relevant legislation, OM-D, training syllabi, forms, record keeping and documentation.

All Ground Instructors have access to Fly2Sky Company Information System (Centrik), is their responsibility to keep themselves updated on new Manual's revisions and procedures changes.

### **CRM-T INITIAL STANDARDISATION TRAINING**

Detailed standardization procedure is outlined in the OM-D. *Refer to: OM-D VAW-CRM-001*

### **IVCCC INITIAL STANDARDISATION TRAINING**

For initial standardisation training as IVCCC, the applicant must complete a theoretical (8 hours) conducted by the Training Manager. The course shall cover the following:

- Company rules for validation and confirmation of the validity of Cabin Crew Aircraft Type Qualification Certificate according to Regulation 39/2015 of Ministry of Transport Information technologies and Communications and ORO.CC of Regulation 965/2012;
- Fly2Sky cabin crew aircraft type qualification certificate form and instruction for filling it;
- Training and documents, required for Certificate's validation and confirmation;
- Instruction for the preservation of documents; and
- Deadlines and date of validity of the cabin crew aircraft type qualification certification.

### **1-4-6 REVALIDATION AND RENEWAL**

Applicable to: ALL

All company appointments are valid without a time limit unless suspended or revoked by the decision of the Selection Assessment Panel (SAP). It is the instructors' responsibility to maintain and revalidate qualifications or authorisations held (CRMI, Dangerous Good, Security, etc.) in order to act as instructor. Fly2Sky Training Department monitors qualifications and is only responsible for organising training, checking and observation to comply with initial and recurrent company's requirements.

Fly2Sky Training Department is maintaining the highest possible standard flight and ground instructors throughout a recurrent standardisation and evaluation program. Standardisation is achieved by means of meetings, even via video or phone conference, information (mail, Centrik, etc.) and other means that may be deemed necessary day by day.

Evaluation is performed both to test the performance of the instructor and to be an argument for further discussion, feedback, and improvement. It is normally performed by the Training Manager or a delegated person (i.e. Cabin Crew Training Manager or Line Instructors). For instructors covering multiple roles, one evaluation is sufficient for all roles unless a different decision is taken by the Training Manager.

### **LI – REVALIDATION RENEWAL**

Company requirements for revalidation or renewal are:

- Participate in an Instructor Standardisation Meeting (ISM) every 12 months;
- Be observed performing any instructor's duties by the Training Manager or his delegate every 12 months.

### **GI – REVALIDATION RENEWAL**

Company requirements for revalidation or renewal are:

- Participate in an Instructor Standardisation Meeting (ISM) every 12 months;
- Be observed performing any instructor's duties by the Training Manager or his delegate every 12 months.

### **CRM-T – REVALIDATION AND RENEWAL**

Detailed standardisation procedure is outlined in:

- VAW-CRM-002 CABIN CREW CRM TRAINING



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## TRAINING AND CHECKING PERSONNEL

### TRAINING AND CHECKING PERSONNEL – CABIN CREW

#### 1-4-7 INSTRUCTORS' STANDARDISATION MEETING

Applicable to: ALL

The Instructor's Standardisation meeting is held a minimum of 1 time a year, preferably before the annual recurrent training and after each recurrent. The meeting is chaired by the Cabin Crew Training Manager. The Instructor's standardisation meeting is a meeting of the Director Flight Operation and Training Manager, Cabin Crew Training Manager and the Cabin Crew Manager, as well as the required training and checking personnel. Other members may be co-opted as necessary.

The purpose of the Instructor's Standardisation meeting is to:

- Achieve instructor's standardisation by discussing and revising (if necessary) all training standards, objectives and requirements;
- Review and develop current and future training policies;
- Implement training policies under the direction of the Training Manager;
- Review current training programs;
- Monitor training resources, including training support;
- Support the introduction of new policies, rules, instructions and procedures, new aircraft types, systems and fleet modifications/upgrades as applicable;

A standard agenda is prepared early and distributed to all members in advance. The agenda solicits members for items they wish to be included for discussion. The standard agenda includes, but is not limited to, the following:

- Line operations, familiarisation flights, and line checks feedback and discussion;
- Ground Training Feedback;
- Other training Issues including the current training progress;
- SOP issues;
- Flight safety issues;
- Quality issues;
- Training resources;
- Additional subjects.



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## TRAINING AND CHECKING PERSONNEL

### TRAINING AND CHECKING PERSONNEL – CABIN CREW

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## TRAINING AND CHECKING PERSONNEL NOMINATED INSTRUCTORS AND APPROVED DEVICES

### 1-5-1 NOMINATED INSTRUCTORS

Applicable to: ALL

In this OM-D subsection is maintained the list of approved instructors. The list is maintained by the Training Manager; changes do not require a manual update but shall be communicated to the competent authority

#### LIST OF NOMINATED INSTRUCTORS – FLIGHT CREW

| Name     | Surname     | TRE/SFE | TRI/SFI | LTC |
|----------|-------------|---------|---------|-----|
| Petar    | Lavrinov    | X       | X       | X   |
| Tsvetan  | Kirilov     | X       | X       | X   |
| Zlatko   | Zlatev      | X       | X       | X   |
| Ivan     | Deenichin   | X       | X       | X   |
| Yanko    | Yankov      | X       | X       | X   |
| Dimitar  | Kamenov     | X       | X       | X   |
| Jerzy    | Wegorek     | X       | X       | X   |
| Bojan    | Curcic      | X       | X       | X   |
| Boyan    | Boyanov     | X       | X       | X   |
| Emanuil  | Naydenov    | X       | X       | X   |
| Georgi   | Todorov     |         | X       | X   |
| Ivan     | Georgiev    |         | X       | X   |
| Plamen   | Yankov      |         | X       | X   |
| Iliyan   | Ivanov      |         | X       | X   |
| Miroslav | Dimitrov    |         | X       |     |
| Pavel    | Yotsev      |         | X       | X   |
| Georgi   | Latinov     |         | X       | X   |
| Boyko    | Vasilev     |         |         | X   |
| Krasimir | Stefanov    |         |         | X   |
| Sasho    | Aleksandrov |         |         | X   |
| Stavros  | Stylianou   |         |         | X   |
| Neofitos | Ioanou      |         |         | X   |





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## TRAINING AND CHECKING PERSONNEL

### NOMINATED INSTRUCTORS AND APPROVED DEVICES

**Note:** The above-listed personnel are also authorised to perform ground training on company courses (OCC, Recurrent Training, Command Upgrade, etc.) to Flight Crew, Cabin Crew and Operations Personnel.



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## TRAINING AND CHECKING PERSONNEL

### NOMINATED INSTRUCTORS AND APPROVED DEVICES

#### LIST OF NOMINATED GI – FLIGHT CREW AND CABIN CREW

| Name     | Surname   | GI | FC CRM-T | CC CRM-T | ESET | FAID | DG | SEC | EFB |
|----------|-----------|----|----------|----------|------|------|----|-----|-----|
| Ivan     | Deenichin | X  |          |          |      |      |    |     | X   |
| Petar    | Lavrinov  | X  | X        |          |      |      |    |     |     |
| Tsvetan  | Kirilov   | X  | X        |          |      |      |    |     |     |
| Efrosina | Kolarova  | X  |          |          | X    |      |    |     |     |
| Radoslav | Dinchov   | X  |          | X        | X    |      |    |     |     |
| Rima     | Kamenova  | X  |          |          | X    |      | X  |     |     |
| Momtchil | Kambourov | X  |          | X        | X    |      |    |     |     |
| Diana    | Stankova  | X  |          |          | X    |      |    |     |     |
| Grigor   | Manchev   | X  |          |          | X    |      |    |     |     |
| Nikolaos | Stoupis   | X  |          | X        |      |      |    |     |     |
| Zlatko   | Zlatev    | X  |          |          |      |      |    |     |     |
| Georgi   | Petkov    | X  |          |          |      |      |    |     | X   |
| Emanuil  | Naydenov  | X  |          | X        |      |      |    |     |     |
| Radoslav | Kovachev  | X  |          |          |      |      |    | X   |     |
| Veselin  | Chakmakov | X  |          |          |      |      |    | X   |     |



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**TRAINING AND CHECKING PERSONNEL**  
**NOMINATED INSTRUCTORS AND APPROVED DEVICES**

**LIST OF NOMINATED LI – CABIN CREW**

| <b>Name</b> | <b>Surname</b> | <b>LC</b> | <b>FAM</b> | <b>IVCCC</b> |
|-------------|----------------|-----------|------------|--------------|
| Momtchil    | Kambourov      | X         | X          | X            |
| Radoslav    | Dinchov        | X         | X          | X            |
| Efrosina    | Kolarova       | X         | X          | X            |
| Rima        | Kamenova       | X         | X          | X            |
| Svetlozar   | Marinov        | X         | X          |              |
| Diana       | Stankova       | X         | X          | X            |
| Anca        | Florescu       | X         | X          |              |
| Vladislava  | Pervyeyeva     | X         | X          |              |
| Irina       | Bagdasarova    | X         | X          |              |
| Yuliia      | Prylutska      | X         | X          |              |
| Elena       | Gerdzhikova    | X         | X          |              |
| Grigor      | Manchev        | X         | X          | X            |
| Gabriela    | Mateva         | X         | X          |              |
| Marina      | Gkrigkalasvili | X         | X          |              |
| Nikolaos    | Stoupis        | X         | X          |              |
| Ani         | Milanova       | X         | X          |              |



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## TRAINING AND CHECKING PERSONNEL

### NOMINATED INSTRUCTORS AND APPROVED DEVICES

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**TRAINING AND CHECKING PERSONNEL**  
**NOMINATED INSTRUCTORS AND APPROVED DEVICES**

**1-5-2 APPROVED FSTD**

Applicable to: ALL

In this OM-D subsection presents list of approved FSTD.

**TABLE 1 – LIST OF APPROVED FSTD**

| <b>FSTD</b>              | <b>Operator</b> | <b>Location</b> | <b>OPC/RT</b> | <b>LVO</b> | <b>RNP</b> | <b>Note</b> |
|--------------------------|-----------------|-----------------|---------------|------------|------------|-------------|
| EU-A 0131 <sup>(1)</sup> | SFT             | SOFIA, BG       | <b>X</b>      | <b>X</b>   | <b>X</b>   | <b>X</b>    |
| EU-A 0218 <sup>(1)</sup> | SFT             | SOFIA, BG       | <b>X</b>      | <b>X</b>   | <b>X</b>   | <b>X</b>    |

<sup>(1)</sup> FSTD approved for Category C



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**TRAINING AND CHECKING PERSONNEL**  
**NOMINATED INSTRUCTORS AND APPROVED DEVICES**

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# **TRAINING SYLLABI AND CHECKING PROGRAMS**

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## 2-1 FLIGHT CREW

|                                                         |   |
|---------------------------------------------------------|---|
| 2-1-1 OPERATOR CONVERSION TRAINING AND CHECKING.....    | A |
| 2-1-2 ROUTE AND AERODROME COMPETENCE QUALIFICATION..... | B |
| 2-1-3 DIFFERENCES AND FAMILIARISATION TRAINING .....    | C |
| 2-1-4 RECURRENT TRAINING .....                          | D |
| 2-1-5 RECURRENT CHECKING .....                          | E |
| 2-1-6 COMMAND TRAINING.....                             | F |
| 2-1-7 PILOT OPERATING IN EITHER PILOT'S SEAT .....      | G |

## 2-2 CABIN CREW

|                                                                            |   |
|----------------------------------------------------------------------------|---|
| 2-2-1 GENERAL.....                                                         | A |
| 2-2-2 INITIAL TRAINING .....                                               | B |
| 2-2-3 AIRCRAFT TYPE SPECIFIC TRAINING & OPERATOR CONVERSION TRAINING ..... | C |
| 2-2-4 A32F DIFFERENCE TRAINING .....                                       | D |
| 2-2-5 RECURRENT AND REFRESHER TRAINING .....                               | E |
| 2-2-6 CRM RECURRENT TRAINING .....                                         | F |
| 2-2-7 DANGEROUS GOODS RECURRENT TRAINING.....                              | G |
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A320/A321  
OPERATIONS MANUAL PART D

## TRAINING SYLLABI AND CHECKING PROGRAMS

### FLIGHT CREW

#### 2-1-1 OPERATOR CONVERSION TRAINING AND CHECKING

Applicable to: ALL

*Refer to: (ORO.FC.120), (ORO.FC.220), (AMC1 ORO.FC.320), [FLT 2.1.1A]*

Each Fly2Sky flight crew shall complete the following Operator Conversion Course (OCC) before commencing unsupervised line flying:

- On joining Fly2Sky;
- When changing to an aeroplane for which a new type rating is required.

The Operator Conversion Course (OCC) includes training on the equipment installed on the aircraft relevant to flight crew members' roles. The CRM training is integrated into the OCC. The operator proficiency check shall take place at the end of the operator conversion training program defined in the OM-D. *Refer to: OM-D 2-1-5 RECURRENT CHECKING*

In case an OPC or LPC are combined with training, the TRE/SFE must explain which part of the session a check and which part of the session is training. In any case, the TRE or SFE shall fill the respective forms.

#### **PREREQUISITS**

In order to plan the OCC correctly, each flight crew member shall present his/her experience at the moment of joining Fly2Sky to the Training coordinator, who coordinates it with the Training Manager and based on that experience, the Training Department tailors the Operator Conversion Course according for the crewmember.

This experience is sent to the Crew Planning Department by the Training Coordinator and is then inserted in Leon for planning and FTL considerations.

#### **GENERAL**

The operator conversion training shall include in the following order:

- Ground training and checking, including all of the following:
  - Aircraft systems for the current training and checking cycle;
  - Normal procedures, which include flight planning, ground handling and flight operations, including performance, mass and balance, fuel schemes, selection of alternates, and ground de-/anti-icing;

- Abnormal and emergency procedures, which include pilot incapacitation as applicable;
- A review of relevant samples of accident/incident and occurrences to increase awareness of the occurrences that may be relevant for the intended operation;
- Emergency and safety equipment training and checking (completed before any flight training in an actual aircraft commences);
- Flight training and checking (aircraft and/or FSTD); and
- Line Flying Under Supervision (LIFUS) and a Line Check.

When the flight crew member has not previously completed an OCC, he/she shall undergo a general first aid training and, ditching procedure, wet drills training using the equipment in water. Where the emergency drills require action by the non-handling pilot, the check shall additionally cover knowledge of these drills.

The operator's conversion may be combined with a new type/class rating training, as required by Commission Regulation (EU) No 1178/2011.

Fly2Sky ensures that:

- Applicable elements of CRM training, as specified in the OM-D, are integrated into all appropriate phases of the conversion training; and
- The personnel integrating elements of CRM into conversion training are suitably qualified, as specified below.

## **GROUND TRAINING**

Ground training shall comprise a properly organised program of ground instruction supervised by training staff with adequate facilities, including any necessary audio, mechanical and visual aids. Self-study using appropriate electronic learning aids such as computer-based training (CBT) may be used with an adequate supervision of the standards achieved. In any case, the course of ground instruction shall incorporate formal tests.

## **EMERGENCY AND SAFETY EQUIPMENT TRAINING AND CHECKING**

Emergency and safety equipment training shall take place in conjunction with cabin or technical crew undergoing similar training with emphasis on coordinated procedures and two-way communication between the flight crew compartment and the cabin. On the initial conversion course and on subsequent conversion courses as applicable, the following shall be addressed:

- Instruction on first aid in general (initial conversion course only);
- Instruction on first aid as relevant to the aircraft type of operation and crew complement, including those situations where no cabin crew is required to be carried (initial and subsequent).
- Aero-medical topics, including:
  - Hypoxia;
  - Hyperventilation;
  - Contamination of the skin/eyes by aviation fuel or hydraulic or other fluids;
  - Hygiene and food poisoning; and
  - Malaria.
- The effect of smoke in an enclosed area and actual use of all relevant equipment in a simulated smoke-filled environment.
- Actual firefighting, using equipment representative of that carried in the aircraft on an actual or simulated fire except that, with Halon extinguishers, an alternative extinguisher may be used.
- The operational procedures of security, rescue and emergency services.
- Survival information appropriate to their areas of operation (e.g. polar, desert, jungle or sea) and training in the use of any survival equipment required to be carried.
- A comprehensive drill to cover all ditching/wet drills procedures where flotation equipment is carried. This shall include practice of the actual donning and inflation of a lifejacket, together with a demonstration or audio-visual presentation of the inflation of life-rafts and/or slide-rafts and associated equipment. This practice shall, on an initial conversion course, be conducted using the equipment in water, although previous certified training with another operator or the use of similar equipment will be accepted in lieu of further wet-drill training.
- Instruction on the location of emergency and safety equipment, correct use of all appropriate drills, and procedures that could be required of flight crew in different emergency situations. Evacuation of the aircraft (or a representative training device) by use of a slide where fitted shall be included when the operations manual procedure requires the early evacuation of flight crew to assist on the ground.

Operations where no cabin crew is required:

- **Passenger handling**

Other than general training on dealing with people, emphasis shall be placed on the following:

- Advice on the recognition and management of passengers who appear or are intoxicated with alcohol, under the influence of drugs or aggressive;
- Methods used to motivate passengers and the crowd control necessary to expedite an aircraft evacuation; and
- The importance of correct seat allocation with reference to aircraft mass and balance. Particular emphasis shall also be given on the seating of special categories of passengers.

- **Discipline and responsibilities**

Emphasis shall be placed on discipline and an individual's responsibilities in relation to:

- His or her ongoing competence and fitness to operate as a crew member with special regard to flight and duty time limitation (FTL) requirements; and
- Security procedures.

- **Passenger Briefing/Safety Demonstrations**

Training shall be given in the preparation of passengers for normal and emergency situations.

## **FLIGHT TRAINING**

Flight training shall be conducted to familiarise the flight crew member thoroughly with all aspects of limitations and normal, abnormal and emergency procedures associated with the aircraft and shall be carried out by suitably qualified class and type rating instructors and/or examiners. For specific operations, such as steep approaches, or operations based on QFE, additional training shall be carried out, based on any additional elements of training defined for the aircraft type in the operational suitability data in accordance with Commission Regulation (EU) No 748/2012, where they exist.



In planning flight training on aircraft with a flight crew of two or more, particular emphasis shall be placed on the practice of LOFT with emphasis on CRM, and the use of crew coordination procedures, including coping with incapacitation.

Normally, the same training and practice in the flying of the aircraft shall be given to co-pilots as well as commanders. The 'flight handling' sections of the syllabus for commanders and co-pilots alike shall include all the requirements of the operator proficiency check required by ORO.FC.230.

Unless the type rating training program has been carried out in an FSTD usable for ZFTT, the training shall include at least three take-offs and landings in the aircraft.

### **OPERATOR PROFICIENCY CHECK**

For aeroplanes, the operator proficiency check that is part of the operator's conversion checking shall follow the provisions in AMC1 ORO.FC.230.

The use of FSTDs, composition of the flight crew, and the possible combinations with training or with the licence proficiency check shall be defined as per AMC1 ORO.FC.230.

### **LINE FLYING UNDER SUPERVISION (LIFUS)**

Following completion of flight training and checking as part of the operator's conversion course, each flight crew member shall operate a minimum number of sectors and/or flight hours under the supervision of a flight crew member nominated by the operator.

The minimum flight sectors and hours are specified in this section of the OM-D and take into account the following:

- Previous experience of the flight crew member;
- Complexity of the aircraft; and
- The type and area of operation.

### **TRAINING PROGRAMS**

*Refer to: (ORO.FC.220), (AMC3 ORO.FC.220)*

Fly2Sky makes sure that its training programs include the relevant de-identified feedback from the management system, including occurrence reporting and flight data monitoring programs.

Once an operator conversion course has been commenced, the flight crew member shall not be assigned to flying duties on another type or class of aircraft until the course is completed or terminated. The amount of training required by the flight crew member for the operator's conversion course is determined in accordance with the standards of qualification and experience specified in the OM-D, considering his/her previous training and experience.

The operator proficiency check (OPC), the emergency and safety equipment training and checking (ESET), and the Aviation Security training (SEC) shall be completed before commencing line flying under supervision (LIFUS). The line check (LC) shall be completed upon completion of line flying under supervision. The conversion training is conducted by personnel qualified in accordance with this manual.

The Operator Conversion Course includes, in the following order:

- Ground training and checking, including aeroplane systems, limitations, normal, abnormal and emergency procedures;
- Emergency and safety equipment training and checking, which shall be completed before any flight training in the aircraft commences;
- FSTD training and checking; and
- Line flying under supervision ending with Line Check.

In addition, the conversion course shall cover:

- Elements of the CRM, conducted by qualified personnel;
- Security training, which shall be completed before any aeroplane flying; and
- All-Weather Operations training (Low Visibility Operations, Cat II and III).

When the emergency drills require action by the non-handling pilot (PM), the check shall additionally cover knowledge of these drills. In addition to the above-mentioned training, the Operator Conversion Course includes the courses described in further in this section.

Each flight crew member shall complete an Operator Proficiency Check and the Emergency and Safety Equipment training and checking before commencing line flying under supervision (LIFUS). Upon completion of line flying under supervision, a Line Check shall be undertaken.

The following paragraphs give a general description of Operator Conversion Course (OCC) contents. Section 5 of this dedicated manual \ cover in detail courses organisation, structure, timetable, detailed syllabi and test required for each ground module.

## **GROUND TRAINING COURSE**

*Refer to: (AMC1 ORO.FC.220), [FLT 2.2.7], [FLT 2.3.4], [FLT 2.2.10]*

The Ground Training Course is divided into modules that comprise all the ground training courses required to satisfy the requirements of Air OPS and IOSA. Its purpose is to familiarise the new entrants with Company culture and objectives. It includes the following:

- Operator Familiarisation Training;
- Air Operator Certificate (AOC) Knowledge;
- Standard Operating Procedures (SOP); and
- Aircraft Performance Training.

The Ground training comprises a properly organised program of ground instruction by training staff with adequate facilities, including any necessary audio, mechanical and visual aids.

Self-study on company material using appropriate electronic learning aids, computer-based training (CBT) etc., are used for specific modules under the supervision of the Training Department.

The course requires passing a test that is conducted in a classroom under the supervision of the Instructor or by means of a CBT system. Training is performed by a Ground Instructor (GI). Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-FCT-002 Operators Conversion Course (OCC); and
- VAW-EFB-001 Electronic Flight Bag (EFB).

## **EMERGENCY AND SAFETY EQUIPMENT TRAINING (ESET)**

*Refer to: (AMC1 ORO.FC.220), [FLT 2.2.8]*

Each Fly2Sky flight crew shall complete the initial emergency and safety equipment training (ESET) course before commencing line training (LIFUS).

Emergency and safety equipment training (ESET) is performed, when possible, in conjunction with cabin crew undergoing similar training with an emphasis on coordinated procedures and two-way communication between the flight crew compartment and the cabin. The course requires passing a test that is conducted in a classroom under the supervision of the Instructor or by means of a CBT system.

Training is performed by a Ground Instructor qualified in ESET/FAID training. Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-FCT-002 Operators Conversion Course (OCC)

## **CREW RESOURCE MANAGEMENT (CRM)**

*Refer to: (ORO.FC.215) [FLT 2.2.14]*

Each Fly2Sky flight crew shall complete the Initial Operator's CRM Training course before commencing line training (LIFUS). An Initial Operator's CRM training is scheduled for all crew disregarding the crew's previous CRM experience. The course does not require passing a test. The course is held by a Flight Crew CRM trainer. Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-CRM-001 Crew Resource Management - Flight Crew

## **FSTD TRAINING**

*Refer to: (AMC1 ORO.FC.220(d)), [FLT 2.2.6]*

Each Fly2Sky flight crew shall complete the initial FSTD training before commencing line training (LIFUS).

FSTD training is structured and sufficiently comprehensive to thoroughly familiarise the flight crew member with all aspects of limitations, normal, abnormal and emergency procedures associated with the aeroplane. Additional training is allocated for specific operations such as LVO, RVSM, TCAS, PBN, etc.

In planning FSTD training, emphasis is placed on the practice of LOFT and LOE with emphasis on CRM, and the use of crew coordination procedures, including coping with incapacitation.

The same training and practice in the flying of the aeroplane are given to both commanders and co-pilots unless their roles are specific (e.g. for LVO). The flight handling sections of the syllabus for commanders and co-pilots alike includes all the requirements of the Operator Proficiency Check and/or Licence Skill Test. Both pilots are given the opportunity to practice in PF and PM role. Particular emphasis is addressed to:

- PM/PF and other flight crew division of duties (task sharing);
- Positive transfer of aircraft control;

- Consistent checklist philosophy;
- Emphasis on prioritisation of tasks (e.g. "aviate, navigate, communicate");
- Proper use of all levels of flight automation

Training is performed by TRI or SFI. Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-FCT-009 Initial / Recurrent Training and Checking - FSTD

### **OPERATOR PROFICIENCY CHECK (OPC)**

*Refer to: (AMC1 ORO.FC.230), [FLT 2.2.27]*

Combined with FSTD training, before commencing line training under supervision, Each flight crew member shall complete operator proficiency checks as part of the normal crew complement.

When the flight crew member will be required to operate under IFR, the operator proficiency check shall be conducted without external visual reference, as appropriate. The validity period of the operator proficiency check shall be 6 calendar months.

Checking is performed by a TRE/SFE. Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-FCT-009 Initial / Recurrent Training and Checking - FSTD

### **AEROPLANE TRAINING**

*Refer to: (ORO.FC.220)*

As standard practice, no training is performed on aircraft except Line Training Under Supervision (LIFUS).

### **ZERO FLIGHT TIME TRAINING (ZFTT)**

*Refer to: (ORO.FC.220), (FCL.730.A), [FLT 2.1.47]*

### **GENERAL**

Zero Flight time training is an extra course which may be conducted in approved Training Organisation. As no actual flight is placed during the training, extra restrictions are applied after the completion of the course.

## REQUIREMENTS

A pilot undertaking instruction at a ZFTT course shall have completed, on a multi-pilot turbo-jet aeroplane certificated to the standards of CS-25 or equivalent airworthiness code or on a multi-pilot turbo-prop aeroplane having a maximum certificated take-off mass of not less than 10 tonnes or a certificated passenger seating configuration of more than 19 passengers, at least:

- If an FFS qualified to level CG, C or interim C is used during the course, 1 500 hours flight time or 250 route sectors; or
- If an FFS qualified to level DG or D is used during the course, 500 hours flight time or 100 route sectors.

When a pilot is changing from a turboprop to a turbo-jet aeroplane or from a turbojet to a turbo-prop aeroplane, additional simulator training shall be required.

## SIMULATOR PHASE

Pilots that have been issued a type rating based on a ZFTT course shall complete six take-offs and landings in an FSTD not later than 21 days after the completion of the skill test. The take-offs and landings shall be conducted under the supervision of a TRI. In case those take-offs and landings have not been performed within 21 days, the refresher training is provided during SOP Intro 3 simulator session.

A demonstration of competency is demonstrated in a flight simulator session that shall be conducted by a TRI(A) occupying the other pilot seat. Demonstration of competence is completed under the supervision of an evaluator.

The conduct the first four take-offs and landings of the LIFUS in the aeroplane under the supervision of a TRI(A) occupying the other pilot seat.

## LINE FLYING UNDER SUPERVISION (LIFUS)

*Refer to: (AMC1 ORO.FC.220), (GM1 ORO.FC.220(d)), [FLT 2.3.3]*

Line flying under supervision provides the opportunity for a flight crew member to carry into practice the procedures and techniques he/she has familiar with during the previous phases

of the operator conversion course (ground and flight). At the end of Line flying under supervision, the flight crew member shall be able to perform a safe and efficient flight conducted within the tasks of his flight crew member station.

Following completion of simulator training, each flight crew member shall operate a minimum number of sectors and/or flying hours under the supervision of a TRI or Line Training Captain.

The minimum sectors or hours are determined, taking into account the previous experience of the flight crew member. Upon completion of line flying under supervision, a line check shall be completed. The trainee shall be provided with the same amount of Pilot Monitoring (PM) and Pilot Flying (PF) duties. During the LIFUS phase of training, the trainee shall become proficient and shall demonstrate knowledge in Fly2Sky Operations in a normal line operating environment.

The list of LIFUS briefing topics is included to ensure all training items are comprehensively covered. Line Training Under Supervision (LIFUS) is performed by a Line Training Captain Comprehensive course description, time organisation and syllabi are detailed in:

- Form T1 - Flight Crew OCC - LIFUS Summary

## NUMBER OF SECTORS / HOURS TO BE FLOWN UNDER SUPERVISION

*Refer to: GM1 ORO.FC.220(d)*

The minimum sectors/hours to be flown under supervision are as follows:

| Experience                                               | Position                 | Sectors/Hours           | Notes                                                                                                                |
|----------------------------------------------------------|--------------------------|-------------------------|----------------------------------------------------------------------------------------------------------------------|
| A32F type rated with at least 100 hours on type          | Captain                  | 2 sectors               |                                                                                                                      |
|                                                          | F/O upgrading to Captain | 20 sectors              |                                                                                                                      |
|                                                          | F/O                      | 4 sectors               |                                                                                                                      |
| ZFTT or A32F type rated with less than 100 hours on type | Captain                  | 20 sectors              | Safety Pilot rostered for initial 10 sectors. In the case of ZFTT first 4 landings require a TRI on the pilot's seat |
|                                                          | F/O                      | 40 sectors or 100 hours |                                                                                                                      |

The table above gives the minimum company requirements. At the discretion of the LTC, the amount of training may be increased as necessary.

LIFUS shall be performed with a Line Training Captain occupying LHS/RHS seat according to trainee position. In case of a ZFTT training, the first 4 take-offs and landings shall be with a TRI (without an L/T Restriction) occupying the other pilot seat. Before the line check, the trainee shall be recommended by the Line Training Captain. The recommendation may be carried out on the last two of the minimum required sectors.

A CAT III approach is required if the pilot has no previous CAT II and III experience with another EU operator. The Line Check shall be conducted by a Line Training Captain, who shall occupy the jump seat with a homogeneous crew (Captain and F/O).

## **SAFETY PILOT**

A Safety Pilot is defined as a normal flight crew member, commander or co-pilot, with more than 100 hrs on type who has been released on normal duties. A Safety Pilot shall be crewed for the initial 10 sectors of Line Flying Under Supervision for training to pilots with less than 100 hours on A32F.

There is no requirement for the Line Training Captain to maintain the safety pilot for all 10 sectors. The Line Training Captain may cancel or continue the requirement for the carriage of a safety pilot during initial line training at his discretion.

Where the trainee pilot is type rated and has previous experience (more than 100 hours) on the specific variant, a safety pilot shall not normally be rostered for initial line flying under supervision. The carriage of a Safety Pilot in these circumstances shall only be required if the Training Manager or the Director Flight Operation deems necessary following the recommendation of an instructor.

## **SAFETY PILOT RELEASE**

The Safety Pilot may be released by the Line Training Captain subject to the minimum number of sectors being completed as described above. The Line Training Captain shall report on the trainee's training records 'Release Safety Pilot' when he is judged competent in the basic operation of the aircraft (see OCC training documentation).

On the final sector, the Line Training Captain shall ensure that the trainee can handle a descent, approach, and landing without any assistance on the final sector before releasing the trainee to fly without a Safety Pilot.



The Safety Pilot is to occupy the observer's seat and alert the instructor of any concerns relating to safety. Safety Pilot is not required for command-on-type or refresher courses. The Safety Pilot shall be briefed on his/her duties prior to each sector.

Line Training Captain shall inform Training Manager and Rostering Officer Ops when a Safety Pilot is released or when Safety Pilot is required beyond the planned sectors.

## **LINE CHECK**

*Refer to: (ORO.FC.220)*

At the completion of Line Training Under Supervision (LIFUS), each flight crew member shall complete a line check on the aircraft. The validity period of the line check shall be 12 calendar months. To demonstrate his/her competence in carrying out normal line operations, including pre-flight and post-flight procedures and use of the equipment provided, as specified in the operations manual.

Line checks shall be completed in an aeroplane during a routine flight, acting as a part of a normal flight crew complement. Crew member shall be checked in both PF and PM functions. The route chosen shall be such as to give an adequate representation of the scope of a pilot's normal operations.

The Flight Crew shall be assessed on their CRM skills. A CRM assessment shall not be used as a reason for a failure of the line check unless the observed behaviour could lead to an unacceptable reduction in safety margin. Line checks are performed by a Line Training Captain with more than 100 hours of line training with Fly2Sky.

## **LOW VISIBILITY OPERATION (LVO)**

*Refer to: (SPA.LVO.120), [FLT 2.2.34]*

Each Fly2Sky flight crew before conducting Low Visibility Take Off and Category II and III approaches at the minima specified in the AOC shall be qualified by completing an LVO training of the company where such training:

- Includes initial and recurrent training and checking;
- Includes normal, abnormal and emergency procedures;
- Is tailored to the type of technologies used in the intended operations; and
- Takes into account the human factor risks associated with the intended operations.

Fly2Sky keeps records of the training and qualifications of the flight crew members electronically or on paper. The training and checking shall be conducted by appropriately qualified personnel. In the case of flight and flight simulation training and checking, the personnel providing the training and conducting the checks shall be qualified in accordance with this manual. *Refer to: OM-D 1-3 TRAINING AND CHECKING PERSONNEL – FLIGHT CREW*

Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-FCT-010 LVO - Ground Training; and
- VAW-FCT-011 LVO - FSTD Training and Checking.

## COMPETENCE OF THE FLIGHT CREW FOR THE INTENDED OPERATIONS

*Refer to: (AMC1 SPA.LVO.120(a)), (GM1 SPA.LVO.120(a))*

To ensure that the flight crew is competent to conduct the intended operations, the Fly2Sky assesses the risks associated with the conduct of low-visibility approach operations by pilots new to the aircraft type where such mitigations include an increment to the visibility or RVR for LVOs, this should be stated on the T11 form and noted in Centrik thus distributed to Leon for planning purposes.

Before commencing CAT II operations, commanders, who are new to the aircraft type and have less than 50 hours or 20 sectors on the type, including LIFUS shall:

- Add 100 m to the applicable CAT II RVR minima when the operation requires a CAT II manual landing to touchdown until:
  - 100 hours or 40 sectors, including LIFUS, has been achieved on the type; or
  - 50 hours or 20 sectors, including LIFUS, has been achieved on the type where the flight crew member has been previously qualified for CAT II manual landing operations with an EU operator.

Before commencing CAT III operations, commanders, who are new to the aircraft type and have less than 50 hours or 20 sectors on the type, including LIFUS shall:

- Add 100 m to the applicable CAT II or CAT III RVR minima unless they have been previously qualified for CAT II or III operations with an EU operator, until a total of 100 hours or 40 sectors, including LIFUS, has been achieved on the type.

## RECENT EXPERIENCE

*Refer to: (AMC3 SPA.LVO.120(a))*

To be considered competent, pilots authorised to conduct low-visibility approach operations shall complete at least two approaches using the operator's procedures for low-visibility approach operations, during the validity period of each operator proficiency check or periodic demonstration of competence, unless credits related to recent experience when operating more than one type are defined in the operational suitability data. Furthermore, pilots should complete at least one additional approach in the lowest approved RVR (either to go-around or landing) for each piece of aircraft equipment used during the validity period of each operator proficiency check (e.g. two approaches CAT II with autoland and one CAT II with auto-coupled to below DH with manual landing) unless credits related to recent experience when operating more than one type are defined in the operational suitability data.

If a flight crew member is authorised to operate as pilot flying and pilot monitoring, the flight crew member should complete the required number of approaches in each operating capacity.

## INITIAL TRAINING FOR LVTO

*Refer to: (AMC1 SPA.LVO.120(b))*

Fly2Sky ensures that the flight crew members have completed the following training and checking prior to being authorised to conduct take-offs in an RVR below 400 m unless credits related to training and checking for previous experience in LVTOs on similar aircraft types are defined in the operational suitability data.

A ground training course including at least the following:

- Characteristics of fog;
- Effects of precipitation, ice accretion, low-level wind shear and turbulence;
- The effect of specific aircraft/system malfunctions;
- The use and limitations of RVR assessment systems;
- Procedures to be followed and precautions to be taken with regard to surface movement during operations when the RVR is 400 m or less and any additional procedures required for take-off in conditions below 150 m;
- Qualification requirements for pilots to obtain and retain approval to conduct LVOs;
- The importance of correct seating and eye position.

A course of FSTD covering system failures and engine failures resulting in continued as well as rejected take-offs. Such training should include at least:

- Normal take-off in minimum approved RVR conditions;
- Take-off in minimum approved RVR with an engine failure between V1 and V2; and
- Take-off in minimum approved RVR conditions with an engine failure before V1 resulting in a rejected take-off.

***Note:** As Fly2Sky is approved for LVTOs with an RVR below 150 m (to 125 m), the company carries out this training in an FSTD. This training includes all special procedures and equipment if such are applicable.*

Fly2Sky ensures that a flight crew member has completed a check before conducting LVTOs in RVRs of less than 150 m. The check should require the execution of:

- At least one LVTO in the minimum approved visibility;
- At least one rejected take-off at minimum approved RVR in an FSTD.

For pilots with previous experience with an EU operator of LVTOs in RVRs of less than 150 m, the check may be replaced by successful completion of the FSTD training.

## INITIAL TRAINING AND CHECKING CAT II AND CAT III APPROACH OPERATIONS

*Refer to: (AMC2 SPA.LVO.120(b))*

Fly2Sky ensures that flight crew members complete the following training and checking before being authorised to conduct CAT II and CAT III approach operations unless credits related to training and checking for previous experience on similar aircraft types are defined in the operational suitability data.

For flight crew members who do not have previous experience of low-visibility approach operations requiring an approval under this Subpart with an EU operator:

- A course of ground training including at least the following:
  - Characteristics and limitations of different types of approach aids;
  - Characteristics of the visual aids;
  - Characteristics of fog;
  - Effects of precipitation, ice accretion, low level wind shear and turbulence;
  - The effect of specific aircraft and system malfunctions;

- The use and limitations of RVR assessment systems;
  - Principles of obstacle clearance requirements;
  - The recognition of failure of ground equipment or in satellite approaches, the loss of signal in space and the action to be taken in the event of such failures;
  - Procedures to be followed and precautions to be taken with regard to surface movement during operations when the RVR is 400 m or less and any additional procedures required for take-off in conditions below 150 m;
  - The significance of DHs based upon radio altimeters and the effect of terrain profile in the approach area on radio altimeter readings and on automatic approach and landing systems. This applies also to other devices capable of providing equivalent information;
  - The effect of the pre-threshold terrain and LSAA (Landing Distance Assessment Area) on airborne landing systems;
  - The significance of alert height, if applicable, and action in the event of any failure above and below the alert height;
  - Qualification requirements for pilots to obtain and retain approval to conduct LVOs;
  - The importance of correct seating and eye position.
- A course of FSTD training in two phases as follows:

Phase one (LVOs with aircraft and all equipment serviceable) – Objectives:

- Understand the operation of equipment required for LVOs;
- Understand the operating limitations resulting from airworthiness certification;
- Practise the monitoring of automatic flight control systems and status annunciators;
- Understand the significance of alert height, if applicable;
- Become familiar with the maximum lateral and vertical deviation permitted for different types of approach operation;
- Become familiar with the visual references required at DH;
- Master the manual aircraft handling relevant to low-visibility approach operations;
- Practise coordination with other crew members; and
- Become proficient at procedures for low-visibility approach operations with serviceable equipment.

Phase one of the training should include the following exercises:

- The required checks for satisfactory functioning of equipment, both on the ground and in flight;

- Approach using the appropriate flight guidance, autopilots, and control systems installed on the aircraft to the appropriate DH and transition to visual flight and landing;
- Approach with all engines operating using the appropriate flight guidance, autopilots and control systems installed on the aircraft down to the appropriate DH followed by a missed approach, all without external visual reference;
- Where appropriate, approaches using autopilot to provide automatic flare, hover, landing and roll-out; and

Phase two (low-visibility approach operations with aircraft and equipment failures and degradations) – Objectives:

- Understand the effect of known aircraft unserviceability including use of the MEL;
- Understand the effect of failed or downgraded equipment on aerodrome operating minima;
- Understand the actions required in response to failures above and below alert height, if applicable;
- Practise abnormal operations and incapacitation procedures; and
- Become proficient at dealing with failures and abnormal situations during low-visibility approach operations.

Phase two of the training should include the following exercises:

- Approaches with engine failures at various stages of the approach;
- Approaches with critical equipment failures, such as electrical systems, auto-flight systems, ground or airborne approach aids and status monitors;
- Approaches where failures of auto-flight or flight guidance systems require either:
  - Reversion to manual control for landing or go-around; or
  - Reversion to manual control or a downgraded automatic mode control for go-around from the DH or below, including those which may result in contact with the runway.

This should include aircraft handling if, during a CAT III fail-passive approach, a fault causes autopilot to disconnect at or below the DH when the last reported RVR is 300 m or less;

- Failures of systems that will result in excessive lateral or vertical deviation both above and below the DH in the minimum visual conditions for the operation;

- Incapacitation procedures appropriate to low-visibility approach operations; and
- Failures and procedures applicable to the specific aircraft type.
- FSTD training should include a minimum of six approaches.

A check requiring the completion of at least the following exercises in an aircraft or FSTD:

- Low-visibility approaches in simulated instrument flight conditions down to the applicable DH, using the flight guidance system. Standard procedures of crew coordination (task sharing, call-out procedures, mutual surveillance, information exchange and support) should be observed. For CAT III operations, the operator should use an FSTD approved for this purpose;
- Go-around after approaches as indicated above at any point between 500 ft above ground level (AGL) and on reaching the DH; and
- Landing(s) with visual reference established at the DH following an instrument approach. Depending on the specific flight guidance system, an automatic landing should be performed.

Practice in approaches during LIFUS, as follows:

- For low-visibility approach operations using a manual landing:
  - Three landings, or if the training was conducted in an FSTD qualified for ZFTT, one landing;
- For low-visibility operations using autoland:
  - If the training required was conducted in an FSTD qualified for ZFTT, one landing, or none if the flight crew member completed a type rating based on ZFTT;
  - Otherwise, two landings.

For flight crew members who have previous experience of low-visibility approach operations with an EU operator, when changing to an aircraft for which a new type rating is required, within the same operator shall complete:

- A course of ground training as specified above, taking into account the flight crew member's existing knowledge of low-visibility approach operations; and
- A course of FSTD as specified above. If the flight crew member's previous experience of low-visibility approach operations is on a type where the following were the same or similar:

- The technology used in the flight guidance and flight control system;
- Operating procedures; and
- Handling characteristics.

For flight crew members who have previous experience of low-visibility approach operations with an EU operator, when joining another operator shall complete:

- A course of ground training as specified above, taking into account the flight crew member's existing knowledge of low-visibility approach operations; and
- A course of FSTD as specified above. If the flight crew member's previous experience of low-visibility approach operations is on the same aircraft type and variant, or on a different type or variant where the following were the same or similar:
  - The technology used in the flight guidance and flight control system;
  - Operating procedures; and
  - Handling characteristics.

Practice in approaches during LIFUS as required above unless the flight crew member's previous experience of low-visibility approach operations is on the same aircraft type and variant.

## **AVIATION SECURITY (SEC)**

*Refer to: (AMC1 ORO.GEN.110(a)), [FLT 2.2.42]*

All Company Flight and Cabin Crew member shall complete a security training course before commencing line flying duties.

The aim of the training is to enable aircrew to clearly understand the aviation security threat. It includes policies and procedures that address appropriate crew communication, coordination and action in response to acts of unlawful interference. Training is performed by a combination of CBT course and Security Instructor.

Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-FCT-002 OPERATORS CONVERSION COURSE (OCC); and
- The Security Manual.
- 

## **SAFETY MANAGEMENT SYSTEM (SMS)**



All crew members are required to undergo initial and recurrent training and checking in the Company's Safety Management System (SMS). Training is performed by a Ground Instructor.

Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-FCT-002 OPERATORS CONVERSION COURSE (OCC); and
- SMM Safety Management Manual.

### **ADDITIONAL TRAINING**

Each flight crew member shall perform the following additional training related to the specific operations, equipment, and to comply with requirements from EASA and IOSA.

Training courses are integrated in the Operator Conversion Course and shall be completed before commencing line training under supervision (LIFUS).

### **A32F DIFFERENCES AND FAMILIARISATION (FLT)**

*Refer to: (GM1 ORO.FC.140), (AMC2 ORO.FC.240), [FLT 2.4.3]*

The concept of operating more than one type or variant depends on the experience, knowledge and ability of the operator and the flight crew concerned. The first consideration is whether operations on one aircraft type or variant allow the safe operation of all other types and variants. The second consideration is whether and how adequate training to address potential confusion and increased workload caused by the operation of several types or variants is achieved.

All flight crew members are required to perform initial and recurrent training including an evaluation in the differences between aircraft types and variants. The training is performed by means of CBT and during LIFUS training and checking.

Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-FCT-004 A32F DIFFERENCES AND FAMILIARISATION TRAINING;
- Form T1 - Flight Crew OCC LIFUS Summary; and
- VAW-FCT-009 INITIAL / RECURRENT TRAINING AND CHECKING - FSTD.

### **A32F PRE-FLIGHT INSPECTION / MEL**

*Refer to: (CAT.GEN.MPA.105), (AMC1 ORO.GEN.110(e))*

All flight crew members are required to perform initial training including an evaluation in A32F Pre-Flight Inspection and MEL. Training is performed by mean of CBT and during LIFUS training and checking. Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-FCT-015 FLIGHT INSPECTION / MEL
- Form T1 - Flight Crew OCC LIFUS Summary

## **A32F SYSTEMS**

*Refer to: (AMC1 ORO.FC.220), [FLT 2.2.11]*

All flight crew members are required to perform initial and recurrent training including an evaluation in the A320 systems. Training is performed by mean of CBT and during LIFUS training and checking. Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-FCT-003 COMPUTER BASED TRAINING - (CBT) COURSES; and
- Form T0 - Flight Crew OCC Ground Training Summary.

## **ACAS – TCAS 7.1**

*Refer to: (GM1 CAT.OP.MPA.295), [FLT 2.2.35]*

The ability of ACAS to fulfil its role of assisting pilots in the avoidance of potential collisions is dependent on the correct and timely response by pilots to ACAS indications. Operational experience has shown that the correct response by pilots is dependent on the effectiveness of the initial and recurrent training in ACAS procedures. All flight crew members are required to perform initial and recurrent training including an evaluation in demonstration of competence in duties and responsibilities related to TCAS/ACAS alerting equipment in terms of academic and manoeuvre training.

Training is performed by mean of CBT and during FSTD training and checking. Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-FCT-003 COMPUTER BASED TRAINING; and
- VAW-FCT-009 INITIAL / RECURRENT TRAINING AND CHECKING - FSTD.

## AIRCRAFT PERFORMANCE

*Refer to: (AMC1 ORO.FC.220), [FLT 2.2.10]*

All flight crew members are required to perform initial and recurrent training including an evaluation in aircraft performances and weight and balance Training is performed by a Ground Instructor.

Comprehensive course description, time organisation and syllabi are in:

- VAW-FCT-002 OPERATORS CONVERSION COURSE - GROUND COURSE; and
- VAW-EBF-001 ELECTRONIC FLIGHT BAG EFB.

## COMPANY INTRODUCTION

All flight crew members are required to perform initial company introduction during initial ground training including an evaluation in:

- Operator Familiarisation;
- Air Operator Certificate;
- Company Information System;
- Flight Time Limitations; and
- Standard Operating Procedures.

Training is performed by a Ground Instructor. Comprehensive course description, time organisation and syllabi are in:

- VAW-FCT-002 OPERATORS CONVERSION COURSE - GROUND COURSE

## ADVERSE WEATHER

*Refer to: (AMC1 ORO.FC.220), (CAT.OP.MPA.255), (AMC1 CAT.OP.MPA 303), (CAT.OP.MPA 311), (GM CAT.OP.MPA 303), (GM CAT.OP.MPA 311), [FLT 2.2.16.A]*

All flight crew members are required to perform initial and recurrent training including an evaluation in:

- Cold weather operations;
- De-/anti-icing policies and procedures;
- Contaminated runway operations;
- Thunderstorm avoidance.

Training is performed by means of CBT. Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-FCT-003 COMPUTER BASED TRAINING - (CBT) COURSES

## ROUTE AND AERODROME COMPETENCE

*Refer to: (AMC1 ORO.FC.105(b)(2);(c)), [FLT 2.4.1]*

All flight crew members are required to perform initial and recurrent training including an evaluation in route, area and aerodrome knowledge for commercial operations.

Training is performed by mean of CBT and during line training (LIFUS) and checking. Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-FCT-003 COMPUTER BASED TRAINING - (CBT) COURSES; and
- FORM T1 - FLIGHT CREW OCC - LIFUS SUMMARY.

## DANGEROUS GOODS

*Refer to: (AMC1 SPA.DG.105(a)), [FLT 2.2.12]*

All flight crew members are required to perform initial and recurrent training including an evaluation in Dangerous Good - Carry for Flight Crew is performed by mean of CBT.

Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-DGR-001 DANGEROUS GOODS

## **EGPWS / CFIT**

*Refer to: (GM1 CAT.OP.MPA.290), [FLT 2.2.33]*

All flight crew members are required to perform initial and recurrent training including an evaluation in EGPWS and CFIT Training.

### TERRAIN AWARENESS WARNING SYSTEM (TAWS) FLIGHT CREW TRAINING

#### SPECIFIC ELEMENTS FOR CONTROLLED FLIGHT INTO TERRAIN (CFIT) FLIGHT CREW TRAINING PROGRAMMES

The following items are typical performance-based training objectives for the training of flight crew in the avoidance of CFIT:

- anticipate terrain threats;
- prepare for terrain threats;
- recognize unsafe terrain clearance;
- take appropriate action;
- apply appropriate procedure correctly;
- maintain aircraft control;
- restore safe flight path;
- manage consequences.

The following scenarios may be addressed as part of the training:

- ATC clearance giving insufficient terrain clearance;
- provision of a wrong QNH;
- demonstration of terrain avoidance warning systems (if TAWS is installed);
- engine failure making performance marginal, leading to a TAWS warning (if TAWS is installed);

— ‘virtual mountain’ meaning the surprise element of an unexpected warning (if TAWS is installed)

Training is performed by mean of CBT and during FSTD training and checking. Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-FCT-003 COMPUTER BASED TRAINING - (CBT) COURSES; AND
- VAW-FCT-009 INITIAL / RECURRENT TRAINING AND CHECKING - FSTD.

### **ELECTRONIC FLIGHT BAG (EFB)**

*Refer to: (AMC4 SPA.EFB.100(b)(3)), [FLT 3.4.3]*

All flight crew members are required to perform initial training including an evaluation in Electronic Flight Bag (EFB). Training on the EFB-System is intended to provide competence in the use of the EFB System and the following respective software applications.

Training is performed by a Ground Instructor. Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-FCT-002 OPERATORS CONVERSION COURSE (OCC); and
- VAW-EFB-001 ELECTRONIC FLIGHT BAG (EFB).

### **FATIGUE MANAGEMENT TRAINING**

*Refer to: (AMC1 ORO.FTL.250), [FLT 3.4.3B]*

All flight crew members are required to perform initial and recurrent training including an evaluation in Fatigue Management Training. The training is performed by mean of CBT. Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-FCT-006 Fatigue Management Training.

## FUTURE AIR NAVIGATION SYSTEMS (FANS)

Before operating in airspace where FANS is implemented flight crew members are required to perform, as relevant, initial training including an evaluation in:

- Future Air Navigation Systems (FANS);
- Controller-Pilot Data Link Communications (CPDLC);
- Automatic Dependent Surveillance (ADS-C);
- Required Communication Performance and Required Surveillance Performance; and
- Aircraft Communication Addressing and Reporting System (ACARS).

Training is performed by mean of CBT with practical application during LIFUS and FSTD training. Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-FCT-003 COMPUTER BASED TRAINING - (CBT) COURSES.

## INCAPACITATION OF FLIGHT CREW MEMBER

*Refer to: (AMC1 ORO.FC.220), [FLT 2.2.40]*

All flight crew members are required to perform initial and recurrent training including an evaluation in demonstration of competence in duties and procedures related to flight crew incapacitation. The training is performed by mean of Ground Training (GI-ESET), CBT and during FSTD training and checking. Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-FCT-002 Operators Conversion Course (OCC);
- VAW-FCT-003 Computer Based Training - (CBT) Courses; and
- VAW-FCT-009 Initial / Recurrent Training and Checking - FSTD.

## MNPS OPERATIONS

*Refer to: (GM1 SPA.MNPS.100), [FLT 2.4.2]*

All flight crew members are required to perform initial training including an evaluation in operations on MNPS airspace. The training and checking are performed by mean of CBT course. Comprehensive course description, time organization and syllabi are detailed in:

- VAW-FCT-003 COMPUTER BASED TRAINING - (CBT) COURSES

## PBN OPERATIONS

*Refer to: (AMC1 CAT.OP.MPA.126), [FLT 2.2.18]*

All flight crew members are required to perform initial and recurrent training including an evaluation in PBN operations. The training is performed by mean of CBT and during FSTD training and checking. Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-FCT-C PBN OPERATIONS COURSE; and
- VAW-FCT-009 INITIAL / RECURRENT TRAINING AND CHECKING - FSTD.

## RVSM OPERATIONS

*Refer to: (AMC2 SPA.RVSM.105), [FLT 2.2.18]*

All flight crew members are required to perform initial training including an evaluation in operations in RVSM airspace. The training is performed by mean of CBT and during FSTD training and checking. Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-FCT-003 Computer Based Training - (CBT) Courses

## UPSET PREVENTION - RECOVERY (UPRT)

*Refer to: (AMC1 ORO.FC.120), (AMC1 ORO.FC.130), (AMC1 ORO.FC.220), (AMC1 ORO.FC.230), [FLT 2.2.17]*

All flight crew members are required to perform initial and recurrent training in:

- Flight path management during unreliable speed indications; and
- Upset prevention and recovery training (UPRT).

Training is performed by mean of CBT and during FSTD training and checking. Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-FCT-007 Upset Prevention and Recovery Training (UPRT); and
- VAW-FCT-009 Initial / Recurrent Training and Checking - FSTD.

## VOLCANIC AREA OPERATIONS



*Refer to: (GM2 ORO.GEN.200(a)(3)), [FLT 2.2.16B]*

All flight crew members are required to perform initial training including an evaluation in operations on routes that traverse active volcanic areas or in the terminal areas of airports in the vicinity of active volcanoes. The training is performed by mean of CBT and during FSTD training and checking. Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-FCT-003 Computer Based Training - (CBT) Courses; and
- VAW-FCT-009 Initial / Recurrent Training and Checking - FSTD.

## WINDSHEAR AVOIDANCE RECOVERY

*Refer to: [FLT 2.2.32]*

All flight crew members are required to perform initial and recurrent training including an evaluation in wind shear avoidance and recovery from predictive and actual wind shear. The Training is performed by mean of CBT and during FSTD training and checking. Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-FCT-003 Computer Based Training - (CBT) Courses; and
- VAW-FCT-009 Initial / Recurrent Training and Checking - FSTD.

## 2-1-2 ROUTE AND AERODROME COMPETENCE QUALIFICATION

Applicable to: ALL

*Refer to: (ORO.FC.105), (AMC1 ORO.FC.105 (b)(2);(c)), [FLT 2.3.1], [FLT 2.4.1]*

The operator should comply with the national training and checking requirements published in the aeronautical information publication (AIP).

### INITIAL FAMILIARISATION TRAINING – ROUTE COMPETENCE

*Refer to: (AMC1 ORO.FC.105 (b)(2);(c)), (GM1 ORO.FC.105 (b)(2))*

Fly2Sky complies with the national training and checking requirements published in the aeronautical information publication (AIP).

The experience of the route or area to be flown and of the aerodrome facilities and procedures to be used include the following:

- Area and route knowledge:
  - Terrain and minimum safe altitudes;
  - Seasonal meteorological conditions;
  - Meteorological, communication and air traffic facilities, services and procedures;
  - Search and rescue services for the areas over which the aircraft will be flown;
  - Navigational facilities and procedures, including any long-range navigation procedures associated with the route along which the flight is to take place;
  - Procedures applicable to flight paths over heavily populated areas and areas of high air traffic density;
  - Airport obstructions, physical layout, lighting, approach aids and arrival, departure, holding and instrument approach procedures and applicable operating minima.
- Another objective of the area and route training is ensuring that the pilots are aware of the most significant underlying risks and threats of a route or an area that could affect their operations following the 'threat and error management model' or an alternative risk model agreed with the authority.
- The area and route familiarisation training should:
  - Be based on an assessment by the Safety Department of the underlying risks and threats of a route or an area using internal and external evidence; and
  - Be conducted as an initial training before operating to a route and area; and as a refresher training after not operating to a route and area for 12 months.
- The area and route familiarisation training should be delivered using different methods and tools.
  - The selection of the method and tools should result from a combination of the learning objectives and the type of risk or threat that needs to be trained.
  - The selection of the appropriate method and tool should be driven by the desired outcome in terms of adequate knowledge and awareness.
  - The methods and tools employed should include one or more of the following: Training in a flight simulation training device (FSTD), computer-based training, familiarisation flight as a pilot commander or co-pilot under supervision or an observer, video training, virtual reality training, familiarisation by self-briefing with route documentation and audio training.

## ENVIRONMENTAL KNOWLEDGE FOR PREVENTION OF AEROPLANE UPSETS

The knowledge should include understanding of:

- Clear Air Turbulence (CAT),
- Intertropical Convergence Zone (ITCZ),
- Thunderstorms,
- Microbursts,
- Wind shear,
- Icing,
- Mountain waves,
- Wake turbulence, and
- Temperature changes at high altitude;

Furthermore, the training includes:

- The evaluation and management of the associated risks of the above relevant hazards;
- The available mitigating procedures for the above relevant hazards in related to the specific route, route area, or aerodrome used.

Initial Route and Aerodrome Competence Qualification training is performed by means of CBT and during LIFUS training and checking. Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-FCT-003 COMPUTER BASED TRAINING - (CBT)
- Form T1 - FLIGHT CREW OCC - LIFUS SUMMARY

### **RVSM TRAINING**

All pilots who may be required to operate in RVSM (Reduced Vertical Separation Minima) airspace must have received the training detailed in the OM-D.

### **MNPS TRAINING**

All pilots who may be required to operate in MNPS (Minimum Navigation Performance Separation) airspace must have received the training detailed in the OM-D.

### **PBN TRAINING**

All pilots who may be required to operate in PBN (Performance Based Navigation) airspace must have received the training detailed in the OM-D before operating into these areas.

## **CATEGORY B AERODROME QUALIFICATION TRAINING**

Prior to operating to a category B aerodrome (planned destination or required alternate), the commander should:

- Comply with any requirements stipulated by the competent authority responsible for the aerodrome; and
- Be briefed, or self-brief by means of CBT, Airport Briefing on Centrik, etc., about the additional considerations applicable to operations to that category B aerodrome. The completion of the briefing should be recorded. This recording is achieved by signing the OFP or its electronic version before the departure on a flight involving category B aerodrome(s) as destination or alternate aerodromes.

## **CATEGORY C AERODROME QUALIFICATION TRAINING**

Prior to operating to a category C aerodrome (planned destination or required alternate), the commander shall:

- Comply with any requirements stipulated by the competent authority responsible for the aerodrome; and
- Be briefed or self-brief by CBT, Airport Briefing on Centrik, etc., about the additional considerations applicable to operations to that category C aerodrome; and
- Visit the aerodrome as an observer and/or undertake instruction in a suitable FSTD. The observer should occupy an observer's seat where installed. If an observer's seat is not available and cannot be installed, the commander/commander may occupy a pilot seat to conduct the aerodrome visit with a suitably qualified commander nominated by the category C aerodrome operator.

The completion of the briefing, visit and/or instruction should be recorded. The form to be used is:

- Form T10 - Initial Route and Aerodrome Qualification Report



A320/A321  
OPERATIONS MANUAL PART D

## TRAINING SYLLABI AND CHECKING PROGRAMS

### FLIGHT CREW

#### **APPROVED SIMULATOR TRAINING PROGRAM**

| <b>Aerodrome Name</b> | <b>Course Syllabus</b> | <b>National Authority Restrictions (Y/N)</b> |
|-----------------------|------------------------|----------------------------------------------|
| Madeira (LPMA/FNC)    | VAW-FCT-021            | INAC-PORTUGAL (Y)                            |

The following aerodrome simulator training programs are approved by the Bulgarian CAA.

#### **LINE, ROUTE AND AERODROME REGENCY**

The T10 Form must be signed by the pilot, instructor and countersigned by Training Manager as part of the FSTD or Line Check.

#### **ROUTE, AREA AND AERODROME REGENCY**

*Refer to: (AMC1 ORO.FC.105(c))*

Route, area and aerodrome qualification is valid for 12 months.

The 12-month period shall be counted from the last day of the month:

- When the familiarisation training was undertaken; or
- Of the latest operation on the route or area to be flown and of the aerodromes, facilities and procedures to be used.

The 36-month period should be counted from the last day of the month:

- When the familiarisation training was undertaken; or
- When the latest operation on the route or area was flown.



A320/A321  
OPERATIONS MANUAL PART D

## TRAINING SYLLABI AND CHECKING PROGRAMS

### FLIGHT CREW

DIFFERENCES, FAMILIARISATION, EQUIPMENT AND PROC. TRAINING

## 2-1-3 DIFFERENCES, FAMILIARISATION, EQUIPMENT AND PROCEDURE TRAINING

Applicable to: ALL

*Refer to: (ORO.FC.125)*

Flight crew members shall complete differences training or familiarisation. The Flight crew members shall complete equipment and procedure training when changing equipment or changing procedures requiring additional knowledge on types or variants currently operated. The operations manual of Fly2Sky specifies when such differences training or familiarisation or equipment and procedure training is required.

### **GENERAL**

*Refer to: (AMC1 ORO.FC.125), [FLT 2.1.3]*

Differences training requires additional knowledge and training on the aircraft or an appropriate training device. It should be carried out when operating another variant of an aeroplane of the same type or another type of the same class currently operated.

Familiarisation requires only the acquisition of additional knowledge. It should be carried out when operating another aeroplane of the same type.

The Training Manager will specify the familiarisation training courses required. Any approved syllabi for such courses will be included in the OM-D. Familiarisation training may be combined with differences training.

Any differences training courses, when required, is included in company conversion course and recurrent training. Difference training is provided to flight crew on Operator Conversion Course to give the required knowledge on differences between the different variants of the A320 Family. The Training is performed by means of CBT and during line training under supervision (LIFUS).

Different engine options are trained during FSTD session according to device capability. Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-FCT-004 A32F DIFFERENCES AND FAMILIARISATION TRAINING
- Form T1 - FLIGHT CREW OCC - LIFUS SUMMARY

## **OPERATOR DIFFERENCE REQUIREMENTS (ODRS)**

*Refer to: (AMC2 ORO.FC.125), (GM1 ORO.FC.125)*

When defining the needs for differences training, familiarisation or equipment training, Fly2Sky uses the concept of ODRs and of the methodology described in the OM-D.

The ODRs tables may result in different training programs, depending on the training needs, regardless of the 'base aircraft' used to establish the table (e.g. the trainee may know the 'other aircraft' and be trained towards the 'base aircraft').

## **CONTINUATION – REMEDIAL TRAINING**

A flight crew member shall complete continuation or remedial training:

- After a significant failure of periodic competency or emergency checks,
- When recommendation by Flight Safety Department as mitigation following risk assessment on occurrences,
- After a prolonged period off flying due to sickness,
- From time to time as a matter of policy to maintain a high standard.

According to the situation the Training Manager shall determine the content of any continuation or remedial training which may be required.

## **RECENT EXPERIENCE**

*Refer to: (FCL.060)*

A pilot shall not operate an aircraft in commercial air transport or carrying passengers:

- As Commander or Co-pilot unless he/she has carried out, in the preceding 90 days, at least 3 take-offs, approaches and landings in an aircraft of the same type or an FFS representing that type; and
- If for any reason a pilot is off flying duties for a period of more than 90 days, adequate training, and, if expired, a Line Check shall be given to ensure that the pilot retains the required standards.

The 90-day period prescribed above may be extended up to a maximum of 120 days, as long as the pilot undertakes line flying under the supervision of a type rating instructor or examiner (not FFS restricted).

If the period exceeds the 120 days he/she shall complete a training in an FSTD of the aircraft type to be used, which shall include at least 3 take-offs, approaches and landings.

## REQUALIFICATION/REFRESHER TRAINING

The following requalification program is established if a pilot exceeds the 90 days limitation and does not meet the recency requirements regarding the following table:

| Recent experience                         | Minimum Re-Qualification requirements                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| More than 90 days since last flight       | 3 Take-offs and Landings at the controls under supervision of TRI/TRE. (The period will be extended to 120 days)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| More than 120 days since last flight      | 3 Take-offs and Landings on flight simulator and 4 sectors under supervision of a TRI/TRE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| More than 6 months                        | System knowledge refresher CBT or classroom training with test minimum 50 questions and 3 take-offs and landings on a flight simulator FFS might be combined with OPC/LPC. Instructor TRI/TRE.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| More than 12 months and valid type rating | Renewal of expired training and checking subjects (specified by the TM) and: <ul style="list-style-type: none"> <li>• GND school training</li> <li>• Two days (16:00 h) system knowledge refresher with LMS examination</li> <li>• Operational subjects of GRT</li> <li>• FSTD training and checking</li> <li>• T/LOS session</li> <li>• OPC</li> <li>• LIFUS</li> <li>• 4 Sectors under supervision of a TRI/TRE</li> <li>• 1 Re-lease flight in standard crew under supervision of an LCC</li> <li>• 1 Check flight</li> </ul>                                                                                                                                                 |
| More than 24 months and valid type rating | Complete full Fly2Sky company conversion course.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Type rating expired                       | Renewal of type rating under responsibility of an ATO according: <ul style="list-style-type: none"> <li>• Shorter than 3 months - no supplementary requirements</li> <li>• Longer than 3 months but shorter than 1 year - minimum of 2 training sessions</li> <li>• Longer than 1 year but shorter than 3 years - minimum of 3 training sessions in which the most important malfunctions in the available systems are covered</li> <li>• Longer than 3 years - undergo the training required for the initial issue of the rating Fly2Sky renewal of expired training and checking subjects specified by the TM regarding the requirements of recent experience above</li> </ul> |





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OPERATIONS MANUAL PART D

## TRAINING SYLLABI AND CHECKING PROGRAMS

### FLIGHT CREW

#### RECURRENT CHECKING

### 2-1-4 RECURRENT TRAINING

Applicable to: ALL

*Refer to: (ORO.FC.130), (AMC1 ORO.FC.230), (ORO.FC.230), [FLT 2.2.26], [FLT 2.2.27]*

Each flight crew member shall complete annual recurrent flight and ground training relevant to the type or variant, and associated equipment of aircraft on which he/she operates, including training on the location and use of all emergency and safety equipment carried on board the aircraft. Furthermore, each flight crew member shall be periodically checked to demonstrate competence in carrying out normal, abnormal and emergency procedures.

The recurrent training and checking program are described in this chapter of the OM-D as well as in VAW-FCT-008 and VAW-FCT-009.

#### **INSTRUCTOR RECURRENT TRAINING PROGRAM**

The nominated personnel shall undergo the assessment process for compliance, before commencing the recurrent program. The process comprises of assessing performance and matrix for suitability, provided in this document.

The practical assessment is conducted in fully assembled instructors crew with TRI as trainer. The training part includes analysing potential risks, derived from FDM, safety and incidents report. The briefing and debriefing part includes techniques and procedures for standardization of the training.

In order to maintain currency LTC/TRI instructors shall performed at least 2 (two) events in 12 months period. These events shall be either line check, line training, SIM check, SIM training or any combination of these 2 events.

#### **TRAINING SYLLABI**

##### **Ground refresh**

Training including CBT. This includes, but is not limited to: updates according EASA/National requirements; AC systems – including MEL items, SOP, abnormal & emergency procedures. Cognitive based approach, based on advanced thinking skills /soft skills/. CRM, Human Factors Safety analysis –FDM, SOP deviations, Safety

##### **Practical training**

FFSD – normal, abnormal&emergency procedures, memory items



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OPERATIONS MANUAL PART D

## TRAINING SYLLABI AND CHECKING PROGRAMS

### FLIGHT CREW

#### RECURRENT CHECKING

UPRT, LVO II/III, RNP, Complex airports

Additional training, based on safety analysis briefing



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## TRAINING SYLLABI AND CHECKING PROGRAMS

### FLIGHT CREW

#### RECURRENT CHECKING

### **SKILL REFRESH**

Briefing/debriefing and coaching techniques  
Identifying and addressing issues  
Standardization

After completing the session, the instructor shall demonstrate compliance with regulatory and operator standards. Shall demonstrate effective instructional techniques.  
Successful completion extends the privilege of the TRI for a validity period of one year, though the cycle shall be repeated bi yearly. T3 form is to be completed, with RHS training.

### **OPERATOR PROFICIENCY CHECK**

Each flight crew member shall complete operator proficiency checks as part of the normal crew complement. The operator proficiency check shall be conducted without external visual reference, as appropriate. The validity period of the operator proficiency check shall be 6 calendar months. In combination with the OPC, each flight crew member shall undergoes ground training and flight training in an FSTD at least every 12 calendar months.

### **GROUND TRAINING SYLLABI**

The ground training program includes:

- Aircraft systems;
- Normal procedures, which include flight planning and ground-handling and flight operations, including performance, mass and balance, fuel schemes, selection of alternates, and ground de-icing/anti-icing;
- Abnormal and emergency procedures, which include pilot incapacitation as applicable;
- A review of relevant samples of accident/incident and occurrences to increase awareness of the occurrences that may be relevant for the intended operation.

Knowledge of the ground training is verified by a questionnaire in electronic or paper form.

### **LINE CHECK**

Each flight crew member shall complete a line check on the aircraft. The validity period of the line check shall be 12 calendar months.

## **EMERGENCY AND SAFETY EQUIPMENT TRAINING AND CHECKING**

Each flight crew member shall complete recurrent training and checking on the location and use of all emergency and safety equipment carried on board the aircraft. The validity period of an emergency and safety equipment training and checking shall be 12 calendar months.

### **EMERGENCY AND SAFETY EQUIPMENT TRAINING**

Emergency and safety equipment training may be combined with emergency and safety equipment checking and should be conducted in an aircraft or a suitable alternative training device.

Every year the emergency and safety equipment training program includes the following:

- Actual donning of a lifejacket, where fitted;
- Actual donning of protective breathing equipment, where fitted;
- Actual handling of fire extinguishers of the type used;
- Instruction on the location and use of all emergency and safety equipment carried on the aircraft;
- Instruction on the location and use of all types of exits;
- Security procedures.

Every 3 years the program of training includes the following:

- Actual operation of all types of exits;
- Demonstration of the method used to operate a slide where fitted;
- Actual firefighting using equipment representative of that carried in the aircraft on an actual or simulated fire except that, with Halon extinguishers, an alternative extinguisher may be used;
- The effects of smoke in an enclosed area and actual use of all relevant equipment in a simulated smoke-filled environment;
- Actual handling of pyrotechnics, real or simulated, where applicable;
- Demonstration in the use of the life-rafts where fitted.

Particularly in the case where no cabin crew is required, first-aid, appropriate to the aircraft type, the kind of operation and crew complement.

The successful resolution of aircraft emergencies requires interaction between flight crew and cabin crew and emphasis is placed on the importance of effective coordination and two-way communication between all crew members in various emergency situations.

Emergency and safety equipment training includes joint practice in aircraft evacuations so that all who are involved are aware of the duties other crew members should perform. When such practice is not possible, combined flight crew and cabin crew training should include joint discussion of emergency scenarios.

Emergency and safety equipment training, as far as practicable, takes place in conjunction with cabin crew undergoing similar training with emphasis on coordinated procedures and two-way communication between the flight crew compartment and the cabin.

## **CRM TRAINING**

Elements of CRM shall be integrated into all appropriate phases of the recurrent training. Each flight crew member shall undergo specific modular CRM training. All major topics of CRM training shall be covered by distributing modular training sessions as evenly as possible over each 3-year period.

## **GROUND TRAINING**

*Refer to: (AMC1 ORO.FC.230(a)(1))*

Each Flight Crew member shall undergo ground training. The ground training shall include:

- Aeroplane systems;
- Operational procedures and requirements (including flight crew incapacitation and ground de-icing); and
- Accident / Incident and Occurrence review;
- Additional training courses to cover company requirements as described in VAW-FCT-008.

Flight incapacitation is conducted every year as part of other recurrent training. The course shall take the form of classroom instruction, discussion, audio-visual presentation or other similar means. (AMC1 ORO.FC.230(c)).

Every 3-year crew incapacitation is practiced in the FSTD. Knowledge of the ground training shall be verified by a questionnaire or other suitable method. Ground and refresher training

shall be conducted by Ground Instructor. Ground and refresher training and checking is described in Appendix VAW-FCT-008 of this manual.

## **EMERGENCY AND SAFETY EQUIPMENT**

*Refer to: (AM1 ORO.FC.230(a)(2))*

### **GENERAL**

Each Flight Crew member shall undergo emergency and safety equipment training.

The emergency and safety equipment training programme may be combined with emergency and safety equipment checking and shall be conducted in an aeroplane or a suitable alternative training device. Emergency and safety equipment training shall be conducted by a Ground Instructor (ESET).

### **ANNUAL**

Each flight crew member shall complete annual recurrent flight and ground training relevant to the type or variant, and associated equipment of aircraft on which he or she operates, including training on the location and use of all emergency and safety equipment carried on board the aircraft. It will include the following:

- Actual donning of a lifejacket;
- Actual donning of protective breathing equipment;
- Actual handling of fire extinguishers of the type used;
- Instruction on the location and use of all emergency and safety equipment carried on the aircraft;
- Instruction on the location and use of all types of exits;
- Security procedures.

Pilots authorised to conduct low-visibility approach operations or operations with operational credits shall complete at least two approaches using the operator's procedures for low-visibility approach operations or operations with operational credits, during the validity period of each operator proficiency check or periodic demonstration of competence, unless credits related to recent experience when operating more than one type are defined in the operational suitability data established in accordance with Regulation (EU) No 748/2012.

If a flight crew member is authorised to operate as pilot flying and pilot monitoring, the flight crew member shall complete the required number of approaches in each operating capacity.

## TRIENNIAL

Every 3 years the program of training will include the following:

- Actual operation of all types of exits;
- Demonstration of the method used to operate a slide;
- Actual firefighting using equipment representative of that carried in the aircraft (except halon) on an actual or simulated fire;
- The effects of smoke in an enclosed area and actual use of all relevant equipment in a simulated smoke-filled environment;
- Actual handling of pyrotechnics, real or simulated, where applicable;
- Demonstration in the use of the life-rafts.

The successful resolution of aircraft emergencies requires interaction between flight crew and cabin/ crew and emphasis shall be placed on the importance of effective coordination and two-way communication between all crew members in various emergency situations.

Emergency and safety equipment training shall include joint practice in aircraft evacuations so that all who are involved are aware of the duties other crew members shall perform. When such practice is not possible, combined flight crew and cabin/ crew training shall include joint discussion of emergency scenarios.

Emergency and safety equipment training shall, as far as practicable, take place in conjunction with cabin/ crew undergoing similar training with emphasis on coordinated procedures and two-way communication between the flight crew compartment and the cabin.

## CRM

*Refer to: (AMC1 ORO.FC.230(b)(3))*

Elements of CRM are integrated into all appropriate phases of recurrent training. All personnel conducting recurrent training shall be qualified to integrate elements of CRM into the training. Whenever a Flight Crew member undergoes an OPC / LPC, Line Check or Command Course, CRM skills will be included in the overall assessment.

Combined training for Flight and Cabin Crew will be undertaken when appropriate. The successful resolution of aeroplane emergencies requires interaction between Flight Crew and Cabin Crew and emphasis will be placed on the importance of effective co-ordination and two- way communication between all crew members in various emergency situations. Recurrent CRM training may include joint practice in aeroplane evacuations so that all who are involved are aware of the duties other crew members shall perform. When such practice is not possible, combined Flight Crew and Cabin Crew training will include joint discussion of emergency scenarios.

When practicable, the Senior Cabin Crew Members may attend a LOFT/LOE exercise in the simulator once every 3 years. A specific modular CRM training programme is established such that all major topics of CRM training are covered, both in the simulator and classroom, over a period not exceeding 3 years.

## COURSE CONTENT

CRM is the effective utilisation of all available resources (e.g. crew members, aeroplane systems and supporting facilities) to achieve safe and efficient operation. The objective of CRM is to enhance the communication and management skills of the flight crew member concerned. The emphasis is placed on the non-technical aspects of flight crew performance. CRM training will be provided either 'in house' by the Company or by a contracted external provider in accordance with the course outlined in appendix CRM-001 of this manual. CRM training will include practical exercises, including group discussions and accident reviews to analyse communication problems and instances or examples of a lack of information or crew management. Whenever possible, flight crew and cabin crew will undergo joint CRM recurrent training. The successful resolution of aeroplane emergencies requires inter-action between flight crew and cabin crew and emphasis will be placed on the importance of effective co-ordination and two- way communication between all crew members in various emergency situations. Recurrent CRM or ESET training will, where possible, include joint practice in aeroplane on-board emergencies and evacuation/ditching/wet drills, so that all aircrew are aware of the duties of other crew members. When such practice is not possible, combined flight crew and cabin crew training will include joint discussion of emergency scenarios.

## FSTD TRAINING

*Refer to: (AM1 ORO.FC.230(a)(4))*

Each Flight Crew member shall undergo FSTD training as described in VAW-FCT-009 Initial / Recurrent Training and Checking - FSTD.



The FSTD training program is established such that all major failures of aeroplane systems and associated procedures will have been covered in the preceding 3-year period. FSTD training may be combined with the Operator Proficiency Check and Licence Proficiency Check.

FSTD training is conducted by a TRI or SFI, in the case of FSTD content, providing that he/she satisfies the operator's experience and knowledge requirements sufficient to instruct.

### **LOW VISIBILITY OPERATIONS**

*Refer to: (AMC1 SPA.LVO.120(f))*

### **RECURRENT CHECKING FOR LVTO CAT II, AND CAT III APPROACH OPERATIONS**

The operator shall ensure that the pilots' competence to perform LVOs for which they are authorised is checked by completing at least the following exercises:

- One or more low-visibility rejected take-off at minimum approved RVR at least once over the period between two operator proficiency checks or once at every periodic demonstration of competence or, for an ATQP operator, at each required operator proficiency check or alternatively at each required LOE.
- Pilots authorised for LVTO operations in an RVR of less than 150 m shall additionally conduct at least one LVTO in the minimum approved visibility at each required operator proficiency check or periodic demonstration of competence.
- One or more low-visibility approaches in simulated instrument flight conditions down to a point between 500 ft AGL and the threshold (e.g. applicable DH), followed by go-around, at each required operator proficiency check or periodic demonstration of competence; and
- One or more low-visibility approach and landings with visual reference established at the DH at each required operator proficiency check or periodic demonstration of competence.

Pilots authorised to conduct CAT III operations on aircraft with a fail-passive autoland system, or HUDLS or equivalent, shall complete a missed approach at least once over the period of three consecutive operator proficiency checks or demonstrations of competence as the result of an equipment failure at or below the DH when the last reported RVR was less than 300 m.

CAT III approach operations shall be conducted in an FSTD. Other exercises may be conducted in an FSTD or aircraft. In addition to normal recurrent training and operator proficiency checks a pilot's knowledge and ability to perform the tasks associated with the particular category of operation, for which the he/she is authorised by the company, is checked.

The required number of approaches to be undertaken in the Flight Simulator within the validity period of the operator's proficiency check is to be a minimum of two, one of which must be a landing at the lowest approved RVR; in addition one of these approaches which may be substituted by an approach and landing in the aeroplane using approved Category II and III procedures.

One missed approach shall be flown during the conduct of the operator's proficiency check. For take-off with RVR less than 150 m at least one LVTO to the lowest applicable minima shall be flown during the conduct of the Operator's Proficiency Check. For Category III operations the use of a FSTD approved for this purpose is mandatory.

*Note: Recency for LVTO and Category II and III based upon automatic approaches and/or automatic landings is maintained by the recurrent training and checking as prescribed in this paragraph below.*

## COURSE CONTENT

FSTD for LVO recurrent training is form part of a pilot's OPC and follows the periodic cycle of those checks. Crew members shall therefore carry out the following as minimum:

- RTO at minimum RVR
- Engine Fail between V1 and V2
- CAT II and III approaches
- Go-around on reaching DH
- Landings with visual at DH

## SECURITY

Flight Crew members shall receive recurrent training in aviation security at least every 12 calendar months. Refresher training shall be organised by the Security Manager to address changes in the regulatory requirements. This includes policies and procedures that address appropriate crew communication, coordination and action in response to acts of unlawful interference.



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## TRAINING SYLLABI AND CHECKING PROGRAMS

### FLIGHT CREW

#### RECURRENT CHECKING

Employees, before taking up the relevant aviation security functions, must receive refresher training, if the previous training gained expertise in employment for more than 6 months. The security training program is described in the Security Manual.

### **DANGEROUS GOODS**

Flight Crew members shall receive recurrent dangerous goods training at intervals of no longer than 24 months. Comprehensive course description, time organisation and syllabi are detailed in VAW-DGR-001 Dangerous Good Training

### **FATIGUE MANAGEMENT TRAINING**

Each Flight Crew member shall receive fatigue management recurrent training at intervals not exceeding 36 months. Comprehensive course description, time organisation and syllabi are detailed in VAW-FCT-006 Fatigue Management Training.

### **ADDITIONAL TRAINING RECURRENT TRAINING**

For the requirement related to additional training refer to VAW-FCT-008 Recurrent Training and Checking - Ground.



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OPERATIONS MANUAL PART D

## TRAINING SYLLABI AND CHECKING PROGRAMS

### FLIGHT CREW

#### RECURRENT CHECKING

### 2-1-5 RECURRENT CHECKING

Applicable to: ALL

*Refer to: (ORO.FC.130), (GM1 ORO.FC.230)*

A Flight Crew member shall be periodically checked to demonstrate competence in carrying out normal, abnormal and emergency procedures. A flight crew member shall undergo recurrent checking relevant to the type or variant of aeroplane on which he is certificated to operate.

Line checks, route and aerodrome competency and recent experience requirements are intended to ensure the crew member's ability to operate efficiently under normal conditions, whereas other checks and emergency and safety equipment training are primarily intended to prepare the crew member for abnormal / emergency procedures.

The Line Check is performed in the aeroplane. All other training and checking shall be performed in the aeroplane or an approved FSTD or, in the case of emergency and safety equipment training, in a representative training device or classroom. The type of equipment used for checking shall be representative of the instrumentation, equipment and layout of the aeroplane type operated by the flight crew member.

During proficiency training and checking in an FSTD the opportunity shall be given where possible to use LOFT Recurrent ground training / checking company requirements as described in VAW-FCT-009.

### **INSTRUCTOR RECURRENT CHECKING PROGRAM**

The nominated personnel shall undergo the assessment process for compliance, before commencing the recurrent program. The process comprises of assessing performance and matrix for suitability, provided in this document.

The practical assessment is conducted in fully assembled instructors crew with TRE as check instructor. The training part includes analysing potential risks, derived from FDM, safety and incidents report. The briefing and debriefing part includes techniques and procedures for standardization of the training.

### **Ground refresh**

Ground refresh is covered in instructors recurrent training part



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## TRAINING SYLLABI AND CHECKING PROGRAMS

### FLIGHT CREW

#### RECURRENT CHECKING

## TRAINING SYLLABI

### Practical training

FFSD – normal, abnormal&emergency procedures, memory items

UPRT, LVO II/III, RNP, Complex airports

Additional training, based on safety analysis briefing

### SKILL REFRESH

Briefing/debriefing and coaching techniques

Identifying and addressing issues

Standardization

Discussing and enhancing personal traits

After completing the session, the trainer/instructor shall satisfy legislative and company standards. Successful completion extends the privilege of the TRE for a validity period of one year, though the cycle shall be repeated bi yearly. T2 form is to be completed, with RHS endorsed.

### OPERATOR PROFICIENCY CHECK

*Refer to: (ORO.FC.230)*

Each Flight Crew member shall undergo Operator Proficiency Checks as part of a normal flight crew complement to demonstrate competence in carrying out normal, abnormal and emergency procedures.

Fly2Sky performs OPC only in approved Level D FSTD.

Operator proficiency checks are conducted by a Type Rating Examiner (TRE) or Synthetic Flight Examiner (SFE) trained in CRM concepts and the assessment of CRM skills.

The check shall be conducted without external visual reference (except that take-offs and landings shall be conducted using the appropriate visual reference) when the flight crew member is required to operate under IFR.

Where applicable, the Operator Proficiency Check includes the following manoeuvres as pilot flying:

- Rejected take-off;
- Take-off with engine failure between V1 and V2 (take-off safety speed);
- 3D approach operation to minima with one-engine-inoperative;
- 2D approach operation to minima;
- At least one of the 3D or 2D approach operations shall be an RNP APP;
- Missed approach on instruments from minima with one-engine-inoperative;
- Landing with one-engine-inoperative.

In addition to the checks prescribed above, the requirements governing the revalidation/renewal of type rating must be completed every 12 months and may be combined with an Operator Proficiency Check (combined LPC / OPC).

Company proficiency checks shall normally be conducted using Proficiency Check schedules. These schedules are laid down in VAW-FCT-009 and shall, where possible, be conducted in the form of a LOFT / LOE scenario to ensure that the required element of CRM refresher training is incorporated into each schedule.

If a TRE/SFE deviate from the scenario, care must be taken to ensure all items of the schedule are all completed, along with the legally required elements. During the LPC/OPC, PBN, RVSM and LVO, RHS, Narrow RWY (if applicable) must be included in a scenario.

The Proficiency Check schedules, and associated scenarios are designed to ensure that the widest possible selection of aeroplane systems and possible faults are covered over a successive number of Proficiency Checks, along with the legally required elements of the individual Proficiency Checks. It is important therefore, that the programme of Proficiency Check schedules and scenarios are conducted successively where possible.

## **REVALIDATION OF TYPE RATING**

*Refer to: (Part-FCL FCL.740.A)*

All Type Rating Examiners shall be familiar with provision of Part-FCL of Commission Regulation (EU) 1178/2011. They shall strictly adhere to the procedure described in the following paragraph:

- FCL.740 Validity and renewal of class and type ratings
- FCL.740.A Revalidation of class and type ratings – aeroplanes
- FCL.1030 Conduct of skill tests, proficiency checks and assessments of competence
- Appendix 9 of Part-FCL

Furthermore, when performing proficiency check to pilots holding a licence issued by a different Authority of the examiner's one shall follow the provision of Examiner Differences Document to FCL.1015(b)(4) and (c) of Annex I (Part-FCL) of Commission Regulation (EU) No 1178/2011.

This document is of extreme importance as it defines national procedure in terms of notification, licence endorsement, reporting, etc. The document is periodically updated by EASA and published in his web site. Training Department is monitoring and informing examiners in case of new edition. Nevertheless, when performing proficiency check or skill test in accordance with Part-FCL final responsibility on correct application of procedures (notification, licence endorsement, reporting, etc.) remains on the Type Rating Examiners.

When conducting skill tests, proficiency checks and assessments of competence, examiners shall adhere to the provision of Part-FCL FCL.1030. he shall be aware, in particular, of the following responsibilities:

- Examiners shall maintain records for 5 years with details of all skill tests, proficiency checks and assessments of competence performed and their results.
- Upon request by the competent authority responsible for the examiner certificate, or the competent authority responsible for the applicant's licence, examiners shall submit all records and reports, and any other information, as required for oversight activities.

## **LOW VISIBILITY PROFICIENCY**

Operator Proficiency Check includes mandatory manoeuvres to maintain currency on Low Visibility Operations, for detailed information refer to:

- VAW-FCT-009 Initial / Recurrent Training and Checking - FSTD;
- VAW-FCT-011 LVO - FSTD Training and Checking.

## **EMERGENCY AND SAFETY EQUIPMENT CHECK**

*Refer to: (AM1 ORO.FC.230(b)(2))*

Each flight crew member shall complete recurrent training and checking on the location and use of all emergency and safety equipment carried on board the aircraft. The validity period of an emergency and safety equipment training and checking shall be 12 calendar months.

The items to be checked are those for which training has been carried out as detailed in this document. *Refer to: 2-1-4 RECURRENT TRAINING*

## **LINE CHECK**

*Refer to: (ORO.FC.130, AMC1 ORO.FC.130)*

Each Flight Crew member shall undergo a line check on the aeroplane to demonstrate his/her competence in carrying out normal line operations described in the Operations Manual.

The Line Check is considered a particularly important factor in the development, maintenance and refinement of high operating standards, and can provide a valuable indication of the usefulness of Company training policy and methods. Line Check Captains must insist that Company SOP's are strictly adhered to. Line Checks must establish the ability to perform a complete line operation satisfactorily, including pre-flight and post flight procedures and use of the equipment provided, as specified in the Operations Manual, and an opportunity for an overall assessment of ability to perform the duties required. The route chosen shall be such as to give adequate representation of the scope of normal operations (very short sectors only shall not be used). When weather conditions preclude a manual landing, an automatic landing is acceptable. In addition to the above duties, flight crew members are assessed on their CRM skills in accordance with the methodology described in chapter 3. The purpose of that assessment is to provide feedback to the crew collectively and individually and serve to identify retraining in addition to improve the CRM training system. Normally a pilot is required to operate as pilot flying and pilot monitoring and therefore, he / she shall be checked on one sector as pilot flying and on another sector as pilot monitoring. The commander, or co-pilot acting as commander, shall also demonstrate his/her ability to manage the operation and take appropriate command decisions.



Since the assessment of CRM skills is part of the Line Check the Line Training Captain conducting the line check shall be trained in CRM concepts and the assessment of CRM skills and shall occupy an observer's seat. The Line Training Captain's CRM assessments shall solely be based on observations made during the initial briefing, cabin briefing, flight crew compartment briefing and those phases where he/she occupies the observer's seat.

Line Checks must be completed in the aeroplane and conducted by Training Captains nominated by the Company. The company informs the competent authority about the nominated Line Training Captains. For aeroplanes, in the case of long haul operations where additional operating flight crew are carried, the person may fulfil the function of a cruise relief pilot and shall not occupy either pilot's seat during take-off, departure, initial cruise, descent, approach and landing.

Where a pilot is required to operate as pilot flying and pilot monitoring, he/she shall be checked on one flight sector as pilot flying and on another flight sector as pilot monitoring. However, where the operator's procedures require integrated flight preparation, integrated cockpit initialisation and that each pilot performs both flying and monitoring duties on the same sector, then the line check may be performed on a single flight sector.

### **FLIGHT CREW INCAPACITATION**

*Refer to: (AMC1 ORO.FC.230(c))*

The practical training of incapacitation shall be carried out in the FSTD at intervals not exceeding 3 years. The TRE shall pre-brief or advise through the private interphone the Pilot Flying, who shall simulate incapacitation. This simulation shall be at varied stages of flight. The remaining crew member shall thereafter carry out the relevant drills and conduct the flight to the satisfaction of the TRE.

Incapacitation of the Captain during a take-off is a useful way of checking the First Officer's ability to handle an RTO.



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## TRAINING SYLLABI AND CHECKING PROGRAMS

### FLIGHT CREW

PILOT OPERATING IN EITHER PILOT'S SEAT

## 2-1-6 COMMAND TRAINING

Applicable to: ALL

*Refer to: (ORO.FC.105), (ORO.FC.205)*

### **COURSE OBJECTIVE**

The aim of Command Training is to complete a comprehensive course of training that is designed to equip a pilot with the necessary skills required of an aeroplane Commander. Such skills are varied in nature and the course shall account for this through a process of structured training.

It is fundamentally important that the candidate, before commencing the course, be assessed as a competent pilot, be in possession of all the required skills required of a Commander, and that he/she enjoys the professional respect of his/her colleagues. In addition, the Training Department shall be confident that he/she can complete the Command Course successfully.

The fact that a candidate has been selected for a Command Course means there is a high expectation that the candidate will complete the course successfully and emphasis will always be placed on training to this end. However, it may be the case that the Trainee fails to make the expected progress, in which case the Training Captain(s) concerned shall consult the Director Flight Operation to determine whether the Command training shall continue in accordance with the procedures described above.

### **MINIMUM EXPERIENCE LEVELS**

For nomination as Commander the minimum experience levels prescribed in the OM-A must be met. *Refer to: OM-A 5-2-1 GENERAL*

## **COURSE STRUCTURE**

Command training is structured in 3 main phases:

- Assessment of Candidate Suitability
- Command Training
- Command Check

The command training course is described in detail in Appendix VAW-FCT-012 of this manual.

## **ASSESSMENT OF SUITABILITY FOR COMMAND TRAINING**

The procedure for assessment and training for command upgrade consists of the following review of prerequisites and training records:

- Pilot's application for assessment
- Review of prerequisites and training records
- Simulator Command Assessment
- Command Review Board Decisions.

Based on the results of the above assessment process and the candidate past training records a decision shall be made to allow the candidate to proceed with command training.

## **PILOT'S APPLICATION FOR ASSESSMENT**

According to company needs an invitation for application is sent by company email to all pilots to apply for command evaluation. With the application pilots are requested to provide a copy of last pages of personal logbook as evidence of flight experience.

## **REVIEW OF PREREQUISITES AND TRAINING RECORDS**

Training Manager shall review applications and prepare a list of pilots meeting the prerequisites. A summary of evaluations obtained during line checks and OPC is prepared for each candidate.

A simulator assessment normally combined with OPC is planned by Training Coordinator. Further information on candidate's potentiality as commander may also be requested to LTC.

## **SIMULATOR COMMAND ASSESSMENT**

The examiner performing the simulator assessment is informed by Training Manager that during OPC he shall evaluate the candidate on his/her potentiality as commander. The result of evaluation shall be entered in the T2 - FSTD Checking Report form or sent by email to the Training Manager.

The crew shall be complemented by a Captain occupying the LHS. The simulator assessment will be performed under a LOE/LOFT environment to assess the candidates:

- Technical knowledge
- Procedural and operational knowledge;
- Flying ability, cockpit/cabin crew management; and most important
- CRM and Human Factors skills and Command Potential.

The simulator command assessment will endeavour to give the candidate the opportunity to demonstrate his suitability for Command Training.

Additionally, the candidate may be planned to fly with designated LTC in order to report feedback to CRB.

The candidate is expected to show his appreciation and knowledge of the requirements for command gained during his career so far. The assessment is intended to demonstrate good potential command abilities with a high expectation of successful completion of the command course.

## **COMMAND REVIEW BOARD (CRB)**

The Command Review Board shall be conducted after the simulator and in-flight evaluation has been completed and it shall include feedback to the candidates on his performance during the assessment process.

The Command Review Board normally consists of the following members:

- Director of Flight Operations;
- Training Manager;
- Chief Pilots; and
- TRE, TRI or LTC may also be invited.



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## TRAINING SYLLABI AND CHECKING PROGRAMS

### FLIGHT CREW

PILOT OPERATING IN EITHER PILOT'S SEAT

The CRB will meet to select co-pilots suitable for command training and may meet to review and resolve any issue arising during that training. The decision of the Command Review Board on any matter will be final.

The Command Review Board may, if satisfied on to the candidate's eligibility and suitability, offer him/her a Command Course.

### **COMMAND TRAINING**

*Refer to: OM-D VAW-FCT-012 COMMAND TRAINING*

### **COMMAND CHECK**

*Refer to: OM-D VAW-FCT-012 COMMAND TRAINING*

### **REASSESSMENTS / FAILURES**

#### **FAILURE DURING ASSESSMENT**

In case the Command Review Board, based on training record and simulator evaluation, decide that the candidate does not meet the standard required to guarantee a successful command course, he/her shall be informed about the decision and debriefed on the area and subject that require improvement. A candidate that fails in the assessment phase may apply for a new evaluation not earlier than twelve (12) months from initial simulator assessment. Command Review Board may invite the candidate for a new assessment earlier than twelve (12) months if there is a recommendation from a TRE or LTC that assures a successful command course. Recommendation may be provided following an OPC or line check. Following a second command assessment failure no further attempt is allowed. The candidate will be informed accordingly.

#### **BELOW STANDARD DURING TRAINING PHASE**

If minimum training objectives are not met during simulator or line training, instructor may request additional simulator session or flight sectors. Additional training is guaranteed without formalities up to the following:

- 1 simulator session of 4 hours; and
- 10 sectors of LIFUS.

Additional training above the above limit may be approved by Training Manager after consulting with TRE or LTC and there is reasonable assurance that training standard will be achieved.

### FAILURE DURING COMMAND OPC

In the event of failure during Command Operator Proficiency Check a second attempt is allowed. TRE shall state in the report if additional training is required before second attempt.

Following a second failure during Command Operator Proficiency Check no further attempt will be allowed. The candidate shall be informed accordingly.

### FAILURE DURING LINE CHECK

In the event of failure during Line Check a second attempt is allowed. LTC shall state in the report if additional training is required before second attempt.

Following a second during Line Check no further attempt will be allowed. The candidate will be informed accordingly.

### RE-ASSESSMENT AFTER COURSE INTERRUPTION OR FAILURE

Subsequent a course interruption due to a below standard during training, after additional training or a dual failure during OPC or line check, the candidate may re apply for a new assessment not earlier than twelve (12) months from interruption or failure.

## 2-1-7 PILOT OPERATING IN EITHER PILOT'S SEAT

Applicable to: ALL

*Refer to: (ORO.FC.135), (AMC1 ORO.FC.135)*

Flight crew members who may be assigned to operate in either pilot's seat shall complete appropriate training and checking as specified in this chapter.

The training and checking for pilot qualification to operate in either pilot's seat shall include any safety-critical items as specified in the operations manual where the action to be taken by the pilot is different depending on which seat they occupy.

**PILOT'S QUALIFICATION TO OPERATE IN EITHER PILOT'S SEAT**

*Refer to: (ORO.FC.235)*

Commanders of aeroplanes whose duties require them to operate in either pilot's seat and carry out the duties of a co-pilot, or commanders required to conduct training or checking duties shall complete additional training and checking to ensure that they are proficient in conducting the relevant normal, abnormal and emergency procedures from either seat. Such training and checking shall be specified in the operations manual. The checking may be conducted together with the operator proficiency check.

The additional training and checking shall include at least the following:

- An engine failure during take-off;
- A one-engine-inoperative approach and go-around; and
- A one-engine-inoperative landing.
- UPRT-UP and UR/Unreliable Speed/Approach to Stall/Stall Recovery from either seat
- LVO -Taxi/LVTO/Cat II and III appr. in either seat and role which CM is qualified to operate

The validity period shall be 6 calendar months. When operating in the co-pilot's seat, the checks required by ORO.FC.230 or the assessment and training required by ORO.FC.231 for operating in the commander's seat shall, in addition, be valid and current.

The pilot relieving the commander shall have demonstrated, concurrent with the operator proficiency checks prescribed in ORO.FC.230(b) or the assessment and training required by ORO.FC.231, practice of drills and procedures that would not normally be his or her responsibility. Where the differences between left- and right-hand seats are not significant, practice may be conducted in either seat.

**DIFFERENCE BETWEEN LEFT AND RIGHT SEAT**

*Refer to: (GM1 ORO.FC.235(f))*

The pilot, other than the commander, occupying the commander's seat shall demonstrate practice of drills and procedures, concurrent with the operator proficiency checks prescribed in ORO.FC.230(b) or the assessment and training required by ORO.FC.231, which are the commander's responsibility acting as pilot monitoring. Where the differences between left- and right-hand seats are not significant, practice may be conducted in either seat.



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### FLIGHT CREW

PILOT OPERATING IN EITHER PILOT'S SEAT

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## TRAINING SYLLABI AND CHECKING PROGRAMS

### CABIN CREW

#### 2-2-1 GENERAL

Applicable to: ALL

This chapter of Operations Manual Part D (OM-D) contains training syllabi and checking programs applicable for the Cabin Crew.

“Cabin crew member” means an appropriately qualified crew member, other than a flight crew or technical crew member, who is assigned by an operator to perform duties related to the safety of passengers and flight during operations.

Training and checking programs are established in order to ensure that all Cabin Crew members are competent to perform assigned duties in compliance with the requirements of Air Crew and any other safety requirements applicable to cabin crew.

When developing the training programs and syllabi for aircraft-type specific training and for differences training, the operator shall consider the non-mandatory (recommendations) elements for the relevant type that are provided in the data established in accordance with Regulation (EC) No 748/2012.

The actual training programs are to be found in Chapter 5 of this manual and the reason for this is the convenience when extracting the program.

#### 2-2-2 INITIAL TRAINING

Applicable to: ALL

Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-CCT-001-INITIAL TRAINING

#### 2-2-3 AIRCRAFT TYPE SPECIFIC TRAINING & OPERATOR CONVERSION TRAINING

Applicable to: ALL

Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-CCM-002 AIRCRAFT TYPE SPECIFIC TRAINING AND OPERATOR CONVERSION TRAINING



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## TRAINING SYLLABI AND CHECKING PROGRAMS

### CABIN CREW

#### 2-2-4 A32F DIFFERENCE TRAINING

Applicable to: ALL

Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-CCT-008 A32F RECURRENT AND REFRESHER TRAINING

#### 2-2-5 RECURRENT AND REFRESHER TRAINING

Applicable to: ALL

Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-CCT-008 RECURRENT AND REFRESHER TRAINING

#### 2-2-6 CRM RECURRENT TRAINING

Applicable to: ALL

Each Cabin Crew member shall receive CRM recurrent training in accordance with CRM Training Programme at intervals not exceeding 12 months.

Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-CRM-002 Crew Resource Management (CC)

#### 2-2-7 DANGEROUS GOODS RECURRENT TRAINING

Applicable to: ALL

*Refer to: (AMC1 SPA.DG.105 (a)(f))*

Each Cabin Crew member shall receive DGR recurrent training in accordance with DGR Training Programme at intervals not exceeding 24 months. Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-DGR-001 Dangerous Goods



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## TRAINING SYLLABI AND CHECKING PROGRAMS

### CABIN CREW

#### 2-2-8 FATIGUE MANAGEMENT TRAINING

Applicable to: ALL

Each Cabin Crew member shall receive fatigue management recurrent training in accordance with CRM Training Programme at intervals not exceeding 36 months. Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-FCT-006 Fatigue Management Training

#### 2-2-9 SENIOR CABIN CREW MEMBER TRAINING

Applicable to: ALL

Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-CCT-012 Senior Cabin Crew Member Training

#### 2-2-10 CREW RESOURCE MANAGEMENT TRAINING

Applicable to: ALL

*Refer to: (AMC1 ORO.CC.115(e))*

Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-CRM-002 Cabin Crew CRM Training



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## TRAINING SYLLABI AND CHECKING PROGRAMS

### CABIN CREW

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## TRAINING SYLLABI AND CHECKING PROGRAMS

### OPERATIONS CONTROL (OCC) PERSONNEL

#### 2-3-1 GENERAL

Applicable to: ALL

*Refer to: ICAO Annex 6 Part I; ICAO Doc 10106; EASA ORO.GEN.110, ORO.AOC.135; IOSA ISM 3.5*

It is the policy of Fly2Sky to ensure that all Operations Control Centre (OCC) personnel are trained, qualified, and competent to perform their assigned duties in compliance with EASA Air OPS, ICAO provisions, and IOSA Standards.

All OCC personnel are required to complete Initial Training prior to assuming any operational duties. Initial Training is mandatory for all newcomers and provides both:

- a general OCC induction (company organization, OCC role within the operational control system, applicable regulatory framework, safety culture); and
- qualification-specific training modules, tailored to the assigned role (FOO);
- Following the completion of Initial Training, each qualification is subject to Recurrent Training at intervals defined in this chapter. Recurrent training ensures the maintenance of knowledge, skills, and competencies, and provides updates on regulatory changes, operational procedures, and company policies.

OCC personnel are expected to demonstrate:

- professional responsibility and reliability;
- the ability to analyze operational risks and manage complex situations;
- the ability to think clearly under time pressure;
- Sound judgment and decision-making in support of safe, efficient, and compliant flight operations.

The training system described in this Chapter forms the foundation of competence for FOO role, ensuring consistent standards of operational control and seamless coordination with the Pilot-in-Command (PIC) and other stakeholders.

#### DEFINITIONS

- Flight Operations Officer (FOO)

The only OCC personnel designated as operational control personnel. A FOO is suitably trained and qualified in accordance with ICAO Doc 10106 and EASA ORO.GEN.110 to engage in the control and supervision of flight operations. The FOO supports, briefs, and assists the PIC to ensure the safe and efficient conduct of each flight.

- Operational Control

The exercise of authority over the initiation, continuation, diversion, or termination of a flight in the interest of safety, regularity, and efficiency. In Fly2Sky Airlines, operational

control is exercised by the operator through the PIC, supported by the Flight Operations Officer.

- **Operational Control Personnel**

Trained and qualified OCC personnel, other than flight crew, performing tasks directly related to the operator's system of operational control (e.g., FOO).

- **Competency**

A dimension of human performance that integrates knowledge, skills, and attitudes, demonstrated through observable behaviors and measurable against defined performance standards.

- **Recurrent Training**

Training conducted at prescribed intervals to maintain knowledge, skills, and competencies at the required standard, and to update personnel on regulatory, operational, and company changes.

- **Differences Training**

Training provided when a change in equipment, procedures, or regulations requires additional knowledge or skills not covered in initial or recurrent training.

- **Requalification Training**

Training provided to personnel returning from extended absence to re-establish required competencies before resuming operational duties.

- **Assessment**

The process of evaluating whether a trainee meets the defined competency standards through observation, testing, or performance evaluation.

- **Instructor / Evaluator**

A person authorized by the operator to deliver training or conduct assessments for OCC personnel, meeting qualification standards defined in this manual and regulatory guidance.

## PURPOSE

The purpose of this section is to establish the framework for the training and qualification of OCC personnel in line with EASA ORO.GEN.110/200, ICAO Doc 10106, and IOSA ISM requirements.

Specifically, this section aims to:

- Define the standards and contents for the initial and recurrent training of FOO;
- Define the standards and contents for the initial and recurrent qualification of OCC instructors and evaluators;
- Set clear goals and objectives for each phase of training, ensuring that theoretical knowledge and practical skills are effectively transferred into operational competence;
- Specify the subjects and themes to be covered within each training module, including universal and qualification-specific elements.

Successful completion of the prescribed training modules ensures that OCC personnel are able to

- apply and adhere to OCC procedures;
- perform their duties in compliance with company policies and regulatory requirements; and
- Support the safe, efficient, and regular conduct of flight operations as required by their daily responsibilities.

#### TRAINING DELIVERY METHODS

Training for OCC personnel is delivered through a blended learning approach that combines theoretical knowledge, practical application, and competency-based assessment. The following delivery methods are applied, either individually or in combination, depending on the subject and qualification:

- Classroom Training (CT)

Instructor-led sessions providing structured delivery of theoretical knowledge, discussion, and group exercises.

- Computer-Based Training (CBT)

Training delivered through digital platforms or learning management systems (LMS), enabling self-paced study with integrated progress monitoring and assessment.

- Workshops / Case Studies

Interactive sessions where real or simulated operational cases are analyzed to strengthen problem-solving, decision-making, and teamwork.

- On-the-Job Training (OJT)

Structured practical training conducted in the OCC environment under the supervision of a qualified instructor or mentor, designed to consolidate theoretical knowledge into operational practice.

- Line-Oriented Flight Training (LOFT) / OCC Scenario Exercise

Participation in a scenario-based training session replicating realistic line operations within the OCC environment. The exercise develops understanding of operational decision-making, coordination, communication, and workload management during normal, abnormal, and emergency situations.

- Route Familiarization

Participation in at least one operational flight sector (or approved simulator equivalent) to develop awareness of cockpit environment, operational decision-making, and OCC-crew interaction.

- Distance Learning / Remote Interaction

Online delivery of training modules, briefings, and assessments using video conferencing, e-learning platforms, or other digital means, when approved by the operator and competent authority.

The selected method for each module is determined based on training objectives, regulatory requirements, and the nature of the subject matter. Regardless of the method

used, all training follows the Competency-Based Training and Assessment (CBTA) principles, ensuring that OCC personnel achieve the required competencies and are evaluated against defined performance standards.

## 2-3-2 OCC INSTRUCTOR / EVALUATORS

Applicable to: ALL

*Refer to: ICAO Annex 6 Part I; ICAO Doc 10106; EASA ORO.GEN.200, ORO.GEN.210; IOSA ISM 3.5.2*

Only qualified instructors/evaluators shall conduct training and assessments of OCC personnel.

### GENERAL REQUIREMENTS

Instructors/evaluators shall:

- Possess a minimum of 12 months of operational experience in the field that they are training or evaluating;
- Have proven knowledge, skills, and attitude in relation to OCC tasks and operational control (FOO);
- Demonstrate ability to manage problem-solving, decision-making, prioritization, and time management under operational conditions;
- Maintain professional competence through continuous development and participation in OCC training activities.

### STANDARDISATION AND AUTHORIZATION

All instructors/evaluators shall attend Instructor/Evaluator Standardisation Meetings organized by the OCC Manager.

The purpose of these meetings is to review training syllabi, methodology, CBTA implementation, regulatory updates, new trends, and forms to be used.

Initial and recurrent meetings may be combined.

Agendas and attendance are recorded using form TOC3 OCC Training.

Each instructor/evaluator shall be evaluated on their first training duty by the OCC Manager (or DFO/Training Manager) for final approval. Evaluation is recorded on form TOC1.

### INSTRUCTIONAL COMPETENCIES

Instructors/evaluators are expected to:

- Abstract operational situations into tasks and exercises;
- Combine tasks, sub-tasks, and prerequisite learning objectives into learning concepts and case studies;
- Define training targets, set priorities, and sequence tasks logically;



- Design effective training material using relevant tools (digital platforms, regulations, SOPs, operational data);
- Identify and apply the right training method for individual students based on competency gaps;
- Conduct assessments and provide constructive feedback;
- Apply self-assessment during training;
- Manage conflicts within the training environment, ensuring positive group dynamics;
- Demonstrate intercultural awareness in training delivery.

#### SPECIAL REQUIREMENTS - HUMAN PERFORMANCE, DRM, AND CBTA

For modules addressing Human Performance and Limitations (HPL) and Dispatch Resource Management (DRM), instructors shall additionally:

- Apply HPL/DRM concepts in training;
- Create communication standards and manage interpersonal conflicts;
- Use team synergy to promote collaborative problem-solving;
- Lead training sessions with focus on error management and decision-making;
- Translate theoretical concepts into practical DRM exercises;
- Identify adequate competency behaviour markers for human factors assessment;
- Handle intercultural topics, recognizing cultural differences and applying suitable behavioural strategies in training.

To cope with intercultural issues, a CBTA instructor must:

- Understand cultural factors and backgrounds that may drive conflicts;
- Verify and address conflicts through adequate communication;
- Adjust the level of information flow and exercise complexity to trainee needs;
- Guide conflicts toward constructive solutions;
- Apply appropriate behavioural actions that promote safety and professionalism.

#### INSTRUCTORS & EVALUATORS RECURRENT TRAINING

In order to keep instructor/evaluator qualification, he/she must:

- Participate every 24 months in an Instructors / Evaluators standardisation meeting held by the OCC Manager. The purpose of the meeting is to review the training syllabus and methodology, new trends, improvements, standardisation, the form to be used, and any other topics suggested by participants. Initial and recurrent Instructors / Evaluators Standardisation Meetings may be combined. Agenda and attendance must be recorded on form TOC3 OCC Training Form.
- Be evaluated every 24 months on a training duty by the OCC Manager or his delegate. The form to be used for evaluation is the TOC1 form.



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## TRAINING SYLLABI AND CHECKING PROGRAMS

### OPERATIONS CONTROL (OCC) PERSONNEL

#### 2-3-3 TRAININGS

Applicable to: ALL

*Refer to: ICAO Annex 6 Part I; ICAO Doc 10106; EASA ORO.GEN.110, ORO.AOC.135, ORO.FTL.100–260; IOSA ISM 3.5, 3.6*

#### SOURCE OF TRAINING

Training syllabi developed in this chapter for Flight Operations Officers (FOO) are based on:

- ICAO Flight Operations Officers/Flight Dispatchers Competency-Based Training and Assessment Manual (Doc 10106);
- ICAO Annex 6, Part I, Standards and Recommended Practices for operational control, flight dispatch, and flight planning;
- EASA Air OPS (Regulation (EU) No 965/2012), in particular ORO.GEN and applicable requirements for operational control and flight dispatch personnel;
- IOSA Standards and Recommended Practices (ISARP) related to operational control, flight monitoring, and flight planning;
- Company Operations Manuals.

Training may be conducted:

- In-house, or
- Outsourced to third-party organisations.

Outsourced organisations must:

- Hold approval from the CAA, or be internationally recognised;
- Pass Fly2Sky initial and recurrent evaluation/qualification as per OM-D 1-1-3.

#### MINIMUM REQUIREMENTS FOR CANDIDATES

To undertake the FOO Initial Training Program, candidates must meet the following criteria:

- Minimum age 21 years;
- Assessed English level not less than B1 or ICAO Level 4;
- Medically fit for duty;
- Minimum educational level: secondary school;
- Demonstrated abstract and analytical thinking;
- Spatial and logical reasoning ability;
- Knowledge of mathematics and physics;
- Adequate communication skills;
- Motivation and positive professional attitude.

#### INITIAL TRAINING

The initial training has the purpose to give the candidate all necessary theoretical

knowledge related to FOO duties, it must be completed prior to being assigned to perform operational duties.

To cover the various backgrounds of trainees, training is divided into two phases as follows:

- Phase 1: consists of basic knowledge; its completion ensures that a trainee has the necessary background to proceed with phase two of the training.
- Phase 2: consists of applied practical training and route experience.

Candidate shall attend a minimum of 80% of the hours of theoretical training to be eligible for the final evaluation. Phase 1 is completed by passing a knowledge test to verify that the candidate has reached the required standard. The test shall be based on multiple-choice questions/answers. Minimum pass rate is 75%. Phase 2 is completed by passing FOO Post-Initial Assessment.

### DIFFERENCES TRAINING

Differences training is organised in case:

- Introduction of a new airplane type;
- Introduction of the new software.

Duration of the training depends on complexity of the training elements. The OCC Manager is responsible in determining contents and duration of difference training.

### RECURRENT TRAINING

The level of ability is kept over time using recurrent training. To refresh and update OCC personnel's knowledge about operational subjects, the company's procedures, etc., each FOO undergoes recurrent training at intervals not exceeding 24 months (12 months for CRM, FTL). Recurrent training consists of:

- Theoretical part based on modules, even on CBT;
- Recurrent Assessment Evaluation.

### REQUALIFICATION TRAINING

If absent more than 6 months, but less than 12 months from FOO assigned duties, FOO undertakes recurrent training, even if he is back on duty during the validity of his previous recurrent training. If absent more than 12 months from FOO-assigned duties, FOO must undertake the Initial training program.

An Assessment Evaluation completes the requalification training.

#### **2-3-3-1 FOO INITIAL TRAINING**

The FOO Initial Training is divided into two phases in accordance with ICAO Doc 10106:

- Phase 1 - Basic Knowledge: classroom and CBT instruction covering theoretical knowledge.
- Phase 2 - Applied Practice: practical training in OCC environment, simulator, and

## TRAINING SYLLABI AND CHECKING PROGRAMS

### OPERATIONS CONTROL (OCC) PERSONNEL

competency assessment.

#### TRAINING ATTENDANCE REQUIREMENT

Trainees must attend at least 80 % of scheduled theoretical sessions in order to be eligible for knowledge testing and progression to Phase 2. Attendance is verified and recorded on Form TOC2.

Route Familiarization is not required to complete Initial Training and authorization. It must be accomplished within 12 months after completion of Initial Training.

Upon completion of this training, the corresponding form (TOC2) shall be completed by the instructor/evaluator and filed in Centrik as part of the individual's training record.

#### Phase 1 - Basic Knowledge

| Course                                | Code        | Method          | Hours | Recurrent (Months) |
|---------------------------------------|-------------|-----------------|-------|--------------------|
| Company Induction & OCC Procedures    | COMP & PROC | Classroom       | 6h    | 24                 |
| Air Law & Aviation Indoctrination     | LAW/AVI     | Classroom       | 8h    | 24                 |
| Aircraft Systems & Instrumentation    | SYS/INS     | Classroom / CBT | 8h    | 24                 |
| Flight Monitoring                     | MON         | Classroom       | 8h    | 24                 |
| Mass & Balance                        | M&B         | Classroom       | 8h    | 24                 |
| Flight Planning                       | FPL         | Classroom / CBT | 16h   | 24                 |
| Human Performance & DRM               | HPL/DRM     | Classroom       | 8h    | 24                 |
| Meteorology                           | MET         | Classroom / CBT | 16h   | 24                 |
| Navigation                            | NAV         | Classroom / CBT | 16h   | 24                 |
| Basic Performance                     | PERF        | Classroom       | 8h    | 24                 |
| Communication                         | COM         | Classroom       | 8h    | 24                 |
| Air Traffic Management                | ATM         | Classroom       | 8h    | 24                 |
| Crew Composition & FTL (EASA ORO.FTL) | FTL         | CBT             | 3h    | 24                 |
| Dangerous Goods                       | DG          | CBT             | 4h    | 24                 |
| Safety Management System (SMS)        | SMS         | CBT             | 3h    | 24                 |
| Fatigue Risk Management (FRM)         | FRM         | CBT             | 2h    | 24                 |



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### OPERATIONS CONTROL (OCC) PERSONNEL

| Course                        | Code    | Method               | Hours | Recurrent (Months) |
|-------------------------------|---------|----------------------|-------|--------------------|
| Aviation Security             | AVSEC   | CBT                  | 2h    | 24                 |
| EFB (Electronic Flight Bag)   | EFB     | CBT                  | 2h    | 24                 |
| Emergency Response Plan (ERP) | ERP     | Classroom / Workshop | 2h    | 12                 |
| MEL/CDL                       | MEL/CDL | CBT / Workshop       | 2h    | 24                 |
| Aviation Cybersecurity        | CYBER   | CBT                  | 2h    | 24                 |

Subtotal Phase 1: 140 hours

Upon completion of this Phase of the training, the corresponding form (TOC2) shall be completed by the instructor/evaluator and filed in Centrik as part of the individual's training record.

#### Phase 2 - Applied Practice

| Course                                         | Code      | Method                  | Hours | Recurrent (Months) |
|------------------------------------------------|-----------|-------------------------|-------|--------------------|
| On-Job Training (minimum 10 supervised shifts) | FOO OJT   | OJT in OCC environment  | 120h  | -                  |
| Line-Oriented Flight Training (LOFT)           | OCC LOFT  | Workshop                | 4h    | 24                 |
| Route Familiarisation                          | ROUTE FAM | Simulator / Real Flight | -     | 36                 |

Subtotal Phase 2: 124 hours

#### ON-JOB TRAINING

Conducted within the Operations Control Center under the direct supervision of a qualified FOO or Duty Manager.

Trainees apply procedures in real operational scenarios: flight planning, flight monitoring, coordination, and disruption management.

Performance is continuously observed and debriefed to develop confidence, accuracy, and adherence to company standards.

Completion of a minimum of ten supervised shifts (or equivalent exposure) is required before independent authorization.

Upon completion of On-Job Training the corresponding form (TOC3) shall be completed by the instructor/evaluator and filed in Centrik as part of the individual's training record.



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## TRAINING SYLLABI AND CHECKING PROGRAMS

### OPERATIONS CONTROL (OCC) PERSONNEL

#### LINE-ORIENTED FLIGHT TRAINING (LOFT) / OCC SCENARIO EXERCISE

Trainees participate in a Line-Oriented Flight Training (LOFT) exercise conducted within the OCC environment.

The session simulates realistic operational scenarios—such as weather deterioration, technical issues, crew duty limitations, or diversion management—to replicate line operations and decision-making under operational pressure.

The exercise emphasizes coordination between OCC personnel, flight crew, and other stakeholders, focusing on communication, situational awareness, and workload management.

#### ROUTE FAMILIARISATION

Each FOO shall complete at least one flight sector (or approved simulator equivalent) within 12 months after completion of Initial Training.

Route Familiarization provides insight into the cockpit environment, crew workload, and OCC-crew communication. The flight duration shall be at least 4 hours and include at least 1 sector. May be performed in a full-flight simulator if line observation is not possible (per EASA AMC). The Route Familiarization flight shall be performed every 12 months after initial completion. Upon completion of Route Familiarization, the corresponding form (TOC3) shall be completed by the instructor/evaluator and filed in Centric as part of the individual's training record

#### TOTAL INITIAL TRAINING DURATION

264 hours (140h Phase 1 + 124h Phase 2).

Upon completion of Phases 1 and 2 of the Initial FOO training, the corresponding form (TOC4) shall be completed by the instructor/evaluator and filed in Centrik as part of the individual's training record.

### **2-3-3-2 FOO RECURRENT TRAINING**

Applicable to: ALL

At regular intervals, FOO Personnel attend a Recurrent Training. The Purpose of Recurrent Training is to maintain the level of knowledge, skill, and practice up to date. It is the OCC Manager's responsibility to track the validity of each FOO Recurrent Training module and to plan the next training in accordance.

Continuous qualification is maintained by means of a combined training and checking performance evaluation, which is integrated in the Recurrent Training program.

Competences subjected to assessment are listed in the form TOC1.



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## TRAINING SYLLABI AND CHECKING PROGRAMS

### OPERATIONS CONTROL (OCC) PERSONNEL

#### Recurrent Training Syllabus

| Course                                | Code        | Method               | Hours |
|---------------------------------------|-------------|----------------------|-------|
| Company Induction & OCC Procedures    | COMP & PROC | Classroom            | 2h    |
| Air Law & Aviation Indoctrination     | LAW/AVI     | Classroom            | 2h    |
| Aircraft Systems & Instrumentation    | SYS/INS     | Classroom / CBT      | 4h    |
| Flight Monitoring                     | MON         | Classroom            | 2h    |
| Mass & Balance                        | M&B         | Classroom            | 4h    |
| Flight Planning                       | FPL         | Classroom / CBT      | 4h    |
| Human Performance & DRM               | HPL/DRM     | Classroom            | 4h    |
| Meteorology                           | MET         | Classroom / CBT      | 8h    |
| Navigation                            | NAV         | Classroom / CBT      | 8h    |
| Basic Performance                     | PERF        | Classroom            | 4h    |
| Communication                         | COM         | Classroom            | 4h    |
| Air Traffic Management                | ATM         | Classroom            | 2h    |
| Crew Composition & FTL (EASA ORO.FTL) | FTL         | CBT                  | 3h    |
| Dangerous Goods                       | DG          | CBT                  | 4h    |
| Safety Management System (SMS)        | SMS         | CBT                  | 3h    |
| Fatigue Risk Management (FRM)         | FRM         | CBT                  | 2h    |
| Security (AVSEC)                      | AVSEC       | CBT                  | 2h    |
| EFB (Electronic Flight Bag)           | EFB         | CBT                  | 2h    |
| Emergency Response Plan (ERP)         | ERP         | Classroom / Workshop | 2h    |
| MEL/CDL                               | MEL/CDL     | CBT / Workshop       | 2h    |
| Aviation Cybersecurity                | CYBER       | CBT                  | 2h    |
| Line-Oriented Flight Training (LOFT)  | LOFT OCC    | Workshop             | 2h    |
|                                       | TOTAL       |                      | 72h   |

All courses above are subject to a 24-month recurrent period, except the Emergency Response Plan (ERP), which is a 12-month recurrent period.

Additional topics may be added to the program if deemed necessary by the OCC Manager.

Upon completion of this training, the corresponding form (TOC2) shall be completed by the instructor/evaluator and filed in Centrik as part of the individual's training record.





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## TRAINING SYLLABI AND CHECKING PROGRAMS

### OPERATIONS CONTROL (OCC) PERSONNEL

#### **2-3-4 TRANSITION POLICY FOR EXISTING AND EXPERIENCED OCC PERSONNEL**

Applicable to: ALL

To align all FOO personnel with the current CBTA-based training program, the following policy applies:

##### Recognition of Prior Training

- FOO personnel trained under a previous Fly2Sky-approved syllabus remain qualified for duty.
- New FOOs joining Fly2Sky with prior dispatcher/FOO training compliant with ICAO Doc 10106, EASA, or IOSA standards may be recognised as partially qualified.

##### Gap Analysis

- Each individual's previous training shall be reviewed using Form TOC5 - FOO Training Gap Analysis.
- The form compares prior training, current syllabus requirements, and identifies any missing modules.
- Gaps and required bridging actions must be approved by the OCC Manager (or delegate) and filed in the personnel training record.

##### Bridging / Differences Training

- Identified gaps shall be closed through targeted bridging modules (classroom, CBT, or workshop).
- Minor differences may be covered during recurrent training.

##### Competency Assessment

- FOOs transitioning to the new program or joining from another operator shall complete a Competency Assessment within 6 months of program entry.
- Any deficiencies identified require remedial training and re-assessment.

##### Transition Period

- Existing FOOs shall achieve full alignment with the revised syllabus within 12 months of this OM-D ISSUE 2 REVISION 10 effective date.
- Experienced new hires shall complete bridging and competency assessment before performing independent duties.
- New hires without prior qualification shall complete the full Fly2Sky FOO Initial Training Program.

##### Documentation & Records

All TOC5 forms, bridging records, and assessments shall be documented in each individual's training file in Centrik.

#### **2-3-5 TRAINING MODULE CATALOGUE**

Applicable to: ALL





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### OPERATIONS CONTROL (OCC) PERSONNEL

Refer to: ICAO Annex 1, Annex 6 Part I; ICAO Doc 10106; EASA ORO.FC, ORO.CC, ORO.FTL; IOSA ISM 3.5.1, 3.6.1

The content of the Training Modules Catalogue is available in OCCM Chapter 6.

## 2-3-6 COMPETENCIES & ASSESSMENT

Applicable to: ALL

Refer to: ICAO Annex 6 Part I; ICAO Doc 10106 (CBTA framework); EASA ORO.GEN.110, ORO.GEN.200; IOSA ISM 3.6

### CORE COMPETENCIES

The following core competencies apply to all OCC personnel, regardless of role or qualification. They represent the baseline skills, knowledge, and behaviors required to perform duties within the Operations Control Center. Each competency is derived from ICAO Doc 10106, IOSA ISM 3.5/3.6, and EASA ORO.GEN.110 / ORO.AOC.135, ensuring alignment with international standards.

- Regulatory & Policy Knowledge - Interpret and apply ICAO, EASA Air OPS, IOSA ISM, and company manuals (OM-A/B/D, SMM, ERP) in day-to-day decision-making.
- Communication & Coordination - Communicate clearly, concisely, and professionally with flight crew, OCC units, ATC, MCC, and external stakeholders.
- Decision-Making & Problem-Solving - Evaluate options, prioritize safety and compliance, and implement timely, well-reasoned operational decisions.
- Situational Awareness - Maintain a complete, accurate picture of operational status (aircraft, crew, weather, airspace) and anticipate potential threats.
- Workload & Time Management - Plan, prioritize, and maintain performance during high-pressure or irregular operations using available tools and teamwork.
- Human Factors & Teamwork - Apply Dispatch/Crew Resource Management (DRM & CRM) principles; demonstrate resilience, mutual support, and stress awareness.
- Leadership & Operational Oversight - Direct, coordinate, and support OCC resources and personnel, ensuring effective shift management and operational control.
- Emergency & Contingency Response - Execute ERP and SMS procedures swiftly and accurately in abnormal or emergency situations.
- Information & Cybersecurity Integrity - Safeguard data accuracy, confidentiality, and system integrity; recognize and respond to cyber or data-related threats.
- Continuous Improvement & Safety Culture - Actively identify hazards, contribute to safety reporting, and promote learning and performance improvement.



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## TRAINING SYLLABI AND CHECKING PROGRAMS

### OPERATIONS CONTROL (OCC) PERSONNEL

#### QUALIFICATION-SPECIFIC COMPETENCIES

##### Flight Operations Officer (FOO)

- Flight Planning & Fuel Policy - Produce ICAO-compliant OFPs and apply company fuel policy, alternates, and regulatory fuel minima.
- Mass & Balance - Prepare and verify accurate load data in compliance with MTOW/MLW/ZFW limits and aircraft CG requirements.
- Aircraft Performance - Compute take-off and landing performance, factoring MEL/CDL items, runway conditions, and environmental limits.
- Meteorology Application - Interpret METARs, TAFs, SIGWX charts, and integrate meteorological data into planning and monitoring.
- Navigation & ATM - Design routes considering RNAV/PBN requirements, airspace restrictions, and ATC procedures; ensure compliance with permits and overflight regulations.
- Flight Monitoring - Track and analyse flight progress, fuel, and routing; provide timely operational support and coordinate reroutes or diversions.
- MEL/CDL Application - Apply MEL/CDL limitations to planning and monitoring, ensuring operational compliance and performance adjustments.
- Dangerous Goods - Apply ICAO TI, IATA DGR, and operator DG procedures; verify documentation and ensure correct DG handling and reporting.
- Aviation Security - Apply AVSEC regulations, recognize security threats, and integrate related information into operational decisions.
- OCC Systems Proficiency - Use flight planning, weight & balance, tracking, and communication systems effectively; ensure data integrity and traceability.

#### ASSESSMENT METHODS

Competency assessments for OCC personnel are conducted through the following five categories, each documented on Form TOC1 (which contains all required competencies for FOO) and completed by an authorized evaluator.

##### Entry Assessment

Performed before or at the start of initial training to establish a trainee's baseline knowledge, aptitude, and English proficiency.

Used to identify training needs and confirm suitability for the FOO role.

##### Post-Initial Assessment

Conducted upon completion of initial theoretical and OJT phases to confirm readiness for independent duties.

Evaluates the effectiveness of training and the practical application of knowledge.

Written knowledge test ( $\geq 75\%$  pass mark);



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### OPERATIONS CONTROL (OCC) PERSONNEL

Case study requiring preparation of an OFP considering MEL/CDL and weather;  
Observation during 4-6 supervised OJT shifts;  
Instructor-led debrief evaluating decision-making, communication, and situational awareness.

Outcome: Authorization for independent operational duties or continuation under supervision.

#### Recurrent Assessment

Conducted every 24 months (or earlier if required) to ensure personnel maintain competence and remain current with regulatory and procedural changes.

Typical elements:

Refresher knowledge test;

Scenario-based exercise (e.g. diversion, weather, or fuel-planning event);

Participation in an ERP drill simulating abnormal/emergency situations;

Observed operational shift performance.

#### Requalification Assessment

Required following extended absence, system differences, or change of operational role/equipment.

Focuses on restoring previously demonstrated competencies through targeted training, followed by observation of at least one supervised shift before re-authorization.

#### Remedial Assessment

Triggered by unsatisfactory performance or a failed evaluation.

Used to confirm effectiveness of corrective training and recovery of required competency before resuming independent duties.

### EVALUATION RATING SCALE

For standardisation of all assessments (refer also to Form TOC1), the following rating scale applies:

- Competent: Performance and knowledge meet the required standard. Minor deviations not affecting safety or efficiency are acceptable.
- Need Improvement: Knowledge and performance are generally acceptable but below the expected level; deficiencies corrected through targeted briefing.
- Not Yet Competent: Knowledge or performance below standard; may affect safety, compliance, or operational efficiency.

The evaluator shall debrief the trainee on all findings and record the final rating on Form TOC1.

### REMEDIAL TRAINING AND RE-EVALUATION

When an assessment result is rated "Unsatisfactory," the trainee shall undergo remedial training focused on the identified deficiencies.

A re-evaluation shall be conducted not earlier than one week after the initial assessment to



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### OPERATIONS CONTROL (OCC) PERSONNEL

allow sufficient self-study and preparation.

All remedial actions and results are documented on Form TOC1 and filed in Centrik.

## 2-3-7 PERSONAL FILES & TRAINING RECORDS

Applicable to: ALL

The OCC Manager keeps the records of all trainings and personal files in accordance with Record's keeping procedure described in OM-D Chapter 4 and CCM 2-2-5. Personal training records- individual training record forms are placed in employee personal file in Centrik. List of stored documents below:

- Copy of passport;
- Job Description;
- High School or University Diplomas;
- Appropriate aviation training certificates;
- English level certificate;
- Medical fitness certificate
- Evaluation forms.
- Training records.

### RETENTION PERIOD

As per CCM 2.2.5

## 2-3-8 EVALUATION OF TRAINING PROGRAM AND MATERIAL

Applicable to: ALL

It is the responsibility of the OCC manager to continuously monitor the adequacy of training programs in relation with the performances requested to OCC Personnel. A continuous overlook is done to identify changes that requires a review of training programs. In particular but not limited to, the OCC Manager monitors:

- Changes in applicable regulations;
- Changes of the ICAO Syllabus;
- Changes of the ISM;
- Changes of existing or introduction of new procedures;
- Introduction of new services (providers);
- Introduction of the new equipment;
- Introduction of a new airplane(s) if there are significant differences comparing to existing;
  - Instructor feedback;



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### OPERATIONS CONTROL (OCC) PERSONNEL

- Any other case which may be deemed necessary.
- Training program is evaluated at least once every 12 months.

### 2-3-9 OTHER THAN OCC PERSONNEL

Applicable to: ALL

Personnel working in OCC other than FOO are requested to acquire and maintain a high level of knowledge on topics related to Operations, Training, EASA and ICAO regulations, etc;

- It is responsibility of OCC Manager to develop Initial, Recurrent training modules in order to give to these personnel the required knowledge to perform their daily duties;
- General training structure is based on initial training, recurrent training and evaluation to determine if required knowledge is consolidated;
- Training is recorded and maintained in each employee personal file.

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|-------------------------------------------------------------|--------------|----|-------------------------------|
| 3-2-1 PROCEDURE FOR<br>TRAINING AND CHECKING<br>FLIGHT CREW | A            | 10 | Global marking system-updated |



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### GENERAL

#### 3-1-1 INDEPENDENCE OF PERSONNEL

Applicable to: ALL

*Refer to: [FLT 2.1.2]*

Training and Checking personnel are permitted to perform assigned activities without in appropriate interference from Management.

The aim of all the training activities is to train Fly2Sky personnel in a professional manner to develop their skills and qualifications. The main objective is to raise company standards up to and beyond the standards of a modern airline philosophy.

**“Accident prevention and Flight Safety is our goal!”**

Trainings provided to all Fly2Sky personnel is in accordance with Company Quality policy. All training programs, including training provided by outsource providers, the content of the training, the objectives, course materials used, and the results are closely monitored and evaluated by the Training and the Compliance and Monitoring Departments.

Assigned managerial positions as outlined in the company Training Organisation are responsible for the planning, coordination and execution of the concerned training program.

#### 3-1-2 MANAGEMENT ROLE

Applicable to: ALL

*Refer to: [FLT 2.1.2]*

The management permit nominated training and checking personnel to perform their assigned activities without inappropriate interference from management and/or external organisations, and; In addition, management must not interfere nor use their authority to interfere with the objectiveness of the nominate training and checking personnel and will by no means question the result of the checks they performed and their final reporting.



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### GENERAL

#### 3-1-3 OBJECTIVITY

Applicable to: ALL

To ensure the objectivity of the training programme, training and checking are not conducted by the same instructor / examiner for the following courses:

- Line training under supervision (LIFUS)
- Command training

In addition, in order to ensure objectivity of the training program:

- An examiner or training captain performing a check must not have provided more than 25% of the required flight instruction;
- Examiners or training captains must not conduct a test or check when they have been responsible for the recommendation of the particular test or check;
- Examiners or training captains must not conduct skill test, proficiency checks, assessments of competence or any other tests or checks whenever they feel that their objectivity may be affected. In addition, training captains must not conduct any applicable tests or checks whenever they feel that their objectivity may be affected;
- An examiner may provide instruction on any applicant who requires a proficiency check for the revalidation or renewal of a rating or IR;
- An examiner conducting an LPC/OPC or IR revalidations or renewals may provide refresher or remedial training to the applicant prior, during or post a proficiency check.

Planning and scheduling of training and checking activities must take into account above mentioned requirement.

Any difficulties, deviations and/or deficiencies encountered during the planning and implementation of training and/or checking program must be brought to the attention of the Training Manager as soon as practical to enable a risk assessment and corrective action as necessary.

#### 3-1-4 TRAINING AND CHECKING SYLLABI

Applicable to: ALL

Crew training and checking is planned and performed according to the relevant regulations and mandatory requirements of Part-OPS / Part-FCL, relevant Regulatory Authority as well as IOSA requirements.

Furthermore, all training and checking is in accordance with all relevant Fly2Sky policies and procedures as outlined in OM-A, Chapter 5 and OM-D.

Training and checking syllabi are established for all training to ensure efficient conduct of training and checking programs. The syllabi provide the necessary information on content and purpose overview.

When developing the training programs and syllabi, non-mandatory (recommendation) elements for the relevant type that are provided in the data established in accordance with Regulation (EC) No 748/2012 are considered.

Chapter 5 Appendices of this manual contains all relevant information for instructors as well as for trainees.

### 3-1-5 QUALITY CONTROL TRAINING

Applicable to: ALL

Training and checking processes are constantly evaluated for efficiency and quality. Feedback systems is established for all training courses as well as for recurrent training and checking. Evaluation for every training process is done at least once per year.

All training service providers are regularly (at least once per year) audited. The responsibility for the audits lies with the Training Manager in co-operation with the Compliance and Monitoring Manager.

Furthermore, the company collects optional feedback from the trainees for both the training personnel and the ground courses performed by the training department. This data is collected by means of electronic forms (Microsoft Forms) and the data is reviewed as described below. Only the Training Manager and the Training Coordinator have access to the data.

### 3-1-6 CONTINUAL IMPROVEMENT OF FLT CREW TRAINING & EVALUATION PROG

Applicable to: ALL

*Refer to: [FLT 2.1.18]*

Fly2Sky Crew Training Department has between his primary objectives a continuous improvement of flight crew training. This goal is reached by various process already described in this manual like evaluation of training aids, standardisation meetings, simulators line observations etc. The best indicator of effectiveness of any training is the performance expressed by crews during simulator and line checks.

Fly2Sky collects all evaluation form (T2 and T4 form), transfer all grading expressed by Examiners on a data base located on company server and, routinely, this data is analysed throughout a software application, to provide feed-back on successful and unsuccessful ratio, area of training deficiencies or crew non-compliances, performances trends.

### **COLLECTION OF DATA**

Training Coordinator is responsible to load T2/T4 form on the data base. Insertion is performed after the signature of the form by Training Manager. Continuous and systematic collection of data is essential to create a reliable database to be consolidated and analysed.

### **DATA ANALYSIS**

The Training Manager is responsible to analyse crew evaluations and to perform subsequent actions. Analysis are performed every 6 months in conjunction with simulator's syllabus preparation with the intent to identify common weakness in crews' performances and area of training improvement.

A yearly analysis is performed in conjunction with Instructor Standardisation Meeting and SOP Meeting aimed to identify and discuss crews' common weakness, trends, training improvement, discrepancies between TRE evaluation, etc.

Ad hoc analysis is performed, when requested by Director of Flight Operations, in the event of assessment for First Officer upgrading to Captain or on Captain promotion to LTC. Records of analyses are kept together with simulator syllabi and meeting minutes.

### **3-1-7 TRAINING SURVEY**

Applicable to: ALL

It's of primary importance for the Training Manager and the Training Department to monitor the effectiveness of training delivered beside the PASS/FAIL result.

Ground trainings are periodically monitored by delivering, at the end of training, a questionnaire form (T23) to collect and evaluation by trainees in different area. The forms are collected and analysed by the instructors that periodically present, normally during Instructor's Standardisation Meetings, the results and proposed actions to Training Manager and other instructors.

Every autumn, at the end of the annual training season, the Training Manager will send a survey by means of an online questionnaire to all pilots in order to collect statistics of appreciation on:



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- Selection process
- Ground Training
- Simulators Training and Evaluation
- Line Training and Evaluation

The results of the annual survey are presented to Company Management and Instructors during Instructor's Standardisation Meeting. In this contest actions are planned to maintain and improve training standards.





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#### 3-2-1 FLIGHT CREW

Applicable to: ALL

Below are shown the procedures for Flight Crew.

#### **CONDUCT OF CHECKING AND TESTING**

This Chapter is written for the benefit of both Instructors and Examiners and the guidance covers both testing and training in airplane or simulators.

#### **TRAINING ALONGSIDE WITH TESTING**

Line training under supervision (LIFUS) and line check are clearly separated, and as general rule line check include training input only during the debriefing. FSDT recurrent training and checking are combined with element of checking and elements of training.

OPC syllabus is designed to include all checking element in a LOE environment on one session giving the possibility to crew to act in a real operational environment without any interruption by the examiner.

Training elements that may include also checks are organised on second session in a LOFT environment. The examiner may ad hoc freeze the simulator to point out and explain in "slow time" the indications of the failure or for repetition of the manoeuvre. However, any routine aspects of the item such as the ability to read a straightforward checklist must never be in doubt. straightforward exercise (e.g. TCAS RA, pilot incapacitation), which line pilots are routinely expected to manage successfully without training input, are subject to check in the accepted manner.

It is perfectly proper - indeed desirable - for TRE to include some training input during the briefing. It is essential to make clear in the opening part of the TRE briefing to the trainee which elements of the day's proceedings are to be assessed as part of the check and which elements are training. Checking is based on real-time scenarios, with the distinct benefits of improved realism and, even more important, the need for crews to make decisions and act accordingly.

Sub-standard performance at any time, even when it occurs during training or line check for a pilot that is not subject to formal assessment, cannot be ignored. Any crewmember exhibiting such performance is required to undergo remedial training before release back to normal operations.

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### PROCEDURES FOR TRAINING AND CHECKING

Training department before each recurrent cycle prepare the following documents where training and checking elements are clearly identified.

- VAW-FCT-009-A1 - Instructor's/Examiner's Syllabus (Confidential for checking)
- VAW-FCT-009-A2 - Pilot's Syllabus
- T2 - FSTD Checking Report
- T3 - FSTD Training Report

In summary:

- Training may be integrated with checking.
- When training is combined with a check, the TRE must delineate clearly when moving from check to training and vice versa. The frequency of this must be reasonably contained so that the applicant is not confused.
- The applicant must know, in advance, what he is being assessed on.
- Choose terminology carefully.

### SIMULATOR FSTD APPROVAL

Before each simulator use (initial or recurrent cycle) the Training Manager ensures that the FSTD is:

- Approved for use within the scope of the EASA regulations;
- Representative of the Company aircraft type and is serviceable;
- Accessible for use by authorised Company instructors and examiners;
- Accessible for use within the scale and scope of training and checking program;
- Sufficiently accessible to allow normal programming the crew roster patterns to avoid excessive scheduling disruptions; and
- Appropriate simulator documentation is prepared and delivered in due time.

The requirements and procedures described in OM-D chapter 0 - Training Equipment and Devices are adhered.

### FULL FLIGHT SIMULATOR USE

Licence Proficiency Checks and Operator Proficiency Checks are conducted in an approved simulator, comprising a 4-hour session. A copy of the current FSTD Simulator Approval must be displayed in the simulator.

The Examiner must have practical training and be totally familiar with the simulator operation especially with regard to the functionality of the Instructor Operating Station

## PROCEDURES

### PROCEDURES FOR TRAINING AND CHECKING

(IOS) or Console. Furthermore, the Examiner must be authorised to conduct Licence and Operator's Proficiency Checks and / or tests by the Authority.

If the candidate complains while the test is being conducted or in the following de-brief, about any aspect of the performance, fidelity or any other aspect of the simulator, the examiner must investigate immediately. If justified, a complete re-test must be arranged once the fault or faults have been rectified. If the complaint is not justified the test must continue, or the result confirmed if the complaint is received after the test. It is important to maintain as much realism as possible. Maximum use is made of the principles of Line Oriented Flight Training (LOFT) and Line Oriented Assessment (LOA) in establishing credible scenarios and weather effects.

Headsets must be used, and full seat harness must be fastened. The use of seat harness by all occupants is a legal requirement when simulator motion is in use. Seat harnesses are important in any event to maintain a certain degree of safety when full motion is being used. Normal and correct R/T phraseology must be used along with realistic weather scenarios. The use of simulator 'flight freeze' and resets must be kept to a minimum, and the instructor's presence must be as unobtrusive as possible.

The visibility / RVR and cloud base passed to the crew is chosen by the examiner to create a scenario in which a particular technique or type of approach must be chosen by the candidate. The visibility / RVR and cloud base set by the Examiner must also be selected to achieve a particular response i.e. Go-Around or Landing. Because of the reduced peripheral vision on most simulators, and the difficulty in reproducing the 'light scatter' experienced during real approaches in poor visibility, if a landing is required it is recommended that the visibility / RVR set-up is greater than that passed to the crew, particularly in the case of a non-precision approach. The Examiner must also consider which elements of the approach and runway lighting must be selected, increasing the brightness to maximum for non-precision approaches.

Airfields selected for low visibility training must be authorised for LVO and have the correct visual modelling (lighting and airfield markings) for the category of approach to be flown.

## **SIMULATOR DISPATCH**

Prior to any test the TRE must ensure that the simulator is qualified and has a valid user approval. Before each simulator session the technical log must be checked for defects and a visual inspection made of the area in the vicinity of the simulator.

The minimum equipment required for simulator dispatch to perform:

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- LPC/OPC;
- STD mandatory recurrent training;
- training to operate in either pilots' seat;
- must be in accordance with the aircraft Minimum Equipment List.

The full motion of the simulator is to be serviceable for all checks, which are required by legislation. The visual system must be serviceable for certain tests and exercises as indicated on the Approval document. They comprise the following:

- Asymmetric Landing,
- Handling Recency; and
- Low Visibility Operations.

The Flight Management System and the Flight Director System must be serviceable and used in accordance with Fly2Sky Airlines Standard Operating Procedures (SOPs). Specific simulator MEL is described here below.

Following each simulator session, the TRE must ensure any snags, defects, unserviceability and lost time are recorded in the simulator operator's technical log system.

Simulator operators have a requirement to monitor defects as part of their quality system and reliability forms an essential part of the qualification and approval process. Therefore, if a simulator engineer rectifies a defect during the detail it is still important that the fault be recorded in the technical log. Where these have caused significant disruption or persisted for more than one check, the examiner must inform the Simulator Standards Manager at the Civil Aviation Authority at the next opportunity.

### COMMON SIMULATOR EQUIPMENT APPLICABLE TO AWO AND OPC/LPC

| Number installed                  |   | Number Required for AWO, OPC/LPC |                                                  |
|-----------------------------------|---|----------------------------------|--------------------------------------------------|
|                                   |   |                                  | Remarks                                          |
| Visual System                     |   |                                  |                                                  |
| Centre Display                    | 1 | 1                                | No ZFTT if system inoperative                    |
| Captain's Side Display            | 1 | 1                                | No ZFTT if system inoperative                    |
| First Officer's Side Display      | 1 | 1                                | No ZFTT if system inoperative                    |
| Motion system                     | 1 | 1                                |                                                  |
| Simulator Hydraulic Motion System |   |                                  | No ZFTT if system inoperative                    |
| Sound System and Speakers         |   |                                  |                                                  |
| Simulated Sounds                  | 1 | 1                                | No ZFTT if system inoperative                    |
| Instructor's Station              | 2 | 1                                |                                                  |
| Main Instructor's Panels          |   |                                  | Either instructor CRT panel may be unserviceable |



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#### MINIMUM EQUIPMENT REQUIRED FOR LOW VISIBILITY OPERATIONS

| Number installed                                                      |   | Number Required for LVO |                                                      |
|-----------------------------------------------------------------------|---|-------------------------|------------------------------------------------------|
|                                                                       |   |                         | Remarks                                              |
| ATA 22 Auto flight                                                    | 2 | 1                       |                                                      |
| FCU                                                                   | 2 | 1                       | FMC handling pilot must be serviceable               |
| FMGC                                                                  | 2 | 1                       | CDU handling pilot must be serviceable               |
| MCDU                                                                  |   |                         |                                                      |
| ATA 27 Flight Controls<br>Control loading (rudder, brakes, stab trim) | 1 | 1                       | Refer to simulator hydraulic driven control loading. |
| ATA 31 Indicating & Recording<br>EICAS Display                        | 2 | 0                       | Not installed on VAW aircraft                        |
| ATA 31<br>Primary Flight Display                                      | 2 | 2                       |                                                      |
| Navigation Display                                                    | 2 | 1                       | For CAT II                                           |
| Standby instruments                                                   | 1 | 0                       |                                                      |
| EGPWS                                                                 | 1 | 0                       | For CAT III                                          |

#### MINIMUM EQUIPMENT REQUIRED FOR RNAV/RNP OPERATIONS

| Number installed                                                      |   | Number Required for RNP |                                                      |
|-----------------------------------------------------------------------|---|-------------------------|------------------------------------------------------|
|                                                                       |   |                         | Remarks                                              |
| FMGC                                                                  |   |                         |                                                      |
| GPS                                                                   |   |                         |                                                      |
| IRS                                                                   | 2 | 1                       |                                                      |
| MCDU                                                                  | 2 | 1                       |                                                      |
| FD                                                                    | 3 | 2                       |                                                      |
| PFD                                                                   | 2 | 1                       | On the PF side                                       |
| ND                                                                    | 2 | 1                       |                                                      |
| FCU                                                                   | 2 | 1                       |                                                      |
|                                                                       | 2 | 2                       |                                                      |
|                                                                       | 2 | 2                       |                                                      |
| ATA 27 Flight Controls<br>Control loading (rudder, brakes, stab trim) | 1 | 1                       | Refer to simulator hydraulic driven control loading. |

#### THE ROLE OF THE EXAMINER

The Examiner's basic function is to ensure that before a candidate is cleared to operate online, his / her performance under test meets the standard required by the Company and the Authority. The pilot can only attain this standard with good training and regular practice of precision flying during normal line duties. The examiner must therefore expect the manoeuvres in the test to be carried out to a high standard.

As it is not possible to perform emergency manoeuvres during normal line duties, the only opportunity pilots have to practice such skills are during their periodic simulator checks. The examiner must therefore bear in mind that these checks are also an opportunity for

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continuation training. If the performance of the pilot during an emergency manoeuvre is below the required standard the Examiner must give the opportunity for further practice before a re-test of that particular manoeuvre. In any event, the Examiner must be ready to offer training advice during checks; his role is not simply that of an assessor.

It can be seen that the apparently conflicting roles of Examiner and Examiner, are in fact, complementary. The Examiner must have a very clear and precise knowledge of what constitutes a satisfactory performance and be inflexible in his insistence that the pilot under test demonstrates proficiency to the necessary standard. If a candidate falls short of the standard in any way, he/she must be given remedial training. If the performance is satisfactory but shows signs of weakness or lack of polish in some particular area, then every effort must be made to improve it. Since he is also an Examiner, the Examiner must always strive to improve the performance of the pilots with whom he flies. Within this context, however, the Examiner must exercise discretion and judgment in deciding when to offer training advice during a check, in order to avoid unnecessary distraction.

It is important that the Examiner adopts a uniformly detached and impartial attitude to the pilot under test, for he usually is a colleague well known to him and may even be his senior in the Company. Care must be taken during debriefing not to disparage the performance of a more senior pilot in front of his/her junior. This can be achieved by ensuring that debriefing concentrate of positive training rather than destructive criticism. If it is considered necessary to criticise a particularly poor performance, this may best be done discretely and not in front of other crew members.

If Cabin Crew participate in flight simulator sessions, particular care must be taken to brief them before the start of the program. It must be emphasised that this is a training exercise, and that it is only by undertaking such exercises, including the making of mistakes, that high standards of safety online can be maintained. The Cabin Crew must profit from, and discuss amongst themselves, the positive aspects of such joint training with flight deck crews, but they must be cautioned against gossiping about any less-than-optimum performances which they may witness. Cabin Crew must be fully integrated into flight simulator training sessions in which they participate, and their feedback sought at subsequent debriefing.

#### PRE-FLIGHT BRIEFING

It is important that the candidate understands exactly what is expected during the test, and he/ she must be thoroughly briefed before commencement of the training detail. The briefing must be clear and precision, and the candidate must be encouraged to ask questions to ensure that he/she is in no doubt about what is required and understands their responsibilities /roles. Generally, the pre-flight briefing must cover the following:

- Health and Safety briefing facilities adequate and exercise fully prepared.
- The objective of the flight.
- Licence/10 sector/LVO check, as necessary.
- Freedom for the crew to ask questions.
- Operating procedures to be followed
- Weather assumptions (e.g. icing, cloud base, use of screens), Notices to Airmen (NOTAMs), chart check.
- Operating capacity and roles of the candidate, the PM and the examiner:
- Multi-crew environment.
- PF/PM - Responsibility for the management of equipment and systems.
- PF/PM - Adherence to ATC instructions/liaison.
- PF/PM - Identification of radio navigation aids prior to their use.
- PF/PM - Management of checklists - who calls for what.
- Examiner - ATC, operations, cabin crew and ground staff.
- Contents of exercise to be performed. This must not be prescriptive, i.e. the order of events must not be given.
- Handling and use of automatics
- Simulator differences and serviceability. \*
- Administrative procedures
- Unplanned emergencies and handing of control.
- Candidate understanding of briefing.

Since most simulators do not have realistic door-locking devices, it is essential that the examiner brief the crews to use the same procedure as on the aircraft. Intercom must be used, and the crews must go through the unlocking routine, even if it is only touch drills. The examiner must maintain the necessary level of communication with the applicant. The following points must be borne in mind by the examiner:

- Involvement of examiner in a multi-pilot operating environment;
- The need to give the applicant precision instructions;
- The examiner's responsibility for safe conduct of the flight;
- Intervention by the examiner, when necessary; Use of screens;



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- Liaison with ATC and the need for concise, easily understood instructions;
- Not prompting the applicant regarding required sequence of events;
- Keeping brief, factual and unconstructive notes

Copies of all relevant applicable publications, instructions, company operations manuals, flight manuals, weather charts and appropriate route and approach charts must be available for use by the applicant before and during briefing.

During OPC/LPC the TRE is required to check the applicant's licence. Checks may only be carried out if the applicant presents a valid licence and medical certificate (check may be conducted without valid medical certificate, the applicant must be informed that he cannot exercise the privileges of the rating until he has a valid medical).

### LTC PERFORMING LINE CHECK

Between duties of Line Training Captain is to perform Line Check. The Line Check is considered a particularly important factor in the development, maintenance and refinement of high operating standards, and can provide a valuable indication of the usefulness of Company training policy and methods. Line Check Captains must insist that Company SOP's are strictly adhered to.

Line check is intended as topic moment to evaluate if training standards are achieved and maintained by company pilots. To meet this target is of utmost importance that LTC maintain an attitude that does not interfere with crew performance. As general recommendation LTC shall unless safety of flight is jeopardised:

- Not interfere on crew decision making;
- Avoid questioning and distracting crew from normal duties;
- Reserve training input to debriefing;
- Expose his point of view after having collected crew point.

### EXAMINER GUIDE TO FLIGHT CREW ASSESSMENT

Below is the examiner guide to flight crew assessment.

### INTRODUCTION

This guide is for new and existing Examiners and gives important information about marking Fly2Sky Flight Crew.

Pilot marking is an important contributor to safety, standards and pilots' careers - which is why an open system with consistent guidance is essential. Marking pilots beyond a pass/fail scale allows us to give recognition and encouragement to high performing pilots rather than simply passing them. It also allows us to find out which exercises, and skills are being done well and which ones we can tailor our training to address.

The Marking Scale is used for all aspects of Fly2Sky operation from recruitment, initial progress and checks, recurrent checks, command evaluation/promotion, and for training pilot selection/appraisal/promotion.

## GLOBAL MARKING BACKGROUND

Global Marking means that all pilots irrespective of rank and experience are assessed on the same scale. The Training Pilot observes the task or skill and marks exactly what he/she has seen - without needing to bias the score for which pilot did it, or how experienced they are. An identical approach from both seats results in an identical score. All pilot performance from the worst cock up to the airline's best pilot star fall between 1 and 5.

There are various ways of making assessments - Global, Rank Dependent, or Experience Dependent. Different organisations use different systems; each of them works and each has some advantages. The most important issue is that we all do the same! It is clearly difficult if one Trainer gives a F/O a 5 for one check (saying 'You're doing really well for a new guy') and at the next check, the F/O gets a 3 for a better performance! You can see why Command Selection can struggle with using reports and marks.

With a Rank or Experienced based scale - a pilot would have to continue to raise his/her performance to maintain the same mark as years go by. With a Global scale a pilot can expect his/her mark to rise as his/her expertise increases. Gaining consistency between Training Pilots is much easier using a global scale - as it avoids another layer of different opinions trying to relate performance to rank or experience. Therefore, as Training Pilots, we have to explain to new entrant pilots that they are marked on the same scale as Captains - and that scores of 1 and 2, at the outset, are both normal and acceptable.

## DESCRIPTIVE HEADINGS / MARKS

The Descriptive Headings are useful for a Training Pilot in establishing the correct performance category. Our experience has helped to refine the descriptive terminology to be clearer:

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Using all the marks appropriately not only allows the pilot to genuinely know where he/she stands professionally - but it allows the airline to know which tasks and skills are being performed well or badly across fleets and tailor training schedules accordingly.

#### (1) FAIL

An assessment mark of 1 is a FAIL for either a First Officer or a Captain. Pilot is allocated to crew members that during the flight have exceeded limitations without corrective actions, have jeopardized the safety of the flight by taking unnecessary risks and relying totally on luck or hand flying skills for a successful outcome ignoring SOPs or lack of knowledge (SOPs/Technical) has been demonstrated.

#### (2) MINIMUM STANDARD

Mark 2 is PASS at minimum. The essence of Mark 2 is that the pilot meets Standard, but requires development to be able to demonstrate average Mark 3 - company standard. Mark 2 would be appropriate for a pilot with sufficient operational and technical knowledge to safely conduct a flight as part of the crew. Areas such as decision making, and situational awareness are the most probable weaknesses leading to errors. As these errors are conscious decisions the probability to be identified is small, and as a result the risk is increased. Inserting remark in the note field, for specific observations and deficiencies identified, leading to mark 2 is mandatory.

#### (3) UP TO STANDARD

Mark 3 is considered company standard and represents a safe performance of duties with undetected minor errors or SOP deviations that reduce efficiency without safety consequences. Also, any mismanaged error that would lead to a delay for example (punctuality penalty) or unnecessary additional fuel (efficiency) or excessive workload for the crew even if they can still handle it, would call for a grade at this level.

#### (4) ABOVE STANDARD

Mark 4 is allocated to the case that errors of operational significance, that could have a safety impact, have been detected avoided or immediately corrected. Also, in that case the pilot has taken corrective actions eliminating the risk. The difference from 5 is that in this case any undetected or mismanaged error or SOP deviation could lead to reduction of safety margins.

#### (5) HIGH STANDARD

Mark 5 is used for an outstanding performance. That would include proactive decision making, anticipating situations, leading to, and avoiding minor errors, with no operational effect, that the pilot has identified and promptly managed correctly.

Using all the marks appropriately not only allows the pilot to genuinely know where he/she stands professionally - but it allows the airline to know which tasks and skills are being performed well or badly across fleets and tailor training schedules accordingly.

### PASS MARKS

Ask yourself the question, do we have any Co-Pilots who aren't ever going to be Captains - and is a brand-new Co-Pilot yet ready to be a Captain? The answers are obvious and indicate that clearly there are different levels of skills required in all aspects of the operation to be a Commander. In other words, there are performance levels that are perfectly good enough for licence issue (Skill Test/LPC standard) - but not good enough to be a Fly2Sky Commander.

The situation is obvious when it comes to issues like Decision Making and Leadership - but it also applies to all Pilot Skills including Handling. Realistically, the Commander is likely to be flying the aircraft in more demanding circumstances with combinations of difficulty (approach aid, runway length, fuel status, turbulence, and cross wind) - and the Commander has to do it without the aid of a safety net! A Co-Pilot always has the back-up of the Commander taking over or intervening to assist. A Captain must be able to demonstrate these skills and carry a new pilot along with him.

Common sense tells us a higher standard is required to be a Captain. The higher standard is achieved on our Marking Scale by a up to standard mark of 3 and a pass mark of 2 for a Co-Pilot. (Note for background information - a Rank Dependent marking scale can have the same numeric mark as a pass for each scale... but it still reflects a different standard!).

For Captains, a mark of 1 or 2 is given for a check item failure - determining how far below Command Standard the task or skill was demonstrated. This information is useful for the Head of Crew Training to determine retraining or developmental needs.

## **EXAMINER'S ASSESSMENT**

The most common observation when seeing training and check forms from the trainers is that the written report words and marks don't match. A full understanding of Global Marking and the Descriptive Headings helps us all.

The forms from Examiners are the primary source of information for the Training Management to use; therefore, it is essential that the assessment marks and the narrative are consistent. It is also important that the candidate is made aware of the implications of your assessment

against the required pass mark for Captains; so, it is clear to the candidate which aspect of his/her performance needs development to reach a command standard.

If you think that a Co-Pilot is not ready for a Command Course - the reason must be clear to both the candidate and the airline. For example, even if someone's Handling performance is good, but you have other doubts - it must be reflected with a low mark of 1 or 2 somewhere on the list.

If you feel that a Co-Pilot is ready for a Command Course, the marks must reflect a standard that achieves a pass for a Captain 3 or greater. First and subsequent attempt marks are recorded, and the narrative must make it clear to the Training Management the significance of any repeat or retest marks.

Bearing in mind the pass mark for a Captain, it is very important that realistic marks are given on all assessments; well-motivated but unrealistic marks are not helpful.

## **LPC/OPC STANDARD**

A mark of 1 is a standard that would fail an LPC. A mark of 2 is an LPC pass standard. For a Captain, Fly2Sky ensures that OPC standard exceeds the LPC is catered for by requiring a pass mark of 3. For a Co-Pilot, the requirement is catered for by the fact the OPC assesses more items than appear on an LPC form. An option to repeat items is available for both LPC and OPC.

Examiner must be very carefully when performing an LPC combined with an OPC as different CAA Authorities may have different requirements and procedure. Most of the CAA Authorities Issue Flight Examiner Manual, it's examiner responsibility to be familiar with related procedures.

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Part- FCL Appendix 9 - Training, skill test and proficiency check for MPL, ATPL, type and class ratings, and proficiency check for IRs gives general guidance on performing LPC. Guidance may be found in the Examiner Differences Document to FCL.1015(b)(4) and (c) of Annex I (Part-FCL).

### ASSOCIATED FORMS AND DEBRIEFING

OPC/ LPC forms must be filled in the presence of the trainee and all marks appropriately commented. Low and high marking must be clearly explained and understood by trainee.

### NEW PILOTS ASSESSMENT

When a co-pilot joins the Company, it is important that he/she learns the required standard. The global marking system means that he/she will be marked from the start in an identical way to every other pilot.

During Line Training, the Line Training Captain must explain the marking scale so that a new colleague is not discouraged and knows what the standard is and what he/she needs to do to achieve the standard. It is perfectly appropriate for a Co-Pilot during early training to be graded with a mix of 1s and 2s - use he/she clearly hasn't yet met Line Check Standard. After all, if he/she has got a bundle of 3s and 4s we can cut his/her Line Training short and put him/her up for a Line Check early, as long as he/she has completed the minimum numbers of line sectors.

### EVALUATION

With all the above information, the Training Department can make informed decision about how to improve the Training Programs. Fly2Sky can see what the skill levels of our pilots are, what skills the pilots have mastered, and which skills need to be included in our future training programs. The evaluation helps to support the change initiatives that are becoming necessary.

### SAFEGUARDING STANDARDS

Examiners have the responsibility of ensuring that standards are met. If you have doubt about someone and are wondering what to do - the answer is obvious! Our Operation can mean that even the most talented Pilot can be stretched occasionally, and we must have confidence a Candidate could cope with these days before we release them to situations out of their depth. It is not easy to give fail marks - but it is essential that we do

that where necessary to ensure that weak candidates do not slip through the net being given the benefit of doubt. If you find yourself in this situation you will have our full support.

## SUMMARY

The following can be summarised:

- The scale used for all Fly2Sky Pilots is 1-5.
- The descriptive headings help examiners deliver more consistent marking.
- The scale is global - meaning that Captains and Co-pilots are marked against the same scale for all skills and tasks.
- The pass mark required for Captains is 3 and Co-pilots 2.
- The scale is used for all our requirements - recruitment, line training/checking, simulator training/checking, evaluation/promotion, and Training Pilot selection/feedback.

## ASSESSMENT OF NON-TECHNICAL SKILLS

### LANGUAGE PROFICIENCY EVALUATION PROCESS

*Refer to: [FLT 2.2.22]*

English language proficiency evaluation shall ensure that flight crew including, instructors and evaluators whose native language is not English are able to effectively communicate during the performance of operational duties and understand information in the OM pertaining to duties and responsibilities, as well as effectively communicate with Air Traffic Control in areas where English is the primary language.

All Fly2Sky pilots must have an ICAO English Language Proficiency Rating of Level 4 or higher endorsed on their licence. During recruitment Fly2Sky shall include English language proficiency (written and verbal) evaluation which may be part of the interview. Additionally, English Language Proficiency shall be assessed during the initial ground training (as part of the initial simulator training) and maintained during yearly SIM checks (OPC/LPC and Training Sessions ). All tests involving aeroplane systems and procedures as well as any kind of initial, recurrent, upgrade or special training shall be given in English to ensure English Language Competence in performing operational duties, including ATC communications.

All crews are responsible to renew their English Language Proficiency Level on their license according to the Bulgarian CAA/EASA requirement. Flight crews are responsible



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to apply to the competent authority responsible for them for English Language Proficiency rating renewal in their licence. Furthermore, the language proficiency expiry date is monitored by the company's Centrik System and it is automatically populated to the rostering system (Leon) to prevent the possibility of rostering pilots with expired language proficiency. The data is inserted in Centrik by the Activity Coordinator, which is also controlling the process.

Furthermore, Fly2Sky accepts any EASA English Language Proficiency Testing Centres for the purpose of crew periodic evaluation. Crews demonstrating language proficiency below the Expert Level (Level 6) will be formally re-evaluated at intervals in accordance with their individual proficiency level. Fly2Sky shall follow EASA recommendation that the interval is six years for those at the Extended Level (Level 5) and four years for those at the Operational Level (Level 4).

ICAO Rating Scale for Operational Level 4: A speaker will be rated at Operational Level 4 if the following criteria are met:

- Pronunciation: (Assumes a dialect and/or accent intelligible to the aeronautical community.)
- Pronunciation, stress, rhythm, and intonation are influenced by the first language or regional variation but only sometimes interfere with ease of understanding.
- Structure: (Relevant grammatical structures and sentence patterns are determined by language functions appropriate to the task.) Basic grammatical structures and sentence patterns are used creatively and are usually well controlled. Errors may occur, particularly in unusual or unexpected circumstances, but rarely interfere with meaning.
- Vocabulary: Vocabulary range and accuracy are usually sufficient to communicate effectively on common, concrete, and work-related topics. Can often paraphrase successfully when lacking vocabulary in unusual or unexpected circumstances.
- Fluency: Produces stretches of language at an appropriate tempo. There may be occasional loss of fluency on transition from rehearsed or formulaic speech to spontaneous interaction, but this does not prevent effective communication. Can make limited use of discourse markers or connectors. Fillers are not distracting.
- Comprehension: Comprehension is mostly accurate on common, concrete, and work-related topics when the accent or variety used is sufficiently intelligible for an international community of users. When the speaker is confronted with a linguistic or situational complication or an unexpected turn of events, comprehension may be slower or require clarification strategies.
- Interactions: Responses are usually immediate, appropriate, and informative.



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Initiates and maintains exchanges even when dealing with an unexpected turn of events. Deals adequately with apparent misunderstandings by checking, confirming, or clarifying.

## BACKGROUND INFORMATION FOR CRM

*Refer to: (ORO.FC.230), (GM6 ORO.FC.115)*

Approximately 70% of aeroplane accidents are attributable to "Pilot Error". CRM training has been an attempt to address this problem. EASA requires that a formal system for the assessment of non-technical skills is introduced.

These guidelines outline the Fly2Sky Non-Technical Skills Assessment System. A brief background to the choice of the system, followed by more detailed notes for the formal assessment process is also included.

## ASSESSMENT OF CRM NO-TECHS - GENERAL

CRM assessment is to be carried out in accordance with a methodology accepted by the Authority and the purpose is to Provide feedback to the crew collectively and individually and serve to identify re-training where necessary and be used to improve the CRM training system.

Research into means of assessment has determined that acquired CRM skills are reflected in recognisable behaviours whose characteristics are identifiable as measurable "Behavioural Markers". CRM skills assessment must be accomplished via a behavioural marker system the need for a clear and simple system focusing on general concepts and their application is fundamental, as is the need for the training of the users of the system.

Five operational principles have been established to ensure that each crew member receives as fair and as objective an assessment as possible with the any assessment system:

- **Only observable behavior is to be assessed**

*The evaluation must exclude reference to a crew member's personality or emotional attitude and must be based only on observable behaviour. Behavioural markers were designed to support an objective judgement.*

- **Need for technical consequences**

*For a pilot's non-technical skills to be rated as unacceptable, flight safety must (or potentially) be compromised. This requires a related objective technical consequence e.g. height bust or EGPWS activation.*

- **Acceptable or unacceptable rating required**

*The AIR OPS requires the airlines to indicate whether the observed non-technical skills are acceptable or unacceptable.*

- **Repetition required**

*Repetition of unacceptable behavior during the check must be observed to conclude that there is a significant problem. If, according to the LPC/OPC failed item concerned, the nature of a technical failure allows for a second attempt, this must be granted, regardless of the non-technical rating.*

- **Explanation required**

*For each Category rated as unacceptable, the examiner must:*

- *Indicate where the unacceptable behavior was observed.*
- *Explain where the observed behavior (potentially) led to safety consequences.*
- *Give a free-text explanation on each of the Categories rated unacceptable, using standard phraseology.*

Judging behavior is always more subjective than judging technical facts. The No-techs skill list have been designed to minimise ambiguities in the evaluation of non-technical skills. However, there are several factors that can occur in the evaluation process. The first relates to the unit of observation, i.e. who is evaluated; the crew, the captain or the co-pilot. the No-techs skill list system is designed to be used to assess individual pilots. When an evaluation relates to individuals, a potential difficulty is to disentangle individual contributions to overall crew performance. But this difficulty already exists during checks when considering technical performance. No-techs skill list does not solve this problem but may serve to objectively point to behaviours that are related more to one crew member than the other, therefore allowing examiners to differentiate the judgement of the two crew members.

The second factor relates to any concern that assessors are simply judging non-technical skills based on intuition. Again, the No-techs skill list require the examiner to justify any criticism at a professional level and with a standard vocabulary. Furthermore, a judgement

must not be based on a global impression or on an isolated behaviour or action. Repetition of the action during the flight is usually required to explicitly identify the nature of the problem.

The No-techs skill list method is designed to be a guiding tool to look beyond failure during recurrent checks or training and to help point out possible underlying deficiencies in CRM competence in relation to technical failures. No-techs skill list is not intended to fail additional crew members during mandatory checks, or indeed on any other occasion, as compared to the present situation. The evaluation of non-technical skills in a check using the No-techs skill list must not provoke a failed (not acceptable) rating without a related objective technical consequence, leading to compromised flight safety in the short or long term. In the event of a

crew member failing a check for any technical reason, the No-techs skill list can provide useful insights into the contributing individual human factors for the technical failure.

Used in this way, the method can provide valuable assistance for de-briefing and orienting tailored re-training.

## EXAMINER BIAS

A degree of bias or systematic error can be expected in any performance rating task and assessors must be alert to this. Some of the most common are:

- **Central tendency**

*Providing a rating of average or around the midpoint for all items.*

- **Contrast effect**

*The assessor judges' performance against that of other individuals recently assessed, instead of against the established standard.*

- **Halo effect**

*Giving a high rating on one scale which influences the assessor to give that individual similar or higher ratings on other scales.*

- **Horn effect**

*Giving a low or unsatisfactory rating on one scale which influences the assessor to give low ratings on other scales.*

- **Initial impression**

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*Rating based on behavior early in the session, rather than from the entire appraisal session.*

- **Latest behavior**

*Rating influenced by the most recent behavior, rather than from the entire appraisal session.*

- **Lenient tendency**

*Rating consistently higher than the expected norm or average.*

### FLY2SKY CORE COMPETENCIES

| Core competencies                          | Elements and behavioral markers                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>KNO</b><br>KNOWLEDGE                    | <p>Demonstrates practical and applicable knowledge of limitations and systems and their interaction</p> <p>Demonstrates required knowledge of published operating instructions</p> <p>Demonstrates knowledge of the physical environment, the air traffic environment including routings, WX, airports and the operational infrastructure</p> <p>Demonstrates appropriate knowledge of applicable legislation.</p> <p>Knows where to source required information</p> <p>Demonstrates a positive interest in acquiring knowledge</p> <p>Is able to apply knowledge effectively</p>                                                                                                                                                                                                                                                                                                                                           |
| <b>PRO</b><br>APPLICATION OF<br>PROCEDURES | <p>Identifies where to find procedures and regulations</p> <p>Applies relevant operating instructions, procedures and techniques in a timely manner</p> <p>Follows SOPs unless a higher degree of safety dictates an appropriate deviation</p> <p>Operates aircraft systems and associated equipment correctly</p> <p>Monitors aircraft systems status</p> <p>Complies with applicable regulations</p> <p>Applies relevant procedural knowledge</p> <p>Safely manages the aircraft to achieve best value for the operation, including fuel, the environment, passenger comfort and punctuality</p>                                                                                                                                                                                                                                                                                                                          |
| <b>COM</b><br>COMMUNICATION                | <p>Determines that the recipient is ready and able to receive information</p> <p>Selects appropriately what, when, how and with whom to communicate</p> <p>Conveys messages clearly, accurately, timely and concisely</p> <p>Confirms that the recipient demonstrates understanding of important information</p> <p>Listens actively and demonstrates understanding when receiving information</p> <p>Asks relevant and effective questions and offers suggestions</p> <p>Uses appropriate escalation in communication to resolve identified deviations</p> <p>Uses and interprets non-verbal communication in a manner appropriate to the organisational and social culture</p> <p>Adheres to standard radiotelephone phraseology and procedures</p> <p>Accurately reads, interprets, constructs and responds to datalink messages in English</p> <p>Is receptive to other people's views and is willing to compromise</p> |

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|                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                             | Uses appropriate escalation of communication to resolve deviations identified by monitoring                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <b>FPA</b><br>FLIGHT PATH<br>MANAGEMENT -<br>AUTOMATION     | <p>Uses appropriate flight management, guidance systems and automation, as installed and applicable to the conditions</p> <p>Monitors and detects deviations from the intended flight path and takes appropriate action</p> <p>Manages the flight path to achieve optimum operational performance</p> <p>Maintains the intended flight path during flight using automation whilst monitoring and managing other tasks and distractions</p> <p>Selects appropriate level and mode of automation in a timely manner considering phase of flight and workload</p> <p>Effectively monitors automation, including engagement and automatic mode transitions</p>                                                                                                                               |
| <b>FPM</b><br>FLIGHT PATH<br>MANAGEMENT -<br>MANUAL CONTROL | <p>Controls the aircraft manually with accuracy and smoothness as appropriate to the situation</p> <p>Monitors and detects deviations from the intended flight path and takes appropriate action</p> <p>Manually controls the aeroplane using the relationship between aeroplane attitude, speed and thrust, and navigation signals or visual information</p> <p>Manages the flight path to achieve optimum operational performance</p> <p>Maintains the intended flight path during manual flight whilst monitoring and managing other tasks and distractions</p> <p>Uses appropriate flight management and guidance systems, as installed and applicable to the conditions</p> <p>Effectively monitors flight guidance systems including engagement and automatic mode transitions</p> |
| <b>LTW</b><br>LEADERSHIP &<br>TEAMWORK                      | <p>Encourages team participation and open communication</p> <p>Demonstrates initiative and provides direction when required</p> <p>Engages others in planning</p> <p>Considers inputs from others</p> <p>Gives and receives feedback constructively</p> <p>Addresses and resolves conflicts and disagreements in a constructive manner</p> <p>Exercises decisive leadership when required</p> <p>Accepts responsibility for decisions and actions</p> <p>Carries out instructions when directed</p> <p>Applies effective intervention strategies to resolve identified deviations</p> <p>Manages cultural and language challenges, as applicable</p>                                                                                                                                     |
| <b>PSD</b><br>PROBLEM SOLVING<br>& DECISION-MAKING          | <p>Identifies, assesses and manages threats and errors in a timely manner</p> <p>Seeks accurate and adequate information from appropriate sources</p> <p>Identifies and verifies what and why things have gone wrong, if appropriate</p> <p>Perseveres in working through problems whilst prioritising safety</p> <p>Identifies and considers appropriate options</p> <p>Applies appropriate and timely decision-making techniques</p> <p>Monitors, reviews and adapts decisions as required</p> <p>Adapts when faced with situations where no guidance or procedure exists</p> <p>Demonstrates resilience when encountering an unexpected event</p>                                                                                                                                     |



A320/A321  
OPERATIONS MANUAL PART D

## PROCEDURES

### PROCEDURES FOR TRAINING AND CHECKING

|                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>SAW</b><br>SITUATION<br>AWARENESS | <p>Monitors and assesses the state of the aeroplane and its systems</p> <p>Monitors and assesses the aeroplane's energy state, and its anticipated flight path</p> <p>Monitors and assesses the aeroplane's energy state, and its anticipated flight path</p> <p>Validates the accuracy of information and checks for gross errors</p> <p>Maintains awareness of the people involved in or affected by the operation and their capacity to perform as expected</p> <p>Develops effective contingency plans based upon potential risks associated with threats and errors ("what if" scenarios)</p> <p>Responds to indications of reduced situation awareness</p> |
| <b>WLM</b><br>WORKLOAD<br>MANAGEMENT | <p>Exercises self-control in all situations</p> <p>Plans, prioritises and schedules appropriate tasks effectively</p> <p>Manages time efficiently when carrying out tasks</p> <p>Offers and gives assistance</p> <p>Delegates tasks</p> <p>Seeks and accepts assistance, when appropriate</p> <p>Monitors, reviews and cross-checks actions conscientiously</p> <p>Verifies that tasks are completed to the expected outcome</p> <p>Manages and recovers from interruptions, distractions, variations and failures effectively while performing tasks</p>                                                                                                        |

## PROCEDURES

### PROCEDURES FOR TRAINING AND CHECKING

## PILOT PERFORMANCE GRADES

| Pilot performance grades |   |                                                                                                                                                                                                           |
|--------------------------|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| P<br>R<br>O              | 5 | The pilot applied procedures in an exemplary manner, by always demonstrating all of the Observable Behaviours when required, which significantly enhanced safety effectiveness and efficiency             |
|                          | 4 | The pilot applied procedures effectively, by regularly demonstrating all of the Observable Behaviours when required, which enhanced safety                                                                |
|                          | 3 | The pilot applied procedures adequately, by regularly demonstrating most of the Observable Behaviours when required, which resulted in a safe operation.                                                  |
|                          | 2 | The pilot applied procedures at the minimum acceptable level, by only occasionally demonstrating some of the Observable Behaviours when required, but which overall did not result in an unsafe situation |
|                          | 1 | The pilot did not apply procedures correctly, by rarely demonstrating any of the Observable Behaviours when required, which resulted in an unsafe situation                                               |
| C<br>O<br>M              | 5 | The pilot communicated in an exemplary manner, by always demonstrating all of the Observable Behaviours when required, which significantly enhanced safety effectiveness and efficiency                   |
|                          | 4 | The pilot communicated effectively, by regularly demonstrating all of the Observable Behaviours when required, which enhanced safety                                                                      |
|                          | 3 | The pilot communicated adequately, by regularly demonstrating most of the Observable Behaviours when required, which resulted in a safe operation                                                         |
|                          | 2 | The pilot communicated at the minimum acceptable level, by only occasionally demonstrating some of the Observable Behaviours when required, but which overall did not result in an unsafe situation       |
|                          | 1 | The pilot did not communicate effectively, by rarely demonstrating any of the Observable Behaviours when required, which resulted in an unsafe situation                                                  |

## PROCEDURES

### PROCEDURES FOR TRAINING AND CHECKING

|             |   |                                                                                                                                                                                                                |
|-------------|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| F<br>P<br>A | 5 | The pilot managed the automation in an exemplary manner, by always demonstrating all of the Observable Behaviours when required, which significantly enhanced safety effectiveness and efficiency              |
|             | 4 | The pilot managed the automation effectively, by regularly demonstrating all of the Observable Behaviours when required, which enhanced safety                                                                 |
|             | 3 | The pilot managed the automation adequately, by regularly demonstrating most of the Observable Behaviours when required, which resulted in a safe operation                                                    |
|             | 2 | The pilot managed the automation at the minimum acceptable level, by only occasionally demonstrating some of the Observable Behaviours when required, but which overall did not result in an unsafe situation  |
|             | 1 | The pilot did not manage the automation effectively, by rarely demonstrating any of the Observable Behaviours when required, which resulted in an unsafe situation                                             |
| F<br>P<br>M | 5 | The pilot controlled the aircraft in an exemplary manner, by always demonstrating all of the Observable Behaviours when required, which significantly enhanced safety effectiveness and efficiency             |
|             | 4 | The pilot controlled the aircraft effectively, by regularly demonstrating all of the Observable Behaviours when required, which enhanced safety                                                                |
|             | 3 | The pilot controlled the aircraft adequately, by regularly demonstrating most of the Observable Behaviours when required, which resulted in a safe operation                                                   |
|             | 2 | The pilot controlled the aircraft at the minimum acceptable level, by only occasionally demonstrating some of the Observable Behaviours when required, but which overall did not result in an unsafe situation |
|             | 1 | The pilot did not control the aircraft effectively, by rarely demonstrating any of the Observable Behaviours when required, which resulted in an unsafe situation                                              |
| K<br>N<br>O | 5 | The pilot had exemplary knowledge, by always demonstrating all Observable Behaviours when required, which significantly enhanced safety, effectiveness and efficiency                                          |
|             | 4 | The pilot had good knowledge, by regularly demonstrating all the Observable Behaviours when required, which enhanced safety.                                                                                   |
|             | 3 | The pilot had adequate knowledge, by regularly demonstrating most of the Observable Behaviours when required, which resulted in a safe operation                                                               |
|             | 2 | The pilot had knowledge of a minimum acceptable level, by only occasionally demonstrating some of the Observable Behaviours when required, but which overall did not result in an unsafe situation             |
|             | 1 | The pilot did not have adequate knowledge, by rarely demonstrating any of the Observable Behaviours when required, which resulted in an unsafe situation                                                       |



## **TOLERANCES / ACCEPTABLE PERFORMANCE**

### **GENERAL**

The following tolerances for the Proficiency Checks, which require normal operation of the aeroplane, may be safely applied with the knowledge that the candidates must be able to meet them without jeopardising either smoothness and co-ordination of control or the use of SOPs. The introduction of non-normal procedures caused by failures of aeroplane systems may produce handling or other problems which make flight within normal tolerances difficult to achieve. Provided the candidate makes every effort to meet the normal standards by applying proper corrective techniques, minor discrepancies may be allowed.

The candidate may occasionally exceed tolerances regarding control of height and speed because of a lapse of concentration, without deserving to fail. The situation under which errors occur, the magnitude and duration of the error and the efficiency of the corrective action must be taken into consideration by the Examiner. Continuous inaccuracy of the flight path, albeit within the area of tolerance, may be considered a reason for failure whereas a single gross error in an otherwise faultless performance may not.

Failure to follow recommended Flight Deck Management techniques and failure to follow the Company's Standard Operating Procedures must be considered in the light of what is considered a safe operation of a modern, sophisticated jet aeroplane. Minor lapses in standard call out or procedures may be acceptable. Absence of fundamental two crew Flight Deck Management techniques, improper use of check lists or aeroplane systems, incorrect altimeter settings and inappropriate use of the FMS or Flight Director are not tolerated.

SOPs must be strictly adhered to, with only very minor lapses overlooked. Lack of good flight deck management techniques must be considered against its effect on a safe operation when considering whether it merits failure; it must, in any case, be drawn to the crews' attention, since CRM is an assessable element of all Checks.

The following limits are given for general guidance. Although candidates must remain within these limits under normal circumstances, excursions beyond them are not necessarily fail points, provided the candidate makes a prompt and smooth return to within them.

**PROCEDURES****PROCEDURES FOR TRAINING AND CHECKING****PERFORMANCE CRITERIA**

The candidate must demonstrate ability to:

- Operate the aeroplane within its limitations.
- Complete all manoeuvres with smoothness and accuracy.
- Exercise good judgment and airmanship.
- Apply aeronautical knowledge of procedures and regulations as currently applicable.
- Maintain control of the aeroplane at all times in a manner such that the successful outcome of a procedure or manoeuvre is never seriously in doubt. The applicant's airmanship must be assessed with each exercise and this must include lookout, checks and drills, cockpit management, RTF and ATC liaison, fuel management, icing precautions, planning and use of airspace.
- Management of crew.
- Maintaining a general survey of the operation by appropriate supervision.
- Setting priorities and making decision in accordance with safety aspects and relevant rules and regulations appropriate to the operation situation, including emergencies.
- Understand and apply crew co-ordination and incapacitation procedures.
- Communicate effectively with other crew members.
- The candidate must demonstrate knowledge of the emergency equipment and procedures sufficient to ensure the safety of passengers.

**TOLERANCES**

The following limits are for general guidance. The Examiner must make allowance for turbulent conditions and the handling qualities and performance of the type of aeroplane used:

| <b>Altitude or Height (Climb / Cruise / Descent)</b>     |                                                                                             |
|----------------------------------------------------------|---------------------------------------------------------------------------------------------|
| Generally                                                | ±100 ft (±150 ft in turbulence)                                                             |
| Starting a go-around at decision height/altitude         | + 50 feet/- 0 feet                                                                          |
| Minimum descent height/MAP/altitude                      | + 50 ft/-0 ft                                                                               |
| <b>Tracking</b>                                          |                                                                                             |
| On radio aids                                            | ± 5°                                                                                        |
| For “angular” deviations                                 | Half scale deflection, azimuth and glide path                                               |
| 2D (LNAV) and 3D (LNAV/VNAV) “linear” lateral deviations | cross-track error/deviation is normally be limited to ± ½ the RNP value associated with the |

## PROCEDURES

### PROCEDURES FOR TRAINING AND CHECKING

|                                                                           |                                                                                                                                                                      |
|---------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                           | procedure. Brief deviations from this standard up to a maximum of 1 time the RNP value are allowable.                                                                |
| 3D linear vertical deviations (e.g. RNP APCH (LNAV/VNAV) using Baro VNAV) | not more than - 75 feet below the vertical profile at any time, and not more than + 75 feet above the vertical profile at or below 1 000 feet above aerodrome level. |
| <b>Heading</b>                                                            |                                                                                                                                                                      |
| All engines operating                                                     | $\pm 5^{\circ}$                                                                                                                                                      |
| With simulated engine failure                                             | $\pm 10^{\circ}$                                                                                                                                                     |
| <b>Speed (Climb / Cruise / Descent)</b>                                   |                                                                                                                                                                      |
| All engines operating                                                     | $\pm 5$ knots                                                                                                                                                        |
| With simulated engine failure                                             | +10 knots/ -5 knots                                                                                                                                                  |

## FURTHER GUIDANCE

### HEIGHT ACCURACY

- The candidate need not be failed if an error of more than 100ft occurs 2/3 times. However, the examiner must seriously consider awarding an individual fail if:
- Height error of more than 200ft occurs.
- An error of 100ft or more is uncorrected for an unreasonable period of time.

### APPROACH MINIMA

- On a 2D approach when constant descent profile is flown care must be taken not to descend below MDH/A when a missed approach is being conducted.
- RVR must be checked against airfield minima prior to commencing an approach to land.
- Track Accuracy
- A failure must be awarded at any time during the test/check if there is an inability to settle within +/-50 of the specified track or correcting track the wrong way and maintaining the error for an unreasonable period.

## SPEED ACCURACY

## PROCEDURES

### PROCEDURES FOR TRAINING AND CHECKING

The 5 Kts limit in climb, cruise and approach is extended to 10 Kts in the case of jet aircraft and an airspeed error of 15 Kts at any time.

*Note: When making an assessment, handling qualities and aircraft performance must be taken into account.*

#### NUMBER OF ATTEMPTS – PARTIAL PASS - FAIL

The following is applicable to Operator Proficiency Check.

The T2 - SIMULATOR CHECKING REPORT has two columns, [A1,] [A2], to be used by examiner to tick/mark the manoeuvre.

The mark given for any attempt [A1], [A2] reflects the performance that you have seen on manoeuvres included in the check. Whether you elect to give a second attempt is determined by the assumption that after a short review and briefing there are realistic chances that the manoeuvre will be complete as per minimum standard. The second attempt can be immediately if only a short review is required or on second session if a more consistent briefing is required.

In any case the maximum number of attempts is two (2).

If the number of failed manoeuvres is up to five (5) the check is considered PARTIAL PASS and only the failed manoeuvres must be retested on a new check.

If the number of failed manoeuvres is more than five (5) the check is considered FAIL a new complete check must be performed. According examiner comments Training Manager decides if and which type of training is necessary before the new check.

A FAIL (mark less than 2 for F/O or 3 for CPT) in one element of the no-techs skill section must be considered as a total FAIL check regardless the performance in the manoeuvres section. In this case all check must be totally repeated.

#### CLASS AND CBT QUESTIONNAIRE MINIMUM PASS RATE

For all test performed during class or CBT training the minimum pass rate is 75 % with exception of Dangerous Good Training where the pass rate is 80% minimum.

## DE-BRIEFING

### GENERAL

The de-briefing must be carried out in a room provided for that purpose.

The examiner must conduct a fair and unbiased debriefing of the candidate based on identifiable factual items. The aim is to achieve a balance between friendliness and firmness.

- The examiner must not start the debriefing by asking the candidate any questions unless they directly affect the result.
- State overall result:

– PASS.

If the result is a pass then use facilitative techniques to get the crew to analyse why the flight went so well, in order to promote positive procedures or to analyse any areas of improvement.

– FAIL or PARTIAL PASS

Continue as detailed below.

- Debrief reasons for failure in descending order of severity (not normally in chronological order and with short, sharp, factual statements not open to dispute - do not discuss any minor criticisms at this stage).
- State retest requirements.
- State effect on privileges.
- Retraining requirements.
- Comments on the whole flight, good and bad (including repeated items as they must be recorded on company paperwork). Use as opportunity for training input. Include analysis of trends and CRM assessment. Facilitative techniques are positively encouraged in this area of the debriefing.

## FACILITATION

Debriefing is performed in two parts, with the results of test always being stated by the examiner. In case of a PASS, the examiner could move straight into facilitation in order to build upon any learning that arose during detail.

If the result of the test or check is FAIL or PARTIAL PASS, then facilitation at this stage may be inappropriate. The examiner must, as a minimum, continue the debriefing, giving reasons for failure supported by factual statements and stating the re-test requirements, the effects of the applicant's privileges and the retraining requirements.

## ADMINISTRATION

Some of the following administrative procedures may apply:

- Pilot licence - sign
- LST/LPC form complete and copy if required
- LST cannot exercise privileges until rating received from relevant Licensing Authority
- Company Check Form
- Examiner's record
- Company notification (crewing etc.)
- Notice of failure

## ADDITIONAL TIPS

During check/test, the examiner must note everything which may be significant as it occurs.

During the check/test the examiner must decide on assessment and retest requirement (subject to any questions) and plan his debrief. In particular the examiner must decide what he is going to say.

Dos and Don'ts during debriefing:

**PROCEDURES****PROCEDURES FOR TRAINING AND CHECKING**

| <b>Do</b>                                                                                                                                                                                                                                                                                                                | <b>Don't</b>                                                                                                                                                                                                                                                    |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Be factual and quantitative.<br>Be fair (give praise when deserved).<br>Be constructive (how to avoid or correct).<br>Be prepared to concede (graciously!).<br>Encourage self-analysis (but not self-assessment).<br>Consider situational awareness, R/T discipline, trends and CRM.<br>Include all fail points. Listen. | Ask the candidate to assess himself. Be vague.<br>Be emotive (avoid aggression, irritability, sarcasm). Be apologetic.<br>Nit-pick.<br>Personalise.<br>Exaggerate.<br>Ramble.<br>Debrief items you are unsure of. Impose your own SOPs. Undermine Company SOPs. |

**RECORDING OF CHECKS**

Test/check report must exactly reflect the debriefing.

Immediately upon completion of a training / check the appropriate Regulatory Authority and/or Training Record forms must be completed by the Training Captain and passed to the training department for processing. The training department will then take the necessary administrative action, including notification to rostering of the new validity dates of the candidate's training / checking. The Training Captains are reminded that they must also keep a personal record of all tests they have conducted.

A full and detailed record of all training / checking / testing must be kept for each pilot. The completed training syllabus and / or the completed forms for the appropriate training and test, enables the Training Manager to assure himself that all training / checking / testing requirements have been completed satisfactorily before certifying that the pilot is competent to act as member of a crew on commercial public transport flights. All records are retained in the individual's training file.

**RECORDING SIMULATOR CHECKING ACTIVITIES**

In case of OPC the examiner must carefully complete all relevant section of T2 Form electronically or on paper. The form must be signed by examiner and candidate and submitted to Training Department for following actions.

In case of LPC combined with OPC the examiner, for the applicable procedures, must consult EASA's Examiner Differences Document to FCL.1015(b)(4) and (c) of Annex I (Part- FCL) of Commission Regulation (EU) No 1178/2011. Training Department will process the training record, update the computerised records and file it in the appropriate training file.

## **PERIODS OF VALIDITY**

### **GROUND TRAINING**

*Refer to: (AM1 ORO.FC.230 (a)(1))*

The period of validity Ground and Refresher Training is 12 calendar months.

When the ground training is conducted within 3 calendar months prior to the expiry of the 12 calendar months period, the next ground and refresher training shall be completed within 12 calendar months of the original expiry date of the previous training.

### **ANNUAL EMERGENCY & SAFETY EQUIPMENT CHECK**

*Refer to: (ORO.RC.230(d), AMC1.ORO.FC.230(b)(4))*

The period of validity of an annual Emergency and Safety Equipment Check is 12 calendar months. The validity periods shall be counted from the end of the month when the check was taken. When the check is undertaken within the final 3 calendar months of validity of a previous check the period of validity of the subsequent is counted from the expiry date of the previous check.

### **TRIENNIAL EMERGENCY AND SAFETY EQUIPMENT CHECK**

The period of validity of a triennial Emergency and Safety Equipment Check is 36 calendar months. The validity periods shall be counted from the end of the month when the check was taken. When the check is undertaken within the final 3 calendar months of validity of a previous check the period of validity of the subsequent is counted from the expiry date of the previous check.

### **CREW RESOURCES MANAGEMENT**

*Refer to: (ORO.FC.230(e))*

Elements of CRM shall be integrated into all appropriate phases of the recurrent training.

Each flight crew member shall undergo specific modular CRM training. All major topics of CRM training shall be covered by distributing modular training sessions as evenly as possible over each 3-year period.



## PROCEDURES

### PROCEDURES FOR TRAINING AND CHECKING

Annual recurrent CRM training shall be provided in such a way that all CRM training elements specified for the annual recurrent training in Table 1 of Appendix VAW-CRM-001 are covered over a period not exceeding 3 years.

#### FSTD TRAINING

*Refer to: (ORO.FC.230(f), AMC1 ORO.FC.230(b)(4))*

Each flight crew member shall undergo ground training and flight training in an FSTD or an aircraft, or a combination of FSTD and aircraft training, at least every 12 calendar months.

#### OPERATOR PROFICIENCY CHECK

*Refer to: (ORO.FC.230(b)(3), AMC1.ORO.FC.230(b)(4))*

The period of validity of an Operator Proficiency Check is 6 calendar months. The validity periods shall be counted from the end of the month when the check was taken. When the check is undertaken within the final 3 calendar months of validity of a previous check the period of validity of the subsequent is counted from the expiry date of the previous check.

#### LICENCE PROFICIENCY CHECK

The period of validity of the Licence Proficiency Check, which includes the Instrument Rating, is 12 calendar months. When the check is undertaken within the final 3 calendar months of validity of a previous check the period of validity of the subsequent is counted from the expiry date of the previous check. The Licence Proficiency Check shall be conducted in a FSTD.

#### LINE CHECK

*Refer to: (ORO.RC.230(c) (1), (AMC1.ORO.FC.230(b)(4))*

The period of validity of a Line Check is 12 calendar months. The validity periods shall be counted from the end of the month when the check was taken. When the check is undertaken within the final 3 calendar months of validity of a previous check the period of validity of the subsequent is counted from the expiry date of the previous check. The Line Check shall be conducted on the aeroplane.

#### LVO RECENT EXPERIENCE

## PROCEDURES

### PROCEDURES FOR TRAINING AND CHECKING

*Refer to: (SPA.LVO.120)*

To maintain a Category 2/3 qualification a pilot must have conducted a minimum of 2 approaches one of which must be a landing using approved Category 2/3 procedures during the validity period of his/her current OPC, one of which could be conducted in the aeroplane.

Recency for Low Visibility Take-Off (LVTO) is maintained by retaining the Category 2/3 qualification prescribed above and by having practised at least one LVTO in minimum RVR in the aeroplane or in the simulator during this period.

### ROUTE AND AERODROME COMPETENCE QUALIFICATION

*Refer to: (ORO.FC.105(b)(2))*

The period of validity of the route and aerodrome competence qualification is 12 calendar months. The 12-month period shall be counted from the last day of the month:

- When the familiarisation training was undertaken; or
- Of the latest operation on the route or area to be flown and of the aerodromes, facilities and procedures to be used.

When the operation is undertaken within the last 3 calendar months of that period, the new 12- month period shall be counted from the original expiry date.

### PILOT QUALIFICATION TO OPERATE IN EITHER PILOT'S SEAT

*Refer to: (ORO.FC.235)*

A Commander whose duties also require him to operate in the right-hand seat must complete the additional training and checking detailed in OM-D 2.1.7 concurrent with the OPC.

### RECENT EXPERIENCE

*Refer to: (FCL.060(b)(1),(2);(c))*

A pilot must not be assigned to operate an aeroplane (as part of the minimum certificated crew), either as pilot flying or pilot monitoring, unless he has carried out at least 3 take-offs and 3 landings in the previous 90 days as pilot flying in an aeroplane or in an approved

## PROCEDURES

### PROCEDURES FOR TRAINING AND CHECKING

flight simulator of the same type of aeroplane to be used. One of the landings must take place at night to satisfy the instrument rating validity requirements.

After the 90-day period and up to 120 days the pilot must complete the 3 take-offs and 3 landings in line flying under the supervision of a TRI/TRE.

For periods beyond 120 days, the pilot must complete the 3 take-offs and 3 landings during an aeroplane training flight (base training) or in an approved flight simulator of the aeroplane type to be used.

### DANGEROUS GOODS TRAINING

The period of validity of Dangerous Good Training is 24 months from the expiry month of the training.

If the recurrent training and checking is undertaken within the last three calendar months of the validity period, the new validity period shall be counted from the original expiry date.

### AVIATION SECURITY

The period of validity of Aviation Security training is 12 calendar months.

The validity periods shall be counted from the end of the month when the check was taken. When the check is undertaken within the final 3 calendar months of validity of a previous check the period of validity of the subsequent is counted from the expiry date of the previous check.

### SAFETY MANAGEMENT SYSTEM

The period of validity of Safety management System training is 12 calendar months. The validity periods shall be counted from the end of the month when the check was taken. When the check is undertaken within the final 3 calendar months of validity of a previous check the period of validity of the subsequent is counted from the expiry date of the previous check.

### FATIGUE MANAGEMENT TRAINING

The period of validity of Fatigue Management training is 36 calendar months.

The validity periods shall be counted from the end of the month when the check was taken. When the check is undertaken within the final 3 calendar months of validity of a previous check the period of validity of the subsequent is counted from the expiry date of the previous check.

## PROCEDURES

### PROCEDURES FOR TRAINING AND CHECKING

#### ADDITIONAL TRAININGS

For the period of validity of additional training *Refer to: VAW-FCT-008 Recurrent Training and Checking – Ground*

#### 3-2-2 CABIN CREW

Applicable to: ALL

The following section for cabin crew.

#### CONDUCT OF TRAINING AND CHECKING

Checks shall be conducted during and following completion of the Cabin Crew training courses:

- Initial / Conversion training;
- Refresher / Re-qualification training;
- Recurrent training
- Senior Cabin Crew training
- Line Instructor

These checks are intended to verify the proficiency of the Cabin Crew member in carrying out their assigned safety duties, both normal and emergency operations ORO.CC.115 (d). Checks shall be conducted by designated Ground Instructor for ground trainings or Line Instructor for line trainings, specially appointed and authorized for this purpose. A list of authorized instructors shall be maintained in OM-D 1. Elements of training, which require individual practical participation, shall be combined with practical checks. The checks shall be accomplished by the method appropriate to the type of training (AMC1 ORO.CC.115 (d), including but not limited to:

- Practical demonstration; and/or
- Computer-based assessment; and/or
- Line check; and/or
- Oral or written test.

**PROCEDURES****PROCEDURES FOR TRAINING AND CHECKING****NON-TECHNICAL SKILLS-NOTECHS**

| Categories                       | Elements (Observed Behaviour)        |
|----------------------------------|--------------------------------------|
| Co-operation                     | Team building and maintaining        |
|                                  | Considering others                   |
|                                  | Supporting others                    |
|                                  | Conflict solving                     |
| Leadership and Management Skills | Use of authority and assertiveness   |
|                                  | Providing and maintaining standards  |
|                                  | Planning and Co-ordination           |
|                                  | Workload Management                  |
| Situational Awareness            | Awareness of aircraft cabin/pax      |
|                                  | Awareness of external environment    |
|                                  | Awareness of time                    |
| Decision Making                  | Problem definition and diagnosis     |
|                                  | Option generation                    |
|                                  | Risk assessment and option selection |
|                                  | Outcome review                       |

**CO-OPERATION**

Co-operation is the ability to work effectively in a crew.

**TEAM-BUILDING AND MAINTAINING**

Team building and maintaining is about the ability to establish positive interpersonal relations between crew members and their active participation in fulfilling the tasks.



A320/A321  
OPERATIONS MANUAL PART D

## PROCEDURES

### PROCEDURES FOR TRAINING AND CHECKING

| Examples of poor practice           | Examples of good practice                                       |
|-------------------------------------|-----------------------------------------------------------------|
| Blocks open communication           | Establishes atmosphere for open communication and participation |
| Keeps barriers between crew members | Encourages inputs and feedback from others                      |
| Competes with others                | Does not compete with others                                    |

## CONSIDERATION OF OTHERS

Consideration of others involves the acceptance of others and understanding their personal condition.

| Examples of poor practice                                    | Examples of good practice                                                   |
|--------------------------------------------------------------|-----------------------------------------------------------------------------|
| Ignores suggestions of other crew members                    | Notice of the suggestions of other crew members even if s/he does not agree |
| Does not take account of the condition of other crew members | Takes condition of other crew members into account                          |
| Shows no reaction to other crew members problems             | Gives appropriate personal feedback                                         |

## SUPPORT OF OTHERS

Support of others relates to giving help to other crew members when they need assistance.

| Examples of poor practice                                    | Examples of good practice                        |
|--------------------------------------------------------------|--------------------------------------------------|
| Hesitates to help other crew members in demanding situations | Helps other crew members in demanding situations |
| Does not offer assistance                                    | Offers assistance                                |

## CONFLICT SOLVING

Conflict solving is about the articulation of different interpersonal positions and giving suggestions for solutions.

**PROCEDURES****PROCEDURES FOR TRAINING AND CHECKING**

| <b>Examples of poor practice</b>                                                               | <b>Examples of good practice</b>                       |
|------------------------------------------------------------------------------------------------|--------------------------------------------------------|
| Overreacts in interpersonal conflicts, sticks to own position without considering a compromise | Keeps calm in conflicts                                |
| Accuses other crew members of making errors                                                    | Suggests conflict solutions                            |
|                                                                                                | Concentrates on what is right rather than who is right |

**LEADERSHIP / MANAGERIAL SKILLS**

Effective leadership and managerial skills help to achieve joint task completion within a motivated, fully functioning team, through co-ordination and persuasiveness.

**USE OF AUTHORITY AND ASSERTIVENESS**

| <b>Examples of poor practice</b>                                               | <b>Examples of good practice</b>                           |
|--------------------------------------------------------------------------------|------------------------------------------------------------|
| Hinders or withholds crew involvement                                          | Advocates own position                                     |
| Passive, does not show initiative for decisions, own position not recognisable | Takes initiative to ensure involvement and task completion |
| Does not show appreciation for the crew, coaches very little or too much       | Takes command if situation requires                        |

**PROVIDING AND MAINTAINING STANDARDS**

Refers to the compliance with essential standards (SOPs and others) for the task completion. Supervision and intervention in case of deviations from standards by other crew members is also part of this skill. If situation requires, non-standard procedures might be necessary. Such deviations shall be discussed and announced.

**PROCEDURES****PROCEDURES FOR TRAINING AND CHECKING**

| <b>Examples of poor practice</b>                                                     | <b>Examples of good practice</b>                      |
|--------------------------------------------------------------------------------------|-------------------------------------------------------|
| Does not comply to SOPs, does not monitor crew for SOP compliance                    | Ensures SOP compliance                                |
| Does not intervene in case of deviations                                             | Intervenes if task completion deviates from standards |
| Applies non-standard procedures without announcement or consultation of crew members |                                                       |

**PLANNING AND CO-ORDINATION**

Planning and co-ordination refers to applying an appropriate concept for organised task-sharing and delegation in order to achieve top performance and to avoid workload peaks and dips. Communication of plans and intentions leads to co-ordinated activities within the whole crew.

| <b>Examples of poor practice</b>                             | <b>Examples of good practice</b>                              |
|--------------------------------------------------------------|---------------------------------------------------------------|
| Plans only for self, does not involve crew                   | Encourages crew participation in planning and task completion |
| Intentions not stated or confirmed                           | Clearly states intentions and goals                           |
| Changes plan without informing crew or follows plans blindly | Having consulted crew, changes plan if necessary              |

**WORKLOAD MANAGEMENT**

Workload management demands clear prioritisation of primary and secondary operational tasks. Based on sound planning, tasks shall be distributed appropriately among the crew.

| <b>Examples of poor practice</b>                                             | <b>Examples of good practice</b>         |
|------------------------------------------------------------------------------|------------------------------------------|
| Allowing secondary operational tasks to interfere with primary flight duties | Awareness of signs of stress and fatigue |
| Inadequate workload planning                                                 |                                          |

**SITUATION AWARENESS**

The ability to accurately perceive what is in the cabin/passengers/ and outside the aircraft. Awareness of time. The crew needs not only to be aware of the present state of the aircraft



**PROCEDURES****PROCEDURES FOR TRAINING AND CHECKING**

systems and environment, but must also be able to predict future states in order to anticipate future events.

| Examples of poor practice                                              | Examples of good practice        |
|------------------------------------------------------------------------|----------------------------------|
| Does not set priorities with respect to time limits                    | Discusses contingency strategies |
| Does not discuss relationship between past events and present / future |                                  |
| Is surprised by outcomes of past events                                |                                  |

**DECISION MAKING**

Decision making is the process of reaching a judgement or choosing an option.

**PROBLEM DEFINITION AND DIAGNOSIS**

Problem definition and diagnosis is the ability to collect the information needed to define a problem and its causal factors.

| Examples of poor practice                               | Examples of good practice                      |
|---------------------------------------------------------|------------------------------------------------|
| Nature of the problem not stated or failure to diagnose | Gathers information and identifies problem     |
| No discussion of probable causes                        | Reviews causal factors with other crew members |

**OPTION GENERATION**

Option generation refers to the ability of a crewmember to generate multiple responses to a problem.

| Examples of poor practice          | Examples of good practice            |
|------------------------------------|--------------------------------------|
| Does not search for information    | States alternative courses of action |
| Does not ask crew for alternatives | Asks crew members for options        |

**RISK ASSESSMENT AND OPTION SELECTION**

Risk assessment and option selection refer to the ability of a crewmember to successfully assess risks and benefits of different responses to a problem, and to select the best response. Both shall be accomplished through discussion with other crew members.

**PROCEDURES****PROCEDURES FOR TRAINING AND CHECKING**

| <b>Examples of poor practice</b>                    | <b>Examples of good practice</b>                                             |
|-----------------------------------------------------|------------------------------------------------------------------------------|
| Inadequate discussion of limiting factors with crew | Considers and shares risks of alternative courses of action                  |
| Failing to inform crew of decision path being taken | Talks about possible risks for course of action in terms of crew limitations |
| Doesn't discuss course of action                    | Confirms selected course of action                                           |

**OUTCOME REVIEW**

Outcome review refers to the crewmember's need to check the outcome of a solution against the predefined goal.

| <b>Examples of poor practice</b>             | <b>Examples of good practice</b> |
|----------------------------------------------|----------------------------------|
| Fails to check selected outcome against goal | Checks outcome against plan      |

**RATING SCALE**

Non-Technical behaviour was ACCEPTABLE or UNACCEPTABLE: i.e. the evaluation is done using a two-point rating scale. Non-Technical Skills cannot be rated and cannot provoke a FAILED condition for the whole exam.

An unacceptable rating on any of the categories in the NOTECHS framework shall be considered as an indication of a need for additional training in that specific area. Nothing shall restrain the examiner from reporting any observed unacceptable NTS behaviour.

**EXPLANATION REQUIRED**

For each category rated as unacceptable, the Line instructor must:

- Indicate where the unacceptable behaviour was observed
- Give a free-text explanation on each of the Categories rated unacceptable, using standard phraseology.

## PROCEDURES

### PROCEDURES FOR TRAINING AND CHECKING

#### PASS CRITERIA

| Training                                                                                                                                 | Type of Examination                         | Minimum Pass Rate |
|------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|-------------------|
| First aid and Medical aspects training                                                                                                   | Written test with multiply choice questions | 75%               |
|                                                                                                                                          | Practical training                          | PASS              |
| Aircraft General and systems/Safety equipment training/Standard Operating Procedures training/Abnormal and Emergency Procedures training | Written test with multiply choice questions | 75%               |
| Emergency and evacuation procedure training                                                                                              | Practical training                          | PASS              |
| Firefighting and Smoke training                                                                                                          | Practical training                          | PASS              |
| Operation of doors and exits                                                                                                             | Practical training                          | PASS              |
| Evacuation slide training                                                                                                                | Practical training                          | PASS              |
| Pilot incapacitation training                                                                                                            | Practical training                          | PASS              |
| Dangerous Goods training                                                                                                                 | Written test with multiply choice questions | 80%               |
| Security                                                                                                                                 | Written test with multiply choice questions | 75%               |
|                                                                                                                                          | Practical training                          | PASS              |
| Aircraft familiarisation visit                                                                                                           | Practical training                          | PASS              |
| Crew Resource Management Training                                                                                                        | Not assessed                                |                   |

#### RECORDING OF CHECKS

Training and checking forms used for Cabin Crew training:

- TC 1 Cabin Crew Record
- TC 2 Cabin Crew Ground Training Record
- TC 3 Cabin Crew Check Record
- TC 4 Cabin Crew Aircraft Visit Record
- TC 5 Cabin Crew Conversion Training Record
- TC 6 Cabin Crew Aircraft Type Qualification Certificate
- TC 7 Cabin Crew Group Familiarisation Flight

## PROCEDURES

### PROCEDURES FOR TRAINING AND CHECKING

Immediately upon completion of a training or check the appropriate Training Record forms must be completed by the instructor. Once a check or test has been completed, the authorised person conducting the training, check or test shall forward the completed forms to the Training department for processing and filing. The new validity dates of all cabin crew training records and files are updated in Centrik documents system portal, which is connected with the Leon Roster planning system.

Crew training department will process the training record, update the computerised records and file it in the appropriate training file. All records will be retained in the individual's training file. The completed training syllabus and / or the completed forms for the appropriate training and test, will enable the Training Manager to assure himself that all training / checking / testing requirements have been completed satisfactorily before certifying that the Cabin Crew is competent. Sample training and checking forms are inserted in OM-D Chapter 4, latest revision shall be found in the Centrik.

### **MINIMUM QUALIFICATION / EXPERIENCE LEVELS**

The minimum qualifications and experience of Cabin Crew shall, in normal circumstances, is laid down in the Fly2Sky' Operations Manual Part A Chapter 5.

### **PERIODS OF VALIDITY**

#### **CONVERSION TRAINING**

The period of validity of the conversion training is 12 calendar months counted from the end of the month when the check was taken.

#### **ANNUAL LINE TRAINING CHECK**

Annual line training check has to be done once between two training session.

#### **ANNUAL RECURRENT TRAINING ELEMENTS**

The period of validity of annual recurrent training elements is 12 calendar months counted from the end of the month when the check was taken. If the recurrent training and checking is undertaken within the last three calendar months of the validity period, the new validity period shall be counted from the original expiry date.

### **THREE-YEAR RECURRENT TRAINING ELEMENTS**

The period of validity of three-year recurrent training elements is 36 calendar months counted from the end of the month when the check was taken. If the recurrent training and checking is undertaken within the last three calendar months of the validity period, the new validity period shall be counted from the original expiry date.

### **PILOT INCAPACITATION TRAINING**

The period of validity of Pilot Incapacitation training is 36 calendar months counted from the end of the month when the check was taken. If the recurrent training and checking is undertaken within the last three calendar months of the validity period, the new validity period shall be counted from the original expiry date.

### **CREW RESOURCE MANAGEMENT TRAINING**

The period of validity of Crew Resource Management training is 12 calendar months counted from the end of the month when the check was taken. If the recurrent training and checking is undertaken within the last three calendar months of the validity period, the new validity period shall be counted from the original expiry date.

### **DANGEROUS GOODS TRAINING**

The period of validity of Dangerous Goods Training is 24 months from the expiry month of the training. If the recurrent training and checking is undertaken within the last three calendar months of the validity period, the new validity period shall be counted from the original expiry date.

### **AVIATION SECURITY TRAINING**

The period of validity of Security Training is 12 calendar months counted from the end of the month when the check was taken. If the recurrent training and checking is undertaken within the last three calendar months of the validity period, the new validity period shall be counted from the original expiry date.

### **SAFETY MANAGEMENT SYSTEM TRAINING**

The period of validity of Safety Management System Training is 12 calendar months counted from the end of the month when the check was taken. If the recurrent training and checking is undertaken within the last three calendar months of the validity period, the new validity period shall be counted from the original expiry date.



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## PROCEDURES

### PROCEDURES FOR TRAINING AND CHECKING

#### FATIGUE MANAGEMENT TRAINING

The period of validity of Fatigue Management Training is 36 calendar months counted from the end of the month when the check was taken. If the recurrent training and checking is undertaken within the last three calendar months of the validity period, the new validity period shall be counted from the original expiry date.



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## PROCEDURES

### PROCEDURES FOR TRAINING AND CHECKING

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## PROCEDURES

### PROCEDURES IN CASE OF FAILURE

#### 3-3-1 FLIGHT CREW

Applicable to: ALL

Below are the procedures for Flight Crew.

#### **PROCEDURES IN THE EVENT OF FAILURE**

If at any stage of training, or as a result of a test, it is evident that the pilot has not reached the necessary standards the training captain shall refer the case, without delay, to the Training Manager for review. Trainee caught cheating during tests shall be dismissed from a training immediately.

#### **CLASS / CBT TEST FAILURE**

In case of failure of a class or CBT test the trainee has the possibility to perform 2 more attempts. In case of 3 consecutive failure the training is paused, and the Training Manager shall be informed to plan subsequent actions. Crew Control and Rostering Manager must be informed.

#### **OPC/LPC FAILURE**

If the Examiner considers that the failure was sufficiently serious that an immediate re-test is not justifiable, he must record a failure. He will inform the Candidate and warn him that he may not use the privileges of the aeroplane rating until he has successfully passed a re- test. If the failure is serious enough the candidate, he may be interviewed by the Director Flight Operation and Training Manager.

The Examiner will also complete the appropriate Company forms with comments on all aspects of the candidate's performance, giving full reasons for the failure and any recommendations for further training.

The examiner must clearly inform that the flight crew member may not act as a crew member on public transport flights until an LPC/OPC is passed. Crew Control and Rostering Manager must be informed.

#### **LINE CHECK FAILURE**

If a Flight Crew member fails to pass line check, another re-check is permitted. Training Manager decides, after consulting with involved LTC if remedial training is required or not. Flight Crew member must not continue operations until successfully passed the line check



## PROCEDURES

### PROCEDURES IN CASE OF FAILURE

to regain the qualification regardless if the previous qualification is still valid. Crew Control and Rostering Manager must be informed.

In case of second attempt failure, remedial training is mandatory, Training Manager decides how many additional training sectors are required. In case of third attempt failure, Training Manager in cooperation with Director of Flight Operations and Chief Pilot, make a decision whether the training may be continued or cancelled completely.

### 3-3-2 CABIN CREW

Applicable to: ALL

Below are the procedures for the Cabin Crew.

#### **PROCEDURES IN THE EVENT OF FAILURE**

If at any stage of training, or as a result of a test, it is evident that the cabin crew has not reached the necessary standards the instructor shall refer the case, without delay, to the Training Manager for review or Cabin Crew Training Manager. Trainee caught cheating during tests shall be dismissed from a training immediately.

#### **CLASS / CBT TEST FAILURE**

In case of failure of a class or CBT test the trainee has the possibility to perform 2 more attempts. In case of 3 consecutive failure the training is paused, and the Training Manager or Cabin Crew Training Manager shall be informed to plan subsequent actions. Crew Control and Rostering Manager must be informed.



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## PROCEDURES

### PROCEDURES IN CASE OF FAILURE

#### **LINE CHECK FAILURE**

If a Cabin Crew member fails to pass line check, another re-check is permitted. Training Manager or Cabin Crew Training Manager decide, after consulting with involved Line Instructor if remedial training is required or not.

Cabin Crew member must not continue operations until successfully passed the line check to regain the qualification regardless of if the previous qualification is still valid. Crew Control and Rostering Manager must be informed.

In case of second attempt failure, remedial training is mandatory, Training Manager or Cabin Crew Training Manager decide how many additional training sectors are required. In case of third attempt failure, Training Manager in cooperation with Cabin Crew Training Manager, make a decision whether the training may be continued or cancelled completely.

#### **3-3-3 OTHER OPERATIONS PERSONNEL**

Applicable to: ALL

Below are the procedures for Other Operations Personnel.

#### **PROCEDURES IN THE EVENT OF CHECK FAILURE**

If a FOA fails an examination or test, one re-test shall be permitted on the following working day. Second written test with multiple-choice questions similar, but different from those of the first test, will have to be taken by the Operations Control Manager.



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## PROCEDURES

### PROCEDURES IN CASE OF FAILURE

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## PROCEDURES

### SAFETY STATEMENT

#### 3-4-1 ABNORMAL OR EMERGENCY PROCEDURES

Applicable to: ALL

Training of abnormal situations and emergencies is strictly limited during simulator training only. Training in the aeroplane (Base Training) is not performed on Fly2Sky aircraft. During flights with passengers no simulation of any technical system malfunction is allowed.

Abnormal or Emergency procedures training requiring the implementation of any part of the abnormal or emergency procedure, or the simulation of Instrument Meteorological Conditions by artificial means, are not to be undertaken during Fly2Sky commercial public transport flights.



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## PROCEDURES

### SAFETY STATEMENT

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# **DOCUMENTS AND STORAGE**

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## TRAINING SYLLABUS AND CHECKING PROGRAMS

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## TRAINING SYLLABUS AND CHECKING PROGRAMS

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## DOCUMENTS AND STORAGE

### PRELIMINARY PAGES

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| Localization<br>Title | Toc<br>Index | ID | Reason |
|-----------------------|--------------|----|--------|
|                       |              |    |        |
|                       |              |    |        |



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## DOCUMENTS AND STORAGE

### PRELIMINARY PAGES

### SUMMARY OF HIGHLIGHTS

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## DOCUMENTS AND STORAGE

### TRAINING RECORDS AND CHECKING FORMS

#### 4-1-1 GENERAL

Applicable to: ALL

*Refer to: (ORO.MLR.115)*

Contained in this chapter are the Training and Check forms used by Fly2Sky in order to meet the requirements Regulation (EU) 965/2012 on air operations as follows:

- Accuracy and legibility are of paramount importance. Accurate completion of required records is essential;
- Most records require certain items to be deleted as appropriate and care must be taken to ensure this is done, i.e. Captain / First Officer or Pass / Fail or Annual / Triennial, etc. Cross out the non-applicable item.
- Some forms require not only the signature or initials of the examiner, but also the counter-signature of either the Training Manager. Make sure you sign in all the places required and not in those places for countersignature.
- Instructions for the correct completion of the above forms are included in this chapter.
- Fly2Sky's philosophy is to keep the number of training/checking forms to a minimum. In general, there are three types of forms:
  - To record checks carried out;
  - To record and summarise training; and
  - To record and appraise individual performance and comment for further training or checking session.

All training and checking activities shall be documented and stored electronically in Centrik or if unavailable on paper.

#### 4-1-2 TRAINING FOLDER

Applicable to: ALL

Before any training is started, the Training Coordinator will issue a training folder for each trainee in order to assist the trainee and the Instructor/Examiner in the training process. For each training session the progress (or lack of progress) made by the trainee must be noted.

This folder is a tool to clearly make transparent the trainee's strengths and weaknesses. It comprises the following:

- All courses detailed syllabi and -if required- specific instructions in writing.
- All associated Company records contained in this chapter.

## DOCUMENTS AND STORAGE

### TRAINING RECORDS AND CHECKING FORMS

- A summary of training to show every crew member's completion of each stage of training and checking.

The Instructor/Examiner will receive training folder and he is responsible for keeping the training folder up-to-date and in good order. The instructor(s) will sign all relevant training records as required and the trainee will countersign to acknowledge that he has been notified of his performance.

A training certificate of an external training provider must be included in the training folder and filed at the end of the folder. Once the training is completed, the training folder will be filed and stored by the Training Coordinator in the personal file of the crewmember electronically or on paper. The folders related to Operation Personnel are maintained and stored by OCC Manager.

Every employee has the right to request his training folder and view its content. Such a request must be addressed to the Training Manager.

#### 4-1-3 RECORDS KEEPING

Applicable to: ALL

*Refer to: (ORO.MLR.115)*

Crew Training Department through the Training Manager is responsible for the correct storage and availability to Authority of the following personal records:

- Flight crew license and cabin crew attestation;
- Crew member training, checking and qualifications;
- Records on crew member recent experience;
- Crew member route and aerodrome/task and area competence;
- Dangerous goods training;
- Any other required specific training.

If a crew member becomes a crew member for another operator, Fly2Sky shall make the crew member's records available to the new operator, provided this is within the timescales prescribed above. *Refer to: (AMC1 ORO.MLR.115)*. A summary of training is maintained to show every crew member's completion of each stage of training and checking. *Refer to: (GM1 ORO.MLR.115(c))*. 'Personnel records' means detailed crew member training, checking and qualification records. These records include detailed examination records. *Refer to: (GM1 ORO.MLR.115(d))*. Training, checking and qualification records include records of all training, checking and qualifications of each crew member, as prescribed in Part-ORO.

### **PERSONAL TRAINING FILE – FLIGHT CREW AND CABIN CREW**

Every employee in the Flight Operations department shall be provided with a personal training file. Each file shall be divided in relevant sections to create an efficient form of storage and accessibility by the Training Manager and the Authority.

For further information regarding retention period refer to: "OM-A 2-1-3 CONTROL, ANALYSIS AND STORAGE OF THE REQUIRED RECORDS"

## **STORAGE OF TRAINING RECORDS PROCEDURE**

Once the training is completed, the training folder will be filed and stored by the Training Coordinator in the personal file of each employee in accordance with procedure described in the following table. The folders related to Operation Personnel are maintained and stored by OCC Manager. Forms have several useful scopes. Primary purpose is to clearly identify personnel involved in terms of trainee and instructors, then to define a structure of the training or checking to be performed with guidelines, maneuvers o topics to complete, pass marks, rating etc.

Last but not the least; form is the certificate that the training or checking is complete according to the relevant syllabus. Form is normally countersigned by Instructors and trainee except some forms that require trainee signature only in case of failure.

Fly2Sky Training Department use many different forms, continuous effort is made to keep form as simple as possible in respect of required data to be reported legal validity of the form. Forms can be divided in 2 classes:

- Report; and
- Summary

Reports are normally used for single events (Simulator OPC, Line check, specific training or checking, etc.). Summary are used to cover processes composed by different events (OCC ground training, LIFUS, Command course, etc.). Most of forms are self-explaining in terms data to collect, filling procedures, signatures, etc. It the following chapters will be given some general instructions for every specific form. It must be noted that one of the topics covered during qualifications of training personnel is the use of every specific form. In the following chapter a list of effective forms related to Flight Crew Training and Checking. It is utmost important that training personnel always use the last revision of form that can be found at Centrik under Training Matters and Forms.



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## DOCUMENTS AND STORAGE

### FLIGHT CREW FORMS

#### 4-2-1 LIST OF EFFECTIVE FORMS – FLIGHT CREW

Applicable to: ALL

All forms can be found in this manual. *Refer to: OM-D 5-1 FLIGHT CREW FORMS*

| T0  | Flight Crew OCC- Ground Training Summary                  | 10 FEB 25 |
|-----|-----------------------------------------------------------|-----------|
| T1  | Flight Crew OCC- LIFUS Summary                            | 10 FEB 25 |
| T2  | FSTD Checking Report                                      | 10 FEB 25 |
| T3  | FSTD Training Report                                      | 10 FEB 25 |
| T4  | Line Check Report                                         | 10 FEB 25 |
| T5  | FSTD Pilot Assessment Report                              | 10 FEB 25 |
| A1  | FSTD training/checking cycle Instructor/Examiner scenario | 10 FEB 25 |
| A2  | FSTD training/checking cycle Pilot's syllabus             | 10 FEB 25 |
| T8  | Instructor Initial Training Summary                       | 10 FEB 25 |
| T9  | Instructor Observation Report                             | 10 FEB 25 |
| T10 | Initial Route and Aerodrome Qualification Report          | 10 FEB 25 |
| T11 | Initial LVO Training and Checking Report                  | 10 FEB 25 |
| T12 | Reserved                                                  |           |
| T13 | Reserved                                                  |           |
| T14 | Initial Narrow Runway Operations Report                   | 10 FEB 25 |
| T15 | Reserved                                                  |           |
| T16 | Reserved                                                  |           |
| T17 | Reserved                                                  |           |
| T18 | Reserved                                                  |           |
| T19 | Reserved                                                  |           |
| T20 | Flight Crew RT- Ground Training Summary                   | 10 FEB 25 |
| T21 | Ground Training Attendance Report                         | 10 FEB 25 |
| T23 | Reserved                                                  |           |
| T24 | Reserved                                                  |           |
| T25 | Command Course Training Summary                           | 10 FEB 25 |
| TQ1 | Training Center Information Report                        | 01 APR 21 |
| TQ2 | FSTD Internal Audit                                       | 01 APR 21 |
| TQ3 | CBT Internal Audit                                        | 01 APR 21 |



## **T0 – FLIGHT CREW OCC - GROUND TRAINING SUMMARY**

The T0 provides a summary of initial Ground Training required by OCC items including simulator training and CBT/Self-study material summary. The control sheet is divided into 3 modules:

- Ground Training Module;
- CBT Module; and
- FSTD Module.

The current version of the OCC training package is published in Centrik. The Courses not applicable to the specific OCC training program must be marked as N/A. The following columns are provided:

- Evaluation / test result - Indicates the requirement for an evaluation;
- Completion date - Date of course completion; and
- Instructor / ATO / CBT - Shall indicate code of instructor, training provided by ATO or CBT training in use.

The form is updated by the Training Coordinator and when courses completed a print copy is inserted in trainee's personal file.

## **T1 – FLIGHT CREW OCC - LIFUS SUMMARY**

This form is a summary of Line Training Under Supervision.

It composed of 3 modules covering the progress of the Line Training from beginning to recommendation for Line Check.

- T1.1 - Line Flying Under Supervision briefing topics
- T1.2 - Line Flying Under Supervision progress reports
- T1.3 - PFI and Recommendation

When related field properly filled and signed by the instructor the form certifies the completion of:

- Transit Servicing & Refuelling Training, and CAT II and III Autoland under supervision (if required); and
- Instructor are familiarised on the use of this form during initial training.

## **T2 – FSTD CHECKING REPORT**

The Simulator Checking Report form is used during the OPC/Recurrent simulator training and checking. Instructor / Examiner must pay attention in correctly filling are required data. Front page is a summary of data and crew performance, back page gives the list of topics to be evaluated during the check divided by phase of flight.

Here a summary of required data for each section:

- Crew details - Self-explaining, attention in use correct 3 letteral code
- Type of checking - Tick the appropriate box. If LPC is performed in combination with OPC tick both boxes (OPC/LPC) otherwise only OPC. Rest of boxes are self-explaining and must be ticked when related training and checking completed.
- Insert "INITIAL" in case of first OPC with the company, "recurrent" in case of recurrent check, "COMMAND" for command upgrade check or "OTHER" for any other check not following OPC CYCLE
- Evaluation methodology, markings, non-technical skills markings, etc. are well explained in Chapter 3 of this manual.

## **T3 – FSTD TRAINING REPORT**

The Form T3 is used for training and must be completed by TRI or TRE. The trained items are marked with an X and the mandatory items are marked with an M.

Ticking the maneuvers on [T] column states that the maneuvers has been completely understood and practiced and the required standard achieved by both crew members.

## **T4 – LINE CHECK REPORT**

Form T4 is used to document the Line Check performed after LIFUS or as recurrent activity. The form is like the T2 - FSTD Checking Report. Evaluation methodology, markings, not-technical skills markings, etc are well explained in Chapter 3 of this manual.

Front page is a summary of data and crew performance, back page gives the list of topics to be evaluated during the check divided by phase of flight. Commander Area Qualification must be signed be the LTC upon successful completion on Line Check.

## **T5 – FSTD PILOT ASSESSMENT REPORT**

The Simulator Assessment Report form is used during simulator assessment of new crew that passed initial interview.

Instructor / Examiner must pay attention in correctly filling are required data. It's a simplified version of T2/T3 - FSTD Training/Checking Report. The front page is a summary of data and crew performance, there is no back page.

## **A1 – FSTD INSTRUCTOR/EXAMINER TRAINING/CHECKING CYCLE SCENARIO**

VAW-FCT-009-A1 - Instructor/Examiner's Syllabus is prepared and confidentially (checking) distributed to respective instructors/examiners before the beginning of a 6- month cycle with the detailed sequence of manoeuvres to perform in a time schedule format.

## **A2 – FSTD PILOT TRAINING/CHECKING CYCLE SYLLABUS**

VAW-FCT-009-A2 - Pilot's Syllabus is prepared and distributed to all pilots before the beginning of a 6-month cycle with the summary of systems and/or exercises that might be presented during the check/evaluation, but are not given information that reveals the exact sequence and the circumstances under which such manoeuvres or malfunctions will be presented. [FLT 2.2.28]

## **T8 – INSTRUCTOR INITIAL TRAINING SUMMARY**

This form details the process of qualification of a new trainer (GI/LTC/TRI/TRE). The form is used to verify that all step required have been performed.

## **T9 – INSTRUCTOR OBSERVATION REPORT**

- The form is used to perform initial and recurrent evaluation of training personnel;
- The form may be used for Flight Crew, Cabin Crew or OCC training personnel observation;
- The form does not require the signature of observed instructor;
- Second page of the form is to be used when observation is combined with CRM Trainer evaluation.

## **T10 – INITIAL ROUTE AND AERODROME QUALIFICATION REPORT**

The form is a statement that training and checking (if required) to operate on particular

routes or airport has been fulfilled. Form constitutes authorisation to operate on Category C airports.

### **T11 – INITIAL LVO TRAINING AND CHECKING REPORT**

The form is to be used on initial LVO qualification. Form is signed by training personnel upon completion of related phases of training and checking.

### **T14 – INITIAL NARROW RUNWAY OPERATIONS REPORT**

The form is to be used on initial Narrow Runway qualification. Form is signed by training personnel upon completion of related phases of training and checking.

### **T20 – FLIGHT CREW RT - GROUND TRAINING SUMMARY**

The T20 form provides a summary of refresher Ground Training required recurrent training program.

Form is updated and maintained by Training Coordinator and inserted in trainee's training folder when recurrent training program is completed.

### **T21 – GROUND TRAINING ATTENDANCE REPORT**

The form is used to collect signatures of participant to a specific training, form includes topics discussed and Manuals references. When training is completed, it is countersigned by the instructor who can add notes.

### **T23 – TRAINING COURSE FEEDBACK REPORT**

The form is used to collect information from participants about the entire course attended. Collected data are used Training Manager to develop or modified ground courses based on feedback from trainees.

### **T25 – COMMAND COURSE TRAINING SUMMARY**

This form is a summary of the Command Course. It composed by 3 modules covering the progress of the Command Course from initial ground training to recommendation for Line Check.

- Ground Training - Command CRM
- Simulator Training and Checking
- Line Training and Checking

### **TQ1 – TRAINING CENTER INFORMATION REPORT**

Information in this form are provided to examiner in order to facilitate location and management of FSTD training in different training centres utilised by Fly2Sky.

Audits and verifications are performed yearly, all examiners are invited to communicate any modification or change noted, any discrepancy any supplementary information that may be helpful to improve quality, efficiency and effectiveness of training and checking delivered.

### **TQ2 – FSTD INTERNAL AUDIT**

In accordance with ORO.FC.145 (d) (e) Fly2Sky ensures that The FSTD shall replicate the aircraft used by the operator, as far as practicable. Differences between the FSTD and the aircraft shall be described and addressed through a briefing or training, as appropriate.

Furthermore, FSTDs are periodically evaluated to monitor changes and to ensure that those changes do not affect the adequacy of the training programs.

In accordance with FLT 2.1.19 requirements Fly2Sky ensures that training facilities, devices, equipment and course materials (whether owned or subcontracted):

- As applicable, have the required certification(s) and approval or acceptance from the State;
- As applicable, meet the required qualification and performance standards of the Operator or the State;
- Are periodically evaluated to ensure compliance with required qualification and performance standards.

Furthermore, in accordance with FLT 2.1.45, the Fly2Sky ensures training aids and equipment, to include mock-ups, flight deck procedure trainers and other devices and/or course materials used in the flight crew training and evaluation program, reasonably reflect the configuration of the fleet(s) for which the respective training is being conducted.

The purpose of this form is to assess the suitability of the specific FSTD for training and checking.



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#### **TQ3 – CBT INTERNAL AUDIT**

In accordance with FLT 2.1.19 requirements Fly2Sky ensures that training facilities, devices, equipment and course materials (whether owned or subcontracted):

- As applicable, have the required certification(s) and approval or acceptance from the State;
- As applicable, meet the required qualification and performance standards of the Operator or the State;
- Are periodically evaluated to ensure compliance with required qualification and performance standards.

Furthermore, in accordance with FLT 2.1.45, the Fly2Sky ensures training aids and equipment, to include mock-ups, flight deck procedure trainers and other devices and/or course materials used in the flight crew training and evaluation program, reasonably reflect the configuration of the fleet(s) for which the respective training is being conducted.

The purpose of this form is to assess the suitability of the specific CBT training to meet Fly2Sky Requirements.



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### CABIN CREW FORMS

#### 4-3-1 GENERAL

Applicable to: ALL

Forms have several useful scopes. Primary purpose is to clearly identify personnel involved in terms of trainee and instructors, then to define a structure of the training or checking to be performed with guidelines, manoeuvres or topics to complete, pass marks, rating etc.

Last but not the least, form is the certificate that the training or checking is complete according to the relevant syllabus. Forms are normally countersigned by Instructors and trainee except some forms that require trainee signature only in case of failure.

Most of forms are self-explaining in terms of data to collect, filling procedures, signatures, etc. In the following chapters will be given some general instructions for every specific form. It must be noted that one of the topics covered during qualifications of training personnel is the use of every specific form.

In the following chapter a list of effective forms related to Cabin Crew Training and Checking. It is utmost important that training personnel always use the last revision of form that can be found at the end of this chapter or in the Company Information System (CIS) under Manuals and Forms.





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### CABIN CREW FORMS

#### 4-3-2 LIST OF EFFECTIVE FORMS – CABIN CREW

Applicable to: ALL

All forms can be found in Appendix 1 of this manual.

| Form | Description                                        | Date      |
|------|----------------------------------------------------|-----------|
| TC1  | Cabin Crew Record                                  | 01 JUL 21 |
| TC2  | Cabin Crew Ground Training Record                  | 01 JUL 21 |
| TC3  | Cabin Crew Check Record                            | 01 JUL 21 |
| TC4  | Cabin Crew Aircraft Visit Record                   | 01 JUL 21 |
| TC5  | Cabin Crew Conversion Training Record              | 01 JUL 21 |
| TC6  | Cabin Crew Aircraft Type Qualification Certificate | 01 JUL 21 |
| TC7  | Cabin Crew Group Familiarisation Flight            | 10 FEB 25 |
| TC8  | S/CCM Course Planning Form                         | 10 FEB 25 |

#### TC1 – CABIN CREW RECORD

The form is used for every ground in class or practical training. The Trainer shall fill the information in the record form:

- Type of Cabin Crew Training course,
- Training facility, (classroom, CBT, Aircraft)
- Training course subjects covered,
- Training course date.
- Cabin Crew member

If there is Written Test Evaluation and/or Practical Training Evaluation planned for specific training, results in percentage shall be filled for Written Test Evaluation and/or PASS or FAIL for Practical Training Evaluation. If there is no Written Test Evaluation and/or Practical Training Evaluation planned for specific training, instructor shall fill in every block with N/A (Not Applicable). Instructor shall ensure that all participants on the course has written his full name and surname, also have placed his signature.

## **TC2 – CABIN CREW GROUND TRAINING RECORD**

The form is used for ground training of every new employee to be familiar with Fly2Sky structure and regulations before released for duties. Every trainer shall fill his name and signature for relevant course. At the bottom of the page every Cabin Crew member must sign the form.

## **TC3 – CABIN CREW CHECK RECORD**

Cabin Crew Check Record is used for checking of the Cabin Crew members. Line Instructor is responsible to fill in:

- Type of check
- Cabin Crew and Line instructor Name, surname
- PIN
- Date
- Flight No
- Aircraft type,
- Registration
- Sectors

Practical line check. Every subject (except non-technical skills) must be marked with a signature on the appropriate column “PASSED” or “FAILED”. In case that at least one subject is marked as “FAILED” all practical line check is failed.

General Remarks Written comments are recommended on the trainee’s practical performance during line check. Instructor must fill in this block in case of line check failure stating where trainee’s knowledge must be improved.

At the bottom of the page both Line Instructor and Trainee must sign the form.

#### **TC4 – CABIN CREW AIRCRAFT VISIT RECORD**

The form is used for every Aircraft familiarisation visit according ORO.CC.135. The Trainer shall fill the information in the record form as follows:

- Type of Aircraft
- Registration
- Date
- Every element of the aircraft visit training shall be marked in column with a tick

The Trainer shall ensure that all participants on the course has written his full name and surname, also have placed his signature.

At the bottom of the page, the Trainer must sign the form.

#### **TC5 – CABIN CREW CONVERSION TRAINING RECORD**

The form is used for conversion training ORO.CC.125 of every new employee as a minimum required to act as an operating cabin crew member during flight operations. Every element of the program must be signed by the Trainer.

- Cabin crew must fill Name
- Cabin crew attestation number/rank
- Date

At the bottom of the page both Ground Instructor and Trainee must sign the form

#### **TC6 – CABIN CREW AIRCRAFT TYPE QUALIFICATION CERTIFICATE**

This form provides to each cabin crew member the updated validity list of aircraft type/variant qualifications on which he/she has successfully completed a training course and the associated checking.

Fly2Sky shall use the format shown below in accordance to the requirements of ORO.CC.215 (b) (2). The Certificate shall be printed and issued by Fly2Sky under supervision of the Training Manager. The Training Manager approves the Certificate with his signature. Revalidation of the Aircraft Type Qualification will be made by hand by Instructor Validating Cabin Crew Certificate (IVCCC) based on the successful completion of Recurrent or Refresher training course.

Validation is confirmed with the PIN and signature of the IVCCC.

In case of CC aircraft type/qualification change a new Certificate with the same serial number shall be printed and signed by the Training Manager and relevant IVCCS.

Note: Cabin Crew Aircraft Type/Qualification certificate is property of Fly2Sky and is invalid after Cabin Crew Member's contract expire.

The form defined to this procedure is a printed format - A5, which will be folded in two. On the front page of the folded form will print the general part - Cabin Crew Aircraft Type/ Variant Qualification Certificate and the Company logo.

## CERTIFICATE

Inside the bent form left:

- Serial number of the Certificate in Company;
- Reference number of the cabin crew attestation;
- Cabin crew attestation holder's full name;
- Issuing organisation (name, address);
- Date of issue and approval signature of authorised person (Training manager);

Inside the bent form right:

- Cabin crew qualification table will be printed
  - Column 1 - Type of aircraft and the qualification for it. ( for example: CC A320; SCC A320; LI A320);
  - column 2 - Date of of the last successful completed Training/check (Recurrent 12m /36m / Refresher training/Type specific and company conversion training) for the specific type of aircraft;
  - Column 3 - Date by which the type of aircraft and qualification is valid;
  - Column 4 - The Instructor`s unique identification number and signature.

## VALIDATION OF CABIN CREW AIRCRAFT TYPE QUALIFICATION CERTIFICATE

Fly2Sky validates the aircraft type/ qualifications in the following cases:

- Confirms the validity of the aircraft type/qualification for Cabin Crew who have no interruption of flight activity for more than 6 months and is within the period of validity of the relevant Recurrent Training:
  - Confirmation of the qualification shall take place after the successful completion of Recurrent( 12/36) Training course and check (ORO.CC.140)
- Confirms the validity of the aircraft type/qualification for Cabin Crew who has not been operating flights on the specific aircraft type for more than 6 months, but is within the period of validity of the relevant Recurrent Training:
  - Confirmation of the qualification is carried out after the successful completion of Recurrent/Refresher Training course or after 2 familiarisation sectors (ORO.CC.145)
- Confirms the validity of the aircraft type/qualification for Cabin Crew, who has not been operating flights for more than 6 months and the validity of the aircraft type rating has expired:
  - Confirmation of the qualification is carried out after the successful completion of Aircraft Type Specific and Operator Conversion |Training course /check
  - Validation of new aircraft type rating takes place after successful completion of relevant Aircraft Type Specific and Company Conversion Training course /check, and is to be re-validated after the relevant Recurrent/Refresher Training
  - Validation of new qualification class takes place after successful completion of new Qualification Training course/ check and is to be re-validated after the relevant Recurrent / Refresher Training

## REQUIRED DOCUMENTS FOR VALIDATION OF CABIN CREW AIRCRAFT TYPE/QUALIFICATION CERTIFICATE

Before entering the new validity of an aircraft type rating or other qualification, the IVCCC shall ensure that the following documents, are available (in copy or original, if specified) and their validity is not expired:

- Cabin crew attestation;
- cabin crew aircraft type/qualification certificate (original);
- Certificate of successful completed Training (Type specific and Operator conversion, Recurrent, Refresher);
- Valid Cabin Crew Medical Report
- Valid Cabin Crew training course on safe transport of Dangerous Goods by air
- Cabin Crew Check Record;
- Copies of journey log.
- Cabin Crew flying logbook - (original);

## REGISTER OF CABIN CREW AIRCRAFT TYPE/QUALIFICATION CERTIFICATE

Every Certificate has its unique serial number and shall be entered in electronic register and paper copy. The sample is shown below.

Fly2Sky maintains an up-to-date list in tabular form, which is updated with the release of each new Certificate.

The responsibility for maintaining the Register is to the CC Manager, Deputy Cabin Crew Manager or CC Training Manager.

### **TC7- Cabin Crew Group Familiarisation Flight Form**

The form is used for every Aircraft group familiarisation flight. The Trainer shall fill in the information in the record form as follows:

- Date
- Routing
- Aircraft type
- Registration
- Name and Surname of Trainer



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- Signature
- Every element of the Group familiarisation training shall be marked in column with a tick

The Trainer shall ensure that all participants on the course have written their name and surname and also have placed their signatures.

### **TC8 S/CCM COURSE PLANNING**

The form is to be used for planning and information of training courses within FLY2SKY.



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### CABIN CREW FORMS

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### OPERATIONS PERSONNEL FORMS

#### 4-4-1 GENERAL

Applicable to: ALL

A list of the Company's Training and Checking forms are described below. The latest version of each form can be found in the Company Information System (CIS) under Manuals and Forms.

#### 4-4-2 LIST OF EFFECTIVE FORMS - OCC PERSONNEL

Applicable to: ALL

All forms can be found in Appendix 1 of this manual.

| Form        | Description                                    | Revision    |
|-------------|------------------------------------------------|-------------|
| <b>T0C1</b> | FOO Assessment (Evaluation) Form               | 20 OCT 2025 |
| <b>T0C2</b> | FOO Initial/Recurrent Training Form            | 20 OCT 2025 |
| <b>T0C3</b> | OCC Training                                   | 20 OCT 2025 |
| <b>T0C4</b> | FOO Certificate of Completion Initial Training | 20 OCT 2025 |
| <b>T0C5</b> | FOO Training Gap Analysis Form                 | 20 OCT 2025 |



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| 5-1-2 T1 - FLIGHT CREW OCC - LIFUS SUMMARY .....                      | B |
| 5-1-3 T2 - FSTD CHECKING REPORT .....                                 | C |
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| 5-1-8 T9 - INSTRUCTOR OBSERVATION REPORT .....                        | H |
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| 5-2-5 TC5 - CABIN CREW CONVERSION TRAINING RECORD .....        | E |
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#### SUMMARY OF HIGHLIGHTS

| Localization Title                        | Toc Index | ID  | Reason                        |
|-------------------------------------------|-----------|-----|-------------------------------|
| 5-1-3 T2 - FSTD CHECKING REPORT           | C         | 24  | Revised                       |
| 5-1-4 T3 - FSTD TRAINING REPORT           | D         | 26  | Revised                       |
| 5-1-5 T4 - LINE CHECK REPORT              | E         | 28  | Revised                       |
| 5-6-5 VAW-FCT-003 COMPUTER BASED TRAINING | E         | 77  | NAT HLA course revised        |
| 5-6-16 VAW-FCT-014 AIRPORT QUALIFICATION  | P         | 223 | 1.7.1.2 FSTD TRAINING-REVISED |



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### FLIGHT CREW FORMS

#### 5-1-1 T0 - FLIGHT CREW OCC - GROUND TRAINING SUMMARY

Applicable to: ALL

| FLY2SKY                                            |      | FLIGHT CREW OCC<br>GROUND TRAINING SUMMARY |             | T0 |
|----------------------------------------------------|------|--------------------------------------------|-------------|----|
| PILOT                                              |      |                                            | CODE        |    |
| Subject                                            | Test | Date                                       | Instructor  |    |
| <b>Ground Class Training</b>                       |      |                                            |             |    |
| Company Introduction - Ground Training (SOP)       | (1)  |                                            |             |    |
| Emergency and Safety Equipment Training (ESET)     |      |                                            |             |    |
| ESET Practical Drills (Wet drills)                 |      |                                            |             |    |
| ESET Practical Drills (Doors & Slides)             |      |                                            |             |    |
| ESET Practical Drills (Fire & Smoke)               |      |                                            |             |    |
| ESET First Aid                                     |      |                                            |             |    |
| Crew Resource Management (CRM)                     |      |                                            |             |    |
| Aviation Security (SEC)                            |      |                                            |             |    |
| Safety Management System (SMS)                     |      |                                            |             |    |
| Electronic Flight Bag (EFB) - Aircraft performance | (1)  |                                            |             |    |
| <b>Ground CBT Modules</b>                          |      |                                            |             |    |
| A32F Differences and Familiarisation (FLT)         |      |                                            | VAW-FCT-004 |    |
| A32F Pre-Flight Inspection / MEL                   |      |                                            | VAW-FCT-015 |    |
| A32F Systems                                       |      |                                            | VAW-FCT-003 |    |
| ACAS - TCAS 7.1                                    |      |                                            | VAW-FCT-003 |    |
| Adverse Weather - Thunderstorm Avoidance           |      |                                            | VAW-FCT-003 |    |
| Adverse Weather - Winter Operations                |      |                                            | VAW-FCT-003 |    |
| Global Reporting Format (GRF)                      |      |                                            | VAW-FCT-003 |    |
| Areas and Route Qualification                      |      |                                            | VAW-FCT-003 |    |
| Dangerous Goods (DGR)                              |      |                                            | VAW-DGR-001 |    |
| EGPWS / CFIT                                       |      |                                            | VAW-FCT-003 |    |
| Fatigue Management Training (FMT)                  |      |                                            | VAW-FCT-006 |    |
| IFS EFB Application                                |      |                                            | VAW-EFB-001 |    |
| Incapacitation of Flight Crew Member               |      |                                            | VAW-FCT-003 |    |
| Low Visibility Operations (LVO)                    |      |                                            | VAW-FCT-010 |    |
| MNPS Operations                                    |      |                                            | VAW-FCT-003 |    |
| PBN Operations                                     |      |                                            | VAW-FCT-016 |    |
| RVSM Operations                                    |      |                                            | VAW-FCT-003 |    |
| Upset Prevention - Recovery (UPRT)                 |      |                                            | VAW-FCT-007 |    |
| Volcanic Areas Operations                          |      |                                            | VAW-FCT-003 |    |
| Windshear Avoidance                                |      |                                            | VAW-FCT-003 |    |
| ADS-B Out & In                                     |      |                                            | VAW-FCT-003 |    |
| CPDLC-Europe                                       |      |                                            | VAW-FCT-003 |    |
| Mental Health in Aviation                          |      |                                            | VAW-FCT-006 |    |
| Ground Training OCC Test                           |      |                                            |             |    |
| <b>FSTD Training and Checking</b>                  |      |                                            |             |    |
| Conversion OPC/RT                                  |      |                                            | VAW-FCT-009 |    |
| Initial LVO FSTD                                   |      |                                            | VAW-FCT-011 |    |
| Initial Narrow Runway FSTD Training                |      |                                            | VAW-FCT-014 |    |

(1) Test are combined in Company OCC test

|                                    |                  |
|------------------------------------|------------------|
| Approved to Commence Line Training | Training Manager |
|------------------------------------|------------------|

T0 - Flight Crew OCC - Ground Training Summary - 01 SEP 2025

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### FLIGHT CREW FORMS

#### 5-1-2 T1 - FLIGHT CREW OCC - LIFUS SUMMARY

Applicable to: ALL

|  |                               |    |
|--|-------------------------------|----|
|  | FLIGHT CREW OCC LIFUS SUMMARY | T1 |
|--|-------------------------------|----|

### OPERATOR CONVERSION COURSE LIFUS SUMMARY LINE FLYING UNDER SUPERVISION / LINE CHECK

|                                      |               |
|--------------------------------------|---------------|
| Candidate Name ( <i>LAST First</i> ) | 3 letter Code |
| FLIGHT EXPERIENCE                    |               |
| Total flying hours                   |               |
| Total A320F hours                    |               |
| Total A320F PIC hours                |               |



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### FLIGHT CREW FORMS

|  |                               |    |
|--|-------------------------------|----|
|  | FLIGHT CREW OCC LIFUS SUMMARY | T1 |
|--|-------------------------------|----|

#### T1.0 – CONTROL SHEET

*This LIFUS SUMMARY shall be filled by LTCs completing each phase of training.*

*LTC completing line training and finding trainee ready for line check shall use form T1.4 for recommendation. Before proceeding with recommendation all section of this page must be completed. In addition, all briefing topics must be completed and signed.*

*LTC performing Line Check is responsible to check that the summary is completed in all parts and to send it to Training Department.*

| Training Phase | COMPLETION DATE | LTC 3 Letter Code |
|----------------|-----------------|-------------------|
|----------------|-----------------|-------------------|

|                                    |                 |  |
|------------------------------------|-----------------|--|
| Line flying under supervision      |                 |  |
| Required Sectors:<br>CAPT 2 / FO 4 | Actual Sectors: |  |

|                                         |  |  |
|-----------------------------------------|--|--|
| Safety Pilot Release<br>(if applicable) |  |  |
|-----------------------------------------|--|--|

|                                                                                                       |  |  |
|-------------------------------------------------------------------------------------------------------|--|--|
| LVO – Cat II/III -Autoland Under Supervision<br>(Required if no previous EU experience in CAT II/III) |  |  |
|-------------------------------------------------------------------------------------------------------|--|--|

|                            |  |  |
|----------------------------|--|--|
| Recommended for Line Check |  |  |
|----------------------------|--|--|

|                                                                    |  |  |
|--------------------------------------------------------------------|--|--|
| Recommended for Line Check<br>(in case of 2 <sup>nd</sup> attempt) |  |  |
|--------------------------------------------------------------------|--|--|

|                                                       |          |  |  |
|-------------------------------------------------------|----------|--|--|
| Line Check                                            | Results: |  |  |
| Line Check (in<br>case of 2 <sup>nd</sup><br>attempt) | Results: |  |  |

Following the examination of the training records of the above-named Flight Crew Member, I hereby certify the successful completion of the **Fly2Sky Flight Operator's Conversion Course** and consider him suitable qualified to operate on Fly2Sky aircraft in the capacity of **his/her qualification**.



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### FLIGHT CREW FORMS



#### FLIGHT CREW OCC LIFUS SUMMARY

T1

Head of Training:

Signature:

Date:

#### T1.1 – LIFUS BRIEFING TOPICS

The goal of LIFUS phase of training is to make the trainee proficient in Fly2Sky Operations in normal line operating environment.

The list of LIFUS briefing topics is included to ensure all training items are comprehensively covered.

The LTC shall validate the briefing item by signing his 3-letter code. Topics items may be covered during OCC Ground Training (GND), Simulator Training (STD), or Line Training (FLT). Each Instructor appointed for the specific training will sign items completed.

| BRIEFING ITEM                                                          | GND | SIM | FLT |
|------------------------------------------------------------------------|-----|-----|-----|
| <b>FLIGHT PREPARATION</b>                                              |     |     |     |
| <b>Flight Dispatch</b>                                                 |     |     |     |
| Report for duty, personal documents (license, medical, passport, etc.) |     |     |     |
| Operational Flight Plan / ATC Flight Plan                              |     |     |     |
| NOTAMS, Weather Briefing - TO / LDG / ALT planning min.                |     |     |     |
| Fuel Planning / Fuel Policy                                            |     |     |     |
| Flight Crew and Cabin Crew Pre-Flight Joint Briefing                   |     |     |     |
| <b>Aircraft Inspection</b>                                             |     |     |     |
| Exterior Inspection                                                    |     |     |     |
| Aircraft Refuelling / Fuelling with Pax on board                       |     |     |     |
| Interior Inspection (Cockpit / Cabin)                                  |     |     |     |
| External Walkaround                                                    |     |     |     |
| <b>Documents</b>                                                       |     |     |     |
| Aircraft Documents & forms                                             |     |     |     |
| ATL / Journey Log                                                      |     |     |     |
| EFB / eQRH / IFS / NAVTECH                                             |     |     |     |
| <b>Cockpit Preparation</b>                                             |     |     |     |
| Cockpit preparation / FMGS / ACARS                                     |     |     |     |
| Take-off Briefing                                                      |     |     |     |
| Load & Trim Sheet / NOTOC                                              |     |     |     |
| TO Performance Calculation / Speeds / CG / Flaps                       |     |     |     |
| Engine Start procedures                                                |     |     |     |



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## APPENDICES

### FLIGHT CREW FORMS



#### FLIGHT CREW OCC LIFUS SUMMARY

T1

| TAXI - TAKE-OFF – INITIAL CLIMB                                                      |  |  |  |
|--------------------------------------------------------------------------------------|--|--|--|
| Push back procedure                                                                  |  |  |  |
| Taxi and Braking technique                                                           |  |  |  |
| Take Off Technique (TO roll / V1 concept)                                            |  |  |  |
| Cross Wind Take Off Technique                                                        |  |  |  |
| Engine Out Procedure (TO and Climb)                                                  |  |  |  |
| Noise Abatement procedures                                                           |  |  |  |
| Climb techniques                                                                     |  |  |  |
| CRUISE                                                                               |  |  |  |
| In flight Fuel Management / FL Selection / Step Climb                                |  |  |  |
| OPT FL / MAX REC Altitude / Cost Index                                               |  |  |  |
| En-route Alternate / Diversion / FMGS / ACARS                                        |  |  |  |
| Minimum diversion fuel                                                               |  |  |  |
| Communication monitoring/failure procedures - Prolonged Loss of Communication (PLOC) |  |  |  |
| Short Wave radio procedure (HF)                                                      |  |  |  |



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## APPENDICES

### FLIGHT CREW FORMS



#### FLIGHT CREW OCC LIFUS SUMMARY

T1

| BRIEFING ITEM                                     |     | GND | SIM | FLT |
|---------------------------------------------------|-----|-----|-----|-----|
| High terrain routes, escape routes                |     |     |     |     |
| Weather Radar Use / Turbulence                    |     |     |     |     |
| Holding (rules – FMGS set up)                     |     |     |     |     |
| DESCENT                                           |     |     |     |     |
| Descent Preparation                               |     |     |     |     |
| Approach Briefing                                 |     |     |     |     |
| Descent Planning and Continuous Descent Technique |     |     |     |     |
| Holding and Diversion Fuel                        |     |     |     |     |
| APPROACH                                          |     |     |     |     |
| Stabilized Approach Criteria                      |     |     |     |     |
| 3D Approach                                       | AD: |     |     |     |
| 2D Approach                                       | AD: |     |     |     |
| Simulated CAT IIIB                                | AD: |     |     |     |
| Other:                                            |     |     |     |     |
| LANDING - TAXI IN                                 |     |     |     |     |
| Landing technique                                 |     |     |     |     |
| Use of Auto-Brakes and Reverse Thrust             |     |     |     |     |
| Crosswind Landing Technique                       |     |     |     |     |
| After landing / Taxi-in / Brake Fan Use           |     |     |     |     |
| Parking / Shutdown                                |     |     |     |     |
| SPECIAL OPERATIONS                                |     |     |     |     |
| PBN / RVSM / MNPS                                 |     |     |     |     |
| Narrow Runway Operation                           |     |     |     |     |
| ADDITIONAL PROCEDURES                             |     |     |     |     |
| A320F Differences                                 |     |     |     |     |
| A320F Engine Options (CFM/IAE)                    |     |     |     |     |
| Cockpit Door Procedures / Security Procedures     |     |     |     |     |
| Communications between Cockpit-Cabin              |     |     |     |     |
| Crew incapacitation                               |     |     |     |     |
| Emergency Evacuation Procedure                    |     |     |     |     |
| QRH Review                                        |     |     |     |     |

T1 - Flight Crew OCC - LIFUS Summary - 10 FEB 2025

P. 5/21





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### FLIGHT CREW FORMS



#### FLIGHT CREW OCC LIFUS SUMMARY

T1

##### T1.2 - LINE FLYING UNDER SUPERVISION PROGRESS REPORTS

|                                                   |  |  |  |
|---------------------------------------------------|--|--|--|
| Side Stick (failure / unwanted input / take over) |  |  |  |
| EFB use on during all phases of flight            |  |  |  |

Line Training Progress Reports shall be completed by the LTC.

**Use one report box for each sector. Trainee shall be provided with same amount Pilot Monitoring (PM) and Pilot Flying (PF) duties [FLT 2.3.3].**

LTC shall record trainee's progress, summary of topics discussed as well as development comments and recommendation.

The aim of this report is to provide development comments to the trainee as well as hand over feedback to the next LTC.

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |



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|  |                               |    |
|--|-------------------------------|----|
|  | FLIGHT CREW OCC LIFUS SUMMARY | T1 |
|--|-------------------------------|----|

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |



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#### FLIGHT CREW OCC LIFUS SUMMARY

T1

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |

|                                                                                                                            |                                                   |
|----------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|
| <br>A320/A321<br>OPERATIONS MANUAL PART D | <b>APPENDICES</b><br><br><b>FLIGHT CREW FORMS</b> |
|----------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|

|                                                                                   |                                      |           |
|-----------------------------------------------------------------------------------|--------------------------------------|-----------|
|  | <b>FLIGHT CREW OCC LIFUS SUMMARY</b> | <b>T1</b> |
|-----------------------------------------------------------------------------------|--------------------------------------|-----------|

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
|                                                 |       |               |           |
|                                                 |       |               |           |
|                                                 |       |               |           |
|                                                 |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
|                                                 |       |               |           |
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|                                                 |       |               |           |
|                                                 |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |



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#### FLIGHT CREW OCC LIFUS SUMMARY

T1

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |



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#### FLIGHT CREW OCC LIFUS SUMMARY

T1

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |



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#### FLIGHT CREW OCC LIFUS SUMMARY

T1

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
|                                                 |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
|                                                 |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |



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#### FLIGHT CREW OCC LIFUS SUMMARY

T1

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |





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#### FLIGHT CREW OCC LIFUS SUMMARY

T1

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |



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### FLIGHT CREW FORMS



#### FLIGHT CREW OCC LIFUS SUMMARY

T1

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |



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### FLIGHT CREW FORMS



#### FLIGHT CREW OCC LIFUS SUMMARY

T1

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |



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### FLIGHT CREW FORMS



#### FLIGHT CREW OCC LIFUS SUMMARY

T1

| PHASE 1 – GROUND TRAINING                                                                                                                                         |                                                 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|
|                                                                                                                                                                   | CBT training completed <input type="checkbox"/> |
| PHASE 2 - LIFUS TRAINING                                                                                                                                          |                                                 |
|                                                                                                                                                                   | LTC                                             |
| Terrain and minimum safe altitudes                                                                                                                                |                                                 |
| Seasonal meteorological conditions                                                                                                                                |                                                 |
| Meteorological, communication and air traffic facilities, services and procedures                                                                                 |                                                 |
| Search and rescue services for the areas over which the aircraft will be flown                                                                                    |                                                 |
| Navigational facilities and procedures, including any long-range navigation procedures associated with the route along which the flight is to take place          |                                                 |
| Procedures applicable to flight paths over heavily populated areas and areas of high air traffic density                                                          |                                                 |
| Airport obstructions, physical layout, lighting, approach aids and arrival, departure, holding and instrument approach procedures and applicable operating minima |                                                 |
| Clear Air Turbulence (CAT)                                                                                                                                        |                                                 |
| Intertropical Convergence Zone (ITCZ)                                                                                                                             |                                                 |
| Thunderstorms                                                                                                                                                     |                                                 |
| Microbursts                                                                                                                                                       |                                                 |
| Wind shear                                                                                                                                                        |                                                 |



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### FLIGHT CREW FORMS



#### FLIGHT CREW OCC LIFUS SUMMARY

T1

|  |                                      |  |
|--|--------------------------------------|--|
|  | Icing                                |  |
|  | Mountain waves                       |  |
|  | Wake turbulence                      |  |
|  | Temperature changes at high altitude |  |



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### FLIGHT CREW FORMS



#### FLIGHT CREW OCC LIFUS SUMMARY

T1

#### 1.4 – PRE-FLIGHT INSPECTION and MEL

TYPE OF TRAINING –  
CHECKING →

Pre-Flight Inspection / MEL Training

##### PHASE 1 – GROUND TRAINING

CBT training completed ☐

##### PHASE 2 - LIFUS TRAINING

LTC

Safety Exterior Inspection

Aircraft Technical Logbook (ATL)

Minimum Equipment List (MEL) (AMC1 10(e))  
ORO.GEN.1

- Scope, extent and use of the MEL
- Operator's MEL procedures
- Elementary maintenance procedures
- Pilot-in-command/commander responsibilities

Configuration Deviation List (CDL)

Hold Items List (HIL) and Cabin HIL (CHIL)

Dent and buckle chart

Daily and Weekly Inspection

Part-145 Release to Service

Exterior Walkaround

Refuelling and Defueling procedures



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### FLIGHT CREW FORMS



#### FLIGHT CREW OCC LIFUS SUMMARY

T1

#### T1.5 – LINE CHECK RECOMMENDATION

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |       |               |           |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|---------------|-----------|
| Date                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Route | PF / PM       | App. Type |
| Flt. Nr.                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | A/C   | Day block Hr. | Total Hr. |
| <p style="text-align: center;"><b>LINE CHECK RECOMMENDATION</b></p> <p style="text-align: center;">I certify that CPT / FO _____ has<br/>successfully completed line training program according Fly2Sky<br/>requirements. All briefing topic have been discussed.<br/>Route and Airport Qualification Training and Pre-Flight Inspection / MEL Training have<br/>been completed. One Autoland simulating CAT II/III operations (if required) has been<br/>performed.</p> |       |               |           |
| LTC (Code)                                                                                                                                                                                                                                                                                                                                                                                                                                                               |       | LTC sign      |           |



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#### FLIGHT CREW OCC LIFUS SUMMARY

T1

#### T1.5 – LINE CHECK RECOMMENDATION (in case of 2<sup>nd</sup> attempt)

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |       |               |           |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|---------------|-----------|
| Date                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Route | PF / PM       | App. Type |
| Flt. Nr.                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | A/C   | Day block Hr. | Total Hr. |
| <p style="text-align: center;"><b>LINE CHECK RECOMMENDATION</b></p> <p style="text-align: center;">I certify that CPT / FO _____ has<br/>successfully completed line training program according Fly2Sky<br/>requirements. All briefing topic have been discussed.<br/>Route and Airport Qualification Training and Pre-Flight Inspection / MEL Training have<br/>been completed. One Autoland simulating CAT II/III operations (if required) has been<br/>performed.</p> |       |               |           |
| LTC (Code)                                                                                                                                                                                                                                                                                                                                                                                                                                                               |       | LTC sign      |           |





## FLIGHT CREW FORMS

## 5-1-3 T2 - FSTD CHECKING REPORT

| Items Requiring Debriefing and Remarks                                                                                                                                                    |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>In case of unsatisfactory check, Refer to: OM D 3-2-1 PROCEDURES FOR TRAINING AND CHECKING</p> <p>Tick this box if the report contains an additional form <input type="checkbox"/></p> |



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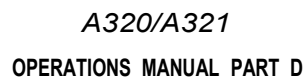
## APPENDICES

### FLIGHT CREW FORMS

|            |                                                                 |           |           |
|------------|-----------------------------------------------------------------|-----------|-----------|
| <b>1</b>   | <b>Flight Preparation</b>                                       | <b>A1</b> | <b>A2</b> |
| 1.4        | Use of check List [M]                                           |           |           |
| 1.6        | Before take-off checks [M]                                      |           |           |
| <b>2</b>   | <b>Take-offs</b>                                                | <b>A1</b> | <b>A2</b> |
| 2.5.2      | Engine failure between V1 and V2 [M]                            |           |           |
| 2.6        | Rejected take-off before V1 [M]                                 |           |           |
| <b>3.4</b> | <b>Normal and Abnormal Operation (min. 3 systems)</b>           | <b>A1</b> | <b>A2</b> |
| 3.4.0      | Engines                                                         |           |           |
| 3.4.1      | Pressurization and Air Conditioning                             |           |           |
| 3.4.2      | Pitot/static System                                             |           |           |
| 3.4.3      | Fuel System                                                     |           |           |
| 3.4.4      | Electrical System                                               |           |           |
| 3.4.5      | Hydraulic System                                                |           |           |
| 3.4.6      | Flight Control and Trim System                                  |           |           |
| 3.4.7      | De-icing and Anti-icing system                                  |           |           |
| 3.4.8      | Autopilot/Flight Director                                       |           |           |
| 3.4.9      | Stall warning devices                                           |           |           |
| 3.4.10     | EGPWS / WX Radar / RA / XPDR                                    |           |           |
| 3.4.11     | Radio / NAV / Inst. / FMS                                       |           |           |
| 3.4.12     | Landing Gear and Brake                                          |           |           |
| 3.4.13     | Slat and Flap System                                            |           |           |
| 3.4.14     | APU                                                             |           |           |
| <b>3.6</b> | <b>Abnormal and Emergency Procedures (min. 3 items)</b>         | <b>A1</b> | <b>A2</b> |
| 3.6.1      | Fire Drills including Evacuation                                |           |           |
| 3.6.2      | Smoke Control and removal                                       |           |           |
| 3.6.3      | Engine Failures Shutdowns and Restarts                          |           |           |
| 3.6.5      | Windshear / PWS                                                 |           |           |
| 3.6.6      | Emergency Descent                                               |           |           |
| 3.6.7      | Crew incapacitation                                             |           |           |
| 3.6.8a     | Dual engine flame out                                           |           |           |
| 3.6.8b     | Jammed flight controls                                          |           |           |
| 3.6.8c     | Bomb threat                                                     |           |           |
| 3.6.8d     | Engine Fail at Cruise - Drift Down                              |           |           |
| 3.6.8e     | Upset prevention (UPRT)                                         |           |           |
| 3.6.8f     | Unreliable Airspeed above FL300 (UPRT)                          |           |           |
| 3.6.9      | TCAS                                                            |           |           |
| <b>3.7</b> | <b>Upset Recovery</b>                                           | <b>A1</b> | <b>A2</b> |
| 3.7.1      | Recovery from stall events at different alt. and config. (UPRT) |           |           |
| 3.7.2      | Recovery from nose-high and nose-low with bank (UPRT)           |           |           |
| <b>3.9</b> | <b>Instrument Flight Procedures</b>                             | <b>A1</b> | <b>A2</b> |
| 3.9.1      | Adherence to SID STAR ATC [M]                                   |           |           |
| 3.9.3      | 3D operations to DH/A of 200 feet                               |           |           |
| 3.9.3.1    | 3D operations w/o F/D                                           |           |           |
| 3.9.3.4    | 3D operations with OEI [M]                                      |           |           |
| 3.9.4      | 2D operations to DH/A [M]                                       |           |           |
| 3.9.4a     | 2D or 3D RNP APCH (PBN) [M]                                     |           |           |
| 3.9.5      | Circling Approach                                               |           |           |
| 3.9.6      | CDFA                                                            |           |           |
| <b>4</b>   | <b>Missed Approach Procedures</b>                               | <b>A1</b> | <b>A2</b> |
| 4.1        | G/A at MDA/DH after a 3D approach                               |           |           |
| 4.2        | Intermediate alt. go-around (UPRT)                              |           |           |
| 4.3        | Manual go-around in OEI at DH [M]                               |           |           |
| <b>5</b>   | <b>Landings</b>                                                 | <b>A1</b> | <b>A2</b> |
| 5.4        | Visual traffic patterns                                         |           |           |
| 5.5        | Manual landing with OEI [M]                                     |           |           |
| <b>6</b>   | <b>LVO</b>                                                      | <b>A1</b> | <b>A2</b> |
| 6.1a       | RTO at minimum RVR [M]                                          |           |           |
| 6.1b       | Engine failure between V1 and V2 [M]                            |           |           |
| 6.2        | CAT II/III Approaches [M]                                       |           |           |
| 6.3        | Go-Around on reaching DH [M]                                    |           |           |
| 6.4        | Landings with visual at DH [M]                                  |           |           |
|            | <b>Either Seat Qualification</b>                                | <b>A1</b> | <b>A2</b> |
|            | Engine failure during take-off                                  |           |           |
|            | OEI approach and go-around                                      |           |           |
|            | OEI inoperative landing                                         |           |           |
|            | <b>Narrow Runway</b>                                            | <b>A1</b> | <b>A2</b> |
|            | As per VAW-FCT-014                                              |           |           |
|            | <b>Additional</b>                                               | <b>A1</b> | <b>A2</b> |
|            | A32F Differences                                                |           |           |
|            | Electronic Flight Bag                                           |           |           |

[M] Mandatory Item  
A1 First Attempt (Marked P for Pass or F for Fail)  
A2 Second Attempt (Marked P for Pass or F for Fail)

|                              |                                                                                                                                                                                             |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Examiner's Signature         | I confirm that I have carried out the above checking in accordance with company requirements. I debriefed the pilot on the contents of this report at the time of the detail.               |
| Candidate's Signature        | I confirm that I have read and understood this report.                                                                                                                                      |
| Training Manager's Signature | This is to certify that having examined this report and considered it in relation to the previous I am satisfied of candidate's competency to act as a flight crew member on Fly2Sky fleet. |



## APPENDICES

### FLIGHT CREW FORMS

|  |                                       | <b>FSTD TRAINING REPORT</b>                     |                                             |               | <b>T3</b>   |
|-----------------------------------------------------------------------------------|---------------------------------------|-------------------------------------------------|---------------------------------------------|---------------|-------------|
| Crew Details                                                                      | Name                                  | Code                                            | Seat                                        | Licence No.   |             |
| Crew Member                                                                       |                                       |                                                 |                                             |               |             |
| Other Crew Member                                                                 |                                       |                                                 |                                             |               |             |
| Instructor                                                                        |                                       |                                                 |                                             |               |             |
| Type of Check                                                                     |                                       |                                                 |                                             |               |             |
| Training Cycle <input type="checkbox"/>                                           | RHS Training <input type="checkbox"/> | Narrow Runway Training <input type="checkbox"/> | LVO including LVTO <input type="checkbox"/> |               |             |
| UPRT Training <input type="checkbox"/>                                            | RNP Training <input type="checkbox"/> | Other Training <input type="checkbox"/>         |                                             |               |             |
| Simulator Location                                                                | Simulator Registration                | Date of Session                                 | Duration                                    |               |             |
| Sofia Flight Training                                                             | EU-A0 _____                           |                                                 |                                             |               |             |
| Assessment of Competencies                                                        |                                       |                                                 |                                             |               | Grade (1-5) |
| Knowledge (KNO)                                                                   |                                       |                                                 |                                             |               |             |
| Application of Procedures (PRO)                                                   |                                       |                                                 |                                             |               |             |
| Communication (COM)                                                               |                                       |                                                 |                                             |               |             |
| Flight Path Management - Automation (FPA)                                         |                                       |                                                 |                                             |               |             |
| Flight Path Management - Manual Control (FPM)                                     |                                       |                                                 |                                             |               |             |
| Leadership & Teamwork (LTW)                                                       |                                       |                                                 |                                             |               |             |
| Problem Solving and Decision Making (PSD)                                         |                                       |                                                 |                                             |               |             |
| Situation Awareness (SAW)                                                         |                                       |                                                 |                                             |               |             |
| Workload Management (WLM)                                                         |                                       |                                                 |                                             |               |             |
| Fail                                                                              | Professional and Competent            |                                                 |                                             | High Standard |             |
|                                                                                   | Minimum Standard                      | Up to Standard                                  | Above the Standard                          |               |             |
| 1                                                                                 | 2                                     | 3                                               | 4                                           | 5             |             |
| Items Requiring Debriefing and Remarks                                            |                                       |                                                 |                                             |               |             |
|                                                                                   |                                       |                                                 |                                             |               |             |
| Tick this box if the report contains an additional form <input type="checkbox"/>  |                                       |                                                 |                                             |               |             |



**A320/A321**  
**OPERATIONS MANUAL PART D**

**APPENDICES**  
**FLIGHT CREW FORMS**

|            |                                                         |          |
|------------|---------------------------------------------------------|----------|
| <b>1</b>   | <b>Flight Preparation</b>                               | <b>T</b> |
| 1.4        | Use of check List [M]                                   |          |
| 1.6        | Before take-off checks [M]                              |          |
| <b>2</b>   | <b>Take-offs</b>                                        | <b>T</b> |
| 2.5.2      | Engine failure between V1 and V2 [M]                    |          |
| 2.6        | Rejected take-off before V1 [M]                         |          |
| <b>3.4</b> | <b>Normal and Abnormal Operation (min. 3 systems)</b>   | <b>T</b> |
| 3.4.0      | Engines                                                 |          |
| 3.4.1      | Pressurization and Air Conditioning                     |          |
| 3.4.2      | Pitot/static System                                     |          |
| 3.4.3      | Fuel System                                             |          |
| 3.4.4      | Electrical System                                       |          |
| 3.4.5      | Hydraulic System                                        |          |
| 3.4.6      | Flight Control and Trim System                          |          |
| 3.4.7      | De-Anti icing system                                    |          |
| 3.4.8      | Autopilot/Flight Director                               |          |
| 3.4.9      | Stall warning devices                                   |          |
| 3.4.10     | EGPWS / WX Radar / RA / XPDR                            |          |
| 3.4.11     | Radio / NAV / Inst / FMS                                |          |
| 3.4.12     | Landing Gear and Brake                                  |          |
| 3.4.13     | Slat and Flap System                                    |          |
| 3.4.14     | APU                                                     |          |
| <b>3.6</b> | <b>Abnormal and Emergency Procedures (min. 3 items)</b> | <b>T</b> |
| 3.6.1      | Fire Drills including Evacuation                        |          |
| 3.6.2      | Smoke Control and removal                               |          |
| 3.6.3      | Engine Failures Shutdowns and Restarts                  |          |
| 3.6.5      | Windshear / PWS                                         |          |
| 3.6.6      | Emergency Descent                                       |          |
| 3.6.7      | Crew incapacitation                                     |          |
| 3.6.8a     | Dual engine flame out                                   |          |
| 3.6.8b     | Jammed flight controls                                  |          |
| 3.6.8c     | Bomb threat                                             |          |
| 3.6.8d     | Engine Fail at Cruise - Drift Down                      |          |
| 3.6.8e     | Upset recovery (UPRT)                                   |          |
| 3.6.8f     | Unreliable Airspeed above FL300 (UPRT)                  |          |
| 3.6.9      | TCAS                                                    |          |

|            |                                                                 |          |
|------------|-----------------------------------------------------------------|----------|
| <b>3.7</b> | <b>Upset Recovery</b>                                           | <b>T</b> |
| 3.7.1      | Recovery from stall events at different alt. and config. (UPRT) |          |
| 3.7.2      | Recovery from nose-high and nose-low with bank (UPRT)           |          |
| <b>3.9</b> | <b>Instrument Flight Procedures</b>                             | <b>T</b> |
| 3.9.1      | Adherence to SID STAR ATC [M]                                   |          |
| 3.9.3      | 3D operations to DH/A of 200 feet                               |          |
| 3.9.3.1    | 3D operations w/o F/D                                           |          |
| 3.9.3.4    | 3D operations with OEI [M]                                      |          |
| 3.9.4      | 2D operations to DH/A [M]                                       |          |
| 3.9.4a     | 2D or 3D RNP APCH (PBN) [M]                                     |          |
| 3.9.5      | Circling Approach                                               |          |
| 3.9.6      | CDFA                                                            |          |
| <b>4</b>   | <b>Missed Approach Procedures</b>                               | <b>T</b> |
| 4.1        | G/A at MDA/DH after a 3D approach                               |          |
| 4.2        | Intermediate alt. go-around (UPRT)                              |          |
| 4.3        | Manual go-around in OEI at DH [M]                               |          |
| <b>5</b>   | <b>Landings</b>                                                 | <b>T</b> |
| 5.4        | Visual traffic patterns                                         |          |
| 5.5        | Manual landing with OEI                                         |          |
| <b>6</b>   | <b>LVTO / CAT III</b>                                           | <b>T</b> |
| 6.1a       | RTO at minimum RVR [M]                                          |          |
| 6.1b       | Engine failure between V1 and V2 [M]                            |          |
| 6.2        | CAT IV/III Approaches [M]                                       |          |
| 6.3        | Go-Around on reaching DH [M]                                    |          |
| 6.4        | Landings with visual at DH [M]                                  |          |
|            | <b>Either Seat Qualification</b>                                | <b>T</b> |
|            | Engine failure during take-off                                  |          |
|            | OEI approach and go-around                                      |          |
|            | OEI inoperative landing                                         |          |
|            | <b>Narrow Runway</b>                                            | <b>T</b> |
|            | As per VAW-FCT-014                                              |          |
|            | <b>Additional</b>                                               | <b>T</b> |
|            | A32F Differences                                                |          |
|            | Electronic Flight Bag                                           |          |

[M] Mandatory Item  
T Training Item (Marked T)

|                              |                                                                                                                                                                                                    |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Instructor's Signature       | <i>I confirm that I have carried out the above checking in accordance with company requirements. I debriefed the pilot on the contents of this report at the time of the detail.</i>               |
| Candidate's Signature        | <i>I confirm that I have read and understood this report.</i>                                                                                                                                      |
| Training Manager's Signature | <i>This is to certify that having examined this report and considered it in relation to the previous I am satisfied of candidate's competency to act as a flight crew member on Fly2Sky fleet.</i> |



A320/A321  
OPERATIONS MANUAL PART D

## APPENDICES

### FLIGHT CREW FORMS

|  |                          |           |
|--|--------------------------|-----------|
|  | <b>LINE CHECK REPORT</b> | <b>T4</b> |
|--|--------------------------|-----------|

| CREW DETAILS      | Name in Capital | Function  | Code | SEAT  | Licence No/ LTC Auth No |
|-------------------|-----------------|-----------|------|-------|-------------------------|
| Flight Crew       |                 | CAPT / FO |      | L / R |                         |
| Other Flight Crew |                 | CAPT / FO |      |       |                         |
| Training Captain  |                 | LTC       |      |       |                         |

\*Delete as required

|                  |                                                                                                    |
|------------------|----------------------------------------------------------------------------------------------------|
| TYPE OF CHECKING | INITIAL <input type="checkbox"/> RECURRENT <input type="checkbox"/> OTHER <input type="checkbox"/> |
|                  | If Other, specify:                                                                                 |

| AIRCRAFT REGISTRATION | AIRCRAFT TYPE | DATE (Last sector)<br>DD/MM/ YYYY |           | SECTORS |    |  |          |
|-----------------------|---------------|-----------------------------------|-----------|---------|----|--|----------|
|                       |               |                                   |           | FROM    | TO |  |          |
|                       |               |                                   |           | 1       |    |  | PF /PM * |
|                       |               |                                   |           | 2       |    |  | PF /PM * |
| TYPE OF CHECK         |               | NEW EXPIRY DATE<br>DD/MM/ YYYY    | RESULTS   | 3       |    |  | PF /PM * |
| LINE CHECK            |               |                                   | PASS/FAIL | 4       |    |  | PF /PM * |

| CORE COMPETENCIES                         | GRADE |
|-------------------------------------------|-------|
| Application of Procedures (APK)           |       |
| Communication                             |       |
| Flight path management automation (FPA)   |       |
| Flight path management manual (FPM)       |       |
| Knowledge (KNO)                           |       |
| Leadership & Teamwork (LTW)               |       |
| Problem solving & Decision – making (PSD) |       |
| Situation awareness (SAW)                 |       |
| Workload management (WLM)                 |       |

|         |  |
|---------|--|
| Remarks |  |
|         |  |
|         |  |
|         |  |
|         |  |

T4 - Line Check Report - 25 MAR 2026

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OPERATIONS MANUAL PART D

# APPENDICES

## FLIGHT CREW FORMS

LINE CHECK REPORT (T4)

Flight Crew Member's Name:

| REQ *                                                                                                                                                                                                      | REF. | ITEM                         | GRADE |   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|------------------------------|-------|---|
| <b>A - FLIGHT PREPARATION</b>                                                                                                                                                                              |      |                              |       |   |
| L                                                                                                                                                                                                          | A1   | Planning/WX Assessment       |       |   |
| L                                                                                                                                                                                                          | A2   | Performance Calculation      |       |   |
| L                                                                                                                                                                                                          | A3   | Pre- Flight Inspection (PFI) |       |   |
| L                                                                                                                                                                                                          | A4   | Pre-start procedures         |       |   |
| L                                                                                                                                                                                                          | A5   | Take Off Briefing            |       |   |
| L                                                                                                                                                                                                          | A6   | Taxiing                      |       |   |
| L                                                                                                                                                                                                          | A7   | Ground Ops Management        |       |   |
| <b>B - TAKE-OFF / CLIMB</b>                                                                                                                                                                                |      |                              |       |   |
| L                                                                                                                                                                                                          | B1   | Normal Take Off Technique    |       |   |
| L                                                                                                                                                                                                          | B2   | SID Adherence/Monitoring     |       |   |
| L                                                                                                                                                                                                          | B3   | Altimeter Setting Procedure  |       |   |
| <b>C - ENROUTE</b>                                                                                                                                                                                         |      |                              |       |   |
| L                                                                                                                                                                                                          | C1   | Cruise Management            |       |   |
| L                                                                                                                                                                                                          | C2   | RVSM procedures              |       |   |
| L                                                                                                                                                                                                          | C3   | PBN procedures               |       |   |
| L                                                                                                                                                                                                          | C4   | Weather Awareness            |       |   |
| <b>AREA OF QUALIFICATION</b>                                                                                                                                                                               |      |                              |       |   |
| EUR <input type="checkbox"/> MID <input type="checkbox"/> ASI <input type="checkbox"/> NAM <input type="checkbox"/> NAT <input type="checkbox"/> CAR <input type="checkbox"/> SAM <input type="checkbox"/> |      |                              |       |   |
| <b>D - DESCENT APPROACH</b>                                                                                                                                                                                |      |                              |       |   |
| L                                                                                                                                                                                                          | D1   | Preparation / Briefing       |       |   |
| L                                                                                                                                                                                                          | D2   | Descent Profile              |       |   |
| L                                                                                                                                                                                                          | D3   | Altimeter Setting Procedure  |       |   |
| L                                                                                                                                                                                                          | D4   | Stabilised Approach Criteria |       |   |
| L                                                                                                                                                                                                          | D5   | 3D Approach (if appl.)       |       |   |
| L                                                                                                                                                                                                          | D6   | 2D Approach (if appl.)       |       |   |
| <b>E- LANDING / TAXI-IN / SHUT DOWN</b>                                                                                                                                                                    |      |                              |       |   |
| L                                                                                                                                                                                                          | E1   | Landing Technique            |       |   |
| L                                                                                                                                                                                                          | E2   | Post-Flight Inspection       |       |   |
| <b>F - GENERAL (All phases of flight)</b>                                                                                                                                                                  |      |                              |       |   |
| L                                                                                                                                                                                                          | F1   | FMS Management               |       |   |
| L                                                                                                                                                                                                          | F2   | Automation Management        |       |   |
| L                                                                                                                                                                                                          | F3   | Speed Profile                |       |   |
| L                                                                                                                                                                                                          | F4   | Fuel Management/Monitoring   |       |   |
| L                                                                                                                                                                                                          | F5   | Security Procedures / Check  |       |   |
| L                                                                                                                                                                                                          | F6   | Runway Incursion Awareness   |       |   |
| L                                                                                                                                                                                                          | F7   | Altitude Bust Awareness      |       |   |
| L                                                                                                                                                                                                          | F8   | Loss of Comm Awareness(PLOC) |       |   |
| L                                                                                                                                                                                                          | F9   | Electronic Flight Bag (EFB)  |       |   |
| <b>G - MISCELLANEOUS VAW REQUIREMENTS</b>                                                                                                                                                                  |      |                              |       |   |
| L                                                                                                                                                                                                          | G1   | RT Standards                 |       |   |
| L                                                                                                                                                                                                          | G2   | English Language             |       |   |
| L                                                                                                                                                                                                          | G3   | PA                           |       |   |
| L                                                                                                                                                                                                          | G4   | Dress Code                   |       |   |
| <b>Fail</b>                                                                                                                                                                                                |      |                              |       |   |
| <b>Professional &amp; Competent</b>                                                                                                                                                                        |      |                              |       |   |
| <b>High Standard</b>                                                                                                                                                                                       |      |                              |       |   |
| <b>Minimum Standard</b>                                                                                                                                                                                    |      |                              |       |   |
| <b>Up to Standard</b>                                                                                                                                                                                      |      |                              |       |   |
| <b>Above the Standard</b>                                                                                                                                                                                  |      |                              |       |   |
| 1                                                                                                                                                                                                          | 2    | 3                            | 4     | 5 |

\* L = Minimum for LC

|                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                         |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Training Captain Signature:                                                                                                                                                                                                                                                                                                                                                                    | I confirm that: I have carried out the above checking in accordance with applicable OPS and company requirements described in OM part D.<br>I debriefed the pilot on the contents of this report at the time of the detail.                             |
| Candidate Signature:                                                                                                                                                                                                                                                                                                                                                                           | I confirm that:<br>I have read and understood this report                                                                                                                                                                                               |
| In the event of a failure: The flight crew member must countersign this form to confirm he/she has been notified and given the reasons for the failure. The examiner must clearly inform that the flight crewmember may not act as a crewmember on public transport flights until the test is passed. Training captain shall inform the Head of Training and Rostering Department accordingly. |                                                                                                                                                                                                                                                         |
| Head of Training Comments (if applicable)                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                         |
| Head of Training Signature:                                                                                                                                                                                                                                                                                                                                                                    | This is to certify that:<br>Having examined this report and considered it in relation to previous reports that I am satisfied as to the candidate's competency to act as a flight crew member is the capacity specified above on FLY2SKY A32F aircraft. |

Completion Instructions LTC to return to Crew Training Administration Circulate to HT / DFO for signatures File in Flight Crew Folder.

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## APPENDICES

### FLIGHT CREW FORMS

#### 5-1-6T5 - FSTD PILOT ASSESSMENT REPORT

Applicable to: ALL

|  |                              |    |
|--|------------------------------|----|
|  | FSTD PILOT ASSESSMENT RECORD | T5 |
|--|------------------------------|----|

| CREW DETAILS      | Name in Capital | Function    | Employee No | SEAT    | Licence |
|-------------------|-----------------|-------------|-------------|---------|---------|
| Flight Crew       |                 | CAPT / FO * |             | L / R * |         |
| Other Flight Crew |                 | CAPT / FO * |             |         |         |
| Assessor          |                 | TRE / TRI * |             |         |         |

\* Delete as required

| SIM LOCATION & REGISTRATION | SIM HRS | SIM DATE<br>DD/MM/YYYY |  |
|-----------------------------|---------|------------------------|--|
|                             |         |                        |  |

|                 | NOTECHS               | MARK | OBSERVATIONS / DEVELOPMENT POINTS |
|-----------------|-----------------------|------|-----------------------------------|
| CREW            | BRIEFING              |      |                                   |
|                 | TEAMWORK              |      |                                   |
|                 | COMMUNICATIONS        |      |                                   |
| TASK MANAGEMENT | SITUATIONAL AWARENESS |      |                                   |
|                 | WORKLOAD              |      |                                   |
|                 | DECISIONS             |      |                                   |
| OPERATION       | PROFESSIONAL STYLE    |      |                                   |
|                 | AIRCRAFT HANDLING     |      |                                   |
|                 | APPLIED KNOWLEDGE     |      |                                   |

|                                    |
|------------------------------------|
| Assessor's Remarks/Recommendations |
|                                    |
|                                    |
|                                    |
|                                    |
|                                    |
|                                    |
|                                    |

|                     |                                    |                               |                                   |                                         |                                        |
|---------------------|------------------------------------|-------------------------------|-----------------------------------|-----------------------------------------|----------------------------------------|
| ENGLISH PROFICIENCY | VERY POOR <input type="checkbox"/> | POOR <input type="checkbox"/> | STANDARD <input type="checkbox"/> | ABOVE STANDARD <input type="checkbox"/> | HIGH STANDARD <input type="checkbox"/> |
|---------------------|------------------------------------|-------------------------------|-----------------------------------|-----------------------------------------|----------------------------------------|

|                |                                          |                                  |                                   |                                  |                                        |
|----------------|------------------------------------------|----------------------------------|-----------------------------------|----------------------------------|----------------------------------------|
| RECOMMENDATION | NOT RECOMMENDED <input type="checkbox"/> | BLV STD <input type="checkbox"/> | STANDARD <input type="checkbox"/> | ABV STD <input type="checkbox"/> | VERY HIGH STD <input type="checkbox"/> |
|----------------|------------------------------------------|----------------------------------|-----------------------------------|----------------------------------|----------------------------------------|

|                     |                                         |                                       |
|---------------------|-----------------------------------------|---------------------------------------|
| ADDITIONAL TRAINING | 1 FSTD SESSION <input type="checkbox"/> | NOT REQUIRED <input type="checkbox"/> |
|---------------------|-----------------------------------------|---------------------------------------|

|                    |  |
|--------------------|--|
| ASSESSOR SIGNATURE |  |
|--------------------|--|



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## APPENDICES

### FLIGHT CREW FORMS

#### 5-1-7 T8 - INSTRUCTOR INITIAL TRAINING SUMMARY

Applicable to: ALL

|  |                                     |    |
|--|-------------------------------------|----|
|  | INSTRUCTOR INITIAL TRAINING SUMMARY | T8 |
|--|-------------------------------------|----|

|      |      |                      |
|------|------|----------------------|
| Name | Code | GI   CRM   LTC   TRE |
|------|------|----------------------|

|                      | Training phases                                            | YES | NO | N/A | Date | Training organisation / Instructor |
|----------------------|------------------------------------------------------------|-----|----|-----|------|------------------------------------|
| Ground Instructor    | SAP approval                                               |     |    |     |      |                                    |
|                      | Previous experience                                        |     |    |     |      |                                    |
|                      | CV and qualifications                                      |     |    |     |      |                                    |
|                      | Instructor Standardisation Course                          |     |    |     |      |                                    |
|                      | Observation                                                |     |    |     |      |                                    |
| CRM Trainer          | Training phases                                            | YES | NO | N/A | Date | Training organisation / Instructor |
|                      | SAP approval                                               |     |    |     |      |                                    |
|                      | Knowledge of the relevant flight operations                |     |    |     |      |                                    |
|                      | Knowledge of HPL (Pilot or HPL course)                     |     |    |     |      |                                    |
|                      | Operator CRM course                                        |     |    |     |      |                                    |
|                      | Initial CRM Trainer course                                 |     |    |     |      |                                    |
|                      | Company Standardisation                                    |     |    |     |      |                                    |
|                      | CRM Trainer Assessment / Observation                       |     |    |     |      |                                    |
| Line Trainer Captain | Training phases                                            | YES | NO | N/A | Date | Training organisation / Instructor |
|                      | SAP approval                                               |     |    |     |      |                                    |
|                      | Minimum Requirements                                       |     |    |     |      |                                    |
|                      | Ground Training                                            |     |    |     |      |                                    |
|                      | FSTD Training                                              |     |    |     |      |                                    |
|                      | Line Training (2 sector on RHS with LTC on LHS)            |     |    |     |      |                                    |
| TRE / SFE            | Observation (2 sector with a trainee and LTC on Jump Seat) |     |    |     |      |                                    |
|                      | Training phases                                            | YES | NO | N/A | Date | Training organisation / Instructor |
|                      | SAP approval                                               |     |    |     |      |                                    |
|                      | Minimum Requirements                                       |     |    |     |      |                                    |
|                      | Ground Training                                            |     |    |     |      |                                    |
|                      | FSTD Training                                              |     |    |     |      |                                    |
|                      | Line Training (2 sector on RHS with LTC on LHS)            |     |    |     |      |                                    |
|                      | Observation (2 sector with a trainee and LTC on Jump Seat) |     |    |     |      |                                    |
| TRE / SFE            | FSTD as observer (2 sessions)                              |     |    |     |      |                                    |
|                      | Observation (2 sessions)                                   |     |    |     |      |                                    |

|                  |      |           |
|------------------|------|-----------|
| Head of Training | Date | Signature |
|------------------|------|-----------|





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OPERATIONS MANUAL PART D

## APPENDICES

### FLIGHT CREW FORMS

#### 5-1-8 T9 - INSTRUCTOR OBSERVATION REPORT

Applicable to: ALL

|  |                                                                |    |
|--|----------------------------------------------------------------|----|
|  | INSTRUCTOR OBSERVATION REPORT<br>CRM TRAINER ASSESSMENT REPORT | T9 |
|--|----------------------------------------------------------------|----|

| Details    | Name | Instructor Position                                                                                                                                     | 3 Code | Licence / ID |
|------------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------|--------|--------------|
| Instructor |      | GI <input type="checkbox"/>   CRMI <input type="checkbox"/>   LTC <input type="checkbox"/>   TRE <input type="checkbox"/>   LI <input type="checkbox"/> |        |              |
| Observer   |      |                                                                                                                                                         |        |              |

| Date | FSTD - A/C Code | Location / Route |
|------|-----------------|------------------|
|      |                 |                  |

| EVENT OBSERVED                                    | Training Observed | Notes                                                                                              |
|---------------------------------------------------|-------------------|----------------------------------------------------------------------------------------------------|
| Ground Training <input type="checkbox"/>          |                   |                                                                                                    |
| CRM Training <input type="checkbox"/>             |                   | <i>If associated with Initial Issue or Revalidation of CRM Trainer back of form must be filled</i> |
| Line Training / Checking <input type="checkbox"/> |                   |                                                                                                    |
| FSTD Training / Checking <input type="checkbox"/> |                   |                                                                                                    |
| Other <input type="checkbox"/>                    |                   |                                                                                                    |

| TRAINER SKILLS         | MARK | OBSERVATIONS / DEVELOPMENT POINTS |
|------------------------|------|-----------------------------------|
| CONTENT                |      |                                   |
| BRIEFING               |      |                                   |
| KNOWLEDGE / ABILITY    |      |                                   |
| TECHNIQUE              |      |                                   |
| TRAINER'S STYLE        |      |                                   |
| OBSERVATION / ANALYSIS |      |                                   |
| ASSESSMENT             |      |                                   |
| DEBRIEFING             |      |                                   |
| REPORTS                |      |                                   |

**Marking guide:** Use Fly2Sky standard marking guide as per OMD Chapter 3. The minimum PASS mark is 3. Any skill below 3 will FAIL entire observation.

| Very poor | Poor | Standard | Above Standard | High Standard |
|-----------|------|----------|----------------|---------------|
| 1         | 2    | 3        | 4              | 5             |

|                     |                                                                                                                                                                                                                                                                                                                                  |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Observer Signature: | <b>I confirm that:</b> I debriefed the Training Pilot on the contents of this report at the time of the detail.<br><b>In the event of a failure:</b> The Training Pilot must countersign this form to confirm he/she has been notified and given the reasons for the failure. The Head of Training must be informed immediately. |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                             |                            |
|-----------------------------|----------------------------|
| Head of Training Signature: | Head of Training Comments: |
|-----------------------------|----------------------------|



A320/A321  
OPERATIONS MANUAL PART D

## APPENDICES

### FLIGHT CREW FORMS

#### CRM Trainer Assessment

T9

*This part is only applicable to CRM Trainers*

|                       |                                                 |                                                  |
|-----------------------|-------------------------------------------------|--------------------------------------------------|
| Name, surname:        | <input type="checkbox"/> Cabin Crew CRM Trainer | <input type="checkbox"/> Flight Crew CRM Trainer |
| CRM Training Observed | <input type="checkbox"/> Initial Flight Crew    | <input type="checkbox"/> Recurrent Flight Crew   |
|                       | <input type="checkbox"/> Initial Cabin Crew     | <input type="checkbox"/> Recurrent Cabin Crew    |
|                       | <input type="checkbox"/> Command Course         | <input type="checkbox"/> Other _____             |

|                                                                                              |          |                                                             |                                    |
|----------------------------------------------------------------------------------------------|----------|-------------------------------------------------------------|------------------------------------|
| <b>Initial CRM Trainer Training</b>                                                          |          |                                                             |                                    |
| Date                                                                                         | Location |                                                             | Instructor / Training Organisation |
|                                                                                              |          |                                                             |                                    |
| <b>Instructor Standardisation Course</b>                                                     |          |                                                             |                                    |
| Date                                                                                         | Location |                                                             | Instructor                         |
|                                                                                              |          |                                                             |                                    |
| <b>CRM Trainer Revalidation (CRM Refresher Training and 2 CRM courses in last 12 months)</b> |          |                                                             |                                    |
|                                                                                              | Location | Date                                                        | Instructor / Training Organisation |
| CRM Trainer Refresher                                                                        |          |                                                             |                                    |
| CRM Course                                                                                   |          |                                                             |                                    |
| CRM Course                                                                                   |          |                                                             |                                    |
| <b>CRM Trainer Assessment (For initial issue or revalidation)</b>                            |          |                                                             |                                    |
| Date                                                                                         | Location | Result                                                      | Experienced CRM Trainer            |
|                                                                                              |          | <input type="checkbox"/> PASS <input type="checkbox"/> FAIL |                                    |

|                                                                                                                                          |            |           |
|------------------------------------------------------------------------------------------------------------------------------------------|------------|-----------|
| <b>CRM Instructor (trainer) assessment checklist:</b>                                                                                    |            |           |
| <b>Questions to assess a cabin crew CRM Instructor (trainer):</b>                                                                        | <b>YES</b> | <b>NO</b> |
| Did the CRM trainer demonstrate the knowledge required for the role?                                                                     |            |           |
| Did the CRM trainer support CRM concepts?                                                                                                |            |           |
| Did the CRM trainer encourage trainees to participate, share their experiences and self-analyse?                                         |            |           |
| Did the CRM trainer identify and respond to the trainees' needs relative to expertise/experience?                                        |            |           |
| Did the CRM trainer show how CRM is integrated in technical training and line operations?                                                |            |           |
| Did the CRM trainer incorporate company CRM standards when appropriate?                                                                  |            |           |
| Did the CRM trainer identify and discuss the non-technical reasons involved in accidents, incidents and events included in case studies? |            |           |
| Did the CRM trainer regularly check for understanding and resolve ambiguities?                                                           |            |           |
| Did the CRM trainer demonstrate effective instruction and facilitation skills?                                                           |            |           |
| <b>NOTE:</b> Assessment shall be considered as completed only if all questions are answered as "YES".                                    |            |           |
| Experienced CRM Signature                                                                                                                |            |           |

|                        |  |
|------------------------|--|
| Assessed CRM Signature |  |
|------------------------|--|

|                             |  |
|-----------------------------|--|
| Head of Training Signature: |  |
|-----------------------------|--|



A320/A321  
OPERATIONS MANUAL PART D

## APPENDICES

### FLIGHT CREW FORMS

#### 5-1-9 T10 - ROUTE AERODROME QUALIFICATION REPORT

Applicable to: ALL

|  |                                      |     |
|--|--------------------------------------|-----|
|  | ROUTE AERODROME QUALIFICATION REPORT | T10 |
|--|--------------------------------------|-----|

\* Delete as required

| CREW DETAILS | Name in Capital | Function | 3-LTR Code | Aircraft Type |
|--------------|-----------------|----------|------------|---------------|
| Flight Crew  |                 | CAPT     |            | A320F         |

I hereby certify that I have completed the Route and Aerodrome familiarization qualification training as indicated hereunder and has satisfied the requirements of the approved Route & Aerodrome Qualification Program.

| ROUTE & AERODROME QUALIFICATION PROGRAM FOR:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |      |                                      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|--------------------------------------|
| <b>Area and Route Knowledge</b> <ul style="list-style-type: none"><li>Terrain and minimum safe altitudes, escape route, drift-down procedures</li><li>Seasonal meteorological conditions</li><li>Meteorological, communication and air traffic facilities, services and procedures</li><li>Search and rescue procedures</li><li>Navigational facilities and procedures, including any long-range navigation procedures associated with the route along which the flight is to take place</li></ul> <b>Aerodrome Knowledge</b> <ul style="list-style-type: none"><li>Airport obstructions, physical layout, lighting, approach aids and arrival, departure, holding and instrument approach procedures and applicable operating minima and ground movements considerations</li></ul> <b>Special Operational Requirements</b> <ul style="list-style-type: none"><li>Limitations on use of aerodrome</li><li>Special procedures and operating limitations</li><li>Crew requirements</li><li>Wind / Turbulence</li><li>Visual Approach procedures</li><li>Landing procedures</li><li>RWY Backtrack Operations</li><li>Departure procedures</li><li>Night Operations</li><li>Radio Communication / Failure</li><li>Apron operation and procedures</li></ul> |      |                                      |
| TYPE OF TRAINING                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Date | Pilot or Instructor Name / Signature |
| Self-Briefing                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |      | Pilot                                |
| Ground Training (when applicable)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |      | Instructor                           |
| FSDT Training (when applicable)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |      | Instructor                           |
| Observation (when applicable)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |      | Instructor                           |
| Line Training (when applicable)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |      | Instructor                           |

I hereby certify that I have completed the Route and Aerodrome familiarization qualification training as indicated hereabove and have satisfied the requirements of the approved Route & Aerodrome Qualification Program for the specific area and airport.

#### HEAD OF FLIGHT OPERATIONS AUTHORISATION

The above-named crew member is hereby authorized to operate in the capacity specified above on Fly2Sky A320F aircraft.

|                           |           |      |
|---------------------------|-----------|------|
| Head of Flight Operations | Signature | Date |
|---------------------------|-----------|------|



A320/A321  
OPERATIONS MANUAL PART D

## APPENDICES

### FLIGHT CREW FORMS

#### 5-1-10 T11 - INITIAL LVO TRAINING CHECKING REPORT

Applicable to: ALL



#### INITIAL LVO TRAINING CHECKING REPORT

T11

| CREW DETAILS     | Name in Capital | Function    | Employee No | SEAT | Licence No/ TRE Auth No |
|------------------|-----------------|-------------|-------------|------|-------------------------|
| Flight Crew      |                 | CAPT / FO * |             | L/R  |                         |
| Training Captain |                 | TRE / TRI * |             |      |                         |

\* Delete as required

|                              |                                   |
|------------------------------|-----------------------------------|
| TYPE OF TRAINING –CHECKING → | INITIAL LOW VISIBILITY OPERATIONS |
|------------------------------|-----------------------------------|

| FSTD REGISTRATION | LOCATION | HOURS | TYPE OF QUALIFICATION                                                                                                                    | SIM DATE<br>DD/MM/ YYYY | RESULTS                                                       |
|-------------------|----------|-------|------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|---------------------------------------------------------------|
|                   |          |       | LVTO 125m / 200m <input type="checkbox"/> / <input type="checkbox"/><br>CAT II / III <input type="checkbox"/> / <input type="checkbox"/> |                         | PASS <input type="checkbox"/> - FAIL <input type="checkbox"/> |

| PHASE 1 - GROUND SCHOOL                         |                                                                                                                    |                                                        |            |
|-------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|------------|
| CBT training completed <input type="checkbox"/> |                                                                                                                    | LVO Ground briefing completed <input type="checkbox"/> |            |
| PHASE 2 - FSTD TRAINING                         |                                                                                                                    |                                                        |            |
|                                                 |                                                                                                                    | Training                                               | 1st<br>2nd |
|                                                 | Normal TO Briefing – LVTO Briefing – Use of Fly2Sky Briefing Guide                                                 |                                                        |            |
|                                                 | Taxi 125m ( above 200m for FO), PF and PM duties, situational awareness                                            |                                                        |            |
|                                                 | Before take-off checks including RWY markings, lights, localizer, RVR assessment                                   |                                                        |            |
|                                                 | Take-off ENGINE FAIL at low speed, directional control, callouts, procedure                                        |                                                        |            |
| [M]                                             | Repositioning for take-off - ENGINE FAIL at V1 -10 KTS, directional control, callouts, procedure                   |                                                        |            |
| [M]                                             | Repositioning for take-off - ENGINE FAIL Between V1 and V2, decision making, procedure callouts                    |                                                        |            |
| [M]                                             | Repositioning for new take-off, normal take-off                                                                    |                                                        |            |
|                                                 | Approach preparation, normal approach briefing, CAT II/III approach briefing                                       |                                                        |            |
|                                                 | Above 1000 ft. AGL – RA 1 FAIL ECAM management, STS, QRH capability check, decision making                         |                                                        |            |
|                                                 | Above 1000 ft. AGL – F/O ND FAIL QRH ABN procedure, QRH capability check, decision making                          |                                                        |            |
|                                                 | When LOC/GS established show differences between LOSS of LOC/GS signal and ILS FAIL                                |                                                        |            |
|                                                 | FSTD freeze at CAT I, CAT II, CAT IIIB minima to be familiar with visual requirements for each category (optional) |                                                        |            |
| [M]                                             | Go-around after touch down, A/P disconnect, MARTER WARNING                                                         |                                                        |            |
| [M]                                             | Repositioning at 1000 ft. AGL – NO LAND MODE decision making, go-around procedure                                  |                                                        |            |
| [M]                                             | Repositioning at 1000 ft. AGL – LOC DEVIATION at 150 ft. AGL AUTOLAND WARNING LIGHT                                |                                                        |            |
|                                                 | Repositioning at 1000 ft. AGL – GEN 1 FAIL or HYD GREEN SYS LOW PRESS (optional)                                   |                                                        |            |
| [M]                                             | Repositioning at 1000 ft. AGL – NO FLARE                                                                           |                                                        |            |
|                                                 | Repositioning at 1000 ft. AGL – DMC 1 FAIL at 80 ft. AGL                                                           |                                                        |            |
| [M]                                             | Repositioning at 1000 ft. AGL – ENGINE FAIL at 80 ft. AGL                                                          |                                                        |            |
| [M]                                             | Repositioning at 1000 ft. AGL – Landing and taxi out                                                               |                                                        |            |
|                                                 | Spare                                                                                                              |                                                        |            |

|                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Instructor Signature:                                                                                                                                                                                                                                                                                      | I confirm that: I have carried out the above training/checking in accordance with applicable regulations.                                                                                                                       |
| Candidate Signature (in case of failure)                                                                                                                                                                                                                                                                   | I confirm that: I have read and understood this report.                                                                                                                                                                         |
| In the event of a failure: The flight crew member must countersign this form to confirm. He/she has been notified and given the reasons for the failure. He/she is made aware the he cannot operate on the capacity specified above. Head of Training and Crewing Department must be informed immediately. |                                                                                                                                                                                                                                 |
| Training Manager Signature                                                                                                                                                                                                                                                                                 | This is to certify that: Having examined this report and considered it in relation to previous reports that I am satisfied as to the candidate's competency to operate as a flight crew member is the capacity specified above. |



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OPERATIONS MANUAL PART D

## APPENDICES

### FLIGHT CREW FORMS

#### 5-1-11 T14 - INITIAL NARROW RUNWAY OPERATION REPORT

Applicable to: ALL



#### INITIAL NARROW RUNWAY OPERATIONS REPORT

T14

| CREW DETAILS      | Name in Capital | Function    | Employee No | SEAT    | Licence No/ TRE Auth No |
|-------------------|-----------------|-------------|-------------|---------|-------------------------|
| Flight Crew       |                 | CAPT / FO * |             | L/R/B * |                         |
| Other Flight Crew |                 | CAPT / FO * |             |         |                         |
| Training Captain  |                 | TRE / TRI * |             |         |                         |

\* Delete as required

TYPE OF TRAINING → INITIAL NARROW RUNWAY OPERATION

| FSTD REGISTRATION | LOCATIONS | HOURS | TYPE OF QUALIFICATION | SIM DATE DD/MM/ YYYY | RESULTS                                                       |
|-------------------|-----------|-------|-----------------------|----------------------|---------------------------------------------------------------|
|                   |           |       | NR→                   |                      | PASS <input type="checkbox"/> - FAIL <input type="checkbox"/> |

##### PHASE 1 - GROUND TRAINING

###### Completion Certificate of Narrow Runway Ground Training / Briefing

I hereby certify that I have completed the Initial Narrow Runway Ground Training in accordance with training syllabus described in VAW-FCT-014

TRI/E Signature:

##### PHASE 2 - SIMULATOR TRAINING

| ITEM                                                          | Training | 1st | 2nd |
|---------------------------------------------------------------|----------|-----|-----|
| Take-off with maximum crosswind                               |          |     |     |
| Instrument or visual approach, landing with maximum crosswind |          |     |     |
| RTO with engine failure at low speed, wet runway              |          |     |     |
| RTO with engine failure at high speed (100 knots), wet runway |          |     |     |
| Take-off with engine failure after V1                         |          |     |     |
| One Engine Inoperative landing                                |          |     |     |

##### REMARKS RECOMMENDATIONS

|                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Instructor Signature:                                                                                                                                                                                                                                                                                       | I confirm that: I have carried out the above training/checking in accordance with applicable regulations.                                                                                                                       |
| Candidate Signature (in case of failure)                                                                                                                                                                                                                                                                    | I confirm that: I have read and understood this report.                                                                                                                                                                         |
| In the event of a failure: The flight crew member must countersign this form to confirm. He/she has been notified and given the reasons for the failure. He/she is made aware that he cannot operate on the capacity specified above. Head of Training and Crewing Department must be informed immediately. |                                                                                                                                                                                                                                 |
| Training Manager Signature                                                                                                                                                                                                                                                                                  | This is to certify that: Having examined this report and considered it in relation to previous reports that I am satisfied as to the candidate's competency to operate as a flight crew member is the capacity specified above. |



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OPERATIONS MANUAL PART D

## APPENDICES

### FLIGHT CREW FORMS

#### 5-1-12 T20 - FLIGHT CREW RT - GROUND TRAINING SUMMARY

Applicable to: ALL



#### FLIGHT CREW OCC RECURRENT TRAINING SUMMARY

T20

| PILOT |                       |      | CODE |            |
|-------|-----------------------|------|------|------------|
|       | Subject               | Test | Date | Instructor |
|       | Ground Class Training |      |      |            |
|       |                       |      |      |            |
|       |                       |      |      |            |
|       |                       |      |      |            |
|       |                       |      |      |            |
|       |                       |      |      |            |
|       |                       |      |      |            |
|       | Ground CBT Modules    |      |      |            |
|       |                       |      |      |            |
|       |                       |      |      |            |
|       |                       |      |      |            |
|       |                       |      |      |            |
|       |                       |      |      |            |
|       |                       |      |      |            |
|       |                       |      |      |            |
|       |                       |      |      |            |
|       |                       |      |      |            |
|       |                       |      |      |            |
|       |                       |      |      |            |
|       |                       |      |      |            |
|       |                       |      |      |            |
|       |                       |      |      |            |
|       | FSDT Module           |      |      |            |
|       |                       |      |      |            |
|       |                       |      |      |            |
|       |                       |      |      |            |

|  |                  |  |
|--|------------------|--|
|  | Training Manager |  |
|--|------------------|--|



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OPERATIONS MANUAL PART D

## APPENDICES

### FLIGHT CREW FORMS

#### 5-1-13 T21 - GROUND TRAINING ATTENDANCE REPORT

Applicable to: ALL



#### GROUND TRAINING ATTENDANCE REPORT

T21

Training course title:

Date

Location

Instructor

#### Participants

| N. | Name Surname | Code | Signature | Written Evaluation | Practical Evaluation |
|----|--------------|------|-----------|--------------------|----------------------|
| 1  |              |      |           |                    |                      |
| 2  |              |      |           |                    |                      |
| 3  |              |      |           |                    |                      |
| 4  |              |      |           |                    |                      |
| 5  |              |      |           |                    |                      |
| 6  |              |      |           |                    |                      |
| 7  |              |      |           |                    |                      |
| 8  |              |      |           |                    |                      |
| 9  |              |      |           |                    |                      |
| 10 |              |      |           |                    |                      |
| 11 |              |      |           |                    |                      |
| 12 |              |      |           |                    |                      |
| 13 |              |      |           |                    |                      |
| 14 |              |      |           |                    |                      |
| 15 |              |      |           |                    |                      |
| 16 |              |      |           |                    |                      |
| 17 |              |      |           |                    |                      |
| 18 |              |      |           |                    |                      |
| 19 |              |      |           |                    |                      |
| 20 |              |      |           |                    |                      |

Instructor Signature:

I confirm that: I have carried out the above training/checking in accordance with applicable regulations.



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OPERATIONS MANUAL PART D

## APPENDICES

### FLIGHT CREW FORMS

#### 5-1-14 T22 – TRAINING PERSONNEL FEEDBACK REPORT

Applicable to: ALL

|  |                                    |     |
|--|------------------------------------|-----|
|  | TRAINING PERSONNEL FEEDBACK REPORT | T22 |
|--|------------------------------------|-----|

|            |                  |          |
|------------|------------------|----------|
| Instructor | Type of Training | Location |
|------------|------------------|----------|

You, the flight crew, are the customers of the Training Department in that you rely on us to provide you with feedback on your performance and whether it meets our company's expectations. The service we provide should allow you to reinforce those skills and behaviours that contribute to safe and efficient operation and modify those that may not be quite what the company expects. We would ask you to comment on the service received so that the TD can assess whether it is meeting the expectation of his customers, that is you.

Please take the time to answer the following questions and return the completed form to the Training Department. There is no requirement to identify yourself, but if you are happy to do so, or would like the Department to contact you about issues from this check fill your contact data. Please answer the following questions using the following criteria.

| Very poor | Poor | Standard | Above Standard | High Standard |
|-----------|------|----------|----------------|---------------|
| 1         | 2    | 3        | 4              | 5             |

|                                                                                                                 | 1 | 2 | 3 | 4 | 5 |
|-----------------------------------------------------------------------------------------------------------------|---|---|---|---|---|
| Information was presented to you in a logical order.                                                            |   |   |   |   |   |
| The Instructor communicated clearly and without jargon.                                                         |   |   |   |   |   |
| Complex sequences that led to error were clearly identified.                                                    |   |   |   |   |   |
| The Instructor was able to identify behaviours that would have trapped or avoided the errors made.              |   |   |   |   |   |
| Points of disagreement were discussed in a rational and constructive manner.                                    |   |   |   |   |   |
| Questions were clearly understood by the Instructor prior to an answer being given.                             |   |   |   |   |   |
| During the debrief, the big picture was maintained, and errors considered in the context of the flight overall. |   |   |   |   |   |
| Problems or issues affecting the operation were discussed in a manner that increased my understanding.          |   |   |   |   |   |
| Improvements that you suggested were listened to in a manner that encouraged further input.                     |   |   |   |   |   |
| The discussion referred to the previous question was done in a constructive and supportive manner.              |   |   |   |   |   |
| The discussion of operational, safety and technical issues was of benefit.                                      |   |   |   |   |   |
| Levels of knowledge were constructively tested.                                                                 |   |   |   |   |   |
| The written report accurately reflected the flight/sim/other training.                                          |   |   |   |   |   |
| Travel arrangements (flight connections, ground) were planned efficiently                                       |   |   |   |   |   |
| Accommodation arrangements were up to the required standards                                                    |   |   |   |   |   |
| Notification arrangements clear and helpful.                                                                    |   |   |   |   |   |
| Training Documentations (manuals, notes) and information presented was effective                                |   |   |   |   |   |
| Scheduling and Rostering arrangements planned and executed efficiently                                          |   |   |   |   |   |

Optional

|      |      |       |
|------|------|-------|
| Name | Code | Phone |
|------|------|-------|





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OPERATIONS MANUAL PART D

## APPENDICES

### FLIGHT CREW FORMS

#### 5-1-15 T23 – GROUND COURSE FEEDBACK REPORT

Applicable to: ALL



#### GROUND COURSE FEEDBACK REPORT

T23

|                                                                                                                                                                                                                                                                                                                                              |                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| Course:                                                                                                                                                                                                                                                                                                                                      | Period of training: |
| Instructor:                                                                                                                                                                                                                                                                                                                                  | Location:           |
| Student feedback is critical to maintaining quality courses. Please take a moment to evaluate the course you have just completed. We ask you to provide us honest, constructive evaluation mark on every aspect. Please evaluate the following aspects from 1 (poor) to 5 (excellent).<br>Thank you for your comments regarding this course. |                     |

|                                                                             |   |   |   |   |   |
|-----------------------------------------------------------------------------|---|---|---|---|---|
| <b>Theoretical training:</b><br><i>Please circle the appropriate number</i> |   |   |   |   |   |
| Course schedule                                                             | 1 | 2 | 3 | 4 | 5 |
| Relevance of training material                                              | 1 | 2 | 3 | 4 | 5 |
| Amount of training material                                                 | 1 | 2 | 3 | 4 | 5 |
| Visual materials (videos, PowerPoint and etc.)                              | 1 | 2 | 3 | 4 | 5 |
| Training equipment                                                          | 1 | 2 | 3 | 4 | 5 |
| Comments:                                                                   |   |   |   |   |   |

|                                                                           |   |   |   |   |   |
|---------------------------------------------------------------------------|---|---|---|---|---|
| <b>Practical training:</b><br><i>Please circle the appropriate number</i> |   |   |   |   |   |
| Quality of practice                                                       | 1 | 2 | 3 | 4 | 5 |
| General appearance and quality of equipment                               | 1 | 2 | 3 | 4 | 5 |
| Personal safety                                                           | 1 | 2 | 3 | 4 | 5 |
| Usefulness of practical training                                          | 1 | 2 | 3 | 4 | 5 |
| Comments:                                                                 |   |   |   |   |   |

|                                                                   |   |   |   |   |   |
|-------------------------------------------------------------------|---|---|---|---|---|
| <b>Instructor:</b><br><i>Please circle the appropriate number</i> |   |   |   |   |   |
| Knowledge of the subject matter                                   | 1 | 2 | 3 | 4 | 5 |
| Preparation for each class                                        | 1 | 2 | 3 | 4 | 5 |
| Communicated material effectively                                 | 1 | 2 | 3 | 4 | 5 |
| Class participation and interaction were encouraged               | 1 | 2 | 3 | 4 | 5 |
| Responded well to student questions                               | 1 | 2 | 3 | 4 | 5 |
| Comments:                                                         |   |   |   |   |   |

|                 |
|-----------------|
| Other comments: |
|-----------------|



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OPERATIONS MANUAL PART D

## APPENDICES

### FLIGHT CREW FORMS

#### 5-1-16 T25 – COMMAND COURSE TRAINING SUMMARY

Applicable to: ALL

|  |                                 |     |
|--|---------------------------------|-----|
|  | COMMAND COURSE TRAINING SUMMARY | T25 |
|--|---------------------------------|-----|

### COMMAND COURSE GROUND FSTD SUMMARY LINE FLYING UNDER SUPERVISION / LINE CHECK

|                                             |                      |
|---------------------------------------------|----------------------|
| <b>Candidate Name</b> ( <i>LAST First</i> ) | <b>3 letter Code</b> |
| <b>FLIGHT EXPERIENCE</b>                    |                      |
| <b>Total flying hours</b>                   |                      |
| <b>Total A320F hours</b>                    |                      |
|                                             |                      |



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COMMAND COURSE TRAINING SUMMARY

T25

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#### COMMAND COURSE TRAINING SUMMARY

T25

#### T25.0 - COMMAND TRAINING - CONTROL SHEET

| Training Phase                                                       | Date   | Instructor Name |
|----------------------------------------------------------------------|--------|-----------------|
| Assessment                                                           |        |                 |
| CRB approval                                                         |        |                 |
| Ground Training – Command CRM                                        |        |                 |
| Ground Training                                                      |        |                 |
| CRM Training                                                         |        |                 |
| FSTD Training                                                        |        |                 |
| FSTD Training                                                        |        |                 |
| Line Training                                                        |        |                 |
| Command Check Recommendation                                         |        |                 |
| Command Check Recommendation<br>(in case of 2 <sup>nd</sup> attempt) |        |                 |
| FSTD OPC                                                             | Result |                 |
| FSTD OPC<br>(2 <sup>nd</sup> attempt)                                | Result |                 |
| Line Check                                                           | Result |                 |
| Line Check<br>(2 <sup>nd</sup> attempt)                              | Result |                 |



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### FLIGHT CREW FORMS



#### COMMAND COURSE TRAINING SUMMARY

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### T25.1 – FSTD TRAINING DAY 1

| Item                                                                 | TRE<br>3LC |
|----------------------------------------------------------------------|------------|
| 1 - COCKPIT PREPARATION AND BRIEFING                                 |            |
| 2 - BEFORE START                                                     |            |
| 3 - ENGINE START – APU FAIL FOLLOWING ENGINE No 2 START              |            |
| 4 - CROSS-BLEED START ENGINE No 1                                    |            |
| 5 - AFTER START CHECKLIST                                            |            |
| 6 - TAXI AND BEFORE TAKE-OFF CHECKLIST. TAXING TECHNIQUES            |            |
| 7 - BEFORE TAKE-OFF CHECKLIST                                        |            |
| 8 - NORMAL DEPARTURE - FULL SID                                      |            |
| 9 - HANDLING EXERCISES                                               |            |
| 10 - ILS APPROACH (RAW DATA)                                         |            |
| 11 - LANDING – Restore                                               |            |
| <b>INIT T/O</b>                                                      |            |
| 12 - TAKE OFF                                                        |            |
| 13 - VISUAL CIRCUIT – WITHOUT G/S, PAPI – 25kts X-WIND (150/25),     |            |
| 14 - LANDING, MANUAL BRAKES – Restore                                |            |
| <b>INIT T/O (RESET WX CAT 1, SLIPPERY RUNWAY, 25 KTS CROSS WIND)</b> |            |
| 15 - CROSS WIND TAKE OFF                                             |            |
| 16 - RADAR VECTORING TO                                              |            |
| 17 - 2D APPROACH, MANUAL THRUST, NO A/P                              |            |
| 18 - GO AROUND FROM LOW ALTITUDE (BAULKED LANDING)                   |            |
| 19 - RADAR VECTORING                                                 |            |
| 20 - SINGLE ENGINE ILS APPROACH SINGLE ENGINE ILS APPR               |            |
| 21 - GO AROUND                                                       |            |
| 22 - RADAR VECTORING TO SINGLE ENGINE ILS APPR                       |            |
| 23 - LAND                                                            |            |
| 24 - EMERGENCY EVACUATION – Restore                                  |            |



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#### COMMAND COURSE TRAINING SUMMARY

T25

**Briefing Topics:**

- CRM issue: Teamwork / Workload management
- Task sharing (CM1 / CM2). Handling Emergencies.
- Taxi Techniques
- Review Cross Wind Techniques
- Raw Data, Pitch Attitude, Power Settings

**Additional Briefing Topics:****Remarks / Recommendations:**

TR/E Name

Signature



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### FLIGHT CREW FORMS



#### COMMAND COURSE TRAINING SUMMARY

T25

| Item                                                                             | TRE<br>3LC |
|----------------------------------------------------------------------------------|------------|
| 1 - COCKPIT PREPARATION AND BRIEFING                                             |            |
| 2 - BEFORE START                                                                 |            |
| 3 - ENGINE START – TAILPIPE FIRE DURING START (20MINS)                           |            |
| 4 - AFTER START CHECKLIST                                                        |            |
| 5 - TAXI AND BEFORE TAKE-OFF CHECKLIST.                                          |            |
| 6 - TAKE OFF –HIGH GW- ENGINE FIRE (UNEXTINGUISHABLE)                            |            |
| 7 - RETURN TO DEPARTURE AIRPORT                                                  |            |
| 8 - LAND (10 MINS) –Restore                                                      |            |
| INIT T/O – RESET TAKE-OFF PERFORMANCE FIGURES FUEL 8T ; TOW 64T                  |            |
| 9 - TAKE OFF                                                                     |            |
| 10 - CLIMB TO FL100                                                              |            |
| 11 - ADR 1, 2 & 3 FAULT (15 MINS) – Restore                                      |            |
| 12 - STALL EXERCISE                                                              |            |
| 13 - ALTERNATE / DIRECT LAW EXERCISE (20 MINS)                                   |            |
| 14 - HYDRAULIC FAILURE                                                           |            |
| 15 - RADAR VECTORS (TO SHORT FINAL TO SEE CAPTAINS DECISION FOR ADDITIONAL TIME) |            |
| 16 - ILS APR                                                                     |            |
| 17 - NO FLAPS LANDING (25 MINS) –Restore                                         |            |
| INIT T/O                                                                         |            |
| 18 - REJECT TAKE OFF – ENGINE FIRE                                               |            |
| 19 - EMERGENCY EVACUATION (5 MINS) - Restore                                     |            |
| INIT T/O (RESET VISUAL TO NIGHT, MAX CROSS WING (29 KTS, GUSTING +9 KTS)         |            |
| 20 - TAKE OFF MAX CROSS WIND                                                     |            |
| REPOSITION FL 370                                                                |            |
| 21 - EMERGENCY DESCENT (15 MINS)                                                 |            |
| 22 - RADAR VECTORS                                                               |            |
| 23 - ILS APR WITH FLAP HANDLE JAMMED, NO SLAT, NO FLAP                           |            |
| 24 - LAND (15 MINS) – Restore                                                    |            |



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### FLIGHT CREW FORMS



#### COMMAND COURSE TRAINING SUMMARY

T25

**Briefing Topics:**

- CRM issue: Decision / SA
- Task sharing (CM1 / CM2). Handling Emergencies.
- Technical Briefing of associated systems

**Additional Briefing Topics:**

- 
- 
- 

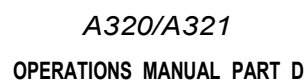
**Remarks / Recommendations:**

|  |
|--|
|  |
|  |
|  |

TRI/E Name

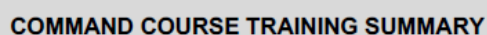
Signature





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T25

## FSTD TRAINING

### DAY - 3

[illegible]



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#### COMMAND COURSE TRAINING SUMMARY

T25

#### ADDITIONAL ITEMS:

- 
- 
- 
- 
- 
- 
- 

#### Briefing Topics:

- LVO
- TCAS
- EGPWS
- PBN

#### Additional Briefing Topics:

- 
- 
- 
- 

#### Remarks / Recommendations:

|  |
|--|
|  |
|  |
|  |
|  |

TRI/E Name

Signature



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#### COMMAND COURSE TRAINING SUMMARY

T25

The goal of LIFUS phase of training is to make the trainee proficient in F2S Operations in normal line operating environment. The list of LIFUS briefing topics is included to ensure all training items are comprehensively covered. The LTC shall validate the briefing item by signing his 3-letter code. Topics items may be covered during OCC Ground Training (GND), Simulator Training (STD), or Line Training (FLT). Each Instructor appointed for the specific training will sign items completed.

| BRIEFING ITEM                                                          | GND | SIM | FLT |
|------------------------------------------------------------------------|-----|-----|-----|
| <b>FLIGHT PREPARATION</b>                                              |     |     |     |
| <b>Flight Dispatch</b>                                                 |     |     |     |
| Report for duty, personal documents (license, medical, passport, etc.) |     |     |     |
| Operational Flight Plan / ATC Flight Plan                              |     |     |     |
| NOTAMS, Weather Briefing - TO / LDG / ALT planning min.                |     |     |     |
| Fuel Planning / Fuel Policy                                            |     |     |     |
| Flight Crew and Cabin Crew Pre-Flight Joint Briefing                   |     |     |     |
| <b>Aircraft Inspection</b>                                             |     |     |     |
| Exterior Inspection                                                    |     |     |     |
| Aircraft Refuelling / Fuelling with Pax on board                       |     |     |     |
| Interior Inspection (Cockpit / Cabin)                                  |     |     |     |
| External Walkaround                                                    |     |     |     |
| <b>Documents</b>                                                       |     |     |     |
| Aircraft Documents & forms                                             |     |     |     |
| ATL / Journey Log                                                      |     |     |     |
| EFB / IFS / NAVTECH                                                    |     |     |     |
| <b>Cockpit Preparation</b>                                             |     |     |     |
| Cockpit preparation / FMGS / ACARS                                     |     |     |     |
| Take-off Briefing                                                      |     |     |     |
| Load & Trim Sheet / NOTOC                                              |     |     |     |
| TO Performance Calculation / Speeds / CG / Flaps                       |     |     |     |
| Engine Start procedures                                                |     |     |     |
| <b>TAXI - TAKE-OFF – INITIAL CLIMB</b>                                 |     |     |     |
| Push back procedure                                                    |     |     |     |
| Taxi and Braking technique                                             |     |     |     |
| Take Off Technique (TO roll / V1 concept)                              |     |     |     |
| Cross Wind Take Off Technique                                          |     |     |     |
| Engine Out Procedure (TO and Climb)                                    |     |     |     |
| Noise Abatement procedures                                             |     |     |     |
| Climb techniques                                                       |     |     |     |



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#### COMMAND COURSE TRAINING SUMMARY

T25

| CRUISE                                                                               |  |  |  |
|--------------------------------------------------------------------------------------|--|--|--|
| In flight Fuel Management / FL Selection / Step Climb                                |  |  |  |
| OPT FL / MAX REC Altitude / Cost Index                                               |  |  |  |
| En-route Alternate / Diversion / FMGS / ACARS                                        |  |  |  |
| Minimum diversion fuel                                                               |  |  |  |
| Communication monitoring/failure procedures - Prolonged Loss of Communication (PLOC) |  |  |  |
| Short Wave radio procedure (HF)                                                      |  |  |  |
| High terrain routes, escape routes                                                   |  |  |  |
| Weather Radar Use / Turbulence                                                       |  |  |  |

| BRIEFING ITEM                 | GND | SIM | FLT |
|-------------------------------|-----|-----|-----|
| Holding (rules – FMGS set up) |     |     |     |

| DESCENT                                           |  |  |  |
|---------------------------------------------------|--|--|--|
| Descent Preparation                               |  |  |  |
| Approach Briefing                                 |  |  |  |
| Descent Planning and Continuous Descent Technique |  |  |  |
| Holding and Diversion Fuel                        |  |  |  |

| APPROACH                     |     |  |  |
|------------------------------|-----|--|--|
| Stabilized Approach Criteria |     |  |  |
| 3D Approach                  | AD: |  |  |
| 2D Approach                  | AD: |  |  |
| Simulated CAT IIIB           | AD: |  |  |
| Other:                       |     |  |  |

| LANDING - TAXI IN                       |  |  |  |
|-----------------------------------------|--|--|--|
| Landing technique                       |  |  |  |
| Use of Auto-Brakes and Reverse Thrust   |  |  |  |
| Crosswind Landing Technique             |  |  |  |
| After landing / Taxi-in / Brake Fan Use |  |  |  |
| Parking / Shutdown                      |  |  |  |

| SPECIAL OPERATIONS      |  |  |  |
|-------------------------|--|--|--|
| PBN / RVSM / MNPS       |  |  |  |
| Narrow Runway Operation |  |  |  |

| ADDITIONAL PROCEDURES                         |  |  |  |
|-----------------------------------------------|--|--|--|
| A320F Differences                             |  |  |  |
| A320F Engine Options (CFM/IAE)                |  |  |  |
| Cockpit Door Procedures / Security Procedures |  |  |  |
| Communications between Cockpit-Cabin          |  |  |  |



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#### COMMAND COURSE TRAINING SUMMARY

T25

|                                                   |  |  |  |
|---------------------------------------------------|--|--|--|
| Crew incapacitation                               |  |  |  |
| Emergency Evacuation Procedure                    |  |  |  |
| QRH Review                                        |  |  |  |
| Side Stick (failure / unwanted input / take over) |  |  |  |
| EFB use on during all phases of flight            |  |  |  |



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#### T25.3 - LINE FLYING UNDER SUPERVISION PROGRESS REPORTS

Line Training Progress Reports shall be completed by the LTC.

**Use one report box for each sector. Trainee shall be provided with same amount Pilot Monitoring (PM) and Pilot Flying (PF) duties [FLT 2.3.3].**

LTC shall record trainee's progress, summary of topics discussed as well as development comments and recommendation.

The aim of this report is to provide development comments to the trainee as well as hand over feedback to the next LTC.

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |



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#### COMMAND COURSE TRAINING SUMMARY

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|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |



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#### COMMAND COURSE TRAINING SUMMARY

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|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |





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#### COMMAND COURSE TRAINING SUMMARY

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|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |



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|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |



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|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |



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#### COMMAND COURSE TRAINING SUMMARY

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|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |



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#### COMMAND COURSE TRAINING SUMMARY

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|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |



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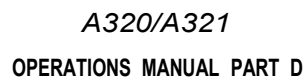


#### COMMAND COURSE TRAINING SUMMARY

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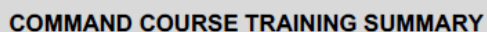
|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |



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|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |

|                                                 |       |               |           |
|-------------------------------------------------|-------|---------------|-----------|
| Date                                            | Route | PF / PM       | App. Type |
| Sector number                                   | A/C   | Day block Hr. | Total Hr. |
| Items discussed - Development - Recommendations |       |               |           |
| LTC (Code)                                      |       | LTC sign      |           |



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#### COMMAND COURSE TRAINING SUMMARY

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#### T25.4 – ROUTE AND AIRPORT QUALIFICATION

TYPE OF TRAINING –  
CHECKING →

Route and Airport Qualification Training

##### PHASE 1 – GROUND TRAINING

CBT training completed ☐

##### PHASE 2 - LIFUS TRAINING

LTC

Terrain and minimum safe altitudes

Seasonal meteorological conditions

Meteorological, communication and air traffic facilities, services and procedures

Search and rescue services for the areas over which the aircraft will be flown

Navigational facilities and procedures, including any long-range navigation procedures associated with the route along which the flight is to take place

Procedures applicable to flight paths over heavily populated areas and areas of high air traffic density

Airport obstructions, physical layout, lighting, approach aids and arrival, departure, holding and instrument approach procedures and applicable operating minima

Clear Air Turbulence (CAT)

Intertropical Convergence Zone (ITCZ)

Thunderstorms

Microbursts

Wind shear

Icing

Mountain waves

Wake turbulence

Temperature changes at high altitude





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#### COMMAND COURSE TRAINING SUMMARY

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#### T25.5 – PRE-FLIGHT INSPECTION and MEL

TYPE OF TRAINING –  
CHECKING →

Pre-Flight Inspection / MEL Training

##### PHASE 1 – GROUND TRAINING

CBT training completed ☐

##### PHASE 2 - LIFUS TRAINING

LTC

|                          |                                                                                                                                                                                                                                                                             |  |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <input type="checkbox"/> | Safety Exterior Inspection                                                                                                                                                                                                                                                  |  |
| <input type="checkbox"/> | Aircraft Technical Logbook (ATL)                                                                                                                                                                                                                                            |  |
| <input type="checkbox"/> | Minimum Equipment List (MEL) (AMC1 ORO.GEN.110(e) <ul style="list-style-type: none"><li>- Scope, extent and use of the MEL</li><li>- Operator's MEL procedures</li><li>- Elementary maintenance procedures</li><li>- Pilot-in-command/commander responsibilities.</li></ul> |  |
| <input type="checkbox"/> | Configuration Deviation List (CDL)                                                                                                                                                                                                                                          |  |
| <input type="checkbox"/> | Hold Items List (HIL) and Cabin HIL (CHIL)                                                                                                                                                                                                                                  |  |
| <input type="checkbox"/> | Dent and buckle chart                                                                                                                                                                                                                                                       |  |
| <input type="checkbox"/> | Daily and Weekly Inspection                                                                                                                                                                                                                                                 |  |
| <input type="checkbox"/> | Part-145 Realise to Service                                                                                                                                                                                                                                                 |  |
| <input type="checkbox"/> | Exterior Walkaround                                                                                                                                                                                                                                                         |  |
| <input type="checkbox"/> | Refuelling and Defueling procedures                                                                                                                                                                                                                                         |  |



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#### COMMAND COURSE TRAINING SUMMARY

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#### T25.6 – COMMAND CHECK RECOMMENDATION

|                                                                                                                                                                                                                                                                                                                                                                                                                          |       |               |           |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|---------------|-----------|
| Date                                                                                                                                                                                                                                                                                                                                                                                                                     | Route | PF / PM       | App. Type |
| Flt. Nr.                                                                                                                                                                                                                                                                                                                                                                                                                 | A/C   | Day block Hr. | Total Hr. |
| <p style="text-align: center;"><b>COMMAND CHECK RECOMMENDATION</b></p> <p>I certify that FO _____ has successfully completed line training program according F2S requirements. All briefing topic have been discussed.</p> <p>Route and Airport Qualification Training and Pre-Flight Inspection / MEL Training have been completed. One Autoland simulating CAT II/III operations (if required) has been performed.</p> |       |               |           |
| LTC (Code)                                                                                                                                                                                                                                                                                                                                                                                                               |       | LTC sign      |           |



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#### COMMAND COURSE TRAINING SUMMARY

T25

#### T25.6 – COMMAND CHECK RECOMMENDATION (in case of 2<sup>nd</sup> attempt)

|          |       |               |           |
|----------|-------|---------------|-----------|
| Date     | Route | PF / PM       | App. Type |
| Flt. Nr. | A/C   | Day block Hr. | Total Hr. |

#### COMMAND CHECK RECOMMENDATION

I certify that FO \_\_\_\_\_ has successfully completed line training program according F2S requirements. All briefing topic have been discussed.  
Route and Airport Qualification Training and Pre-Flight Inspection / MEL Training have been completed. One Autoland simulating CAT II/III operations (if required) has been performed.

|            |  |          |  |
|------------|--|----------|--|
| LTC (Code) |  | LTC sign |  |
|------------|--|----------|--|



A320/A321  
OPERATIONS MANUAL PART D

## APPENDICES

### FLIGHT CREW FORMS



COMMAND COURSE TRAINING SUMMARY

T25

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#### 5-1-17 TQ2 – OPERATIONAL APPROVAL

Applicable to: ALL

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|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>OPERATIONAL APPROVAL</b> | <b>TQ2</b>             |
| <b>FLIGHT TRAINING DEPARTMENT – INTERNAL AUDIT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                             |                        |
| <b>TYPE OF AUDIT / EVALUATION / APPROVAL</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                             |                        |
| FSTD & TRAINING CENTER Operational Evaluation <NAME><br><LOCATION>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                             |                        |
| <b>AUDIT INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                             |                        |
| <p>In accordance with ORO.FC.145 (d) (e) FLY2SKY ensures that The FSTD shall replicate the aircraft used by the operator, as far as practicable. Differences between the FSTD and the aircraft shall be described and addressed through a briefing or training, as appropriate.</p> <p>Furthermore, FSTDs are periodically evaluated to monitor changes and to ensure that those changes do not affect the adequacy of the training programs.</p> <p>In accordance with IOSA FLT 2.1.19 requirements Avion express ensures that training facilities, devices, equipment and course materials (whether owned or subcontracted):</p> <ul style="list-style-type: none"><li>• As applicable, have the required certification(s) and approval or acceptance from the State;</li><li>• As applicable, meet the required qualification and performance standards of the Operator or the State;</li><li>• Are periodically evaluated to ensure compliance with required qualification and performance standards.</li></ul> <p>Furthermore, in accordance with IOSA FLT 2.1.45, the Avion Express ensures training aids and equipment, to include mock-ups, flight deck procedure trainers and other devices and/or course materials used in the flight crew training and evaluation program, reasonably reflect the configuration of the fleet(s) for which the respective training is being conducted.</p> <p>The purpose of this evaluation/assessment is to assess the suitability of the specific FSTD for training and checking.</p> <p>Qualification is performed by a Head of Training or a TRI/TRE properly qualified for familiarity with SMS, EASA and IOSA requirements and basic knowledge of CS-FSTD(A).</p> <p>Qualification is based on analysis of documentation provided by FSTD operator and if requested by a subjective evaluation.</p> <p>Qualification report may be used as additional document in order to obtain CAA user approval.</p> |                             |                        |
| Auditor<br>Miko Dimitrov                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                             | Dates of Audit: <date> |



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|                                                                                                                                                                                                                                                          |          | OPERATIONAL APPROVAL | TQ2                       |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------------------|---------------------------|--|
| <b>AUDIT/EVALUATION CHECKLIST</b><br>FSTD & TRAINING CENTER Operational Evaluation                                                                                                                                                                                                                                                        |          |                      |                           |  |
| <b>Instructions for Use:</b><br>Check YES/NO column if you reviewed the record, procedure or event and have no comment. When NO implies a finding enter the level (L1, L2 or L3).<br>Check N/A column if the line item is not required in this situation.<br>For later reference, precede any notes with the appropriate question number. |          |                      |                           |  |
| <b>FSTD INFORMATION</b>                                                                                                                                                                                                                                                                                                                   |          |                      |                           |  |
| Location                                                                                                                                                                                                                                                                                                                                  |          |                      |                           |  |
| FSTD Manufacturer                                                                                                                                                                                                                                                                                                                         |          |                      |                           |  |
| FSTD Operator                                                                                                                                                                                                                                                                                                                             |          |                      |                           |  |
| FSTD Identification Code/Device serial number                                                                                                                                                                                                                                                                                             |          |                      |                           |  |
| Motion System                                                                                                                                                                                                                                                                                                                             |          |                      |                           |  |
| Visual System Type                                                                                                                                                                                                                                                                                                                        |          |                      |                           |  |
| Aircraft Type and Variant (FSTD)                                                                                                                                                                                                                                                                                                          |          |                      |                           |  |
| Engine Fit(s)                                                                                                                                                                                                                                                                                                                             |          |                      |                           |  |
| FSTD Qualification Issued By                                                                                                                                                                                                                                                                                                              |          |                      |                           |  |
| Date of Evaluation (CAA)                                                                                                                                                                                                                                                                                                                  |          |                      |                           |  |
| Date of Qualification Expiry                                                                                                                                                                                                                                                                                                              |          |                      |                           |  |
| FSTD Approval /Qualification Level                                                                                                                                                                                                                                                                                                        |          |                      |                           |  |
| <b>TRAINING CHECKING TO BE CONDUCTED</b>                                                                                                                                                                                                                                                                                                  |          |                      | <b>Approval Requested</b> |  |
| CAT I                                                                                                                                                                                                                                                                                                                                     | RVR 550m | DH                   | 200 ft                    |  |
| CAT II                                                                                                                                                                                                                                                                                                                                    | RVR 300m | DH                   | 100 ft                    |  |
| CAT III A                                                                                                                                                                                                                                                                                                                                 | RVR 200m | DH                   | 50 ft                     |  |
| LVTO                                                                                                                                                                                                                                                                                                                                      | RVR 125m |                      |                           |  |
| Recency                                                                                                                                                                                                                                                                                                                                   |          |                      |                           |  |
| IFR – Training- Checks                                                                                                                                                                                                                                                                                                                    |          |                      |                           |  |
| Type Rating                                                                                                                                                                                                                                                                                                                               |          |                      |                           |  |
| Proficiency Checks                                                                                                                                                                                                                                                                                                                        |          |                      |                           |  |
| Auto coupled Approach                                                                                                                                                                                                                                                                                                                     |          |                      |                           |  |
| Autoland / Roll Out Guidance                                                                                                                                                                                                                                                                                                              |          |                      |                           |  |
| ACAS II/III                                                                                                                                                                                                                                                                                                                               |          |                      |                           |  |
| Windshear Warning System / Predictive Windshear                                                                                                                                                                                                                                                                                           |          |                      |                           |  |
| WX – Radar                                                                                                                                                                                                                                                                                                                                |          |                      |                           |  |
| HUD / HUGS                                                                                                                                                                                                                                                                                                                                |          |                      |                           |  |
| FANS                                                                                                                                                                                                                                                                                                                                      |          |                      |                           |  |
| GPWS / EGPWS                                                                                                                                                                                                                                                                                                                              |          |                      |                           |  |
| ETOPS Capability                                                                                                                                                                                                                                                                                                                          |          |                      |                           |  |
| GPS                                                                                                                                                                                                                                                                                                                                       |          |                      |                           |  |
| <b>Other:</b>                                                                                                                                                                                                                                                                                                                             |          |                      |                           |  |
| Smoke generator                                                                                                                                                                                                                                                                                                                           |          |                      |                           |  |
| TCAS II ver. 7.1                                                                                                                                                                                                                                                                                                                          |          |                      |                           |  |
| UPRT (Pitch and Roll)                                                                                                                                                                                                                                                                                                                     |          |                      |                           |  |

## APPENDICES

### FLIGHT CREW FORMS

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |     |    |     | OPERATIONAL APPROVAL                                                                                                                                                       | TQ2           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|----|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|
| <b>GENERAL</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |     |    |     |                                                                                                                                                                            |               |
| <p>Founded discrepancies during the audit shall be divided into the following categories:</p> <ul style="list-style-type: none"> <li>[L1] Level 1 findings – major noncompliance's, which seriously affects safety. The findings of this category must be corrected immediately, and effected activity must be suspended until corrective actions will be done.</li> <li>[L2] Level 2 findings – noncompliance's, which can affect safety. The findings of this category must be corrected during designated period, not longer than 3 months. If due impartial reasons during designated period finding can't be corrected, the additional period up to 3 months can be designated upon auditee request. In request the reason and time period of extension and temporary actions must be specified. Extension must be marked in audit report form.</li> <li>[L3] Level 3 findings – observations. An observation is minor deviation about which auditor wants to inform the auditee.</li> </ul> |     |    |     |                                                                                                                                                                            |               |
| <b>FACILITIES / DOCUMENTATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |     |    |     |                                                                                                                                                                            |               |
| ITEM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | YES | NO | N/A | Item                                                                                                                                                                       | Finding Level |
| G1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     |    |     | Are classrooms adequately ventilated / heated and if ventilation is achieved by opening windows are noise levels acceptable?                                               |               |
| G2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     |    |     | Are classrooms adequately lit and adequately equipped with projectors, printers, clipboard, etc.?                                                                          |               |
| G3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     |    |     | Are suitable refreshments facilities available for trainees?                                                                                                               |               |
| G4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     |    |     | Are adequate toilet facilities available for all trainees and staff?                                                                                                       |               |
| G5                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     |    |     | Where relevant to synthetic training details, do trainees have full and free access to flight planning documentation?                                                      |               |
| G6                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     |    |     | Where relevant to synthetic training details, do trainees have full and access to the Company documentation such as checklists and relevant manuals?                       |               |
| G7                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     |    |     | Do all synthetic training devices used on the course hold valid approvals?                                                                                                 |               |
| G8                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     |    |     | Is the accommodation for synthetic training suitable with respect to noise, ventilation etc.? Are areas of operation of the simulator and routes of escape clearly marked? |               |
| G9                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     |    |     | Are adequate facilities available for briefing and debriefing within proximity to the synthetic training device?                                                           |               |
| G10                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |     |    |     | Are maintenance and other records including reliability data kept where relevant?                                                                                          |               |
| G11                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |     |    |     | Do the synthetic training devices that are used to simulate emergencies in a satisfactory manner?                                                                          |               |
| <b>STADARD VISUAL / HANDLING / DATABASE CHECKS</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     |    |     |                                                                                                                                                                            |               |
| <b>AIPORTS / RUNWAY:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |    |     |                                                                                                                                                                            |               |
| ITEM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | YES | NO | N/A | Item                                                                                                                                                                       | Finding Level |
| S1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     |    |     |                                                                                                                                                                            |               |
| S2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     |    |     |                                                                                                                                                                            |               |
| S3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     |    |     |                                                                                                                                                                            |               |
| S4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     |    |     |                                                                                                                                                                            |               |
| S5                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     |    |     |                                                                                                                                                                            |               |
| S6                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     |    |     |                                                                                                                                                                            |               |
| S7                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     |    |     |                                                                                                                                                                            |               |
| S8                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     |    |     |                                                                                                                                                                            |               |
| S9                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |     |    |     |                                                                                                                                                                            |               |
| S10                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |     |    |     |                                                                                                                                                                            |               |
| S11                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |     |    |     |                                                                                                                                                                            |               |
| S12                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |     |    |     |                                                                                                                                                                            |               |
| S13                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |     |    |     |                                                                                                                                                                            |               |



## APPENDICES

### FLIGHT CREW FORMS

|                                                                                                                                                                                                                                                                                                                                                                                                                                                            |     |    |     | OPERATIONAL APPROVAL                                                                                                                                                     |               | TQ2 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|----|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------|-----|
| CATEGORY "C" AIRPORTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |     |    |     |                                                                                                                                                                          |               |     |
| AIRPORTS/RUNWAY:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |     |    |     |                                                                                                                                                                          |               |     |
| ITEM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | YES | NO | N/A | Item                                                                                                                                                                     | Finding Level |     |
| C1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |    |     | Functionality of aerodrome(s) features e.g. lighting system of each runway (including width, slope, elevation and profile), taxiways, apron, building location and size. |               |     |
| C2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |    |     | Surrounding terrain containing all geographical and cultural vertical objects defined by the navigation charts.                                                          |               |     |
| C3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |    |     | Taxiway signs, lights and markings for taxiway access between gate/parking area and take-off position.                                                                   |               |     |
| C4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |    |     | Weather, contamination and special effects as well as day/dusk/night/dawn selections.                                                                                    |               |     |
| C5                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |    |     | Functionality of gate/parking area included animated docking system, marshal (optional, if available).                                                                   |               |     |
| C6                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |    |     | Radio Aids                                                                                                                                                               |               |     |
| C7                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |    |     | Database performance                                                                                                                                                     |               |     |
| C8                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |    |     | Threshold crossing height (TCH) of all runways.                                                                                                                          |               |     |
| C9                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |    |     | Alignment of available repositioning via IOS.                                                                                                                            |               |     |
| C10                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |     |    |     | Verification of visual runway segment (VGS) for CAT II/III runways.                                                                                                      |               |     |
| C11                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |     |    |     | FSTD Acceptable Handling characteristics                                                                                                                                 |               |     |
| C12                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |     |    |     | FSTD Operating envelope                                                                                                                                                  |               |     |
| C13                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |     |    |     | Is the FSTD adequate to support that specific training requirements                                                                                                      |               |     |
| <i>Upset prevention and Recovery Training (UPRT) (AMC12 FSTD(A).300)</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |     |    |     |                                                                                                                                                                          |               |     |
| <p>FSTDs that are used to conduct training manoeuvres must be evaluated and qualified.</p> <p>The statement of compliance provided by FSTD operator should also confirm that for each upset scenario, the recovery manoeuvre can be performed such that the FSTD does not exceed the FSTD training envelope, or when the envelope is exceeded, that the FSTD is within the realms of confidence in the simulation accuracy;</p> <p>The following element shall be evaluated by means of FSTD documentation analysis or subjective test.</p> |     |    |     |                                                                                                                                                                          |               |     |
| ITEM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | YES | NO | N/A | Item                                                                                                                                                                     | Finding Level |     |
| U1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |    |     | UPRT Approval on FSTD Certificate                                                                                                                                        |               |     |
| U2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |    |     | Approach to stall                                                                                                                                                        |               |     |
| U3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |    |     | Stall recovery                                                                                                                                                           |               |     |
| U4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |    |     | A nose-high wings level aeroplane upset                                                                                                                                  |               |     |
| U5                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |    |     | A nose-low aeroplane upset                                                                                                                                               |               |     |
| U6                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |    |     | A high bank angle aeroplane upset                                                                                                                                        |               |     |
| U7                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |    |     | IOS Instructor tools for feedback                                                                                                                                        |               |     |
| U8                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |    |     | UPRT preset scenarios                                                                                                                                                    |               |     |
| QUALITY SYSTEM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |     |    |     |                                                                                                                                                                          |               |     |
| Q1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |    |     | Does the Training Organization have an approved Quality System in place?                                                                                                 |               |     |
| Q2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |    |     | Have quality audits taken place in accordance with the audit schedule?                                                                                                   |               |     |
| Q3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |    |     | Are results of quality audits available for inspection by the Company?                                                                                                   |               |     |
| Q4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |    |     | Where non-compliances have been raised, has corrective action been taken within the agreed time scale?                                                                   |               |     |
| Q5                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |     |    |     | Are Quality System records retained for a minimum of 5 years?                                                                                                            |               |     |





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| FLY2SKY                                                 |                                                                                                                                                                                                                                                             | OPERATIONAL APPROVAL                                                                                                                                                              |    | TQ2              |                                                    |
|---------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|------------------|----------------------------------------------------|
| CONFIGURATION DIFFERENCE LIST AND COMPLIANCE PROCEDURES |                                                                                                                                                                                                                                                             |                                                                                                                                                                                   |    |                  |                                                    |
| DIFFERENCES LEVEL [AMC1 ORO.FC.145(d)]                  |                                                                                                                                                                                                                                                             |                                                                                                                                                                                   |    |                  |                                                    |
| Code                                                    | Difference Level                                                                                                                                                                                                                                            | Mitigation methods                                                                                                                                                                |    |                  |                                                    |
| A                                                       | (1) no influence on flight characteristics;<br>(2) no influence on procedures (normal and/or abnormal);<br>(3) differences in presentation; and<br>(4) differences in operation.                                                                            | Self-instruction via the operations manual or flight crew information.                                                                                                            |    |                  |                                                    |
| B                                                       | (1) no influence on flight characteristics;<br>(2) influence on procedures (normal and/or abnormal); and<br>(3) possible differences in presentation and operation.                                                                                         | Flight crew information, computer-based training, system device training or special instruction by instructor.                                                                    |    |                  |                                                    |
| C                                                       | (1) influence on flight characteristics;<br>(2) influence on procedures (normal and/or abnormal); and<br>(3) eventually differences in presentation and operation.                                                                                          | Special instruction by instructor, a selected partial training on another FSTD or aircraft or a waiver because of previous experience, special instruction or training programme. |    |                  |                                                    |
| D                                                       | (1) influence on flight characteristics and/or;<br>(2) influence on procedures (normal and/or abnormal); and/or<br>(3) differences in presentation and/or operation; and<br>(4) FSTD is level D qualified and is used for zero flight-time training (ZFTT). | Specified partial training on another FSTD or aircraft or a waiver because of previous experience, special instruction or training programme.                                     |    |                  |                                                    |
| ATA Chapter                                             | Differences from operator's fleet variants STD = STANDARD to ALL FLEET                                                                                                                                                                                      | Effects                                                                                                                                                                           |    | Difference Level |                                                    |
|                                                         |                                                                                                                                                                                                                                                             | YES                                                                                                                                                                               | NO | Grade            | Remarks                                            |
|                                                         |                                                                                                                                                                                                                                                             |                                                                                                                                                                                   |    |                  | FC = Flight Characteristics PC = Procedure Changes |
| 20-Aircraft General                                     | STD                                                                                                                                                                                                                                                         |                                                                                                                                                                                   |    |                  |                                                    |
| 21-Air Conditioning                                     | STD                                                                                                                                                                                                                                                         |                                                                                                                                                                                   |    |                  |                                                    |
| 22-Auto flight                                          | STD                                                                                                                                                                                                                                                         |                                                                                                                                                                                   |    |                  |                                                    |
| 23-Comms                                                | STD                                                                                                                                                                                                                                                         |                                                                                                                                                                                   |    |                  |                                                    |
| 24-Electrical                                           | STD                                                                                                                                                                                                                                                         |                                                                                                                                                                                   |    |                  |                                                    |
| 25-Equipment                                            | STD                                                                                                                                                                                                                                                         |                                                                                                                                                                                   |    |                  |                                                    |
| 26-Fire Protection                                      | STD                                                                                                                                                                                                                                                         |                                                                                                                                                                                   |    |                  |                                                    |
| 27-Flight Controls                                      | STD                                                                                                                                                                                                                                                         |                                                                                                                                                                                   |    |                  |                                                    |
| 28-Fuel                                                 | STD                                                                                                                                                                                                                                                         |                                                                                                                                                                                   |    |                  |                                                    |
| 29-Hydraulics                                           | STD                                                                                                                                                                                                                                                         |                                                                                                                                                                                   |    |                  |                                                    |
| 30-Ice & Rain Protection                                | STD                                                                                                                                                                                                                                                         |                                                                                                                                                                                   |    |                  |                                                    |
| 31-Indicating / Records                                 | PFT/ND LCD type                                                                                                                                                                                                                                             |                                                                                                                                                                                   |    |                  |                                                    |
| 32-Landing Gear                                         | STD                                                                                                                                                                                                                                                         |                                                                                                                                                                                   |    |                  |                                                    |
| 33-Lighting                                             | STD                                                                                                                                                                                                                                                         |                                                                                                                                                                                   |    |                  |                                                    |
| 34-Navigation                                           | GPS<br>PWS<br>BUSS                                                                                                                                                                                                                                          |                                                                                                                                                                                   |    |                  |                                                    |
| 35-Oxygen                                               | STD                                                                                                                                                                                                                                                         |                                                                                                                                                                                   |    |                  |                                                    |
| 36-Pneumatics                                           | STD                                                                                                                                                                                                                                                         |                                                                                                                                                                                   |    |                  |                                                    |
| 49-APU                                                  | STD                                                                                                                                                                                                                                                         |                                                                                                                                                                                   |    |                  |                                                    |
| 70-Power Plants                                         | ENGINE CFM/IAE                                                                                                                                                                                                                                              |                                                                                                                                                                                   |    |                  |                                                    |
| Miscellaneous                                           | DATABASE                                                                                                                                                                                                                                                    |                                                                                                                                                                                   |    |                  |                                                    |
| Safety                                                  |                                                                                                                                                                                                                                                             |                                                                                                                                                                                   |    |                  |                                                    |
| COMPANY AIRCRAFT VARIANT                                |                                                                                                                                                                                                                                                             |                                                                                                                                                                                   |    |                  |                                                    |
|                                                         |                                                                                                                                                                                                                                                             |                                                                                                                                                                                   |    |                  |                                                    |
|                                                         |                                                                                                                                                                                                                                                             |                                                                                                                                                                                   |    |                  |                                                    |

TQ2 - FSTD Internal Audit - 01 MAY 2021

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## APPENDICES

### FLIGHT CREW FORMS

| FLY2SKY                            |                                                                                                                                                                                                                                                                                                                                                 | OPERATIONAL APPROVAL |                                 |  |                |  |     | TQ2     |  |
|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|---------------------------------|--|----------------|--|-----|---------|--|
| CATEGORY C AERODROMES              |                                                                                                                                                                                                                                                                                                                                                 |                      |                                 |  |                |  |     |         |  |
| ICAO                               | NAME                                                                                                                                                                                                                                                                                                                                            | RWY                  | REALISTIC VISUAL SCENE (YES/NO) |  |                |  |     |         |  |
|                                    |                                                                                                                                                                                                                                                                                                                                                 |                      | NAVAID                          |  | TERRAIN        |  | RWY | TAXIWAY |  |
|                                    |                                                                                                                                                                                                                                                                                                                                                 |                      | NAVAID                          |  | TERRAIN        |  | RWY | TAXIWAY |  |
| SUPPORTING DOCUMENTATION           |                                                                                                                                                                                                                                                                                                                                                 |                      |                                 |  |                |  |     |         |  |
| 1                                  |                                                                                                                                                                                                                                                                                                                                                 |                      |                                 |  |                |  |     |         |  |
| 2                                  |                                                                                                                                                                                                                                                                                                                                                 |                      |                                 |  |                |  |     |         |  |
| 3                                  |                                                                                                                                                                                                                                                                                                                                                 |                      |                                 |  |                |  |     |         |  |
| OBSERVATIONS / RECOMMENDATIONS     |                                                                                                                                                                                                                                                                                                                                                 |                      |                                 |  |                |  |     |         |  |
| ITEM                               | OBSERVATIONS                                                                                                                                                                                                                                                                                                                                    |                      |                                 |  |                |  |     |         |  |
|                                    |                                                                                                                                                                                                                                                                                                                                                 |                      |                                 |  |                |  |     |         |  |
| FINDINGS                           |                                                                                                                                                                                                                                                                                                                                                 |                      |                                 |  |                |  |     |         |  |
| ITEM                               | FINDING                                                                                                                                                                                                                                                                                                                                         |                      |                                 |  |                |  |     |         |  |
|                                    |                                                                                                                                                                                                                                                                                                                                                 |                      |                                 |  |                |  |     |         |  |
| CORRECTIVE ACTIONS                 |                                                                                                                                                                                                                                                                                                                                                 |                      |                                 |  |                |  |     |         |  |
| ITEM                               | FINDING                                                                                                                                                                                                                                                                                                                                         |                      |                                 |  |                |  |     |         |  |
|                                    |                                                                                                                                                                                                                                                                                                                                                 |                      |                                 |  |                |  |     |         |  |
| GENERAL STATEMENT                  |                                                                                                                                                                                                                                                                                                                                                 |                      |                                 |  |                |  |     |         |  |
|                                    | Simulator <FSTD> found satisfactory for training.<br>Differences and familiarisation briefing required for A320/A321 variants and CFMIAE engines.<br>Briefing for minor panels layout differences a procedure's changes (PC) to be performed by Instructor before session.<br>FSTD is approved for the following Category C Airports: <airport> |                      |                                 |  |                |  |     |         |  |
| Head of Training<br>Mitko Dimitrov |                                                                                                                                                                                                                                                                                                                                                 |                      |                                 |  | Date<br><date> |  |     |         |  |



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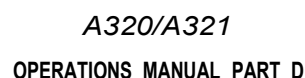
## APPENDICES

### FLIGHT CREW FORMS

#### 5-1-18 TQ3 – CBT COURSE EVALUATION

Applicable to: ALL

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                              |                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|-----------------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <b>CBT COURSE EVALUATION</b> | <b>TQ3</b>      |
| <b>FLIGHT TRAINING DEPARTMENT – INTERNAL AUDIT</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                              |                 |
| <b>TYPE OF AUDIT / EVALUATION / APPROVAL</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                              |                 |
| Training Provider Evaluation                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                              |                 |
| <b>AUDIT INFORMATION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                              |                 |
| <p>In accordance with IOSA FLT 2.1.19 requirements FLY2SKY ensures that training facilities, devices, equipment and course materials (whether owned or subcontracted):</p> <ul style="list-style-type: none"><li>▪ As applicable, have the required certification(s) and approval or acceptance from the State;</li><li>▪ As applicable, meet the required qualification and performance standards of the Operator or the State;</li><li>▪ Are periodically evaluated to ensure compliance with required qualification and performance standards.</li></ul> <p>Furthermore, in accordance with IOSA FLT 2.1.45, the FLY2SKY ensures training aids and equipment, to include mock-ups, flight deck procedure trainers and other devices and/or course materials used in the flight crew training and evaluation program, reasonably reflect the configuration of the fleet(s) for which the respective training is being conducted.</p> <p>The purpose of this evaluation/assessment is to assess the suitability of the specific CBT training to meet FLY2SKY requirements.</p> |                              |                 |
| Auditor                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                              | Dates of Audit: |



## APPENDICES

### FLIGHT CREW FORMS

[illegible]



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## APPENDICES

### FLIGHT CREW FORMS

|                                       |                              |            |
|---------------------------------------|------------------------------|------------|
|                                       | <b>CBT COURSE EVALUATION</b> | <b>TQ3</b> |
| <b>SUPPORTING DOCUMENTATION</b>       |                              |            |
|                                       |                              |            |
| <b>OBSERVATIONS / RECOMMENDATIONS</b> |                              |            |
| <b>ITEM</b>                           | <b>OBSERVATIONS</b>          |            |
|                                       |                              |            |
| <b>FINDINGS</b>                       |                              |            |
| <b>ITEM</b>                           | <b>FINDING</b>               |            |
|                                       |                              |            |
| <b>CORRECTIVE ACTIONS</b>             |                              |            |
| <b>ITEM</b>                           | <b>FINDING</b>               |            |
|                                       |                              |            |
| <b>GENERAL STATEMENT</b>              |                              |            |
|                                       |                              |            |
| Head of Training                      |                              | Date       |



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## APPENDICES

### FLIGHT CREW FORMS

#### 5-1-19 A1 FSTD INSTRUCTOR/EXAMINER TRAINING/CHECKING SCENARIO

Applicable to: ALL



FSTD  
RECURRENT TRAINING & CHECKING

OMD  
VAW-FCT-009-A1

#### CYCLE X training or check SEASON YYYY

DD/MM/YYYY – DD/MM/YYYY

##### SOFIA JET XYZ

Route: ICAO – ICAO, UNXXX, ERG YYYY LOADED IN CMPTX

Position: ICAO Stand X NOTAMS XXXX

Aircraft and Engines: LZ-XYZ (A320-XYZ IAE or CFM)

Aircraft INIT: ZFW TT.T/CG PP/FUEL FF.F

ATIS: Wind DDD/KT, VIS: XXXXm, Clouds: BKN FFF OVC FFFF WX WX, TEMP: TT/TT, QNH: PPPP,

Turb.: XX%, WX, RWYXX, RWYCC

| Time                                    | Total Time | Event | PF   |
|-----------------------------------------|------------|-------|------|
| <b>EXERCISE 1 LOS/LOFT/LOE</b>          |            |       |      |
| H:MM                                    | H:MM       |       | CMX  |
| H:MM                                    | H:MM       |       | CMX  |
| H:MM                                    | H:MM       |       | CMX  |
| H:M                                     | H:MM       |       | CMX  |
| H:MM                                    | H:MM       |       | CMX  |
| H:MM                                    | H:MM       |       | CMX  |
| H:MM                                    | H:MM       |       | CMX  |
| H:MM                                    | H:MM       |       | CMX  |
| H:MM                                    | H:MM       |       | CMX  |
| H:MM                                    | H:MM       |       | CMX  |
| H:MM                                    | H:MM       |       | CMX  |
| H:MM                                    | H:MM       |       | CMX  |
| <b>EXERCISE 2 – RHS (BRAKE)</b>         |            |       |      |
| H:MM                                    | H:MM       |       | CMY  |
| H:MM                                    | H:MM       |       | CMY  |
| H:MM                                    | H:MM       |       | CMY  |
| H:MM                                    | H:MM       |       | CMY  |
| H:MM                                    | H:MM       |       | CMY  |
| H:MM                                    | H:MM       |       | CMY  |
| <b>EXERCISE 3 – LOW VISIBILITY ICAO</b> |            |       |      |
| H:MM                                    | H:MM       |       | CMXY |
| H:MM                                    | H:MM       |       | CMXY |
| H:MM                                    | H:MM       |       | CMXY |
| H:MM                                    | H:MM       |       | CMXY |



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### CABIN CREW FORMS



FSTD  
RECURRENT TRAINING & CHECKING

OMD  
VAW-FCT-009-A1

| EXERCISE 4 - LOS/SPOT RUNWAY ICAO |      |  |      |
|-----------------------------------|------|--|------|
| H:MM                              | H:MM |  | CMXY |
| H:MM                              | H:MM |  | CMXY |
| H:MM                              | H:MM |  | CMXY |
| H:MM                              | H:MM |  | CMXY |
| H:MM                              | H:MM |  | CMXY |

| EXERCISE 5 - NARROW RUNWAY ICAO |      |  |      |
|---------------------------------|------|--|------|
| H:MM                            | H:MM |  | CMXY |
| H:MM                            | H:MM |  | CMXY |
| H:MM                            | H:MM |  | CMXY |
| H:MM                            | H:MM |  | CMXY |
| H:MM                            | H:MM |  | CMXY |



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## APPENDICES

### FLIGHT CREW FORMS

#### 5-1-20 A2 FSTD PILOT TRAINING/CHECKING SCENARIO

Applicable to: ALL



FSTD  
RECURRENT TRAINING & CHECKING

OM D issue 2 revision 8  
VAW-FCT-009-A2

|                                                                |               |           |
|----------------------------------------------------------------|---------------|-----------|
| DATE:                                                          | DISTRIBUTION: | OPS BASE: |
| SUBJECT: YYYY Cycle X OPC/LPC/FTSD Recurrent Training Syllabus |               |           |

#### 1. Operator proficiency check (OPC) (AMC1 ORO.FC.230)

Each Fly2Sky flight crew member attends regular FSTD recurrent training and checking on the A320F aircraft.

Each flight crew member must complete operator proficiency checks as part of the normal crew complement to demonstrate competence in carrying out normal, abnormal and emergency procedures.

The validity period of the operator proficiency check is six calendar months.

The proficiency check must be undertaken before commencing commercial air transport operations.

The FSTD training programme is established in a way that all major failures of aircraft systems and associated procedures will have been covered in the preceding 3 year period.

FSTD training is combined with the operator proficiency check.

During OPC full use of automatics can be used for all approached.

The OPC include the following manoeuvres:

- Rejected take-off
- Take-off with engine failure between V1 and V2
- 3D instrument approach to minima with one engine inoperative,
- 2D approach to minima. One approach must be an RNP,
- Missed approach on instruments from minima with one engine inoperative,
- Landing with one engine inoperative.
- Other company qualifications RHS, LVO, Narrow RWY

#### 1.1 OPC Objectives

Assessment of the ability to operate the aircraft in normal, abnormal and emergency operations to standards in accordance with Fly2Sky OMs and to meet the relevant standards of Air-OPS and EASA AirCrew. Ability to apply the CRM no-techs skills in all phases of flight.

#### 1.2 LOFT/LOE Session

Line Operational Simulation (LOS) is a training or evaluation session conducted in a "line environment" setting. Under LOS, instruction and training is based on CRM learning objectives, and includes behavioral observation and assessment of crew performance. Specific training activities under LOS include:

- Line Operational Evaluation (LOE). LOE is an evaluation of individual and crew performance in a flight simulation device conducted as a real-time Line Operational Simulation (LOS) scenario.
- Line Oriented Flight Training (LOFT). LOFT is a Line Operational Simulation (LOS) training conducted in real time as a line operation with no interruption by the instructor during the session except for a non-disruptive acceleration of uneventful en-route segments.





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OPERATIONS MANUAL PART D

## APPENDICES

### CREW FORMS

#### 5-1-21 AM - MATRIX FOR ASSESSING TRAINING/CHECKING PERSONNEL

|    |   |   |   |   |
|----|---|---|---|---|
| 10 | G | 8 | 7 | 6 |
| G  | 8 | 7 | 6 | 5 |
| 8  | 7 | 6 | 5 | 4 |
| 7  | 6 | 5 | 4 | 3 |
| 6  | 5 | 4 | 3 | 2 |
| 1  | 2 | 3 | 4 | 5 |

- 1) assessing parameter
- 2) assessing parameter
- 3) assessing parameter
- 4) assessing parameter
- 5) assessing parameter

A, B, C, D, E, - Level of acceptance

Score matrix

LOFT/LOE sessions allow for a realistic training environment and a more reliable assessment of the pilots' abilities and weaknesses during normal line operations

### 1.3 Notes to pilots

- LOFT/LOE type of flight from A to B in a real-time environment without intervention by the instructor with all required paperwork provided.
- The LOFT/LOE briefing will ensure that the roles and objectives are fully understood.
- All weather conditions to be nominated by the instructor; cold weather operational environment, contaminated runway conditions.
- LOFT/LOE scenario and aerodromes to be used to be decided by the instructors.
- Scenarios are intended to produce a busy and realistic environment but should never overload the crew.
- Relatively simple failures are introduced during the flight to enable the session objectives to be met.
- Trainees and Instructor must use headsets for ATC communications.
- Instructor plays ATC, Ground Personnel and Cabin Staff.
- The crew should have some time to study the documentation and, for example, decide on the required fuel load, etc.

### 1.4 Intended aerodromes to be used

- ICAO/ICAO/ICAO (code) charts may be requested by Fly2Sky OPS. Other airport may be chosen by examiner depending on visual model available in the FSTD.

### 1.5 Operational Documentation

The trainees are provided with all the documents and/or information used in line operations:

- Flight Plan (to be given by the instructor).
- Weather/NOTAM (to be given by instructor)
- Load Sheet to be computed on EFB FlySmart or Manual
- MEL (EFB FS)
- RTOW (EFB FS)
- Jeppesen FD X Pro Route Manuals (EFB)
- QRH and Checklists (available from instructor)
- FCOM/FCTM/OM-A, B and C and others manual available on EFB

Information of aerodromes not included in the simulator trip shall be distributed during training.

**PILOTS ARE EXPECTED TO CARRY AN IPAD WITH UPDATED EFB AND CHARTS**

### 1.6 Session Objective

Line Operational Evaluation is to assess trainee's overall workload management, planning, CRM and decision making in normal, abnormal and emergency situations.

## 2. License proficiency check (LPC)

The License Proficiency Check is a Part-FCL requirement and includes the Instrument Rating Renewal and Type Rating Renewal. It is valid for one year. The check will be conducted under IFR, and CRM must be assessed.

In case of LPC combined with OPC the pilot and examiner, for the applicable procedures, must consult EASA document: Examiner Differences Document to FCL1015(b)(4) and (c) of Annex I (Part-FCL) of Commission Regulation (EU) No 1178/2011.

Pilots that need to revalidate License (LPC) are required to inform company and TRE well in advance (at least 7 days before sim) to comply with local authority notification requirements. Together with request to perform LPC pilots are required to send to TRE a copy of License and Medical Certificate. TRE will have no responsibility in case of late communication or refusal from relevant CAA to perform LPC. Revalidation of type rating is direct responsibility of pilot.

### 3. Course structure

- The first 4-hour session will be used for the renewal of the OPC/LPC and to complete all set of OPC/LPC mandatory items.
- The second 4-hour slot will be used for the LOFT/LOE (Line Operational Flight Training/Evaluation).
- Distinctive feature of the forthcoming simulator will be the LOFT/LOE and CRM emphasis. Most of the OPC/LPC elements will be ingrained in different LOFT scenarios. This will maximise the simulator utilization, creating more realistic environment facilitating CRM.
- This simulator recurrent will cover module "X" of the three (3) year cycle as stated on OM-D VAW-FCT-009

#### 3.1 Course Syllabus

The main system that will be covered during OPC/RT are:

##### 3.1.1 General

##### 3.1.2 Flight Preparation / Take Off / Climb

##### 3.1.3 Normal, abnormal, emergency system operations

##### 3.1.4 Abnormal emergency procedures

##### 3.1.5 Procedures

##### 3.1.6 Low Visibility Operations (LVO)

##### 3.1.7 Other company qualifications

#### 3.2 Intentionally left

### 3.3 Aircraft System

The technical systems recurrent shall be attending CBT modules published on ScandLearn system. Skill test shall be passed before attending simulator training and checking. Knowledge may also be checked by oral questionnaire during the OPC/LPC/FSTD RT

This cycle's system test will be focused on the following ATA chapters:

| CYCLE X          |
|------------------|
| SEASON           |
| YYYY             |
| ATA Chapter      |
| XX - SYSTEM NAME |
| XX - SYSTEM NAME |
| XX - SYSTEM NAME |
| XX - SYSTEM NAME |
| XX - SYSTEM NAME |
| XX - SYSTEM NAME |
| XX - SYSTEM NAME |
| XX - SYSTEM NAME |

### 3.4 Ground Training – Operational Procedures

To complete ground training topics related to FSTD training are presented by the instructor before each session. This cycle includes the following:

#### 3.4.1 Day 1

3.4.1.1 Reporting System,Treat and Error Management (TEM), Accident,Incident and Occurrence review

#### 3.4.2 Day 2

##### 3.4.2.1 Low Visibility Operations

- Low Visibility TAXI and Take Off
- CAT II and III

##### 3.4.2.2 Operational Procedures



#### 4. Administrative Briefing

Transport, HOTAC, Ground Transport, Training Center will be managed by Crew Control  
for PILOTS living abroad BULGARIA

Standard briefing times are 01:00 before simulator and 01:00 after. Flight crews SHALL be in contact with the instructor the day before the training for relevant notifications and arrangements.

Addresses:

SFT - Sofia, "8th"str., coordinates: 42.701986, 23.404851

In training center meeting point is the lobby or designated briefing room inside

Arrange transportation to be at simulator centre 1h 10 min before SIM schedule.

Please be advised, that each crew member must have the following documents:

- A valid passport or ID.
- Flight Crew License with Medical Certificate.
- Pilot's Logbook
- Company Security ID (to enter sim facilities)
- Personal iPad (if available) with updated Centrik, FlySmart and JeppFD on EFB

|          |            |
|----------|------------|
| ORIGIN:  | AUTHORITY: |
| Training | Sign:      |
| Manager  |            |



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## APPENDICES

### CABIN CREW FORMS

#### 5-2-1 TC1 – CABIN CREW RECORD

Applicable to: ALL

|  |                   |     |
|--|-------------------|-----|
|  | CABIN CREW RECORD | TC1 |
|--|-------------------|-----|

| DATE<br>(dd/mm/yy) | NAME AND SURNAME OF TRAINER | SIGNATURE |
|--------------------|-----------------------------|-----------|
|                    |                             |           |

| TYPE OF RECORD |
|----------------|
|                |

| SUBJECTS TO BE COVERED |
|------------------------|
|                        |
|                        |
|                        |
|                        |
|                        |
|                        |
|                        |
|                        |
|                        |

| CABIN CREW MEMBER | RESULT |
|-------------------|--------|
|                   |        |
|                   |        |
|                   |        |
|                   |        |
|                   |        |
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|                   |        |
|                   |        |
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|                   |        |

| GENERAL REMARKS |
|-----------------|
|                 |
|                 |

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### CABIN CREW FORMS

#### 5-2-2 TC2 – CABIN CREW GROUND TRAINING RECORD

Applicable to: ALL

|  |                                   |     |
|--|-----------------------------------|-----|
|  | CABIN CREW GROUND TRAINING RECORD | TC2 |
|--|-----------------------------------|-----|

| DATE<br>(dd/mm/yy) | NAME AND SURNAME OF TRAINEE | ATTESTATION NUMBER |
|--------------------|-----------------------------|--------------------|
|                    |                             |                    |

The holder has successfully completed the Fly2Sky ground course as a minimum required according to OM-D and may act as an operating cabin crew member during flight operations when this document is complemented with a valid attestation and relevant training and check.

| TRAINING PROGRAM                                     | NAME AND SIGNATURE<br>OF TRAINER |
|------------------------------------------------------|----------------------------------|
| Introduction Fly2Sky Organisation and Administration |                                  |
| Aeroplane and Flight Basics                          |                                  |
| Internal Processes And Procedures                    |                                  |
| Normal Operations                                    |                                  |
| Inflight Service                                     |                                  |
| Passenger Announcements                              |                                  |
| Uniform Regulation / Grooming                        |                                  |
| Documents / Scheduling Systems (Centrik / Leon)      |                                  |
| Security                                             |                                  |
| Flight Safety, Compliance and Alertness Management   |                                  |
| Operator CRM Training                                |                                  |
| FRM                                                  |                                  |
| DG                                                   |                                  |

| ACCEPTANCE                                                                                 |                   |
|--------------------------------------------------------------------------------------------|-------------------|
| TRAINEE RANK AND SIGNATURE                                                                 | TRAINER SIGNATURE |
| CC <input type="checkbox"/><br>SCC <input type="checkbox"/><br>LI <input type="checkbox"/> |                   |

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## APPENDICES

### CABIN CREW FORMS

#### 5-2-3 TC3 – CABIN CREW CHECK RECORD

Applicable to: ALL

|  |                         |     |
|--|-------------------------|-----|
|  | CABIN CREW CHECK RECORD | TC3 |
|--|-------------------------|-----|

| TYPE OF CHECK                                                                                                                    |
|----------------------------------------------------------------------------------------------------------------------------------|
| FAMILIARISATION FLIGHT <input type="checkbox"/> CHECK FLIGHT <input type="checkbox"/> ANNUAL LINE CHECK <input type="checkbox"/> |

| DATE<br>(dd/mm/yy) | AIRCRAFT<br>TYPE                                               | REGISTRATION | FLIGHT<br>NUMBER(S) | ROUTING |
|--------------------|----------------------------------------------------------------|--------------|---------------------|---------|
|                    | <input type="checkbox"/> A320<br><input type="checkbox"/> A321 |              |                     |         |

| NAME AND SURNAME OF TRAINEE | PIN |
|-----------------------------|-----|
|                             |     |

| NAME AND SURNAME OF TRAINER | PIN |
|-----------------------------|-----|
|                             |     |

#### ELEMENTS OF THE FLIGHT CHECK

| PRE-FLIGHT PERFORMANCE AND BRIEFING            | PASS | FAIL |
|------------------------------------------------|------|------|
| Arrival for duty                               |      |      |
| Workwear regulation compliance / Grooming      |      |      |
| Personal and flight documents                  |      |      |
| Knowledge of flight specifics                  |      |      |
| Knowledge of SOP                               |      |      |
| Knowledge of Emergency and Abnormal procedures |      |      |
| Medical knowledge                              |      |      |

| GROUND DUTIES                                    | PASS | FAIL |
|--------------------------------------------------|------|------|
| Pre-flight check of safety / Emergency equipment |      |      |
| Pre-flight check (including security search)     |      |      |
| Use of the interphone and public address system  |      |      |
| Door operation (open-close, arm-disarm)          |      |      |
| Knowledge of cabin systems and their interaction |      |      |

| PRE-FLIGHT DUTIES                     | PASS | FAIL |
|---------------------------------------|------|------|
| Passengers boarding                   |      |      |
| Handling and control of cabin luggage |      |      |
| Safety demonstration                  |      |      |
| Announcements                         |      |      |
| Cabin safety check                    |      |      |
| Language Proficiency                  |      |      |

Continued on the next page





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OPERATIONS MANUAL PART D

## APPENDICES

### CABIN CREW FORMS

*Continued from the previous page*

| IN-FLIGHT DUTIES                            | PASS | FAIL |
|---------------------------------------------|------|------|
| Regular cabin / galley / lavatory check     |      |      |
| Passengers assistance during the flight     |      |      |
| Safety and security awareness               |      |      |
| Interaction and communication with the crew |      |      |
| Quality of service                          |      |      |

| POST-FLIGHT DUTIES       | PASS | FAIL |
|--------------------------|------|------|
| Passenger disembarkation |      |      |
| Security check           |      |      |

| SENIOR CABIN CREW (SCC) DUTIES                | PASS | FAIL |
|-----------------------------------------------|------|------|
| Inspection of flight documentation            |      |      |
| Monitoring passenger cabin/ flight deck       |      |      |
| Crew supervision/quality of service           |      |      |
| Cooperation with ground staff and flight crew |      |      |
| Commands                                      |      |      |
| Safety and security awareness                 |      |      |
| Briefing / Debriefing                         |      |      |
| Leadership                                    |      |      |

| LINE INSTRUCTOR (LI) DUTIES                    | PASS | FAIL |
|------------------------------------------------|------|------|
| Personal appearance/knowledge/briefing conduct |      |      |
| Interaction with trainee / dialogue            |      |      |
| Supervising of execution of training syllabus  |      |      |
| Judgement / Objectivity                        |      |      |
| Training documentation                         |      |      |

| REQUIRED NON-TECHNICAL SKILLS    |  |
|----------------------------------|--|
| Co-operation                     |  |
| Situational awareness            |  |
| Leadership and Management skills |  |
| Decision making                  |  |

Unacceptable

Acceptable

| GENERAL REMARKS |
|-----------------|
|                 |
|                 |
|                 |

| CHECK RESULT                                                |
|-------------------------------------------------------------|
| PASS <input type="checkbox"/> FAIL <input type="checkbox"/> |

| ACCEPTANCE                                                                                 |                   |
|--------------------------------------------------------------------------------------------|-------------------|
| TRAINEE RANK AND SIGNATURE                                                                 | TRAINER SIGNATURE |
| CC <input type="checkbox"/><br>SCC <input type="checkbox"/><br>LI <input type="checkbox"/> |                   |

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OPERATIONS MANUAL PART D

## APPENDICES

### CABIN CREW FORMS

#### 5-2-4 TC4 – CABIN CREW AIRCRAFT VISIT RECORD

Applicable to: ALL

|  |                                  |     |
|--|----------------------------------|-----|
|  | CABIN CREW AIRCRAFT VISIT RECORD | TC4 |
|--|----------------------------------|-----|

| DATE<br>(dd/mm/yy) | AIRCRAFT<br>TYPE                                               | REGISTRATION | NAME AND SURNAME OF TRAINER | SIGNATURE |
|--------------------|----------------------------------------------------------------|--------------|-----------------------------|-----------|
|                    | <input type="checkbox"/> A320<br><input type="checkbox"/> A321 |              |                             |           |

| ELEMENTS OF AIRCRAFT VISIT                                             | CHECKED |
|------------------------------------------------------------------------|---------|
| Interphone and public address system                                   |         |
| Evacuation alarm system                                                |         |
| Emergency lighting                                                     |         |
| Smoke detection systems                                                |         |
| Lavatories                                                             |         |
| Safety / Emergency equipment                                           |         |
| Cabin crew stations                                                    |         |
| Flight crew compartment - environment, safety / emergency equipment    |         |
| Galleys, galley security and water shut-off                            |         |
| Cargo areas if accessible from the passenger compartment during flight |         |
| Circuit breaker panels                                                 |         |
| Doors / Exit location and environment                                  |         |
| IFE system used for conveying safety-related information               |         |

| CABIN CREW MEMBER NAMES | SIGNATURE |
|-------------------------|-----------|
|                         |           |
|                         |           |
|                         |           |
|                         |           |
|                         |           |
|                         |           |
|                         |           |
|                         |           |
|                         |           |
|                         |           |

| GENERAL REMARKS |
|-----------------|
|                 |
|                 |
|                 |
|                 |

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## APPENDICES

### CABIN CREW FORMS

#### 5-2-5 TC5 – CABIN CREW CONVERSION TRAINING RECORD

Applicable to: ALL

|  |                                          |     |
|--|------------------------------------------|-----|
|  | CABIN CREW CONVERSION<br>TRAINING RECORD | TC5 |
|--|------------------------------------------|-----|

| DATE<br>(dd/mm/yy) | NAME AND SURNAME OF TRAINEE | ATTESTATION NUMBER |
|--------------------|-----------------------------|--------------------|
|                    |                             |                    |

The holder has completed the Fly2Sky conversion course (ORO.CC.125) as a minimum required according to OM-D and may act as an operating cabin crew member during flight operations when this document is complemented with a successfully passed test

| TRAINING PROGRAM                                                                 | NAME AND SIGNATURE<br>OF TRAINER |
|----------------------------------------------------------------------------------|----------------------------------|
| Description of the cabin configuration                                           |                                  |
| Location and use of all portable safety and emergency equipment carried on-board |                                  |
| Normal and emergency procedures                                                  |                                  |
| Passenger handling and crowd control                                             |                                  |
| Fire-fighting and protective equipment carried on-board                          |                                  |
| Evacuation procedures                                                            |                                  |
| Pilot incapacitation procedures                                                  |                                  |
| Crew resource management                                                         |                                  |
| Applicable security requirements and procedures                                  |                                  |

| ACCEPTANCE                                                                                 |                   |
|--------------------------------------------------------------------------------------------|-------------------|
| TRAINEE RANK AND SIGNATURE                                                                 | TRAINER SIGNATURE |
| CC <input type="checkbox"/><br>SCC <input type="checkbox"/><br>LI <input type="checkbox"/> |                   |



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## APPENDICES

### CABIN CREW FORMS

#### 5-2-6 CABIN CREW AIRCRAFT TYPE QUALIFICATION CERTIFICATE

Applicable to: ALL

|                                                                                                                                                                                                                                                                         |                                                               |           |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|-----------|
|                                                                                                                                                                                                                                                                         | <b>CABIN CREW AIRCRAFT TYPE<br/>QUALIFICATION CERTIFICATE</b> | <b>No</b> |
| Reference number of the cabin crew<br>attestation:                                                                                                                                                                                                                      |                                                               |           |
| Cabin crew attestation holder's full name:                                                                                                                                                                                                                              |                                                               |           |
| Issuing organisation:                                                                                                                                                                                                                                                   |                                                               |           |
| <i>The above-mentioned person may act as an operating cabin crew member during flight<br/>operations only if his/her aircraft type and /or variant qualification(s) listed and dated below<br/>comply with the applicable validity period(s) specified in Part-ORO.</i> |                                                               |           |
| Date of issue:                                                                                                                                                                                                                                                          | Training manager:                                             |           |
| <i>This document is an integral part of the cabin crew member's attestation.</i>                                                                                                                                                                                        |                                                               |           |

| Aircraft type/<br>Qualification | Last training/<br>check | Qualification<br>valid until | Examiner's<br>LIN/ signature |
|---------------------------------|-------------------------|------------------------------|------------------------------|
| CC A320                         |                         |                              |                              |
| SCC A320                        |                         |                              |                              |
| LI A320                         |                         |                              |                              |
|                                 |                         |                              |                              |
|                                 |                         |                              |                              |
|                                 |                         |                              |                              |
|                                 |                         |                              |                              |
|                                 |                         |                              |                              |
|                                 |                         |                              |                              |
|                                 |                         |                              |                              |
|                                 |                         |                              |                              |
|                                 |                         |                              |                              |
|                                 |                         |                              |                              |
|                                 |                         |                              |                              |



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## APPENDICES

### CABIN CREW FORMS

#### 5-2-7 TC7 CABIN CREW GROUP FAMILIARISATION

Applicable to: ALL



CABIN CREW GROUP FAMILIARISATION FLIGHT

TC7

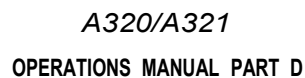
| DATE<br>(dd/mm/yy) | Routing | AIRCRAFT<br>TYPE                                               | REGISTRATION | NAME AND SURNAME OF<br>TRAINER | SIGNATURE |
|--------------------|---------|----------------------------------------------------------------|--------------|--------------------------------|-----------|
|                    |         | <input type="checkbox"/> A320<br><input type="checkbox"/> A321 |              |                                |           |

| ELEMENTS OF FAMILIARISATION FLIGHT                                             | CHECKED |
|--------------------------------------------------------------------------------|---------|
| Reporting for duty according Fly2Sky reporting time.                           |         |
| Pre-Flight crew briefing                                                       |         |
| Pre-Flight Safety and Emergency equipment check and security check/search      |         |
| Cabin/Equipment discrepancies reporting/recording                              |         |
| Passengers boarding procedure                                                  |         |
| Door closing and, if applicable, associated slide arming procedures            |         |
| Pre-flight passenger safety briefing/demonstration                             |         |
| Pre-flight warnings and checks, and securing of cabin galleys                  |         |
| Revising 30 seconds Review procedure                                           |         |
| Post take-off procedures                                                       |         |
| In-Flight procedures pertaining to safety e.g. In-flight turbulence            |         |
| Rapid Descent procedures associated with a rapid decompression                 |         |
| Procedures associated with a go around                                         |         |
| Procedures associated with preparation for an Emergency landing and Evacuation |         |
| Pre-Landing warnings and checks, and securing of cabin galleys                 |         |
| Door opening and, if applicable, associated slide disarming procedures         |         |
| Passenger disembarkation procedure                                             |         |
| Safety on the ramp                                                             |         |

| CABIN CREW TRAINEES' NAMES | SIGNATURE |
|----------------------------|-----------|
|                            |           |
|                            |           |
|                            |           |
|                            |           |
|                            |           |
|                            |           |
|                            |           |
|                            |           |
|                            |           |
|                            |           |

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## CABIN CREW FORMS

## 5-2-8 TC8 S/CCM COURSE PLANNING

**Applicable to: ALL**



## S/CCM COURSE PLANNING

## TC8

### S/CCM - Training Course Schedule

|       |                          | From - To |  |
|-------|--------------------------|-----------|--|
| OCTC* | <input type="checkbox"/> | A320F     |  |
| ATST* | <input type="checkbox"/> | A320F     |  |
| SCCT* | <input type="checkbox"/> | A320F     |  |
| REFT* | <input type="checkbox"/> | A320F     |  |

### Contacts, locations and explanations

|             |                                                                                                                                                                        |                                                                           |
|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------|
|             |                                                                                                                                                                        |                                                                           |
|             |                                                                                                                                                                        |                                                                           |
|             |                                                                                                                                                                        |                                                                           |
|             |                                                                                                                                                                        |                                                                           |
|             |                                                                                                                                                                        |                                                                           |
|             |                                                                                                                                                                        |                                                                           |
| Remarks (*) | "OCTC" – Operator Conversion Training Course<br>"ATST" – Aircraft Type Specific Training Course<br>"SCCT" – SCCM Training Course<br>"REFT" – Refresher Training Course | Times - including 01:00 h lunch break<br>Hours – approved by NPCT or CCTM |

### Personal Remarks

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## APPENDICES

### CABIN CREW FORMS

| Syllabus / Schedule          |           |            |         |            |
|------------------------------|-----------|------------|---------|------------|
| Date                         | From - To | Total Time | Subject | Instructor |
|                              |           |            |         |            |
|                              |           |            |         |            |
|                              |           |            |         |            |
|                              |           |            |         |            |
|                              |           |            |         |            |
|                              |           |            |         |            |
| Approved by the NPCT/ CCTM : |           |            |         |            |

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## APPENDICES

### CABIN CREW FORMS

#### 5-2-9 TC9 CABIN CREW CONVERSION TRAINING CERTIFICATE



TC9

## CERTIFICATE

NAME FATHERS-NAME FAMILY-NAME

DATE OF BIRTH: DAY.MONTH.YEAR

Has successfully completed Airbus 320F Aircraft type - specific training and operator conversion training according to Regulation (EU) № 965/2012 – ORO.CC. 125(c), (d) and FLY2SKY OM – D 2.2.3 as follows:

- Aircraft general description
- Safety and emergency equipment
- Operation of doors and exits in normal/emergency mode
- Demonstration of the operation of other exits including flight crew windows
- Fire and smoke training
- Evacuation slide training
- Pilot incapacitation
- Passenger and handling and crowd control
- Normal and emergency procedures
- Evacuation procedures
- Applicable security requirements and procedures
- CRM
- Aero – Medical aspects and first aid, including related equipment (First Aid Oxygen, First Aid Kits and their contents. Use of AED defibrillator-demonstration)

Conducted on: DAY.MONTH.YEAR-DAY.MONTH.YEAR

Sofia, Bulgaria: DAY.MONTH.YEAR

.....  
NMPCT/CCTM

.....  
Instructor-FLY2SKY





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## APPENDICES

### CABIN CREW FORMS

#### 5-2-10 TC10 Senior Cabin Crew Training Certificate



TC10

## TRAINING DEPARTMENT

# CERTIFICATE

This Training Certificate is issued to:  
**First Name and Surname**

**Date of birth: Day.Month.Year**

WHO HAS SUCCESSFULLY COMPLETED:

**SENIOR CABIN CREW TRAINING**

*According to Regulation (EU) 965/2012 AMC1 ORO CC.200(c) and FLY2SKY OM-D 5-5-7*

*Date of completion: Day.Month.Year*

**Cabin Crew Training Manager**

*/Name of Current NPCT/*

FLY2SKY

64 bul. Hristofo Kolumb Building A02, Ground Floor - Sofia, Bulgaria



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## APPENDICES

### CABIN CREW FORMS

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## APPENDICES

### OPERATIONS PERSONNEL FORMS

#### 5-3-1 TOC1 – FOO EVALUATION (ASSESSMENT) FORM

Applicable to: ALL

|                                                                                   |                                                                                                                                                                                    |       |
|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
|  | FOO ASSESSMENT (EVALUATION) FORM                                                                                                                                                   | TOC 1 |
| Name:                                                                             |                                                                                                                                                                                    |       |
| Date:                                                                             |                                                                                                                                                                                    |       |
| Instructor / Evaluator:                                                           |                                                                                                                                                                                    |       |
| Assessment Type:                                                                  | <input type="checkbox"/> Entry <input type="checkbox"/> Post-Initial <input type="checkbox"/> Recurrent <input type="checkbox"/> Requalification <input type="checkbox"/> Remedial |       |

| Competency                              | Competent                | Needs Improvement        | Not Yet Competent        |
|-----------------------------------------|--------------------------|--------------------------|--------------------------|
| Regulatory & Policy Knowledge           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Communication & Coordination            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Decision-Making & Problem-Solving       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Situational Awareness                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Workload & Time Management              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Human Factors & Teamwork                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Leadership & Operational Oversight      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Emergency & Contingency Response        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Information & Cybersecurity Integrity   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Continuous Improvement & Safety Culture | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Flight Planning & Fuel Policy           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Mass & Balance                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Aircraft Performance                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Meteorology Application                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Navigation & ATM                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Flight Monitoring                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| MEL/CDL Application                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Dangerous Goods                         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Aviation Security                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| OCC Systems Proficiency                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Overall Result: ☐ Competent for role ☐ Needs supervised practice ☐ Not yet competent

Summary of Strengths:

Areas for Improvement / Corrective Actions:

Recommended Next Step:

☐ Continue Training ☐ Re-evaluation required ☐ Authorize for Independent Duty

Additional information:

☐ Authorized for Evaluators Duty ☐ Authorized for Instructors Duty

|                             |  |
|-----------------------------|--|
| Evaluator Name & Signature: |  |
| Date:                       |  |

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TOC 1 FORM



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## APPENDICES

### OPERATIONS PERSONNEL FORMS

#### 5-3-2 TOC2 – FOO INITIAL/RECURRENT TRAINING FORM

Applicable to: ALL

|                                                                                   |                                                                     |       |
|-----------------------------------------------------------------------------------|---------------------------------------------------------------------|-------|
|  | FOO INITIAL/RECURRENT TRAINING FORM                                 | TOC 2 |
| Name:                                                                             |                                                                     |       |
| Date:                                                                             |                                                                     |       |
| Instructor (s)                                                                    |                                                                     |       |
| Training Type:                                                                    | <input type="checkbox"/> Initial <input type="checkbox"/> Recurrent |       |

| Course                             | Hours | Date | Instructor Signature |
|------------------------------------|-------|------|----------------------|
| Company Induction & OCC Procedures |       |      |                      |
| Air Law & Aviation Indoctrination  |       |      |                      |
| Aircraft Systems & Instrumentation |       |      |                      |
| Flight Monitoring                  |       |      |                      |
| Mass & Balance                     |       |      |                      |
| Flight Planning                    |       |      |                      |
| Human Performance & DRM            |       |      |                      |
| Meteorology                        |       |      |                      |
| Navigation                         |       |      |                      |
| Basic Performance                  |       |      |                      |
| Communication                      |       |      |                      |
| Air Traffic Management             |       |      |                      |
| Crew Composition & FTL             |       |      |                      |
| Dangerous Goods                    |       |      |                      |
| Safety Management System (SMS)     |       |      |                      |
| Fatigue Risk Management (FRM)      |       |      |                      |
| Security (Aviation Security)       |       |      |                      |
| EFB (Electronic Flight Bag)        |       |      |                      |
| Emergency Response Plan (ERP)      |       |      |                      |
| MEL/CDL                            |       |      |                      |

Total hours: \_\_\_\_\_

|                                    |  |
|------------------------------------|--|
| Instructor(s) Name(s) & Signature: |  |
| OCC Manager Name & Signature:      |  |
| Completion Date:                   |  |

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TOC 2 FORM



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## APPENDICES

### OPERATIONS PERSONNEL FORMS

#### 5-3-3 TOC3 – OCCTRAINING

Applicable to: ALL

|                                                                                   |                   |       |
|-----------------------------------------------------------------------------------|-------------------|-------|
|  | OCC TRAINING FORM | TOC 3 |
| Date:                                                                             |                   |       |
| Instructor (s)                                                                    |                   |       |
| Training Type:                                                                    |                   |       |
| Training Name                                                                     |                   |       |

| Participant Name | Role | Date | Notes |
|------------------|------|------|-------|
|                  |      |      |       |
|                  |      |      |       |
|                  |      |      |       |
|                  |      |      |       |
|                  |      |      |       |
|                  |      |      |       |
|                  |      |      |       |

Training Description:

|                                    |  |
|------------------------------------|--|
| Instructor(s) Name(s) & Signature: |  |
| Completion Date:                   |  |

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TOC 3 FORM



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## APPENDICES OPERATIONS PERSONNEL FORMS

### 5-3-4 TOC4 – FOO CERTIFICATE OF COMPLETION INITIAL TRAINING

Applicable to: ALL



#### Certificate of Completion

Flight Operations Officer (FOO) Initial Training Program

This is to certify that

Name: \_\_\_\_\_

has successfully completed the Flight Operations Officer (FOO) Initial Training Program consisting of Phase 1 (Theoretical Instruction) and Phase 2 (Applied Practice), conducted in accordance with ICAO Annex 1 & 6, ICAO Doc 10106, EASA Air OPS (ORO.GEN.110 & ORO.GEN.200), IOSA ISM 3.6, and Fly2Sky OM-D §2-3.

#### Phase 1 – Theoretical Training (140 hours)

Company Induction and OCC Procedures / Air Law & Aviation Indoctrination / Aircraft Systems & Instrumentation / Flight Monitoring / Mass & Balance / Flight Planning / Human Performance & DRM / Meteorology / Navigation / Basic Performance / Communication / Air Traffic Management / Crew Composition & FTL / Dangerous Goods / Safety Management System (SMS) / Fatigue Risk Management (FRM) / Security (Aviation Security) / EFB (Electronic Flight Bag) / Emergency Response Plan (ERP) / MEL/CDL / Aviation Cybersecurity

#### Phase 2 – Applied Practice (124 hours)

On-Job Training (10 supervised shifts) / Line-Oriented Flight Training

In accordance with ICAO Doc 10106 guidance and EASA best practice, each Flight Operations Officer should complete at least one Flight Familiarization Flight (or approved simulator equivalent) after initial qualification, at the earliest practical opportunity.

This certificate confirms that the above-named individual has successfully completed all required stages of training, including the Flight Familiarization Flight.

|                        |                                    |
|------------------------|------------------------------------|
| Training Period: _____ | Training Location: Sofia, Bulgaria |
|------------------------|------------------------------------|

Authorized Signatures:

|                            |
|----------------------------|
| Instructor(s) / Evaluator: |
| OCC Manager                |
| Director Flight Operations |
| Date                       |

Certificate No.: F2S-OCC-FOOIN-XXX

Issued at Fly2Sky Operations Control Center – Sofia, Bulgaria.

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TOC 4 FORM



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## APPENDICES

### OPERATIONS PERSONNEL FORMS

#### 5-3-5 TOC5 – FOO TRAINING GAP ANALYSIS FORM

Applicable to: ALL

|                                                                                   |                                |       |
|-----------------------------------------------------------------------------------|--------------------------------|-------|
|  | FOO TRAINING GAP ANALYSIS FORM | TOC 5 |
| Name:                                                                             |                                |       |
| Date:                                                                             |                                |       |
| Evaluator:                                                                        |                                |       |

#### Previous Training Summary

| Area / Module | Source or Issuing Organization | Hours / Duration | Evidence (certificate no. or reference) |
|---------------|--------------------------------|------------------|-----------------------------------------|
|               |                                |                  |                                         |

#### Comparison Against Current Fly2Sky FOO Initial Training Syllabus

| Course Code (Refer to OM-D 2-3) | Completed                | Gap                      | Bridging / Action | Remarks |
|---------------------------------|--------------------------|--------------------------|-------------------|---------|
| COMP & PROC                     | <input type="checkbox"/> | <input type="checkbox"/> |                   |         |
| LAW/AVI                         | <input type="checkbox"/> | <input type="checkbox"/> |                   |         |
| SYS/INS                         | <input type="checkbox"/> | <input type="checkbox"/> |                   |         |
| MON                             | <input type="checkbox"/> | <input type="checkbox"/> |                   |         |
| M&B                             | <input type="checkbox"/> | <input type="checkbox"/> |                   |         |
| FPL                             | <input type="checkbox"/> | <input type="checkbox"/> |                   |         |
| HPL/DRM                         | <input type="checkbox"/> | <input type="checkbox"/> |                   |         |
| MET                             | <input type="checkbox"/> | <input type="checkbox"/> |                   |         |
| NAV                             | <input type="checkbox"/> | <input type="checkbox"/> |                   |         |
| PERF                            | <input type="checkbox"/> | <input type="checkbox"/> |                   |         |
| COM                             | <input type="checkbox"/> | <input type="checkbox"/> |                   |         |
| ATM                             | <input type="checkbox"/> | <input type="checkbox"/> |                   |         |
| FTL                             | <input type="checkbox"/> | <input type="checkbox"/> |                   |         |
| DG                              | <input type="checkbox"/> | <input type="checkbox"/> |                   |         |
| SMS                             | <input type="checkbox"/> | <input type="checkbox"/> |                   |         |
| FRM                             | <input type="checkbox"/> | <input type="checkbox"/> |                   |         |
| AVSEC                           | <input type="checkbox"/> | <input type="checkbox"/> |                   |         |
| EFB                             | <input type="checkbox"/> | <input type="checkbox"/> |                   |         |
| ERP                             | <input type="checkbox"/> | <input type="checkbox"/> |                   |         |
| MEL/CDL                         | <input type="checkbox"/> | <input type="checkbox"/> |                   |         |

#### Conclusion

- ☐ All syllabus elements completed – no bridging required.
- ☐ Bridging modules assigned – see table above.
- ☐ Further assessment required before qualification.

Notes:

|                             |  |
|-----------------------------|--|
| Evaluator Name & Signature: |  |
| Date:                       |  |

OM-D ISSUE 2 REV 10

TOC 5 FORM

**5-4-1- ACCEPTANCE OF THIRD-PARTY TRAINING CERTIFICATES**

Applicable to: ALL

Fly2Sky can employ flight and cabin crew members holding previous training certificates.

As per ORO.FC.220., and ORO.CC.130 requirements, flight crew and cabin crew members training content depends on the member previous trainings. Each candidate to Fly2Sky flight crew or cabin crew member position has to be evaluated to find out his/her previous experience and trainings he/she has completed. Depending on the evaluation results final scope of training needed is determined.

Evaluation of the candidate is based on review of training certificates the individual provides to the company.

Fly2Sky will accept previous training according following procedures:

- Training provided by AOC holders under provisions of OPS can be accepted automatically on basis of provided training certificate copy.
- Training provided by training organisations, certified under provisions of FCL and OPS can be accepted automatically on basis of provided training certificate copy.
- Training provided by non-AIR-OPS or other training organisations can be accepted based on provided training certificate and comparison of training program. During comparison it must be evaluated, how the scope of the training program covers the subjects required by relevant Fly2Sky training program. Comparison of the programs must be documented by issuing company statement about the evaluation results together with the list of cross-references between subjects of Fly2Sky training program and evaluated training program. Training can be accepted if evaluated programme fully covers the scope of Fly2Sky training programme. In case the scope of Fly2Sky training programme is not fully covered, additional training on missing subjects shall be provided.

After evaluation of previous training, final scope of company training program will be defined. Documents of evaluation will be stored in the company together with other training information.





A320/A321

OPERATIONS MANUAL PART D

## APPENDICES

### ORGANISATION AND RESPONSIBILITIES

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OPERATIONS MANUAL PART D

## APPENDICES

### CABIN CREW TRAINING SYLLABI

#### 5-5-1 VAW-CRM-002 CABIN CREW CRM TRAINING

Applicable to: ALL

### **GENERAL**

*Refer to: (ORO.CC.115(e))*

Fly2Sky ensure that before operating all crew members receive CRM training appropriate to the role.

CRM training courses and CRM modules where applicable shall be conducted by a cabin crew CRM instructor. When CRM elements are integrated in other training, a cabin crew CRM instructor shall manage the definition and implementation of the syllabus.

### **ENTRY REQUIREMENTS**

Personnel attending the Crew Resource Management Training (CRM) shall be:

- A Fly2Sky cabin crew operating on A32F;
- A cabin crew joining the company enrolled in the Operator Conversion Course

### **COURSE OBJECTIVES**

*Refer to: (GM1 ORO.CC.115(e))*

CRM is the effective utilization of all available resources (e.g. crew members, aircraft systems, supporting facilities and persons) to achieve safe and efficient operation.

The objective of CRM is to enhance the communication and management skills of the crew member concerned. Emphasis is placed on the non-technical knowledge, skills and attitudes of crew performance.

### **REGULATORY REFERENCE**

Reference documentation:

- ORO.CC.115(e) Conduct of training courses and associated checking
  - AMC1 ORO.CC.115(e) Conduct of training courses and associated checking
- RESOURCE MANAGEMENT (CRM) TRAINING - MULTI CABIN CREW OPERATIONS

## APPENDICES

### CABIN CREW TRAINING SYLLABI

- AMC3 ORO.CC.115(e) Conduct of training courses and associated checking CABIN CREW CRM TRAINER
- GM1 ORO.CC.115(e) Conduct of training courses and associated checking CRM - GENERAL
- GM2 ORO.CC.115(e) Crew resource management (CRM) training MINIMUM TRAINING TIMES
- GM3 ORO.CC.115(e) Crew resource management (CRM) training DESIGN, IMPLEMENTATION AND EVALUATION OF CRM TRAINING
- GM4 ORO.CC.115(e) Crew resource management (CRM) training RESILIENCE DEVELOPMENT
- GM5 ORO.CC.115(e) Conduct of training courses and associated checking CABIN CREW CRM TRAINER ASSESSMENT
- IOSA CAB 2.2.8

### COURSE CONTENT

- Refer to: (AMC1 ORO.CC.115(e))
- CRM training contains class events, presentations, video and group discussion. Elements of CRM are then integrated in all phase of training and line operations.
- Cabin crew CRM training can be separated as follows: Training in the non-operational environment:
  - classroom; and
  - computer-based;
- Training in the operational environment: training devices (door slides simulators, smoke simulator, etc.); and aircraft.
- In general, CRM training is provided as follows:
  - Classroom training by a cabin crew CRM trainer;
  - Training in the operational environment by an instructor;
  - Computer-based training as a self-study training method.

## **GENERAL**

### **TRAINING ENVIRONMENT**

- CRM training shall be conducted in the non-operational environment (classroom and computer-based) and in the operational environment (cabin training device and aircraft). Tools such as group discussions, team task analysis, team task simulation and feedback shall be used.

### **CLASSROOM TRAINING**

- Classroom training is conducted in a group session away from the pressures of the usual working environment, so that the opportunity is provided for cabin crew members to interact and communicate in an environment conducive to learning;

### **COMPUTER-BASED TRAINING**

- CBT - is not conducted as a stand-alone training method, but may be conducted as a complementary training method;

### **CABIN TRAINING DEVICES AND AIRCRAFT**

- Whenever practicable, relevant parts of CRM training shall be conducted in representative cabin training devices that reproduce a realistic operational environment, or in the aircraft. During practical training, interaction shall be encouraged.

### **INTEGRATION INTO CABIN CREW TRAINING**

- CRM principles are integrated into relevant parts of cabin crew training and operations including checklists, briefings and emergency procedures.

### **COMBINED CRM TRAINING FOR FLIGHT AND CABIN CREW**

- Combined CRM training is provided to address:
  - effective communication, coordination of tasks and functions of flight crew and cabin crew
  - Mixed multinational and cross-cultural flight crew, cabin crew and their interaction.
- Combined CRM training shall be conducted by flight crew CRM trainer or cabin crew CRM trainer. There shall be an effective liaison between flight crew and cabin crew training departments. Efforts shall be made for transfer of relevant knowledge and skills between

flight crew and cabin crew CRM trainers. Combined CRM training shall take minimum of 6 training hours over a period of 3 years.

## **MANAGEMENT SYSTEM**

- CRM training shall address hazards and risks identified by the operator's management system described in ORO.GEN.200.

## **COMPETENCY-BASED CRM TRAINING**

- Whenever practicable, the compliance-based approach concerning CRM training may be substituted by a competency-based approach such as evidence-based training. In this context, CRM training shall be characterized by a performance orientation,
- With emphasis on standards of performance and their measurement, and the development of training to the specified performance standards.

## **CONTRACTED CRM TRAINING**

- Fly2Sky has established its own CRM training.
- In case of subcontracted CRM training modules, Fly2Sky ensures that the content of the course covers the specific culture, the type of operations and the associated procedures. When crew members from different operators attend the same course, the CRM training is specific to the relevant flight operations and to the trainees concerned.

## **OPERATOR' CRM TRAINING**

- The operator's CRM training shall cover all elements listed in Table 1 of this Appendix. Several training elements are specified as 'not required' for the operator's CRM training, since they are covered under the introductory CRM course for cabin crew as required in Annex V (Part-CC) to Commission Regulation (EU) No 1178/2011.

## **OPERATOR AIRCRAFT TYPE CONVERSION CRM TRAINING**

- If the cabin crew member undertakes the operator's conversion training on an aircraft type, the applicable CRM training elements shall be covered as specified in Table 1 of this Appendix.

## **ANNUAL RECURRENT CRM TRAINING**

- Annual recurrent CRM training shall be provided in such a way that all CRM training elements specified for the annual recurrent training in “Table 1 - Cabin crew CRM training” of this Appendix are covered over a period not exceeding 3 years.
- CRM recurrent training program is updated over a period not exceeding 3 years. The revision of the program takes into account information from the management system.
- A periodic meeting is organized between CRM Trainers, Training Manager, Safety Officer and FDM officer in order to identify event to be addressed as “Case Study” in the incoming recurrent CRM training cycle.
- A cabin crew member is not assessed when completing elements of CRM training as part of recurrent training. “Table 2 CRM Recurrent Training - 3 years table” give the program with elements to be discussed every year.

## **SENIOR CABIN CREW MEMBER COURSE**

- CRM training for senior cabin crew members shall be the application of knowledge gained in previous CRM training and operational experience relevant to the specific duties and responsibilities of a senior cabin crew member. Fly2Sky shall ensure that for the senior cabin crew member course the CRM training elements are integrated into the training, as specified in Table 1 of this Appendix.
- During the training the senior cabin crew member shall demonstrate the ability:
- to manage the operation; and to take appropriate leadership and management decision

## **TRAINING ELEMENTS**

- “Table 1 - Cabin crew CRM training” of this Appendix specifies elements to covered. The following aspect shall also be addressed.

## **RESILIENCE DEVELOPMENT**

- CRM training shall address the main aspects of resilience development. The training shall cover: Mental flexibility. Cabin crew shall be trained to:
- Understand that mental flexibility is necessary to recognize critical changes;
- Reflect on their judgment and adjust it to the unique situation;
- Avoid fixed prejudices and over-reliance on standard solutions; and
- Remain open to changing assumptions and perceptions.
- Performance adaptation. Cabin crew shall be trained to:
- Mitigate frozen behaviors, overreactions and inappropriate hesitation; and

- Adjust actions to current conditions. *Refer to: (gm4 oro.cc.115(e))*
- The main aspects of resilience development can be described as the ability to:
  - Learn ('knowing what has happened');
  - Monitor ('knowing what to look for');
  - Anticipate ('finding out and knowing what to expect'); and
  - Respond ('knowing what to do and being capable of doing it').

Operational safety is a continuous process of evaluation of and adjustment to existing and future conditions. In this context, and following the description above, resilience development involves an ongoing and adaptable process including situation assessment, self-review, decision and action. Training in resilience development enables crew members to draw the right conclusions from both positive and negative experiences. Based on those experiences, crew members are better prepared to maintain or create safety margins by adapting to dynamic complex situations.

The training topics above are to be understood as follows: Mental flexibility

- The phrase 'understand that mental flexibility is necessary to recognize critical changes' means that crew members are prepared to respond to situations for which there is no set procedure.
- The phrase 'reflect on their judgment and adjust it to the unique situation' means that crew members learn to review their judgment based on the unique characteristics of the given circumstances.
- The phrase 'avoid fixed prejudices and over-reliance on standard solutions' means that crew members learn to update solutions and standard response sets, which have been formed on prior knowledge.
- The phrase 'remain open to changing assumptions and perceptions' means that crew members constantly monitor the situation and are prepared to adjust their understanding of the evolving conditions.

## **PERFORMANCE ADAPTATION**

- The phrase 'mitigate frozen behaviors, overreactions and inappropriate hesitation' means that crew members correct improper actions with a balanced response.
- The phrase 'adjust actions to current conditions' means that crew members' responses are in accordance with the actual situation.

## **SURPRISE AND STARTLE EFFECT**

CRM training shall address unexpected, unusual and stressful situations including interruptions and distractions. Therefore, CRM training shall be designed to prepare cabin crew to master sudden events and associated uncontrolled reactions.

## **CULTURAL DIFFERENCES**

CRM training shall cover cultural differences of multinational and cross-cultural crews. This includes recognizing that:

- Different cultures may have different communication specifics, ways of understanding and approaches to the same situation or problem;
- difficulties may arise when crew members with different mother tongue communicate in a common language which is not their mother tongue; and
- Cultural differences may lead to different methods for identifying a situation and solving a problem.

## **OPERATOR'S SAFETY CULTURE AND COMPANY CULTURE**

CRM training shall cover the operator's safety culture, its company culture, the type of operations and the associated procedures of the operator. This shall include areas of operations that may lead to difficulties or involve unusual hazards.

## **CASE STUDIES**

CRM training shall cover aircraft type-specific case studies, based on the information available within the operator's management system, including:

- Accident and serious incident reviews to analyze and identify any associated non-technical causal and contributory factors, and instances or examples of lack of CRM; and
- Analysis of occurrences that were well managed.



If relevant aircraft type-specific or operator-specific case studies are not available, shall be considered other case studies relevant to the scale and scope of operations.

### **1.5.7. CRM TRAINING SYLLABUS**

“Table 1 - Cabin crew CRM training” of this Appendix specifies which CRM training elements shall be covered in each type of training.

The levels of training in “Table 1 - Cabin crew CRM training” can be described as follows:

- ‘Required’ means training that shall be instructional or interactive in style to meet the objectives specified in the CRM training program or to refresh and strengthen knowledge gained in a previous training.
- ‘In-depth’ means training that shall be instructional or interactive in style taking full advantage of group discussions, team task analysis, team task simulation, etc., for the acquisition or consolidation of knowledge, skills and attitudes. The CRM training elements shall be tailored to the specific needs of the training phase being undertaken.

**APPENDICES****CABIN CREW TRAINING SYLLABI****1.6. COURSE STRUCTURE**

CRM training is structured as follow:

| <b>CREW RESOURCE MANAGEMENT</b>            | <b>MEDIA</b> | <b>TOTAL HOURS</b> |
|--------------------------------------------|--------------|--------------------|
| Operator's CRM training                    | CLASS        | 6 hours            |
|                                            | OTD          | 2 hours            |
| Operator aircraft type conversion training | CLASS        | 6 hours            |
|                                            | OTD          | 2 hours            |
| Annual recurrent training                  | CLASS        | 6 hours            |
|                                            | OTD          | 2 hours            |
| Senior cabin crew member (SCC) course      | CLASS        | 6 hours            |
|                                            | OTD          | N.A.               |
| Joint flight and cabin crew CRM training   | CLASS        | 6 hours            |
|                                            | OTD          | N.A.               |

Note: OTD = Cabin training device that reproduce a realistic operational environment, or in the aircraft

**MINIMUM TRAINING TIMES**

Refer to: (GM2 ORO.CC.115(e))

The following minimum training times are appropriate:

- Operator's CRM training: 6 training hours;
- Combined CRM training: 6 training hours over a period of 3 years "Training hours (T. Hours)" means actual training time excluding breaks and assessment.

**DESIGN IMPLEMENTATION AND EVALUATION OF CRM TRAINING**

Refer to: (GM3 ORO.CC.115(e))

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### CABIN CREW TRAINING SYLLABI

The following checklist provides guidance on the design, implementation and evaluation of CRM training, and on their incorporation into the operator's safety culture. Elements of the operator's management systems and the competency-based approach are incorporated in the checklist.

| Step | Description    | Element                                                              |
|------|----------------|----------------------------------------------------------------------|
| 1    | Needs analysis | Determine the necessary CRM competencies                             |
|      |                | Develop CRM training goals                                           |
|      |                | Ensure the organisation is ready for CRM training                    |
| 2    | Design         | Develop CRM training objectives                                      |
|      |                | Determine what to measure and how to measure it                      |
| 3    | Development    | Describe the CRM learning environment                                |
|      |                | Develop full-scale prototype of training                             |
|      |                | Validate and modify CRM training                                     |
| 4    | Implementation | Prepare trainees and environment                                     |
|      |                | Set a climate for learning (e.g. practice and feedback)              |
|      |                | Implement the CRM training program                                   |
| 5    | Evaluation     | Determine training effectiveness                                     |
|      |                | Evaluate CRM training at multiple levels                             |
|      |                | Revise the CRM training program                                      |
| 6    | Incorporation  | Establish an environment where CRM training is positively recognised |
|      |                | Reinforce CRM behaviours in daily work                               |
|      |                | Provide recurrent CRM training                                       |

## SYLLABUS

Table 1 below specifies which CRM training elements shall be covered in each type of training.

**Table 1 - Cabin crew CRM training**

| CRM training elements                                  | Operator's CRM training | Operator aircraft type conversion training | Annual recurrent training | SCC Course |
|--------------------------------------------------------|-------------------------|--------------------------------------------|---------------------------|------------|
| <b>General principles</b>                              |                         |                                            |                           |            |
| Human factors in aviation; General instructions on CRM | Required                | Not Required                               | Required                  | Required   |



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## APPENDICES

### CABIN CREW TRAINING SYLLABI

|                                                                                                                                                      |          |                                             |                               |          |
|------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---------------------------------------------|-------------------------------|----------|
| principles and objectives;<br>Human performance and<br>limitations; Threat and<br>error management                                                   |          |                                             |                               |          |
| <b>Relevant to the individual cabin crew member</b>                                                                                                  |          |                                             |                               |          |
| Personality awareness,<br>human error and<br>reliability, attitudes and<br>behaviors, self-<br>assessment and self-<br>critique;                     |          |                                             |                               |          |
| Stress and stress<br>management;                                                                                                                     | Required | Required                                    | Required<br>(3-year<br>cycle) | Required |
| Fatigue and vigilance;<br>Assertiveness, situation<br>awareness, information<br>acquisition and<br>processing.                                       |          |                                             |                               |          |
| <b>Relevant to the entire aircraft crew</b>                                                                                                          |          |                                             |                               |          |
| Shared situation awareness, shared<br>information acquisition and<br>processing;                                                                     |          |                                             |                               |          |
| Workload management;                                                                                                                                 |          |                                             |                               |          |
| Effective communication and<br>coordination between all crew<br>members including the flight crew as<br>well as inexperienced cabin crew<br>members; | In-depth | Required When<br>relevant to the<br>type(s) | Required<br>(3-year<br>cycle) | In-depth |
| Leadership, cooperation, synergy,<br>delegation, decision-making, actions;                                                                           |          |                                             |                               |          |
| Resilience development;                                                                                                                              |          |                                             |                               |          |
| Surprise and startle effect;                                                                                                                         |          |                                             |                               |          |

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### CABIN CREW TRAINING SYLLABI

|                                                                                                                                                      |          |                                       |                         |          |
|------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---------------------------------------|-------------------------|----------|
| Cultural differences;                                                                                                                                |          |                                       |                         |          |
| Identification and management of the passenger human factors: crowd control, passenger stress, conflict management, medical factors.                 |          |                                       |                         |          |
| Specifics related to aircraft types (narrow-/ wide-bodied, single-/multi-deck), flight crew and cabin crew composition and number of passengers      | Required | In-depth                              | Required (3-year cycle) | In-depth |
| <b>Relevant to the entire aircraft crew</b>                                                                                                          |          |                                       |                         |          |
| Operator's safety culture and company culture, standard operating procedures (SOPs), organisational factors, factors linked to the type of operation | In-depth | Required when relevant to the type(s) | Required (3-year cycle) | In-depth |
| Case studies                                                                                                                                         | In-depth | Required when relevant to the type(s) | In-depth                | In-depth |

**Table 2 - CRM Recurrent Training – 3 years table**

| Subjects                                                                                                         | Year 1 | Year 2 | Year 3 |
|------------------------------------------------------------------------------------------------------------------|--------|--------|--------|
| <b>For the Cabin Crew</b>                                                                                        |        |        |        |
| Human factors in aviation                                                                                        | X      | X      | X      |
| General instructions on CRM principles and objectives                                                            | X      | X      | X      |
| Human performance and limitations                                                                                | X      | X      | X      |
| Treats and error management                                                                                      | X      | X      | X      |
| Personality awareness, human error and reliability, attitudes and behaviors, self-assessment and self - critique | X      |        |        |
| Stress and stress management                                                                                     | X      |        |        |
| Fatigue and vigilance                                                                                            |        |        | X      |
| Assertiveness, situation awareness, information acquisition and processing                                       |        |        | X      |
| Shared situation awareness, shared information acquisition and processing                                        |        |        | X      |

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### CABIN CREW TRAINING SYLLABI

|                                                                                                                                                      |   |   |   |
|------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|---|
| Workload management                                                                                                                                  | X |   |   |
| Effective communication and coordination between all crew members including the flight crew as well as inexperienced cabin crew members              |   | X |   |
| Leadership, cooperation, synergy, delegation, decision-making, actions                                                                               |   |   | X |
| Resilience development                                                                                                                               | X |   |   |
| Surprise and startle effect                                                                                                                          | X |   |   |
| Cultural differences                                                                                                                                 |   | X |   |
| Identification and management of the passenger human factors, crowd control, passenger stress, conflict management, medical factors                  | X |   |   |
| Specifics related to aircraft types (narrow-/ wide-bodied, single-/multi-deck), flight crew and cabin crew composition and number of passengers      |   | X |   |
| Operator's safety culture and company culture, standard operating procedures (SOPs), organisational factors, factors linked to the type of operation |   | X |   |
| Effective communication and coordination with other operational personnel and ground services                                                        |   | X |   |
| Participation in cabin safety incident and accident reporting                                                                                        |   | X |   |
| Case studies                                                                                                                                         | X | X | X |

Note: Year 1=2021

### **TRAINING AND CHECKING**

There shall be no assessment of CRM skills. Feedback from instructors or members of the group on individual performance shall be given during training to the individuals concerned.

### **INSTRUCTOR/EXAMINER ACTIONS FOR ALL PHASES**

The Chapter 1 and 3 of OM-D give detailed instruction on performing instructor's duties. As general guidance the instructor responsible for the following

- Gain the crew attention and keep them motivated to learn;
- Ensure the learning objectives for the module of instruction are understood
- Facilitate the crew recall of any pre-learned relevant knowledge;

## APPENDICES

### CABIN CREW TRAINING SYLLABI

- Facilitate the lesson content using all Instructional material;
- Help the crew to learn by informing them of the lesson organization and the relevance of the material;
- Ask the crew to demonstrate an understanding of the material by asking them review questions

The instructor shall brief all topics outlined in the training syllabus.

#### **1.10. STANDARD OF PERFORMANCE**

No assessment is performed during class CRM training. Throughout the training cycle the Training Manager is kept informed of the trainee's progress.

#### **1.11. SUPERVISION**

The Cabin Crew Training Manager in cooperation with the Training Manager and Training Coordinator is responsible for planning, scheduling and monitoring of CRM courses.

## **1.12. FORMS TO BE USED**

The following forms shall be used:

- TC1 - Cabin Crew Record
- TC3 - Cabin Crew Check Record

## **2. CRM TRAINER QUALIFICATION**

### **2.1. GENERAL**

*Refer to: (AMC3 ORO.CC.115(e))*

This qualification program is applicable to CRM trainers conducting classroom CRM training.

It is not applicable trainers or instructors conducting training other than CRM training, but integrating CRM elements into this training. Nevertheless, trainers or instructors who are integrating CRM elements into the aircraft type training; recurrent training or senior cabin crew member training shall have acquired relevant knowledge of human performance and limitations and have completed appropriate CRM training.

### **2.2. ENTRY REQUIREMENT**

*Refer to: (AMC3 ORO.CC.115(b)(2))*

A cabin crew CRM trainer, in order to be suitably qualified, shall:

- Have adequate knowledge of the relevant flight operations;
- Have received instructions on human performance and limitations (HPL);
- Have completed an introductory CRM course, as required in Annex V (Part-CC) to commission regulation (EU) No 1178/2011, and an operator's CRM training, as specified in AMC1 ORO.CC.115(e);
- Have received training in group facilitation skills;
- Have received additional training in the fields of group management, group dynamics and personal awareness; and
- Have demonstrated the knowledge, skills and credibility required to train the CRM training elements in the non-operational environment, as specified in "table 1 - cabin crew CRM training" of this appendix.



An experienced CRM trainer may become a cabin crew CRM trainer if he/she demonstrates adequate knowledge of the relevant flight operations and the cabin crew working environment and fulfills the provisions of paragraph above.

### **2.3. COURSE OBJECTIVE**

*Refer to: (AMC3 ORO.CC.115(b)(1))*

This chapter establish the qualification program that shall addend the selected candidate in order to be qualified as cabin crew CRM trainer.

### **2.4. REFERENCE REGULATORY MATERIAL**

Reference documentation:

- AMC3 ORO.CC.115(e) Conduct of training courses and associated checking CABIN CREW CRM TRAINER

### **2.5. COURSE CONTENT**

*Refer to: (AMC3 ORO.FC.115(c)(1))*

Training of cabin crew CRM trainers is both theoretical and practical. Practical elements include the development of specific trainer skills, particularly the integration of CRM into line operations.

The basic training of cabin crew CRM trainers includes the training elements for cabin crew, as specified in "Table 1 - Cabin crew CRM training" above.

**APPENDICES****CABIN CREW TRAINING SYLLABI****2.6. COURSE STRUCTURE**

CRM Trainer training is structured as follow:

| <b>CRM TRAINER CABIN CREW</b>       | <b>MEDIA</b> | <b>T. HOURS</b> |
|-------------------------------------|--------------|-----------------|
| CRM Trainer initial training        | CLASS        | 18 hours        |
|                                     | CBT          | N.A.            |
| CRM Trainer Company Standardization | CLASS        | 6 hours         |
|                                     | CBT          | N.A.            |
| CRM Trainer under supervision       | CLASS        | 6 hours         |
|                                     | CBT          | N.A.            |
| Assessment                          | CLASS        |                 |

**MINIMUM TRAINING TIME**

Refer to: (GM2 ORO.CC.115(e))

Cabin crew CRM trainer: Basic training:

- 18 training hours when the trainee already has received sufficient and suitable instruction on training skills in order to conduct CRM training courses, the suitability is determined by Training Manager;
- 30 training hours for trainees who do not fulfilling the above requirement.  
“Training hours (T. hour)” means actual training time excluding breaks and assessment.

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### CABIN CREW TRAINING SYLLABI

## SYLLABUS

### THEORETICAL PREPARATION - INITIAL

| Elements                                                                                                                                                                                                           | Instructor                                                                                                                    | T. hours | Note                                                                                             |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|----------|--------------------------------------------------------------------------------------------------|
| <p>Group facilitation skills</p> <p>Group management, group dynamics and personal awareness;</p> <p>Training elements in the non- operational environment, as specified in "Table 1 - Cabin crew CRM training"</p> | CRM trainers with a minimum of 3 years' experience. Assistance may be provided by experts in order to address specific areas. | 18 hours | This part may be subcontracted to organizations approved to deliver CRM trainer initial training |

### 2.7.2. THEORETICAL PREPARATION – COMPANY STANDARDISATION

| Elements                                                                                                                                                                                                                                                                          | Instructor                                          | T. hours | Note |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|----------|------|
| <p>Introduction to CRM training.</p> <p>Operator's management system.</p> <p>Characteristics, as applicable of</p> <p>The different types of CRM trainings (initial, recurrent, etc.);</p> <p>The combined training and;</p> <p>Related to the type of aircraft or operation;</p> | CRM trainers with a minimum of 3 years' experience. | 6 hours  |      |

## APPENDICES

### CABIN CREW TRAINING SYLLABI

|                                |                                                     |         |  |
|--------------------------------|-----------------------------------------------------|---------|--|
|                                |                                                     |         |  |
| CRM training under supervision | CRM trainers with a minimum of 3 years' experience. | 6 hours |  |
| Assessment                     | CRM trainers with a minimum of 3 years' experience. |         |  |

#### **2.7.3. REGENCY AND RENEWAL OF QUALIFICATION AS CABIN CREW CRM TRAINER**

For recency of the 3-year validity period, the cabin crew CRM trainer shall:

- Conduct at least 2 CRM training events in any 12-month period;
- Be assessed within the last 12 months of the 3-year validity period by a 3-year experienced CRM trainer; and
- Complete CRM trainer refresher training within the 3-year validity period.

The content and duration of the course is based on the results of feedback forms filled out by participants of the courses and observation and evaluation of ground trainers. The next 3-year validity period starts at the end of the previous period.

For renewal, i.e. when a cabin crew CRM trainer does not fulfill the provisions of paragraph above, he/she shall, before resuming as cabin crew CRM trainer:

- Comply with the qualification provisions of paragraph above; and
- Complete CRM trainer refresher training.

#### **2.7.4. CRM TRAINER – REFRESHER TRAINING**

| Elements                                            | Instructor                                          | T. hours | Note                                                                                              |
|-----------------------------------------------------|-----------------------------------------------------|----------|---------------------------------------------------------------------------------------------------|
| New methodologies<br>Procedures and lessons learned | CRM trainers with a minimum of 3 years' experience. | 6 hours  | <i>This part may be subcontracted to organizations approved to deliver CRM refresher training</i> |

#### **2.8. ASSESSMENT OF CABIN CREW CRM TRAINER**

*Refer to: (GM5 ORO.CC.115(e))*

A cabin crew CRM trainer shall be assessed when conducting the first CRM training course. This first assessment is valid for a period of 3 years. All personnel involved in the assessment shall be credible and competent in their role.

For assessing cabin crew CRM trainers, the Fly2Sky nominates experienced cabin crew CRM trainers who have demonstrated continued compliance with the provisions for a cabin crew CRM trainer and capability in that role for at least 3 years or may employ a contractor.

The checklist on T9 form provides guidance on the assessment of a cabin crew CRM trainer. If a cabin crew CRM trainer is competent in his/her role, the response to the questions in the table will be 'yes'. When answering the questions, justifications and examples related to the responses given shall be provided.

*NOTE: in addition to the requirements of this appendix Cabin Crew CRM trainer complies with common Ground Instructors in term of Initial and recurrent standardization.*

### **INSTRUCTOR/EXAMINER ACTIONS FOR ALL PHASES**

The Chapter 1 and 3 of OM-D give detailed instruction on performing instructor's duties. As general guidance the instructor responsible for the following

- Gain the crew attention and keep them motivated to learn;
- Ensure the learning objectives for the module of instruction are understood
- Facilitate the crew' recall of any pre-learned relevant knowledge;
- Facilitate the lesson content using all Instructional material;
- Help the crew to learn by informing them of the lesson organization and the relevance of the material;
- Ask the crew to demonstrate an understanding of the material by asking them review questions

The instructor shall brief all topics outlined in the training syllabus.



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#### **STANDARD OF PERFORMANCE**

The performance of each trainee shall be reported on the relevant forms, which shall be completed at the end every training module.

The performance standards as well as marking and grading guidance described in OM-D shall be followed. Throughout the training cycle the Training Manager is kept informed of the trainee's progress.

#### **SUPERVISION**

The Training Manager in cooperation with the Training Coordinator is responsible for planning, scheduling and monitoring of CRM training courses.

#### **FORMS TO BE USED**

The following forms shall be used:

- TC1 - Training Course Attendance Record
- T9 - Instructor Observation Report

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#### DANGEROUS GOODS TRAINING

#### 5-5-2 VAW-DGR-CC-001 DANGEROUS GOODS TRAINING

Applicable to: ALL

*Refer to: (SPA.DG.105(a)), [FLT 2.1.45]*

Fly2Sky established and maintains an approved Dangerous Goods training program for all staff, as required by the Danger Goods Technical Instructions. The relevant CBT training modules and knowledge tests, are provided by Scandlearn. Personnel shall receive training in the requirements commensurate with their responsibilities. Training includes:

- Familiarization training - which is aimed at providing familiarity with the general provisions.
- Function-specific training - which provides detailed training in the requirements applicable to the function for which that person is responsible.
- Safety training - which covers the hazards, presented by dangerous goods, safe handling and emergency response procedures.

The provider has been evaluated according to the criteria of OM-D. *Refer to: OM-D 1-1-2 TRAINING EQUIPMENT AND DEVICES* and *Refer to: OM-D 1-1-3 SUBCONTRACTING*, syllabus and contents are periodically evaluated for compliance with the EASA, Bulgarian CAA, IOSA and the internal Fly2Sky requirements laid down in the GOM.

### **ENTRY REQUIREMENTS**

Fly2Sky holds a permanent approval to carry dangerous goods. All Fly2Sky employees who are engaged in general cargo and baggage handling, crew members including pilots enrolled in MPL courses, operations staff, passenger handling staff (as appropriate) who deals with the screening of passengers and their baggage must receive appropriate training before assignment of their duties.

### **COURSE OBJECTIVES**

To give the new crew members a detailed knowledge regarding the Dangerous Goods Regulations as per their job function.

This training is integrated in the Company Introduction and the initial conversion training. All Fly2Sky flight crew, flight dispatchers and cabin crew must complete the Transportation of Dangerous Goods course before commencing line duties.

The Fly2Sky's course in dangerous goods complies with EASA regulation, ICAO-TI and IATA-DGR. ICAO has introduced Competency-Based Training and Assessment (CBTA) as a method to deliver Dangerous Goods training. To comply with these regulations, Scandlearn has developed a new framework for training for Dangerous Goods, which has now been introduced.

### **REFERENCE REGULATORY MATERIAL**

This training program complies with EASA and UK Regulation EU 965/2012 ORO.GEN.110(j), SPA.DG.105, IATA-DGR 66th version 2025, CARNA, LTrV, US DOT 49CFR, ICAO-TI edition 2025-2026, US DOT 49CFR, UK CAP 483, Danish Air Navigation Order No. 763 of 11 July 2008 and ICAO Annex 18 to the Chicago convention. Course Version number 1.23.2 in the Scandlearn reference system.

### **COURSE CONTENT**

The course in dangerous goods complies with EASA regulation, ICAO-TI and IATA-DGR. The training starts with pre-assessment and then is divided into sections, subsections and sub-subsections:

- CBTA Presentation;
- We would like to know a little bit about you;
- Welcome video;
- Pre-assessment;
- Module 1: Understanding the basic of dangerous goods;
- Module 2: Accepting passenger and crew baggage;
- Module 3: Transporting cargo/baggage;
- Module 4: Collecting safety data;
- Last questions before you leave; and
- Final Skill Test.

### **COURSE STRUCTURE**

Dangerous Good training course is structured in sections, subsections and sub-subsections, throughout the sections, the trainees have to complete multiple-choice tests, which have to be completed in order to proceed with the course. These are credited for the course.

### **SYLLABUS**

The following section describes the syllabus.



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## JOB FUNCTION

Function: CABIN CREW

The following are tasks that cabin crew would typically perform and for which training and assessment would therefore be required:

| Function: flight crew personnel |                                             |                                                                                                  | Managing cargo pre-loading |
|---------------------------------|---------------------------------------------|--------------------------------------------------------------------------------------------------|----------------------------|
| 0                               | Understanding the basics of dangerous goods |                                                                                                  | *                          |
|                                 | 0.1                                         | Understanding the basics of dangerous goods                                                      | *                          |
|                                 |                                             | 0.1.1 Understand the definition                                                                  | *                          |
|                                 |                                             | 0.1.2 Recognize the legal framework (global, local, training legal requirements)                 | *                          |
|                                 |                                             | 0.1.3 Identify the application scope                                                             | *                          |
|                                 | 0.2                                         | Identifying the general limitations                                                              |                            |
|                                 |                                             | 0.2.1 Develop a sense of potential hidden dangerous goods                                        | *                          |
|                                 |                                             | 0.2.2 Recognize the difference between hidden vs undeclared dangerous goods                      | *                          |
|                                 |                                             | 0.2.3 Familiarized with passenger provisions vs cargo provisions in various situation (examples) | *                          |
|                                 | 0.3                                         | Positioning different roles and responsibilities                                                 |                            |
|                                 |                                             | 0.3.1 Clarify the individual and collective role of the supply chain stake-holders               | *                          |
|                                 |                                             | 0.3.2 Understand the passengers responsibilities                                                 | *                          |
|                                 |                                             | 0.3.3 Recognized the role and impact of state & operator variations                              | *                          |
|                                 | 0.4                                         | Understanding the criticality of classification & packaging                                      |                            |
|                                 |                                             | 0.4.1 Differentiate between hazard vs risk                                                       | *                          |
|                                 |                                             | 0.4.2 Identify the general information about classes, divisions                                  | *                          |
|                                 |                                             | 0.4.3 Understand general principles of packing groups                                            | *                          |

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|     |       |                                                                                     |     |
|-----|-------|-------------------------------------------------------------------------------------|-----|
|     | 0.4.4 | Consider multiple hazards                                                           | *   |
| 0.5 |       | Interpreting the hazard communication                                               |     |
|     | 0.5.1 | Recognize the different marking basic requirements                                  | *   |
|     | 0.5.2 | Recognize the variety of labeling and their meaning                                 | *   |
|     | 0.5.3 | Identify the required documentation for dg shipments and their role in the process. | *   |
| 0.6 |       | Familiarizing with basic emergency response                                         |     |
|     | 0.6.1 | Create awareness about general emergency procedures                                 | *   |
|     | 0.6.2 | Recognize country specific emergency procedures including exemptions and approvals  | *   |
|     | 0.6.3 | Apply the employer emergency response requirement                                   | *   |
| 5   |       | Accepting passenger and crew baggage                                                |     |
|     | 5.2   | Accept baggage                                                                      | *** |
|     | 5.2.1 | Apply operator requirements                                                         | *** |
|     | 5.2.2 | Verify passenger baggage requirements                                               | *** |
| 6   |       | Transporting cargo/baggage                                                          |     |
|     | 6.2   | Manage dangerous goods pre and during flight                                        | *** |
|     | 6.2.1 | Detect presence of dangerous goods not permitted in baggage                         | *** |
|     | 6.2.3 | Apply procedures in the event of an emergency                                       | *** |
| 7   |       | Collecting safety data                                                              |     |
|     | 7.1   | Report dangerous goods accidents                                                    | *   |
|     | 7.2   | Report dangerous goods incidents                                                    | *   |
|     | 7.3   | Report undeclared/mis-declared dangerous goods                                      | *   |
|     | 7.4   | Report dangerous goods occurrences                                                  | N/a |

### RECURRENT TRAINING

Recurrent training shall be conducted at intervals of no longer than 2 years. If the recurrent training is undertaken within the last 3 calendar months of the validity period, the new

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validity period shall be counted from the original expiry date. However, there are situations in which there are irregularities in the job continuity of an crew. In this case, an intervention is needed to ensure the competency of the employee and any potential gaps to be covered before restarting their job function. The following table is describing the actions to be taken into consideration:

| Period of absence       | Action to be taken                                                                                                                                                                                                                                                                                                                                     |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Up to three months      | Provide the crew with regulatory or business requirements changes or updates and ensure understanding of these changes.                                                                                                                                                                                                                                |
| Between 3 and 12 months | In addition to the above, undergo one practical assessment for example "on the job session" or simulation. The Training Department must provide a brief observation report for the crew with any identified gaps to be filled and with information to be complemented in order to reach the currently required competency and proficiency level again. |
| More than 1 year        | Recurrent training program                                                                                                                                                                                                                                                                                                                             |

**TRAINING AND CHECKING**

The effective of the training phase and the knowledge level acquired is verified by an online multiple-choice test. After the test a message is automatically sent to Training Department in order to verify completion of the training and in case of PASS update pilot's personal folder.

**INSTRUCTOR/EXAMINER ACTIONS FOR ALL PHASES**

Computer Based Training (CBT) is performed without supervision from Ground Instructors. Nevertheless, in case of question regarding the topics covered by course, trainee may ask Training Department to be contacted by an instructor for clarification.

**STANDARD OF PERFORMANCE**

The performance of each trainee must be reported on the relevant forms, which has to be completed by the Training Coordinator. The minimum PASS standard for Computer Based Training (CBT) online tests is 80%.

Throughout the Training Coordinator and Documentation Control Officer the Training Manager will be kept informed of the trainee's progress.



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### **UPERVISION**

The Training Manager in cooperation with the Training Coordinator is responsible for planning, scheduling and monitoring of Computer Based Training (CBT) courses.

### **FORMS TO BE USED**

At completion of each CBT training a certificate is generated by Scandlearn. A copy is printed by Training Coordinator and Documentation Control Officer and maintained in pilot's personal folder.

The following forms must be updated:

- TC02 - Cabin Crew Ground Training Record

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#### 5-5-3 VAW-CCT-001 INITIAL TRAINING

Applicable to: ALL

### **GENERAL**

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

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

### **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.

### **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:

- General: human factors in aviation, general instructions on CRM principles and objectives, human performance and limitations;

- Relevant to the individual cabin crew member: personality awareness, human error and reliability, attitudes and behaviors, self-assessment; stress and stress management; fatigue and vigilance; assertiveness; situation awareness, information acquisition and processing.

**PASSENGER HANDLING AND CABIN SURVEILLANCE:**

- 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;
- 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;
- 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;
- Precautions to be taken when live animals are carried in the passenger compartment;
- Duties to be undertaken in the event of turbulence, including securing the passenger compartment; and
- Methods used to motivate passengers and the crowd control necessary to expedite an emergency evacuation.

**AERO-MEDICAL ASPECTS AND FIRST-AID:**

- General instruction on aero-medical aspects and survival;
- The physiological effects of flying with particular emphasis on hypoxia, oxygen requirements, Eustachian tubal function and barotraumas;
- Basic first-aid, including care of:
  - Air sickness;
  - Gastro-intestinal disturbances;
  - Hyperventilation;
  - Burns;
  - Wounds;
  - The unconscious; and
  - Fractures and soft tissue injuries;
- In-flight medical emergencies and associated first-aid covering at least:
  - Asthma;

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- Stress and allergic reactions;
  - Shock;
  - Diabetes;
  - Choking;
  - Epilepsy;
  - Childbirth;
  - Stroke; and
  - Heart attack ;
- The use of appropriate equipment including first-aid oxygen, first-aid kits and emergency medical kits and their contents;
  - 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
  - Travel health and hygiene, including:
    - Hygiene on board;
    - Risk of contact with infectious diseases and means to reduce such risks;
    - Handling of clinical waste;
    - Aircraft disinfection;
    - Handling of death on board; and
    - Alertness management, physiological effects of fatigue, sleep physiology, circadian rhythm and time zone changes.

### **DANGEROUS GOODS IN ACCORDANCE WITH THE APPLICABLE ICAO TECHNICAL INSTRUCTIONS.**

### **GENERAL SECURITY ASPECTS IN AVIATION, INCLUDING AWARENESS OF THE PROVISIONS LAID DOWN IN REGULATION (EC) NO 300/2008.**

### **FIRE AND SMOKE TRAINING**

It consists of the following:

- 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;
- 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;

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- The necessity for frequent checking of potential fire-risk areas including toilets, and the associated smoke detectors;
- The classification of fires and the appropriate type of extinguishing agents and procedures for particular fire situations;
- 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
- The general procedures of ground-based emergency services at aerodromes.

### **SURVIVAL TRAINING:**

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



**5-5-4 VAW-CCM-002 AIRCRAFT TYPE SPECIFIC TRAINING AND OPERATOR  
CONVERSION TRAINING**

Applicable to: ALL

*Refer to: (AMC1 CAT.OP.MPA.255)*

**1. OPERATOR CONVERSION COURSE**

**1.1 GENERAL**

Each Fly2Sky cabin crew member shall complete appropriate aircraft type specific training and operator conversion training, as well as the associated checks, before being:

- First assigned to operate as a cabin crew member; or
- Assigned to operate another airplane type;

The aircraft type specific and the operator conversion training programs and syllabi, includes , the relevant elements defined in the mandatory part of the operational suitability data (Airbus A320 Family Operational Suitability Data Cabin Crew), established i accordance with Regulation (EU) № 748/2012

Aircraft type specific training and Operator conversion training shall be conducted by Cabin Crew Ground Instructor nominated by Fly2Sky

Fly2Sky can outsource training elements to external training organisations. Those organisations must have facilities and qualified personnel suitable to conduct this training. External organisations shall be approved according the provisions of Chapters 1-0-2 and 1- 0-3 of this manual.

**1.2 ENTRY REQUIREMENTS**

Before undertaking conversion, training cabin crew member shall:

- Be at least 18 years of age;
- Before being assigned to duties on an aircraft, have been assessed in accordance with the applicable requirements of Annex IV (Part-MED) to Regulation (EU) No 1178/2011, as physically and mentally fit to perform their duties and discharge their responsibilities safely;
- Have successfully completed initial training and hold Cabin Crew Attestation.

### **1.2.1 CREDIT FOR PREVIOUS COMPARABLE EXPERIENCE**

The content of the conversion training required is determined taking into account previous training and experience of the cabin crew member.

Documented previous trainings are taken considered taking in account the provision of Appendix A2 of Chapter 5 of this manual.

Cabin crew are considered with “previous comparable operating experience” when they can document previous experience as active cabin crew member on commercial aviation transport operations (CAT).

Cabin crew with previous comparable operating experience may be scheduled for reduced training hours as per table 1.6.1.

### **1.3 COURSE OBJECTIVES**

At completion of Fly2Sky conversion training and checking each Cabin Crew member shall able to apply company procedures on the ground and in all phases of the flight and understand its philosophy, structure and application.

### **1.4 REFERENCE REGULATORY MATERIAL**

The general course content is arranged to meet all requirements of:

- ORO.CC.125 Aircraft type specific training and operator conversion training
- AMC1 ORO.CC.125(c) Aircraft type specific training and operator conversion training
- AMC1 ORO.CC.125(d) Aircraft type-specific training and operator conversion training
- AMC1 ORO.CC.125 & ORO.CC.130 Aircraft type specific training and operator conversion training & differences training
- AMC1 ORO.CC.125(b) & ORO.CC.130(c) Aircraft type specific training and operator conversion training & differences training
- AMC1 ORO.CC.115(e) Conduct of training courses and associated checking (CRM)
- AMC1 ORO.FTL.250 Fatigue management training
- AMC1 ORO.GEN.110(a) Operator responsibilities (Security)

All crew members during their duty are provided with company documentation comprising:

- Operation Manuals

- Study material and credentials to access Company Information System, Leon System and CBT Training System (Scandlearn).

### **1.5 COURSE CONTENT**

The Operator Conversion Course is a planned and organised structure of courses performed in classroom, on training devices, by CBT or self-study followed, when requested, by knowledge practical, CBT or written test.

### **1.6 COURSE STRUCTURE**

The course is structured in approximately training days dedicated to class, practical and CBT training. Sequence of modules and number of days may change for operational reason (i.e. availability of instructors, devices or aircraft).

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#### 1.6.1 GROUND CLASS AND PRACTICAL TRAINING

| Module | Subject                                                    | Standard hours |
|--------|------------------------------------------------------------|----------------|
| 1      | Company introduction                                       | 14             |
|        | Aircraft description                                       |                |
|        | Description of the cabin configuration                     |                |
|        | Fixed Safety and Emergency Equipment and Aircraft Systems  |                |
|        | Operation of the equipment related to pilot incapacitation |                |
|        | Normal procedures (SOP)                                    |                |
|        | A32F Difference training                                   |                |
|        | Abnormal Emergency Procedures                              |                |
|        | Passenger handling and crowd control                       |                |
|        | Safety and emergency equipment                             |                |
|        | Fire and smoke protection equipment                        |                |
| 2      | Medical aspect and First Aid                               | 4              |
| 3      | Aviation Security combined CBT and class                   | 4              |
| 4      | CRM                                                        | 6              |
| 5      | Operation of doors and slides                              | 6              |
|        | Evacuation slide training                                  |                |
|        | Pilot incapacitation procedures                            |                |
|        | Evacuation procedures                                      |                |
|        | Fire and smoke training                                    |                |
| 6      | Aircraft Familiarisation Visit                             | 1              |
|        |                                                            | <b>35</b>      |



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#### **1.6.2 GROUND CBT MODULES**

| Days | Hours | Subject                                                                                                                                                                                |
|------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      |       | <ul style="list-style-type: none"><li>• Dangerous Good (DGR)</li><li>• Fatigue Management Training (FMT)</li><li>• Aviation Security</li><li>• Safety Management System(SMS)</li></ul> |

#### **1.6.3 FAMILIARISATION**

After completion of aircraft type specific training and operator conversion training, each cabin crew member shall complete appropriate supervised familiarisation on the type before being assigned to operate as a member of the minimum number of cabin crew.

##### **1.6.3.1 AIRCRAFT FAMILIARISATION VISIT**

Regardless previous operating experience all cabin crew shall participate in an aircraft familiarisation visit to enable the cabin crew member to become familiar with the aircraft environment and its equipment.

##### **1.6.3.2 FAMILIARISATION FLIGHTS**

| Cabin Crew experience                                                       | FAM<br>FLIGHTS -<br>Training | FAM<br>Flights -<br>Check |
|-----------------------------------------------------------------------------|------------------------------|---------------------------|
| Cabin Crew without previous comparable operating experience                 | 4 Sectors                    | 2 Sectors                 |
| Cabin Crew with previous comparable experience on another type of aircraft  | 2 Sectors                    | 2 Sectors                 |
| Cabin Crew with previous comparable experience on the same type of aircraft | Not required                 | 2 Sectors                 |

Even if not required, familiarisation flights may be scheduled to cabin crew with previous comparable operating experience if deemed necessary by Training Manager or Cabin Operation Manager considering the amount and type of previous experience, the area of operations or recommendations from Director Flight Operation.

##### **1.6.3.3 Cabin Crew Group Familiarisation Flight**

Due to the nature of lease operations(ACMI) it is not always possible to complete an individual familiarization flight(refer to 1.6.3.2 - Familiarisation Flight) therefore trainees may be planned for a group familiarization flight under the supervision of the Line Trainers/SCCM assigned for that

purpose by Cabin Crew Training Manager and/or Cabin Crew Manager.

The flight is conducted under the following conditions:

- Is non-revenue, operated for cabin crew training purposes only;
- Is composed of a take-off and landing, including a period of at least 150 minutes of flight time;
- Is operated with qualified LT/SCCM's assigned to each crew station which are in charge of the cabin in all situations e.g. in the event of a real emergency;
- Only experienced cabin crew can participate as trainees;
- Trainees are divided evenly between the number of nominated LT's/SCCM's;
- One LT/SCCM can supervise not more than 11 trainees
- The maximum number of trainees per group familiarisation flight should not exceed 33 trainees
- Nominated LT/SCCM allocate working positions for the group of trainees under his supervision;
- Nominated LT/SCCM will run a pre-flight briefing for his group of trainees;

Is followed by a debriefing

Each cabin crew trainee shall observe or receive a verbal commentary pertaining to:

- Reporting on duty in accordance with Fly2Sky reporting time;
- Pre-Flight crew briefing;
- Pre-Flight safety and emergency equipment check and security check/search;
- Cabin/Equipment discrepancies reporting/recording;
- Passenger boarding procedure;
- Door closing and, if applicable, associated slide arming procedures;
- Pre-flight passenger safety briefing/demonstration;
- Pre-flight warnings and checks, and securing of cabins and galleys;
- 30 seconds Review procedure;
- Post take-off procedures;
- In-flight procedures pertaining to safety e.g. In-flight turbulence;
- Rapid descent procedures associated with a rapid decompression;
- Procedures associated with a Go around;
- Procedures associated with a preparation for an emergency landing and evacuation;
- Pre-landing warnings and checks, and securing of cabins and galleys;
- Door opening and, if applicable associated slide disarming procedures;
- Passenger disembarkation procedure;
- Safety on the ramp.

## **1.7 SYLLABUS**

### **1.7.1 GROUND CLASS AND PRACTICAL TRAINING**

#### **1.7.1.1 COMPANY INTRODUCTION**

| <b>MODULE-1</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Company introduction</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |
| <p>Introduction to the Fly2Sky:</p> <ul style="list-style-type: none"><li>▪ Scope of activity</li><li>▪ Strategic planning and safety policy</li><li>▪ Documentation including system of amendment and revision.<br/>Documents in Electronic Flight Bag</li><li>▪ Company structure, duties, responsibilities and accountabilities</li></ul> <p>Introduction to the Safety Management:</p> <ul style="list-style-type: none"><li>▪ Safety Management</li><li>▪ Compliance Management</li><li>▪ Occurrence reporting</li><li>▪ Emergency Response Planning</li><li>▪ Management Evaluation and Continuous Improvement</li></ul> <p>Applicable regulations:</p> <ul style="list-style-type: none"><li>▪ AIR-OPS</li><li>▪ Company Operations Manual</li><li>▪ Flight Time Limitations</li><li>▪ OM-A Ch 7</li><li>▪ Company forms</li></ul> <p>Company communication system:</p> <ul style="list-style-type: none"><li>▪ Company Information System</li><li>▪ Company Email</li><li>▪ Rostering system</li></ul> |  |

### **1.7.1.2 AIRCRAFT DESCRIPTION**

| <b>MODULE-1</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Aircraft description</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
| <p>Aircraft description:</p> <ul style="list-style-type: none"> <li>• Aviation terminology</li> <li>• Basic theory of flight</li> <li>• Type of aircraft, principal dimensions, narrow or wide bodied, single or double deck.</li> <li>• Speed, altitude, range;</li> <li>• Main aircraft systems;</li> <li>• Passenger seating capacity;</li> <li>• Flight crew number and minimum required cabin crew;</li> <li>• Cabin doors/exits location and still heights;</li> <li>• Cargo and unpressurised areas as relevant;</li> <li>• Aircraft systems relevant to cabin crew duties;</li> <li>• Flight crew compartment-general presentation, pilot seats and their mechanism, emergency exits, storage;</li> <li>• Required cabin crew stations;</li> <li>• Flight crew compartment security-general: door compartments and use;</li> <li>• Access to avionics bay where relevant;</li> <li>• Lavatories-general: doors, systems, calls and signs; and</li> <li>• Least risk bomb location.</li> </ul> |  |

### **1.7.1.3 DESCRIPTION OF THE CABIN CONFIGURATION**

| <b><u>MODULE - 1</u></b>                                                                                                                                                                                                                                                                                                                                              |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Description of the cabin configuration</b>                                                                                                                                                                                                                                                                                                                         |  |
| <p>Descriptions of the cabin configuration:</p> <ul style="list-style-type: none"> <li>• Required and additional cabin crew stations-location (including direct view)), restraint systems, control panels;</li> <li>• Passenger seats-general presentation and associated operator's specific features and equipment;</li> <li>• Designated stowage areas;</li> </ul> |  |



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- Lavatories- specific features, equipment and systems additional to the aircraft type specific elements;
- Galley-location, appliances, water and waste system, including shut-off, sinks, drains;
- Stowage for the containment of waste;
- Passenger handrail system or alternative means;
- Electrical panels and lighting systems;
- Oxygen systems (Cabin, cockpit, PBE);
- Smoke detection and automatic fire fighting systems;
- Aircraft specific duties and responsibilities;
- Communication systems;
- Crew intercommunication system;
- In-flight chimes system;
- Evacuation alert system;
- Cockpit emergency exits;
- Cabin emergency exits;
- Escape slides/slide rafts;
- Aircraft crash position.

### **1.7.1.4 SAFETY AND EMERGENCY EQUIPMENT AND AIRCRAFT SYSTEMS**

| <b><u>MODULE - 1</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Safety and emergency equipment and aircraft systems</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |
| <p>Emergency</p> <p>Emergency equipment checklist;</p> <p>Safety and emergency equipment and aircraft systems;</p> <ul style="list-style-type: none"> <li>▪ Slides, and where non-self-supporting slides are carried, the use of any associated assisting evacuation means;</li> <li>▪ Life-rafts and slide-rafts, including the equipment attached to, and/or carried in, the raft;</li> <li>▪ Drop-out oxygen system;</li> <li>▪ Communication equipment, including megaphones;</li> <li>▪ Emergency locator transmitter (ELT);</li> <li>▪ Dangerous Goods kit;</li> <li>▪ Infant and extension belt, and</li> <li>▪ Other cabin safety equipment or systems where applicable.</li> </ul> |  |

### **1.7.1.5 OPERATION OF EQUIPMENT RELATED TO PILOT INCAPACITATION**

| <b><u>MODULE 1</u></b>                                                                                                                                                                                                                                                                                                                                                         |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Operation of equipment related to pilot incapacitation</b>                                                                                                                                                                                                                                                                                                                  |  |
| <p>Flight Crew incapacitation classification and indications:</p> <ul style="list-style-type: none"> <li>▪ Obvious;</li> <li>▪ Subtle.</li> </ul> <p>Operation of the flight crew member seat and harness mechanisms;</p> <p>Incapacitated person lifting techniques;</p> <p>Use of the flight crew member's checklists;</p> <p>Use of flight crew member's oxygen system;</p> |  |

#### 1.7.1.6 NORMAL PROCEDURES (SOP)

| <b><u>MODULE -1</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Normal Procedures (SOP)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
| <p>Normal Procedures (SOP):</p> <ul style="list-style-type: none"> <li>• General information;</li> <li>• Phases of flight;</li> <li>• Crew coordination and communication;</li> <li>• Sterile cockpit and Flight deck access;</li> <li>• Door and exit operation from inside and outside;</li> <li>• Cockpit door operation;</li> <li>• Cockpit sliding window operation;</li> <li>• Pre-flight briefing, NITS briefing;</li> <li>• Ground safety checks;</li> <li>• Departure procedures;</li> <li>• Arrival procedures;</li> <li>• Cabin Crew safety related duties: <ul style="list-style-type: none"> <li>– Prior and during passenger boarding;</li> <li>– Before push-back;</li> <li>– During taxi before takeoff;</li> <li>– During takeoff and initial climb;</li> <li>– During final climb;</li> <li>– During cruise;</li> <li>– From top of descend;</li> <li>– During approach;</li> <li>– During taxi after landing;</li> <li>– During and after passenger disembarkation.</li> </ul> </li> <li>• Passenger safety briefing: <ul style="list-style-type: none"> <li>– Daily operations;</li> <li>– Planned emergency.</li> </ul> </li> <li>• Emergency row passenger briefing;</li> <li>• Turbulence management;</li> <li>• Passenger acceptance and handling;</li> </ul> |  |

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### CABIN CREW TRAINING SYLLABI

- Use of personal electronic devices for passenger and Crew;
- Stowing and securing of cabin baggage;
- Refuelling with passengers on board.
- Carriage of special categories of passengers (SOPs).

#### 1.7.1.7 A32F DIFFERENCE TRAINING

| <u>MODULE – 1</u>               |  |
|---------------------------------|--|
| <b>A32F Difference training</b> |  |
| Refer to: Appendix: VAW-CCT-004 |  |

#### 1.7.1.8 ABNORMAL AND EMERGENCY PROCEDURES

| <u>MODULE - 1</u>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Abnormal and Emergency Procedures</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
| <p>Abnormal and Emergency Procedures:</p> <ul style="list-style-type: none"> <li>▪ Definition of types of emergencies: <ul style="list-style-type: none"> <li>○ Planned landing and ditching;</li> <li>○ Unplanned landing and ditching;</li> <li>○ Precautionary landing;</li> </ul> </li> <li>▪ Emergency cabin evacuation: <ul style="list-style-type: none"> <li>○ Evacuation guidelines;</li> <li>○ Notification of emergencies and signals;</li> <li>○ NITS briefing;</li> <li>○ Cockpit crew and cabin crew duties for evacuation;</li> <li>○ Able bodied persons (ABP): criteria of selection, ABP briefing, positioning and seating of ABP;</li> <li>○ Brace positions and signals: timing of brace command, positions for different passenger categories, and positions for crew members.</li> <li>○ Emergency passenger door operation;</li> <li>○ Over-wing exit operation;</li> <li>○ Preparation of cabin and galleys for emergency landing and ditching;</li> <li>○ Planned and unplanned cabin evacuation (on ground and water);</li> <li>○ Emergency communications: emergency calls;</li> </ul> </li> </ul> |  |

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### CABIN CREW TRAINING SYLLABI

- Evacuation procedures: initiation of evacuation; instructions for evacuation; crew allocation during evacuation;
- Unusable exits; evacuation techniques for infants, disabled and injured; checking of the cabin; reporting sequence;
- Equipment collected by cabin crew.
- Passenger management after evacuation.
- Ground base emergency services.
- Emergency cockpit evacuation.
- Irregular/abnormal situations and procedures:
- Fire protection: guidelines for in-flight smoke and fire management; Basic firefighting procedure; Cabin smoke/fire procedure “Hidden area” or “Unknown source”, Lavatory smoke/fire procedure; Passenger seat smoke/fire; Galley smoke/fire; Oven smoke/fire; Overhead bin smoke/fire procedure; Firefighting in a confined space, cabin fires; Fire prevention, detection and potential fire risk.
- Depressurization. Depressurization warnings, Cabin depressurization, and abnormal cabin altitude.
- Severe Turbulence management.
- Crowd control in various emergency situations.
- Flight crew and Cabin Crew member incapacitation.
- Flight crew checklist use.
- Surface contamination with ice, snow and frost.
- Rejected take-off.

#### 1.7.1.9 PASSENGER HANDLING AND CROWD CONTROL

##### **MODULE - 1**

##### **Passenger handling and crowd control**

Passenger handling and crowd control:

- Communications between flight crew and cabin crew and use of all communications equipment, including the difficulties of coordination in a smoke-filled environment;
- Verbal commands;

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### CABIN CREW TRAINING SYLLABI

- The physical contact that may be needed to encourage people out of a door/exit and onto a slide;
- Redirection of passengers away from unusable doors/exits;
- Marshalling of passengers away from the aircraft;
- Evacuation of special categories of passengers with emphasis on passenger with disabilities or reduced mobility;
- Authority and leadership.

#### 1.7.1.10 Safety and emergency equipment

| <b><u>MODULE - 1</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <b><u>NOTES</u></b>                                                                                                                                              |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Safety and emergency equipment</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                  |
| <p>Safety and emergency equipment:</p> <ul style="list-style-type: none"> <li>▪ Life jackets, infant life jackets and floatation devices;</li> <li>▪ First-aid and drop-out oxygen, including supplementary systems;</li> <li>▪ Fire extinguishers and protective breathing equipment (PBE);</li> <li>▪ Crash axe or crowbar</li> <li>▪ Emergency lights including torches;</li> <li>▪ Communication equipment, including megaphones;</li> <li>▪ Slide rafts and life raft's survival pack and their contents; and</li> <li>▪ Pyrotechnics (actual or representative devices);</li> <li>▪ First-aid kits, emergency medical kits and their contents; and</li> <li>▪ Other portable safety and emergency equipment, where applicable.</li> </ul> | <p><i>Each cabin crew member shall receive realistic training on and demonstration of the location and use of all safety and emergency equipment carried</i></p> |

#### 1.7.1.11 FIRE AND SMOKE PROTECTION EQUIPMENT

| <b><u>MODULE - 1</u></b>                                                                                                                                                                                               | <b><u>NOTES</u></b> |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| <b>Fire and smoke protection equipment</b>                                                                                                                                                                             |                     |
| <p>Each cabin crew member shall be trained in using fire and/or smoke protection equipment.</p> <p>Fire theory:</p> <ul style="list-style-type: none"> <li>▪ Fire classification;</li> <li>▪ Fire triangle;</li> </ul> |                     |

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### CABIN CREW TRAINING SYLLABI

- Different extinguishing agents, firefighting techniques, tactics and procedures;
- Fire fighting in confined space, cabin fires;
- Smoke and fumes;

#### 1.7.1.12 MEDICAL ASPECT AND FIRSTAID

| <b>MODULE - 2</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Firs Aid                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |
| <p>Altitude Physiology:</p> <ul style="list-style-type: none"> <li>▪ Physiology of flight;</li> <li>▪ Hypoxia;</li> <li>▪ Gas expansion and decompression sickness;</li> <li>▪ Eustachian tubal function and barotraumas;</li> <li>▪ Oxygen requirements and administering of first aid oxygen;</li> <li>▪ Cabin air quality;</li> </ul> <p>Medical Emergencies in Aviation:</p> <ul style="list-style-type: none"> <li>▪ Asthma;</li> <li>▪ Stress reactions and allergic reactions;</li> <li>▪ Shock;</li> <li>▪ Diabetes;</li> <li>▪ Choking;</li> <li>▪ Epilepsy;</li> <li>▪ Emergency childbirth;</li> <li>▪ Stroke;</li> <li>▪ Heart attacks;</li> <li>▪ Seeking for professional medical advice (on ground and/or in flight);</li> <li>▪ Behavioural/psychological disorders.</li> </ul> <p>Basic First Aid and Survival Training including Dare Of:</p> <ul style="list-style-type: none"> <li>▪ Air sickness;</li> <li>▪ Gastro-intestinal disturbances;</li> <li>▪ Hyperventilation;</li> <li>▪ Burns;</li> </ul> |  |

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### CABIN CREW TRAINING SYLLABI

- Wounds;
- Unconsciousness;
- Fractures and soft tissue injuries;

#### Travel Health and Hygiene:

- Hygiene on board and biohazard waste disposal
- The risk of contact with infectious diseases, protection from infection;
- Avoidance of infectious diseases;
- Handling of clinical waste;
- Aircraft disinfection and disinfection;
- Handling of death on board;
- Alertness management, physiological effects of fatigue, sleep physiology, circadian rhythm, time zone changes and jet lag;
- Special precautions when operating into tropical and subtropical areas;
- Immunization;
- Personal safety (e.g. use of alcohol, other drugs, traffic safety).

#### Cardio-Pulmonary Resuscitation:

- Recovery position;
- CPR practice for each student;

#### The Use of Appropriate Equipment Including First-Aid Oxygen, First-Aid Kits, Emergency Medical Kits and Their Contents;

#### Documentation to be completed;

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;

#### Wounds and bleeding;

#### Automated External Defibrillator;

- Recognition of cardio-respiratory arrest.
- Pre-defibrillation safety checks and defibrillator scene safety.



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### CABIN CREW TRAINING SYLLABI

- Safe and effective defibrillation.
- Post-resuscitation check/care

#### 1.7.1.13 AVIATION SECURITY

| <b>MODULE-3</b>                                    |  |
|----------------------------------------------------|--|
| Aviation security                                  |  |
| Refer to: Security Manual and Appendix VAW-SEC-001 |  |

#### 1.7.1.14 CREW RESOURCE MANAGEMENT (CRM)

| <b>MODULE-4</b>                |  |
|--------------------------------|--|
| CRM                            |  |
| Refer to: Appendix VAW-CRM-002 |  |

#### 1.7.1.15 OPERATION OF DOORS AND EXITS

| <b>Module-5</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| Operation of doors and exits                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                     |
| <p>This training is conducted in a representative training device or in actual aircraft and includes:</p> <ul style="list-style-type: none"> <li>• Practical operation of exits from outside;</li> <li>• Practical operation of exits from inside;</li> <li>• Arming and disarming procedures;</li> <li>• Emergency exit row passenger safety briefing</li> <li>• Failure of power assist systems</li> <li>• The action and forces required to operate and deploy evacuation slides.</li> </ul> <p>Training also include:</p> <ul style="list-style-type: none"> <li>• Simulating the operation of each type or variant of normal and emergency doors and exits for passenger.</li> <li>• Operation and actual opening of the flight crew compartment security door.</li> </ul> | <p>This training is conducted in a representative training device and/or in the actual aircraft</p> |

### **1.7.1.16 EVACUATION SLIDE TRAINING**

| <b>MODULE-5</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | <b>NOTES</b>                                                          |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| Evacuation slide training                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                       |
| <p>Operation of slides, rafts, slide/rafts, ramp slide/rafts.</p> <p>Each cabin crew member shall descend an evacuation slide from a height representative of the aircraft main deck sill height.</p> <ul style="list-style-type: none"> <li>• The slide shall be fitted to a representative training device or to the actual aircraft.</li> <li>• A further descent shall be made when the cabin crew member qualifies on an aircraft type in which the main deck exit sill height differs significantly from any aircraft type previously operated.</li> </ul> | <p>This training is conducted in a representative training device</p> |

### **1.7.1.17 FIRE AND SMOKE TRAINING**

| <b>MODULE-5</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>NOTES</b>                                                          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| Fire and smoke training                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                       |
| <p>Each cabin crew member shall receive realistic and practical training in the use of all fire-fighting equipment, including protective clothing representative of that carried in the aircraft.</p> <p>Each cabin crew member shall:</p> <ul style="list-style-type: none"> <li>• Extinguish and an actual fire characteristic of an aircraft interior fire except that, in case of halon extinguishers, an alternative extinguishing agent may be used;</li> <li>• Exercise the donning and use of PBE in an enclosed simulated smoke-filled environment with particular emphasis on identifying the actual source of fire and smoke.</li> </ul> | <p>This training is conducted in a representative training device</p> |

### **1.7.1.18 AIRCRAFT FAMILIARISATION VISIT**

| <b>MODULE-6</b>                                                                                                                                           | <b>NOTES</b>            |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| <b>Aircraft familiarisation visit</b>                                                                                                                     |                         |
| Aircraft visits shall enable the cabin crew member to become familiar with the aircraft environment and its equipment. Accordingly, aircraft visits shall | <i>This training is</i> |

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### CABIN CREW TRAINING SYLLABI

be conducted by appropriately qualified persons. The aircraft visit shall provide an overview of the aircraft's exterior, interior and aircraft systems with emphasis on the following:

- interphone and public address systems;
- evacuation alarm systems;
- emergency lighting;
- smoke detection systems;
- safety and emergency equipment;
- flight crew compartment;
- cabin crew stations;
- lavatories;
- galleys, galley security and water shut-off;
- cargo areas if accessible from the passenger compartment during flight;
- circuit breaker panels located in the passenger compartment;
- crew rest areas; and
- doors/exits location and environment.
- operation of all other exits, such as flight deck windows is demonstrated;
- simulating the operation of each type or variant of normal and emergency doors and exits for passenger evacuation;
- actual operation in the actual aircraft of the flight crew compartment security door, in both normal and emergency modes

*conducted  
in the  
actual  
aircraft*

#### 1.7.1.19 PILOT INCAPACITATION PROCEDURES

| MODULE-6                                                                                                                                                                                                                                                                                                                         | NOTES                                                    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|
| <b>Pilot incapacitation procedures</b>                                                                                                                                                                                                                                                                                           |                                                          |
| <p>Simulated Emergency situations and cabin preparation:</p> <ul style="list-style-type: none"> <li>• Planned cabin evacuation (on land and water);</li> <li>• Unplanned cabin evacuation (on land and water);</li> <li>• Smoke, fumes and fire in the cabin;</li> <li>• Severe turbulence;</li> <li>• Decompression;</li> </ul> | <p>This training is conducted in the actual aircraft</p> |

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### CABIN CREW TRAINING SYLLABI

Additional actions required from cabin crew members responsible for a pair of doors/exits and the recognition of when doors/exits are unusable or when evacuation equipment is unserviceable.

#### **1.7.2 GROUND CBT MODULES**

CBT Modules structure and syllabi are detailed on the related Appendix of this manual as per below index.

|   |                                                     |                 |
|---|-----------------------------------------------------|-----------------|
| 1 | ▪ Dangerous Goods (DGR)                             | VAW-DGR-001     |
| 2 | ▪ Fatigue Management Training                       | VAW-FCT-006     |
| 3 | ▪ Aviation Security (if not performed on classroom) | Security Manual |
| 4 | ▪ Safety Management System and Reporting            | SMM             |

#### **1.7.3 FAMILIARISATION**

##### **1.7.3.1 FAMILIARISATION FLIGHTS**

| Module 7                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Familiarisation Flights                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |
| <p>During familiarisation flights, the cabin crew member shall be assigned in addition to the minimum number of cabin crew required.</p> <p>Familiarisation flights shall be:</p> <ul style="list-style-type: none"> <li>• conducted under the supervision of the senior cabin crew member;</li> <li>• structured and conducted with the cabin crew member participating in pre-flight, in-flight and post-flight safety duties;</li> <li>• operated with the cabin crew member wearing the operator's cabin crew uniform;</li> <li>• recorded in the training record of the cabin crew member.</li> </ul> |  |

## **1.8 TRAINING AND CHECKING**

### **1.8.1 CLASS AND PRACTICAL TRAINING TEST**

Competence on theoretical is assessed by means of a written multiple-choice questionnaire for the following training elements:

- Aircraft systems
- Emergency and safety equipment training
- Difference training
- Medical aspects and first aid training
- Safety management system training
- Aviation security training

Practical competence assessed by the instructor during execution of practical exercise. CBT training competence is verified by an online questionnaire.

All report of training and checking are stored in the cabin crew personal folder. CRM training does not require a formal assessment.

## **1.9 INSTRUCTOR/EXAMINER ACTIONS FOR ALL PHASES**

The Chapter 1 and 3 of OM-D give detailed instruction on performing instructor's duties. As general guidance the instructor responsible for the following

- Gain the cabin crew attention and keep them motivated to learn;
- Ensure the learning objectives for the module of instruction are understood
- Facilitate the cabin crew recall of any pre-learned relevant knowledge;
- Facilitate the lesson content using all Instructional material;
- Help the cabin crew to learn by informing them of the lesson organisation and the relevance of the material;
- Ask the cabin crew to demonstrate an understanding of the material by asking them review questions

The instructor shall brief all topics outlined in the training syllabus.

## **1.10. STANDARDS OF PERFORMANCE**

The performance of each trainee shall be reported on the relevant forms, which must be completed at the end every training module. Throughout the training cycle the Training Manager or Cabin Crew Training Manager will be kept informed of the trainee's progress.

### **1.10.1. IN CASE OF FAILURE**

If substandard performance is observed and a test is not passed Instructor shall inform the trainee and contact the rostering department and Training Manager or Cabin Crew Training Manager.

Further action will be agreed with the Training Manager or Cabin Crew Training Manager in accordance with the procedures described in OM-D 3.3

## **1.11. SUPERVISION**

The Cabin Crew Training Manager in cooperation with the Training Manager and Training Coordinator is responsible for planning, scheduling and implementing the cabin crew Operator Conversion Course.

### **1.12. FORMS TO BE USED**

- TC5 Cabin Crew v Training Record
- TC4 Cabin Crew Aircraft Visit Record
- TC2 Cabin Crew Ground Training Record
- TC7 Cabin Crew Group Familiarisation Flight

**5-5-5 VAW-CCT-004 A32F DIFFERENCES TRAINING**

Applicable to: ALL

**1. A32F DIFFERENCE TRAINING**

*Refer to: (ORO.CC.130) (ORO.CC.250)*

**1.1 GENERAL**

*Refer to: (ORO.CC.130) (ORO.CC.250)*

Each Fly2Sky cabin crew member shall complete appropriate aircraft difference training, as well as the associated checks, before being assigned to operate a variant of an aircraft type currently operated; or a currently operated aircraft type or variant with different:

- Safety equipment;
- Safety and emergency equipment location; or
- Normal and emergency procedures.

A32F Differences and Familiarisation Training means a combination of theoretical knowledge and flying training with the aim of providing flight crew with the required competencies to perform their duties on different variant of Fly2Sky A320 family fleet.

**A320 is defined as base variant**, Operator Difference Requirement (ODR) as described on following Chapters 2 and 3 are developed in order to identify area and level of training required.

**1.2 ENTRY REQUIREMENTS**

Personnel attending the A320 Difference Training shall be:

- A Fly2Sky cabin crew operating on A32F;
- A cabin crew joining the company enrolled in the Operator Conversion Course

**1.3 COURSE OBJECTIVES**

The objective of the courses is to develop crew awareness on differences between fleet' aircraft variants, competency and skill

required to operate normal, abnormal and emergency procedures.

The course is also designed to familiarise crew on different aircraft configuration in terms of systems, safety and emergency equipment, etc.

## **1.4 REFERENCE REGULATORY MATERIAL**

This document has been prepared in accordance with the following regulatory references:

- Commission Regulation (EU) No 965/2012 - “Air Ops”
- A320 Family Operational Suitability Data (OSD) Cabin Crew
- A320 Family Operator Difference Requirement Tables Cabin Crew

### **1.4.1 OPERATOR DIFFERENCE REQUIREMENT TABLES – CABIN CREW A32F**

This document is referenced in the “Operational Suitability Data - Cabin Crew” document of the applicable aircraft type and constitutes an OSD. OSD are approved either by EASA or by Airbus under privilege granted by EASA.

## **DEFINITIONS**

**Aircraft modifications** means an approved change to the aircraft design or the aircraft operational capability.

**Base aircraft** means an aircraft used as a reference to compare differences with another aircraft. In the ODR tables for aircraft modifications, the base aircraft is the aircraft without the given aircraft modification. **Fly2Sky base aircraft is A320.**

**Candidate aircraft** means an aircraft subject to the evaluation of differences. In the ODR tables for aircraft modifications, the candidate aircraft is the aircraft with the given aircraft modification.

**Operation** means a series of chronological actions performed by the cabin crew to accomplish a specific task.

**Operator Differences Requirement (ODR)** is a description of the differences identified between the base and the candidate aircraft.

**Variant** means an aircraft that has differences to the base aircraft requiring completion of differences training.

**Training difference level** means a formally designated level of difference between a base and a candidate aircraft for the establishment cabin crew training and checking.



**1.4.2 PURPOSE OF ODR TABLES**

The ODR table identifies the differences pertinent to cabin crew in terms of aircraft configuration, aircraft systems and any design-related elements that would impact normal and/or emergency operations. The ODR table also identifies the impact of the differences on description and operation and proposes appropriate training difference levels.

The ODR table is a formal description of the differences identified between the base and the candidate aircraft, for the purpose of establishing the “variant” status of the candidate aircraft.

In addition, ODR table provides the basis for development of customized cabin crew differences training by operators.

**1.4.3 DIFFERENCES**

This ODR table identifies the differences between base and candidate aircraft. The differences are categorised by:

- Aircraft Configuration (General). The characteristics of the candidate aircraft are compared with the base aircraft with regard to the aircraft configuration and general design.
- Systems. Consideration is given to differences in systems and equipment which are operated by cabin crew on the base and the candidate aircraft.
- Normal and Emergency Operations. Comparison is run between the base and the candidate aircraft, for any design-related element that would impact normal and/or emergency operations.

**1.4.4 DIFFERENCES IMPACT ANALYSIS**

The impact of differences on cabin crew data elements is assessed in the ODR table as per the following criteria:

- impact on the description of the elements is tagged with a “YES” in the column DESC when there is an identified difference between the base and the candidate aircraft that needs to be notified to the cabin crew.
- Impact on the operation of the element is tagged with a “YES” in the column OPS when the identified difference affects the operation of the element and that needs to be notified to the cabin crew.

### **1.4.5 TRAINING DIFFERENCE LEVELS**

Training difference levels are used to identify the extent of difference between a base and a candidate aircraft with reference to the elements identified in the ODR table. A range of three training difference levels in order of increasing requirements, from 1 to 3, are each specified for training and checking, for variants.

Training difference levels apply when a difference between a base and a candidate aircraft affects cabin crew training. Such differences may affect the knowledge, skills, or performance required of a cabin crew member. If no differences exist, or if differences exist but do not affect knowledge, skills, or performance of cabin crew, then training difference levels are neither assigned nor applicable to cabin crew training and checking. When training difference levels apply, each difference level, from 1 to 3, is based on a scale of differences related to aircraft configuration, doors and exits, aircraft systems, normal and emergency operations.

The training difference levels are defined below:

- Level 1: Applicable to aircraft with differences that can be adequately addressed through self-instruction. Level 1 training represents a knowledge requirement such that, once appropriate information is provided, understanding and compliance can be assumed to take place. Compliance with Level 1 training is typically achieved by methods such as issuance of operating manual page revisions, dissemination of cabin crew operating bulletins or differences hand-outs to describe minor differences between aircraft.
- Level 2: Applicable to aircraft with systems or procedural differences that can be adequately addressed through aided instruction. At Level 2, aided instruction is appropriate to ensure crew understanding, emphasise issues, provide a standardized method of presentation of material, or to aid retention of material following training. Compliance with Level 2 training is typically achieved by methods such as slide/tape presentations, Computer Based Training (CBT), stand up lectures, videos.
- Level 3: Applicable to aircraft with differences that affect knowledge, skills, attitude and that can only be addressed using devices capable of system training (i.e. hands-on training). Training devices are required to supplement instruction to ensure attainment or retention of crew skills and attitude to accomplish the more complex tasks, usually related to operation of particular aircraft systems. Compliance with Level 3 training would require use of training devices such as emergency evacuation procedures trainers, doors trainers, cabin crew panel trainers, etc. When dedicated training devices are not available, this hands-on training would require using the aircraft.
- They can be summarized as per below table:

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### CABIN CREW TRAINING SYLLABI

| TRAINING<br>DIFFERENCE<br>LEVEL | TRAINING             | ACCEPTABLE TRAINING MEDIA                                                                                                                                                                                                                 | CHECKING                  |
|---------------------------------|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| 1                               | Self-<br>instruction | Operating manual page revisions,<br>cabin crew operating bulletins,<br>difference hand-outs                                                                                                                                               | Not<br>applicable         |
| 2                               | Aided<br>instruction | Slide/tape presentations, Computer<br>Based Training (CBT), stand-up<br>lectures, videos                                                                                                                                                  | Applicable<br>as required |
| 3                               | Hands-on<br>training | Training devices that include<br>emergency evacuation procedures<br>trainers, door trainers, cabin crew<br>panel trainers, etc. If the above<br>training devices are not available,<br>the aircraft can be used for<br>training purposes. | Applicable                |

### 1.5 CORSE CONTENT

Following the analysis of current fleet differences, the following ODR tables has been developed in form of attachment of this document:

- VAW\_OM-D - A2. VAW-CCT-004 A1 [General]

This document provides the training requirements which must be fulfilled by cabin crew before being assigned on the A321, variant of the A320 currently operated by the cabin crew.

- VAW\_OM-D- A5. VAW-CCT-004 A2 [FAP]

## APPENDICES

### CABIN CREW TRAINING SYLLABI

This document provides the training requirements which must be fulfilled by cabin crew before being assigned on an A320 Family aircraft equipped with the Enhanced CIDS FAP.

## 1.6 COURSE STRUCTURE

### 1.6.1 TRAINING TIME

| INITIAL | CONVERSION |            | RECURRENT  | REFRESHER  |
|---------|------------|------------|------------|------------|
| N/A     | Standard   | Reduced    | 2:00 hours | 2:00 hours |
|         | 4:00 hours | 4:00 hours |            |            |

## 1.7 SYLLABUS

### 1.7.1 VAW\_OM-D – A2. VAW-CCT-004 A1 [GENERAL]

| SUBJECTS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | METHOD OF TRAINING                  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|
| <ul style="list-style-type: none"> <li>▪ Aircraft General</li> <li>▪ Doors and exit: <ul style="list-style-type: none"> <li>- Description General;</li> <li>- Description inside Doors Features;</li> <li>- Control and Indicators Doors actuation indicators;</li> <li>- Emergency Opening</li> </ul> </li> <li>▪ Assisting Evacuation Means <ul style="list-style-type: none"> <li>- Description General</li> <li>- Description Slide Arming</li> <li>- Description Slide Inflation</li> </ul> </li> </ul> | Classroom training PPT Presentation |

## APPENDICES

### CABIN CREW TRAINING SYLLABI

#### 1.7.2 VAW\_OM-D – A2. VAW-CCT-004 A2 [FAP]

| Subjects                                                                                                                                                                                                                                                                                | Method of training                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|
| <ul style="list-style-type: none"><li>▪ CIDS FAP</li><li>▪ Smoke Detection System</li><li>- Controls and indicators Smoke Detection Controls</li><li>- Control and indicators Smoke Detection Information Display</li><li>- Control and Indicators Smoke Detection indicators</li></ul> | Classroom training PPT<br>Presentation |

#### 1.7.3 PORTABLE SAFETY AND EMERGENCY EQUIPMENT

| Subjects                                                                                                                                                                                                                                                                                                                                                                                            | Method of training                                           |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|
| <ul style="list-style-type: none"><li>▪ Portable safety and emergency equipment</li><li>- Fire-fighting equipment;</li><li>- Protective breathing equipment;</li><li>- Oxygen equipment;</li><li>- Crew lifejackets;</li><li>- Torches;</li><li>- Megaphones;</li><li>- First-aid equipment;</li><li>- Survival and signalling equipment;</li><li>- Other safety and emergency equipment.</li></ul> | Classroom training PPT<br>Presentation<br><br>Aircraft visit |

#### 1.8 TRAINING AND CHECKING

Competence on theoretical is assessed by means of a written multiple-choice questionnaire that may be combined with other tests.

## **1.9 INSTRUCTOR ACTIONS FOR ALL PHASES**

The Chapter 1 and 3 of OM-D give detailed instruction on performing instructor's duties. As general guidance the instructor responsible for the following

- Gain the crew attention and keep them motivated to learn;
- Ensure the learning objectives for the module of instruction are understood
- Facilitate the cabin crew recall of any pre-learned relevant knowledge;
- Facilitate the lesson content using all Instructional material;
- Help the cabin crew to learn by informing them of the lesson organisation and the relevance of the material;
- Ask the cabin crew to demonstrate an understanding of the material by asking them review questions

The instructor shall brief all topics outlined in the training syllabus.

## **1.10 STANDARDS OF PERFORMANCE**

The performance of each trainee shall be reported on the relevant forms, which has to be completed at the end every training module. Throughout the training cycle the Training Manager or Cabin Crew Training Manager will be kept informed of the trainee's progress.

### **1.10.1 IN CASE OF FAILURE**

If substandard performance is observed and a test is not passed Instructor shall inform the trainee and contact the rostering department and Training Manager or Cabin Crew Training Manager. Further action will be agreed with the Training Manager or Cabin Crew Training Manager in accordance with the procedures described in OM-D 3.3

## **1.11 SUPERVISION**

The Cabin Crew Training Manager in cooperation with the Training Manager and Training Coordinator is responsible for planning, scheduling and implementing the cabin crew Operator Conversion Course.

## **1.12 FORMS TO BE USED**

- TC1 - Cabin Crew Record
- TC4 - Cabin Crew Aircraft Visit Record

**ODR TABLE – A320 TO A321**

Change title: A320 to A321.  
Modification number: nil

Purpose: This document provides the training requirements which must be fulfilled by cabin crew before being assigned on the A321, variant of the A320 currently operated by the cabin crew.

**1. ODR – AIRCRAFT CONFIGURATION (GENERAL**

No difference in general aircraft configuration.

**2. ODR - SYSTEMS**

| SYSTEM                                           | DIFFERENCES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | DESC | OPS | TRAINING<br>DIFFERENCE<br>LEVELS |
|--------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|-----|----------------------------------|
| Doors and<br>Exits<br><br>Description<br>General | <p>The base aircraft has:</p> <ul style="list-style-type: none"> <li>- Two pairs of oversized type 1 doors</li> <li>- Two pairs of overwing emergency type III exits.</li> </ul> <p>The candidate aircraft has:</p> <ul style="list-style-type: none"> <li>- The base aircraft has:</li> <li>- Two pairs of oversized type 1 doors</li> </ul> <p>Two pairs of oversized type I emergency exits.</p> <p>There are no overwing emergency type III exits on the candidate aircraft. On the candidate aircraft, oversized type I emergency exits operate in the same way as oversized type I doors.</p> | YES  | NO  | 2                                |



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OPERATIONS MANUAL PART D

## APPENDICES

### CABIN CREW TRAINING SYLLABI

|                                                                             |                                                                                                                                                                                                                                                                                                           |     |    |   |
|-----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|----|---|
| Doors and Exits<br><br>Description inside Doors Features                    | On the candidate aircraft, the oversized type I emergency exits escape slides are fuselage-mounted underneath the exit.                                                                                                                                                                                   | YES | NO | 1 |
| Doors and Exits<br><br>Control and indicators<br>Doors actuation indicators | On the candidate aircraft, the oversized type I emergency exits do not have a girt bar floor visual indication/armed indicator.                                                                                                                                                                           | NO  | NO | 1 |
| Assisting Evacuation Means<br><br>Description General                       | The candidate aircraft oversized type I emergency exits have a single lane canted escape slide.                                                                                                                                                                                                           | YES | NO | 1 |
| Assisting Evacuation Means<br><br>Description Slide Arming                  | On the candidate aircraft, there is no girt bar on oversized type I emergency exits                                                                                                                                                                                                                       | NO  | NO | 1 |
| Assisting Evacuation Means<br><br>Description Slide Inflation               | On the candidate aircraft, the oversized type I emergency exits manual inflation handle is located on the upper right and side of the door frame and is covered by a removable protective cover. On the candidate aircraft, the inflation cylinder for oversized type I emergency exits is located in the | YES | NO | 2 |





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OPERATIONS MANUAL PART D

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### CABIN CREW TRAINING SYLLABI

|  |                                      |  |  |  |
|--|--------------------------------------|--|--|--|
|  | overhead compartment above the exit. |  |  |  |
|--|--------------------------------------|--|--|--|

### 3. ODR - NORMAL AND EMERGENCY OPERATIONS

| NORMAL AND EMERGENCY OPERATION                    | DIFFERENCES                                                                                                                                       | DESC | OPS | TRAINING DIFFERENCE LEVELS |
|---------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|------|-----|----------------------------|
| Doors and Exits<br>Emergency Opening              | On the candidate aircraft, for ditching (water landing), the slides on oversized type I emergency exits must be disarmed before opening the exit. | YES  | YES | 1                          |
| Assisting Evacuation Means<br>Description General | On the candidate aircraft, the oversized type I emergency exit slides cannot be disconnected.                                                     | NO   | NO  | 1                          |

Change title: Classic to Enhanced Cabin Intercommunication Data System Flight Attendant Panel

Modification number: Nil.

Purpose: This document provides the training requirements which must be fulfilled by cabin crew before being assigned on an A320 Family aircraft equipped with the Enhanced CIDS FAP.

#### 1. ODR – Aircraft Configuration (General)

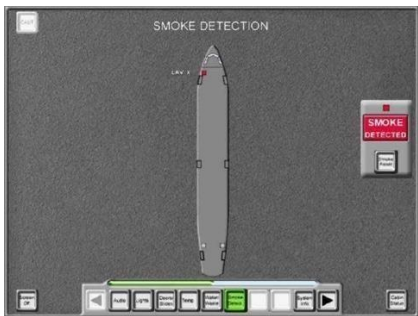
No difference in general aircraft configuration.

## 2. ODR - Systems

| SYSTEMS                                                                           | DIFFERENCES                                                                                                                                                                                                                                                                                                                                                                                                                                                           | DES<br>C | OP<br>S | TRAINING<br>DIFFEREN<br>CE<br>LEVELS |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|---------|--------------------------------------|
| Doors and Exits<br><br>Controls and<br>Indicators Doors<br>information<br>Display | <p>The Enhanced CIDS FAP displays all information related to doors and slides in a dedicated page called DOORS/SLIDES, including Classic CIDS FAP information.</p> <p>The Enhanced CIDS FAP provides the following additional information:</p> <ul style="list-style-type: none"> <li>• Open/closed door status</li> <li>• Armed/disarmed status of the evacuation devices</li> <li>• Low side pressure indication</li> <li>• Low door pressure indication</li> </ul> | YES      | NO      | 2                                    |
| Emergency<br>Lighting System<br><br>Controls and<br>Indicators                    | <p>On the Enhanced CIDS FAP, the location of the EMER pb-SW is located on the left portion of the sub-panel whereas on the Classic CIDS FAP it is located on the lower left portion of the WATER AND MISCELLANEOUS MODULE.</p> <p>Both switches are guarded, and functions are identical.</p>                                                                                                                                                                         | YES      | NO      | 1                                    |
| Smoke<br>Detection<br>System<br><br>Controls and<br>indicators<br>Smoke           | <p>The Enhanced CIDS FAP has two SMOKE RESET keys:</p> <ul style="list-style-type: none"> <li>• One is located on the sub-panel</li> </ul>                                                                                                                                                                                                                                                                                                                            | YES      | NO      | 1                                    |

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### CABIN CREW TRAINING SYLLABI

|                                                                                    |                                                                                                                                                                                                                                                              |     |    |   |
|------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|----|---|
| Detection Controls                                                                 | <ul style="list-style-type: none"> <li>One is located on the SMOKE DETECTION page on the touch screen.</li> </ul> <p>The Classic CIDS FAP has one RESET key located on the WATER AND MESCELLANEOUS MODULE.</p> <p>Operation and functions are identical.</p> |     |    |   |
| Smoke Detection System Controls and indicators Smoke Detection Information Display | <p>The Enhanced CIDS FAP displays the SMOKE DETECTION page which contains the status of the smoke detectors of the aircraft.</p>                                          | YES | NO | 2 |
| Smoke Detection System Controls and indicators Smoke                               | <p>The Enhanced CIDS FAP has:</p> <ul style="list-style-type: none"> <li>A SMOKE RESET key, located on the sub-panel, which comes on steady</li> <li>The SMOKE DETECTION page comes on automatically</li> </ul>                                              | YES | NO | 2 |

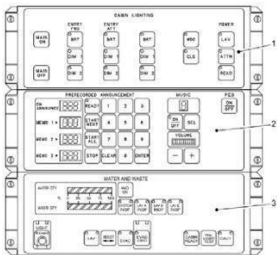
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### CABIN CREW TRAINING SYLLABI

|                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |  |  |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|
| <p>Detection Indicators</p> | <p>on the FAP. On this page, the following indications come on:</p> <ul style="list-style-type: none"> <li>○ A red indication SMOKE DETECTED</li> <li>○ The location information of the smoke alert.</li> </ul> <p>The Classic CIDS FAP has a red indication SMOKE LAV which comes on, located on the WATER AND MISCELLANEOUS MODULE</p>                                                                                                                      |  |  |  |
|                             | <p>The Classic CIDS FAP is divided into three different control modules:</p> <ul style="list-style-type: none"> <li>• Cabin Lighting Module (1)</li> <li>• Audio module (2)</li> <li>• Water and miscellaneous module (3)</li> </ul> <p>A programming and Test Panel (PTP) is installed next to the FAP and is used to make inputs to the CIDS (e.g. to perform cabin pin-programming).</p> <p>The PTP monitors the CIDS, lavatory smoke detection, slide</p> |  |  |  |

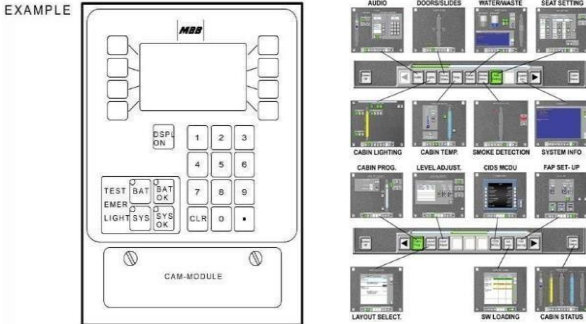
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### CABIN CREW TRAINING SYLLABI

|  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |             |             |   |
|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------------|---|
|  | <p>The Classic CIDS FAP is divided into three different control modules:</p> <ul style="list-style-type: none"> <li>• Cabin Lighting Module (1)</li> <li>• Audio module (2)</li> <li>• Water and miscellaneous module (3)</li> </ul>  <p>A programming and Test Panel (PTP) is installed next to the FAP and is used to make inputs to the CIDS (e.g. to perform cabin pin-programming).</p> <p>The PTP monitors the CIDS, lavatory smoke detection, slide pressure bottle and drain masts. The PTP can display the following messages:</p> | <p>The Enhanced CIDS FAP is divided into two areas:</p> <ul style="list-style-type: none"> <li>• The touch screen, which consists of: <ul style="list-style-type: none"> <li>○ The header row</li> <li>○ The display area</li> <li>○ The system and function keys.</li> </ul> </li> <li>• The sub panel, which consists of: <ul style="list-style-type: none"> <li>○ A row of hard keys: <ul style="list-style-type: none"> <li>- EMER</li> <li>- PED POWER</li> <li>- LIGHTS MAIN</li> <li>- ON/OFF</li> <li>- LAV MAINT</li> <li>- SCREEN 30s LOCK</li> <li>- EVAC CMD</li> <li>- EVEC RESET</li> <li>- SMOKE RESET</li> </ul> </li> </ul> </li> <li>• A headphone jack</li> <li>• A USB plug.</li> </ul> | Y<br>E<br>S | Y<br>E<br>S | 2 |
|--|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------------|---|

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### CABIN CREW TRAINING SYLLABI

|  |                                                                                                                                                                                                                            |                                                                                    |  |  |  |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|--|--|--|
|  | <p>CIDS OK</p> <p>CIDS FAIL</p> <p>Or</p> <p>CIDS DEGRADATION</p> <p>LAV SMOKE<br/>LAV SMOKE SYS</p> <p>DATA OK FAIL</p> <p>SLIDE PRESS<br/>SLIDE PRESS FAIL</p> <p>OK</p> <p>DRAINMASTS<br/>DRAINMASTS FAIL</p> <p>OK</p> |  |  |  |  |
|  | <p>EXAMPLE</p>                                                                                                                         |                                                                                    |  |  |  |

### 3. ODR - NORMAL AND EMERGENCY OPERATIONS

No difference in normal and emergency operations.

Change title: Inadvertent Slide Deployment Prevention Light. Modification number: 160940

Purpose: This document provides the training requirements which must be fulfilled by cabin crew before being assigned on an A320 Family aircraft equipped with the Inadvertent Slide Deployment Prevention Light.

## **1. ODR – AIRCRAFT CONFIGURATION (GENERAL**

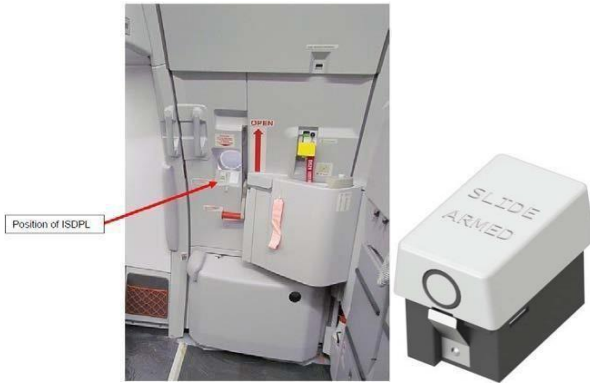
No difference in general aircraft configuration.

## **2. ODR - SYSTEMS**

| <b>SYSTEMS</b>                                | <b>DIFFERENCES</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <b>DESC</b> | <b>OPS</b> | <b>TRAINING DIFFERENCE LEVELS</b> |
|-----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|------------|-----------------------------------|
| Doors and Exits<br><br>Description<br>General | <p>The Inadvertent Slide Deployment Prevention Light (ISDPL) system monitors the area surrounding the door control handle and the movement of the door control handle.</p> <p>The Inadvertent Slide Deployment Prevention Light (ISDPL) system activates aural and visual warnings when:</p> <ul style="list-style-type: none"> <li>• A person or an object (e.g. trolley) is close to the door control handle (Proximity warning) or</li> <li>• The door control handle is lifted (Motion warning).</li> </ul> | YES         | NO         | 1                                 |
| <b>Doors and Exits</b><br><br>Description     | The current Slide Warning Indication Light (SWIL) will be replaced by the Inadvertent Slide Deployment Prevention Lights System (ISDPL) on doors 1 LH/RH and doors 4 LH/RH.                                                                                                                                                                                                                                                                                                                                     | YES         | NO         | 1                                 |

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### CABIN CREW TRAINING SYLLABI

|                                                                  |                                                                                                                                                                                                                                                                                                                                                         |     |    |   |
|------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|----|---|
| Inside Doors Features                                            | <p>The ISDPL is located under the door observation window.</p>                                                                                                                                                                                                         |     |    |   |
| Doors and Exits Controls and indicators Doors Actuators Controls | No.                                                                                                                                                                                                                                                                                                                                                     | NO  | NO | - |
| Doors and Exits Controls and Indicators Doors Actuators          | <p>When the slide arming lever is set to the armed position, the ISDPL triggers an aural indication (2 beeps).</p> <p>The ISDPL monitors the area of the door control handle when:</p> <ul style="list-style-type: none"> <li>• The aircraft is not moving and</li> <li>• The aircraft power is available and</li> <li>• The slide is armed.</li> </ul> | YES | NO | 2 |



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### CABIN CREW TRAINING SYLLABI

|            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |  |  |
|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|
| Indicators | <p>The ISDPL monitors the door control handle movement when:</p> <ul style="list-style-type: none"> <li>• The aircraft power is available and</li> <li>• The slide is armed.</li> </ul> <p>Note: If the EVAC signalling system has been activated, the ISDPL is deactivated. The ISDPL activation:</p> <p>Proximity warning</p> <ul style="list-style-type: none"> <li>• A white light flashes when a person and/or an object is 30 to 50 cm (11,81 to 19,69 inches) from the door control handle</li> <li>• A white light flashes and 3 beeps sound when a person and/or an object is 30 cm (11,81 inches) or less from the door control handle.</li> </ul> <p>Note: The aural and visual warnings will stop after 1.6 seconds.</p> <p>Motion warning</p> <ul style="list-style-type: none"> <li>• A white light flashes and a continuous chime sounds when the door control handle is lifted. Note: The aural and visual warnings will stop after 3 seconds.</li> </ul> |  |  |  |
|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|--|

### **3. ODR - NORMAL AND EMERGENCY OPERATIONS**

No differences have been identified in terms of operations of cabin crew duties.

**5-5-6 VAW-CCT-008 RECURRENT AND REFRESHER TRAINING**

Applicable to: ALL

**1. RECURRENT AND REFRESHER TRAINING 1.1 GENERAL**

Refer to: (a)(b)(e) IOSA CAB 2.1.4

Each Fly2Sky cabin crew member shall complete annually recurrent training and checking covering the actions assigned to each crew member in normal and emergency procedures and drills relevant to the type(s) and/or variant(s) of airplane on which they operate. The annual recurrent training validity period shall be 12 calendar months counted from the end of the month when the check was taken. For the additional triennial training elements, the validity period shall be 36 calendar months counted from the end of the month when the checks were taken.

**1.2 ENTRY REQUIREMENTS**

**1.2.1 RECURRENT TRAINING**

(Refer to: (ORO.CC.140 (c) (d)) (AMC1 ORO CC. 140)

Every 12 calendar months the recurrent training may be attended by active cabin crew member within the validity period of last recurrent training.

(Refer to: (ORO.CC.140 (c) (d)) (AMC1 ORO.CC.140)

Recurrent training shall also be conducted at intervals not exceeding three years

**1.2.2 REFRESHER TRAINING**

Refresher training may be attended by cabin crew member that, within the validity of last recurrent training has not performed any flying duty for more than six months on one particular aircraft type shall perform:

- Refresher training and checking; or
- Two familiarisation flights

**1.3 COURSE OBJECTIVES**

Recurrent and refresher training cover the actions assigned to each member of the cabin crew in normal and emergency procedures and drills relevant to each aircraft type and/or variant to be operated.

The Training Manager may elect to replace refresher training by recurrent training if the reinstatement of the cabin crew member's flying duties commences within the validity period of the last training and checking. If that validity period has expired, refresher training may only be replaced by aircraft type specific and operator conversion training. Fly2sky taking in account the complexity of A32F fleet does not consider the need for refresher training for cabin crew that have been absent for less than 6 months.

#### **1.4 REFERENCE REGULATORY MATERIAL**

The general course content is arranged to meet all requirements of:

- ORO.CC.140 Recurrent training
- AMC1 ORO.CC.140 Recurrent training
- ORO.CC.145 Refresher training
- AMC1 ORO.CC.145 Refresher training
- GM1 ORO.CC.145 Refresher training

All crew members are provided with company documentation comprising:

- Operation Manuals
- Study material and credentials to access Company Information System, Leon System and CBT Training System (Scandlearn).

#### **1.5 COURSE CONTENT**

The Operator Conversion Course is a planned and organised structure of courses performed in classroom, on training devices, by CBT or self-study followed, when requested, by knowledge practical, CBT or written test.

#### **1.6 COURSE STRUCTURE**

The course is structured in approximately training days dedicated to class, practical and CBT training. Sequence of module and number of days may change for operational reason (i.e. availability of devices and aircraft).



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### CABIN CREW TRAINING SYLLABI

#### 1.6.1 ANNUAL RECURRENT TRAINING - GROUND CLASS AND PRACTICAL

| MODULE | SUBJECT                                       | STANDARD HOURS | REDUCED HOURS |
|--------|-----------------------------------------------|----------------|---------------|
| 1      | Review of occurrences and Operational threats | 0:15           |               |
|        | Aircraft General and Systems                  | 0:30           |               |
|        | Safety Equipment Training                     | 0:30           |               |
|        | Practical Safety Equipment Training           | 0:45           |               |
|        | Standard Operating Procedures Training        | 0:45           |               |
|        | Abnormal and Emergency Procedures Training    | 0:50           |               |
| 2      | Medical Aspects and First Aid Training        | 4:00           |               |
| 3      | Recurrent Aviation Security Training          | 2:00           |               |



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### CABIN CREW TRAINING SYLLABI

|   |                                              |      |  |
|---|----------------------------------------------|------|--|
| 4 | Recurrent Crew Resource Management Training  | 2:00 |  |
| 5 | Emergency and Evacuation Procedures Training | 1:00 |  |
|   | Operation of Doors and Exits (annual)        | 0:45 |  |

#### **1.6.2 3-YEARS RECURRENT TRAINING-GROUND CLASS AND PRACTICAL**

| MODULE | SUBJECT                          | STANDARD HOURS | REDUCED HOURS |
|--------|----------------------------------|----------------|---------------|
| 6      | Operation of Doors and Exits     | 0:45           |               |
|        | Evacuation Slide Training        | 0:30           |               |
|        | Pilot Incapacitation Training    | 0:30           |               |
|        | Fire Fighting and Smoke Training | 1:00           |               |

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### CABIN CREW TRAINING SYLLABI

#### 1.6.3 REFRESHER TRAINING- GROUND CLASS AND PRACTICAL

| Module | Subject                                     | Standard hours | Reduced hours |
|--------|---------------------------------------------|----------------|---------------|
| 1      | Company Introduction                        | 1:00           |               |
|        | Aircraft General and Systems                | 0:45           |               |
|        | Safety Equipment Training                   | 0:45           |               |
|        | Standard Operating Procedure Training       | 1:00           |               |
|        | Abnormal and Emergency Procedures Training  | 1:00           |               |
| 2      | Emergency and Evacuation Procedure Training | 1:00           |               |
|        | Operation of Doors and Exits                | 1:00           |               |
|        | Fire Fighting and Smoke Training            | 1:00           |               |

#### 1.6.4 GROUND CBT MODULES

| Days | Hours | Subject                                                                                                                                                                                                    |
|------|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      |       | <ul style="list-style-type: none"> <li>• Dangerous Goods (DGR)</li> <li>• Fatigue Management Training (FMT)</li> <li>• Aviation Security</li> <li>• Safety Management System and Reporting(SMS)</li> </ul> |

## **1.7 SYLLABUS**

### **1.7.1 ANNUAL RECURRENT TRAINING - GROUND CLASS AND PRACTICAL**

#### **1.7.1.1 RECURRENT TRAINING INTRODUCTION**

| <b>Module</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Company Introduction</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
| Introduction to the VAW recurrent training: <ul style="list-style-type: none"><li>▪ Incident and accident review in the industry;</li></ul> Studies, investigations, Surveys and Reviews including Management Evaluation;<br>Audit and inspections, especially findings, corrective and preventive actions: <ul style="list-style-type: none"><li>▪ SAFA inspections overview;</li><li>▪ CAA audits overview;</li><li>▪ Safety management system:</li><li>▪ Hazard identification and Risk Management;</li><li>▪ Safety Performance Monitoring;</li><li>▪ Reporting and Feedback system</li></ul> |  |

#### **1.7.1.2 Aircraft General and System**

| <b>Module</b>                                                                                                                                                                               |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Aircraft description</b>                                                                                                                                                                 |  |
| Aircraft general: <ul style="list-style-type: none"><li>▪ Type of aircraft, principal dimensions, narrow or wide bodied, single or double deck;</li><li>▪ Speed, altitude, range;</li></ul> |  |

- Passenger seating capacity;
- Flight crew number and minimum number of required cabin crew;
- Cabin doors/exits location and sill height;
- Cargo and unpressurised areas as relevant;
- Aircraft systems relevant to cabin crew duties;
- Flight crew compartment-general presentation, pilot seats and their mechanism, emergency exits, storage;
- Flight crew compartment security-general: door components and use;
- Access to avionics bay where relevant;
- Lavatories-general: doors, systems, calls and signs;
- Least risk bomb location.

#### Introduction to Aircraft systems:

- Passenger seats and restraints-general presentation and associated operator's specific features and equipment;
- Required and additional cabin crew stations-location (including direct view), restraint systems, control panels;
- Designated stowage areas;
- Aircraft specific duties and responsibilities;
- Galley-location, appliances, water and waste system, including shut-off, sinks, drains, stowage, control panels, calls and signs;
- Electrical panels and lighting systems;
- Oxygen systems (Cabin, Cockpit, PBE);
- Smoke detection and automatic fire fighting systems;
- Cabin dividers, curtains, partitions;

#### Communication systems:

- Crew intercommunication system;
- Inflight-chimes system;

#### Evacuation devices:

- Evacuation alert system;
- Cockpit emergency exits;
- Cabin emergency exits;
- Escape slides/slide rafts;
- Aircraft crash position.



### **1.7.1.3 SAFETY AND EMERGENCY EQUIPMENT**

| <b>Module</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Safety and emergency equipment</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |  |
| <p>Emergency equipment pre-flight checks;</p> <p>Emergency equipment checklists;</p> <p>Function and operation of safety equipment:</p> <ul style="list-style-type: none"> <li>• Slides, and where non-self-supporting slides are carried, the use of any associated ropes;</li> <li>• Slide-rafts and life-raft's survival packs and their contents;</li> <li>• Lifejackets, infant lifejackets and flotation devices;</li> <li>• First-aid and drop-out oxygen, including supplementary systems;</li> <li>• Fire extinguishers and protective breathing equipment (PBE), fire gloves;</li> <li>• Crash axe or crowbar;</li> <li>• Emergency lights including torches;</li> <li>• Communication equipment, including megaphones;</li> <li>• Survival packs, including their contents;</li> <li>• Pyrotechnics (actual or representative devices);</li> <li>• First-aid kits, emergency medical kits and their contents;</li> <li>• Emergency locator transmitter (ELT);</li> <li>• Dangerous Goods kit;</li> <li>• Infant and extension belt;</li> <li>• Automated Defibrillator, and</li> <li>• Other cabin safety equipment or systems where applicable.</li> </ul> |  |

### **1.7.1.4 NORMAL PROCEDURES (SOP)**

| <b>Module</b>                                                                                                                                                                                                                           |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Normal Procedures (SOP)</b>                                                                                                                                                                                                          |  |
| <p>Normal Procedures (SOP):</p> <ul style="list-style-type: none"> <li>• General information;</li> <li>• Phase of flight;</li> <li>• Crew coordination and communication;</li> <li>• Sterile cockpit and Flight deck access;</li> </ul> |  |

## APPENDICES

### CABIN CREW TRAINING SYLLABI

- Door and exit operation from inside and outside;
- Cockpit door operation;
- Cockpit sliding window operation;
- Pre-flight briefing, NITS briefing;
- Ground safety checks;
- Departure procedures;
- Arrival procedures;
- Cabin crew safety related duties:
  - Prior and during passenger boarding;
  - Before push-back;
  - During taxi before takeoff;
  - During takeoff and initial climb;
  - During final climb;
  - During cruise;
  - From top of descend;
  - During approach;
  - During taxi after landing;
  - During and after passenger disembarkation.
- Passenger safety briefing:
  - Daily operations;
  - Planned emergency.
- Emergency row passenger briefing;
- Turbulence management;
- Passenger acceptance and handling;
- Use of personal electronic devices for passenger and Crew;
- Stowing and securing of cabin baggage;
- Refuelling with passengers on board;
- Carriage of special categories of passengers (SCPs).

### **1.7.1.5 ABNORMAL AND EMERGENCY PROCEDURES**

| <b><u>MODULE</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Abnormal and Emergency Procedures</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |
| <p>Abnormal and Emergency Procedures:</p> <ul style="list-style-type: none"> <li>▪ Definition of types of emergencies: <ul style="list-style-type: none"> <li>- Planned landing and ditching;</li> <li>- Unplanned landing and ditching;</li> <li>- Precautionary landing;</li> </ul> </li> <li>▪ Emergency cabin evacuation: <ul style="list-style-type: none"> <li>- Evacuation guidelines;</li> <li>- Notification of emergencies and signals;</li> <li>- NITS briefing;</li> <li>- Cockpit crew and cabin crew duties for evacuation;</li> <li>- Able bodied persons (ABP): criteria of selection, ABP briefing, positioning and seating of ABP;</li> <li>- Brace position and signals: timing of brace for command, positions for different passenger categories, position for crew members.</li> <li>- Emergency passenger door operation;</li> <li>- Over-wing exit operation;</li> <li>- Preparation of cabin and galleys for emergency landing and ditching;</li> <li>- Planned and unplanned cabin evacuation (on ground and water);</li> <li>- Emergency communications; emergency calls;</li> <li>- Evacuation procedures: initiation of evacuation; instructions for evacuation; crew allocation during evacuation; unusable exits; evacuation techniques for infants, disabled and injured; checking of the cabin; reporting sequence; equipment collected by cabin crew.</li> </ul> </li> <li>▪ Passenger management after evacuation.</li> <li>▪ Ground base emergency services.</li> <li>▪ Emergency cockpit evacuation.</li> <li>▪ Irregular/abnormal situations and procedures:</li> <li>- Fire protection: guidelines for in-flight smoke and fire management; Basic firefighting procedure; Cabin smoke/fire procedure "Hidden area"</li> </ul> |  |

## APPENDICES

### CABIN CREW TRAINING SYLLABI

- or "Unknown source"; Lavatory smoke/fire procedure; Passenger seat smoke/fire; Galley smoke/fire; Oven smoke/fire; Overhead bin smoke/fire procedure; Firefighting in a confined space, cabin fires; Fire prevention, detection and potential fire risks.

- Depressurization. Depressurization warnings, Cabin depressurization, and abnormal cabin altitude.
- Turbulence management.
- Crowd control in various emergency situations.
- Flight crew and cabin crew member incapacitation.
- Flight crew checklist use.
- Surface contamination with ice, snow and frost.
- Rejected take-off.

#### 1.7.1.6 MEDICAL ASPECT AND FIRST AID

| Module                                                                                                                                                                                                                                                                                                                                                         |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>First Aid</b>                                                                                                                                                                                                                                                                                                                                               |  |
| Altitude Physiology:                                                                                                                                                                                                                                                                                                                                           |  |
| <ul style="list-style-type: none"> <li>▪ Physiology of flight;</li> <li>▪ Hypoxia;</li> <li>▪ Gas expansion and decompression sickness;</li> <li>▪ Eustachian tubal function and barotraumas;</li> <li>▪ Oxygen requirements and administering of first aid and oxygen;</li> <li>▪ Cabin air quality;</li> </ul>                                               |  |
| Medical Emergencies in Aviation:                                                                                                                                                                                                                                                                                                                               |  |
| <ul style="list-style-type: none"> <li>▪ Asthma;</li> <li>▪ Stress reactions and allergic reactions;</li> <li>▪ Shock;</li> <li>▪ Diabetes;</li> <li>▪ Choking;</li> <li>▪ Epilepsy;</li> <li>▪ Emergency childbirth;</li> <li>▪ Stroke;</li> <li>▪ Heart attacks;</li> <li>▪ Seeking for professional medical advice (on ground and/or in flight);</li> </ul> |  |

- Behavioural/psychological disorders.

Basic First Aid and Survival Training including Care Of:

- Air sickness;
- Gastro-intestinal disturbances;
- Hyperventilation;
- Burns;
- Wounds;
- Unconsciousness;
- Fractures and soft tissue injuries;

Travel Health and Hygiene:

- Hygiene on board and biohazard waste disposal;
- The risk of contact with infectious diseases, protection from infection;
- Avoidance of infectious diseases;
- Handling of clinical waste;
- Aircraft disinfection and disinfection;
- Handling of death on board;
- Alertness management, physiological effects of fatigue, sleep physiology, circadian rhythm, time zone changes and jet lag;
- Special precautions when operating into tropical and subtropical areas;
- Immunization;
- Personal safety (e.g. use of alcohol, other drugs, traffic safety).

Cardio-Pulmonary Resuscitation:

- Recovery position;
- CPR practice for each student;

The Use of Appropriate Equipment Including First-Aid Oxygen, First-Aid Kits, Emergency Medical Kits and Their Contents;

Documentation to be completed;

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;

Wounds and bleeding;

Automated External Defibrillator.

- Recognition of cardio-respiratory arrest.
- Pre-defibrillation safety checks and defibrillator scene safety.
- Safe and effective defibrillation.
- Post-resuscitation checks/care.

#### **1.7.1.7      EVACUATION PROCEDURES**

| Module                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Pilot incapacitation procedures</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
| <p>Simulated Emergency situations and cabin preparation:</p> <ul style="list-style-type: none"> <li>▪ Planned cabin evacuation (on land and water);</li> <li>▪ Unplanned cabin evacuation (on land and water);</li> <li>▪ Smoke, fumes and fire in the cabin;</li> <li>▪ Severe turbulence;</li> <li>▪ Decompression;</li> </ul> <p>Additional actions required from cabin crew members responsible for a pair of doors/exits and the recognition of when doors/exits are unusable or when evacuation equipment is unserviceable.</p> <p>Crowd control:</p> <ul style="list-style-type: none"> <li>▪ Communications between flight crew and cabin crew and use of all communications equipment, including the difficulties of coordination in a smoke-filled environment;</li> <li>▪ Verbal commands;</li> <li>▪ The physical contact that may be needed to encourage people out of a door/exit and onto a slide;</li> <li>▪ Redirection of passengers away from unusable doors/exits;</li> <li>▪ Marshalling of passengers away from the aircraft;</li> <li>▪ Evacuation of special categories of passengers with emphasis on passengers with disabilities or reduced mobility;</li> <li>▪ Authority and leadership.</li> </ul> |  |

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### CABIN CREW TRAINING SYLLABI

#### **1.7.1.8 AVIATION SECURITY**

| Module                                    |       |
|-------------------------------------------|-------|
| <b>Aviation security</b>                  |       |
| Aviation Security (SEC)                   | 02:00 |
| Refer to: Security Manual and VAW-SEC-001 | 03:00 |

#### **1.7.1.9 CREW RESOURCE MANAGEMENT (CRM)**

| Module                         |  |
|--------------------------------|--|
| <b>CRM</b>                     |  |
| Refer to: Appendix VAW-CRM-002 |  |

#### **1.7.1.10 OPERATION OF DOORS AND EXITS**

| Module                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Operation of doors and exits</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
| <p>This training is conducted in a representative training device or in the real aircraft and includes:</p> <ul style="list-style-type: none"> <li>• Practical operation of exits from outside;</li> <li>• Practical operation of exits from inside;</li> <li>• Arming and disarming procedures;</li> <li>• Emergency exit row passenger safety briefing;</li> <li>• Failure of power assists systems;</li> <li>• The action and forces required to operate and deploy evacuation slides;</li> </ul> <p>Training also includes:</p> <ul style="list-style-type: none"> <li>• Simulating the operation of each type or variant of normal and emergency doors and exits for passenger evacuation;</li> <li>• Operation and actual opening of the flight crew compartment security door.</li> </ul> |  |

#### **1.7.1.11 PRACTICAL SAFETY EQUIPMENT TRAINING**

| Module |  |
|--------|--|
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### CABIN CREW TRAINING SYLLABI

| Operation of doors and exits                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Emergency equipment pre-flight checks and check list:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |
| <ul style="list-style-type: none"> <li>• Slides, and where non-self-supporting slides are carried, the use of any associated ropes;</li> <li>• Slide-rafts and life-raft's survival packs and their contents;</li> <li>• Lifejackets, infant lifejackets and flotation devices;</li> <li>• The donning of lifejackets, portable oxygen and protective breathing equipment (PBE);</li> <li>• First-aid and drop-out oxygen, including supplementary systems;</li> <li>• Fire extinguishers and protective breathing equipment (PBE), fire gloves;</li> <li>• Crash axe or crowbar;</li> <li>• Emergency lights including torches;</li> <li>• Communication equipment, including megaphones;</li> <li>• Survival packs, including their contents;</li> <li>• Pyrotechnical (actual or representative devices);</li> <li>• First-aid kits, emergency medical kits and their contents;</li> <li>• ELT;</li> <li>• Dangerous Goods kit;</li> <li>• Infant and extension belt; and</li> <li>• Other cabin safety equipment or systems where applicable.</li> </ul> |  |

## 1.7.2 3 – YEARS RECURRENT TRAINING – GROUND CLASS AND PRACTICAL

### 1.7.2.1 OPERATION OF DOORS AND EXITS

| Module                                                                                                                                                                                                                                                                                                                                                                                                             |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Operation of doors and exits                                                                                                                                                                                                                                                                                                                                                                                       |  |
| <p>This training is conducted in a representative training device or in the actual aircraft and includes:</p> <ul style="list-style-type: none"> <li>• Practical operation of exits from outside;</li> <li>• Practical operation of exits from inside;</li> <li>• Arming and disarming procedures;</li> <li>• Emergency exit row passenger safety briefing;</li> <li>• Failure of power assist systems;</li> </ul> |  |



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### CABIN CREW TRAINING SYLLABI

- The action and forces required to operate and deploy evacuation slides.

Training also includes:

- Simulating the operation of each type or variant of normal and emergency doors and exits for passenger evacuation;
- Operation and actual opening of the flight crew compartment security door.

#### 1.7.2.2      EVACUATION SLIDE TRAINING

| Module                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |
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| <b>Evacuation slide training</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |
| <p>Operation of slides, rafts, slide/rafts, ramp slide/rafts;</p> <p>Each cabin crew member shall descend an evacuation slide from a height representative of the aircraft main deck sill height.</p> <ul style="list-style-type: none"> <li>▪ The slide shall be fitted to a representative training device or to the actual aircraft.</li> <li>▪ A further descent shall be made when the cabin crew member qualifies on an aircraft type in which the main deck exit sill height differs significantly from any aircraft from any aircraft type previously operated.</li> </ul> |  |

#### 1.7.2.3      OPERATION OF EQUIPMENT RELATED TO PILOT INCAPACITATION

| Module                                                                                                                                                                                                                                                                                                                                                                         |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Operation of equipment related to pilot incapacitation</b>                                                                                                                                                                                                                                                                                                                  |  |
| <p>Flight Crew incapacitation classification and indications:</p> <ul style="list-style-type: none"> <li>▪ Obvious;</li> <li>▪ Subtle.</li> </ul> <p>Operation of the flight crew member seat and harness mechanisms;</p> <p>Incapacitated person lifting techniques;</p> <p>Use of the flight crew member's checklists;</p> <p>Use of flight crew member's oxygen system.</p> |  |

### **1.7.2.4 FIRE AND SMOKE TRAINING**

| <b><u>MODULE</u></b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Fire and smoke training</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
| <p>Each cabin crew member shall receive realistic and practical training in the use of all fire-fighting equipment, including protective clothing representative of that carried in the aircraft.</p> <p>Each cabin crew member shall:</p> <ul style="list-style-type: none"> <li>▪ Extinguish an actual fire characteristic of an aircraft interior fire except that, in the case of halon extinguishers, an alternative extinguishing agent may be used;</li> <li>▪ Exercise the donning and use of PBE in an enclosed simulated smoke-filled environment with particular emphasis on identifying the actual source of fire and smoke.</li> </ul> |  |

### **1.7.3 REFRESHER TRAINING – GROUND CLASS AND PRACTICAL**

#### **1.7.3.1 REFRESHER TRAINING INTRODUCTION**

| <b>Module</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| <b>Company introduction</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                          |
| <ul style="list-style-type: none"> <li>▪ Introduction to the VAW:</li> <li>▪ Scope of activity;</li> <li>▪ Strategic planning and safety policy;</li> <li>▪ Documentation including system of amendment and revision, Documents in Electronic Flight Bag;</li> <li>▪ Company structure, duties, responsibilities and accountabilities;</li> <li>▪ Introduction to Safety Management:</li> <li>▪ Safety Management;</li> <li>▪ Occurrence reporting;</li> <li>▪ Emergency Response Planning;</li> <li>▪ Management Evaluation and Continuous improvement.</li> </ul> | <input type="checkbox"/> |

#### **1.7.3.2 AIRCRAFT GENERAL AND SYSTEM**

| <b>Module</b> |  |
|---------------|--|
|---------------|--|

| Aircraft description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <p>Aircraft general:</p> <ul style="list-style-type: none"> <li>▪ Type of aircraft, principal dimensions, narrow or wide bodied, single or double deck;</li> <li>▪ Speed, altitude, range;</li> <li>▪ Passenger seating capacity;</li> <li>▪ Flight crew number and minimum number of required cabin crew;</li> <li>▪ Cabin doors/exits location and sill height;</li> <li>▪ Cargo and unpressurised areas as relevant;</li> <li>▪ Aircraft systems relevant to cabin crew duties;</li> <li>▪ Flight crew compartment - general presentation, pilot seats and their mechanism, emergency exits, storage;</li> <li>▪ Flight crew compartment security - general: door components and use;</li> <li>▪ Access to avionics bay where relevant;</li> <li>▪ Lavatories - general: doors, systems, calls and signs;</li> <li>▪ Least risk bomb location.</li> </ul> <p>Introduction to Aircraft systems:</p> <ul style="list-style-type: none"> <li>▪ Passenger seats and restraints - general presentation and associated operator's specific features and equipment;</li> <li>▪ Required and additional cabin crew stations - location (including direct view), restraint systems, control panels;</li> <li>▪ Designated stowage areas;</li> <li>▪ Aircraft specific duties and responsibilities;</li> <li>▪ Galley - location, appliances, water and waste system, including shut-off, sinks, drains, stowage, control panels, calls and signs;</li> <li>▪ Electrical panels and lighting systems;</li> <li>▪ Oxygen systems (Cabin, Cockpit, PBE);</li> <li>▪ Smoke detection and automatic fire fighting systems;</li> <li>▪ Cabin dividers, curtains, partitions;</li> </ul> <p>Communication systems:</p> <ul style="list-style-type: none"> <li>▪ Crew intercommunication system;</li> <li>▪ In-flight chimes system;</li> </ul> <p>Evacuation devices:</p> |  |

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### CABIN CREW TRAINING SYLLABI

- Evacuation alert system;
- Cockpit emergency exits;
- Cabin emergency exits;
- Escape slides/slide rafts;
- Aircraft crash position.

#### **1.7.3.3**      **SAFETY AND EMERGENCY EQUIPMENT**

| Module                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Safety and emergency equipment</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
| <p>Emergency equipment pre-flight checks;</p> <p>Emergency equipment checklists;</p> <p>Function and operation of safety equipment:</p> <ul style="list-style-type: none"> <li>● Slides, and where non-self-supporting slides are carried, the use of any associated ropes; ● Slide-rafts and life-rafts' survival packs and their contents;</li> <li>● Lifejackets, infant lifejackets and flotation devices;</li> <li>● First-aid and drop-out oxygen, including supplementary systems;</li> <li>● Fire extinguishers and protective breathing equipment (PBE), fire gloves;</li> <li>● Crash axe or crowbar;</li> <li>● Emergency lights including torches;</li> <li>● Communication equipment, including megaphones;</li> <li>● Survival packs, including their contents;</li> <li>● Pyrotechnics (actual or representative devices);</li> <li>● First-aid kits, emergency medical kits and their contents;</li> </ul> |  |

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### CABIN CREW TRAINING SYLLABI

- Emergency locator transmitter (ELT);
- Dangerous Goods kit;
- Infant and extension belt;
- Automated Defibrillator; and
- Other cabin safety equipment or systems where applicable.

#### 1.7.3.4     NORMAL PROCEDURES (SOP)

| Module                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Normal Procedures (SOP)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |
| <p>Normal Procedures (SOP):</p> <ul style="list-style-type: none"> <li>▪ General information;</li> <li>▪ Phases of flight;</li> <li>▪ Crew coordination and communication;</li> <li>▪ Sterile cockpit and Flight deck access;</li> <li>▪ Door and exit operation from inside and outside; Cockpit door operation;</li> <li>▪ Cockpit sliding window operation;</li> <li>▪ Pre-flight briefing, NITS briefing;</li> <li>▪ Ground safety checks;</li> <li>▪ Departure procedures;</li> <li>▪ Arrival procedures;</li> <li>▪ Cabin Crew safety related duties: <ul style="list-style-type: none"> <li>• - Prior and during passenger boarding;</li> <li>• - Before push-back;</li> <li>• - During taxi before take-off;</li> <li>• - During take-off and initial climb;</li> <li>• - During final climb;</li> <li>• - During cruise;</li> <li>• - From top of descend;</li> <li>• - During approach;</li> <li>• - During taxi after landing;</li> </ul> </li> </ul> |  |

## APPENDICES

### CABIN CREW TRAINING SYLLABI

- - During and after passenger disembarkation.
- Passenger safety briefing:
  - - Daily operations;
  - - Planned emergency.
- Emergency row passenger briefing;
- Turbulence management;
- Passenger acceptance and handling;
- Use of personal electronic devices for passenger and Crew;
- Stowing and securing of cabin baggage;
- Refuelling with passengers on board.
- Carriage of special categories of passengers (SCPs).

#### **1.7.3.5 ABNORMAL AND EMERGENCY PROCEDURES**

| Module                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Abnormal and Emergency Procedures</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |
| Abnormal and Emergency Procedures: <ul style="list-style-type: none"> <li>▪ Definition of types of emergencies:               <ul style="list-style-type: none"> <li>- Planned landing and ditching;</li> <li>- Unplanned landing and ditching;</li> <li>- Precautionary landing;</li> </ul> </li> <li>▪ Emergency cabin evacuation:               <ul style="list-style-type: none"> <li>- Evacuation guidelines;</li> <li>- Notification of emergencies and signals;</li> <li>- NITS briefing;</li> <li>- Cockpit crew and cabin crew duties for evacuation;</li> <li>- Able bodied persons (ABP): criteria of selection, ABP briefing, positioning and seating of ABP;</li> <li>- Brace positions and signals: timing of brace command, positions for different passenger categories, positions for crew members.</li> </ul> </li> </ul> |  |

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### CABIN CREW TRAINING SYLLABI

- Emergency passenger door operation;
  - Over-wing exit operation;
  - Preparation of cabin and galleys for emergency landing and ditching;
  - Planned and unplanned cabin evacuation (on ground and water);
  - Emergency communications: emergency calls;
  - Evacuation procedures: initiation of evacuation; instructions for evacuation; crew allocation during evacuation;
  - unusable exits; evacuation techniques for infants, disabled and injured; checking of the cabin; reporting sequence;
  - equipment collected by cabin crew.
- Passenger management after evacuation.
  - Ground base emergency services.
  - Emergency cockpit evacuation.
  - Irregular/abnormal situations and procedures:
- Fire protection: guidelines for in-flight smoke and fire management; Basic firefighting procedure; Cabin smoke/fire procedure “Hidden area” or “Unknown source”; Lavatory smoke/fire procedure; Passenger seat smoke/fire; Galley smoke/fire; Oven smoke/fire; Overhead bin smoke/fire procedure; Firefighting in a confined space, cabin fires; Fire prevention, detection and potential fire risks.
- Depressurization. Depressurization warnings, Cabin depressurization, and abnormal cabin altitude.
  - Turbulence management.
  - Crowd control in various emergency situations.
  - Flight crew and Cabin Crew member incapacitation.
  - Flight crew checklist use.
  - Surface contamination with ice, snow and frost.
  - Rejected take-off.

#### **1.7.3.6      EVACUATION PROCEDURES**

| Module                                                |  |
|-------------------------------------------------------|--|
| Pilot incapacitation procedures                       |  |
| Simulated Emergency situations and cabin preparation: |  |

## APPENDICES

### CABIN CREW TRAINING SYLLABI

- Planned cabin evacuation (on land and water);
- Unplanned cabin evacuation (on land and water);
- Smoke, fumes and fire in the cabin;
- Severe turbulence;
- Decompression;

Additional actions required from cabin crew members responsible for a pair of doors/exits and the recognition of when doors/exits are unusable or when evacuation equipment is unserviceable.

Crowd control:

- communications between flight crew and cabin crew and use of all communications equipment, including the difficulties of coordination 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;
- redirection of passengers away from unusable doors/exits;
- marshalling of passengers away from the aircraft;
- evacuation of special categories of passengers with emphasis on passengers with disabilities or reduced mobility;
- authority and leadership.

#### 1.7.3.7      OPERATION OF DOORS AND EXITS

| Module                       |  |
|------------------------------|--|
| Operation of doors and exits |  |





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### CABIN CREW TRAINING SYLLABI

This training is conducted in a representative training device or in the actual aircraft and includes:

Practical operation of exits from outside;

Practical operation of exits from inside;

Arming and disarming procedures;

Emergency exit row passenger safety briefing

Failure of power assist systems

The action and forces required to operate and deploy evacuation slides.

Training also includes:

Simulating the operation of each type or variant of normal and emergency doors and exits for passenger evacuation

Operation and actual opening of the flight crew compartment security door.

#### **1.7.3.8 FIRE AND SMOKE TRAINING**

| Module                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>Fire and smoke training</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |  |
| <p>Each cabin crew member shall receive realistic and practical training in the use of all fire-fighting equipment, including protective clothing representative of that carried in the aircraft.</p> <p>Each cabin crew member shall:</p> <ul style="list-style-type: none"><li>● extinguish an actual fire characteristic of an aircraft interior fire except that, in the case of halon extinguishers, an alternative extinguishing agent may be used;</li><li>● exercise the donning and use of PBE in an enclosed simulated smoke-filled environment with particular emphasis on identifying the actual source of fire and smoke.</li></ul> |  |

#### **1.7.4 GROUND CBT MODULES**

**APPENDICES****CABIN CREW TRAINING SYLLABI**

CBT Modules structure and syllabi are detailed on the related Appendix of this manual as per below index.

|   |                                                   |                 |
|---|---------------------------------------------------|-----------------|
| 1 | Dangerous Good (DGR)                              | VAW-DGR-001     |
| 2 | Fatigue Management Training (FMT)                 | VAW-FCT-006     |
| 3 | Aviation Security (if not performed on classroom) | Security Manual |
| 4 | Safety Management System and Reporting(SMS)       | SMM             |

**1.8 TRAINING AND CHECKING****1.8.1 CLASS AND PRACTICAL TRAINING TEST**

Competence on theoretical is assessed by means of a written multiple-choice questionnaire for the following training elements:

- Aircraft systems
- Emergency and safety equipment training
- Medical aspects and first aid training
- Safety management system training
- Aviation security training

Practical competence assessed by the instructor during execution of practical exercise.

CBT training competence is verified by an online questionnaire.

All report of training and checking are stored in the cabin crew personal folder.

CRM training does not require a formal assessment.

**1.9 INSTRUCTOR/EXAMINER ACTIONS FOR ALL PHASES**

The Chapter 1 and 3 of OM-D give detailed instruction on performing instructor's duties. As general guidance the instructor responsible for the following

- Gain the cabin crew attention and keep them motivated to learn;
- Ensure the learning objectives for the module of instruction are understood
- Facilitate the cabin crew recall of any pre-learned relevant knowledge;
- Facilitate the lesson content using all Instructional material;



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- Help the cabin crew to learn by informing them of the lesson organisation and the relevance of the material;
- Ask the cabin crew to demonstrate an understanding of the material by asking them review questions.

The instructor shall brief all topics outlined in the training syllabus.

## **1.10. STANDARDS OF PERFORMANCE**

The performance of each trainee shall be reported on the relevant forms, which has to be completed at the end every training module.

Throughout the training cycle the Training Manager or Cabin Crew Training Manager will be kept informed of the trainee's progress.

### **1.10.1 IN CASE OF FAILURE**

If substandard performance is observed and a test is not passed Instructor shall inform the trainee and contact the rostering department and Training Manager or Cabin Crew Training Manager.

Further action will be agreed with the Training Manager or Cabin Crew Training Manager in accordance with the procedures described in OM-D 3.3

## **1.11 SUPERVISION**

The Cabin Crew Training Manager in cooperation with the Training Manager and Training Coordinator is responsible for planning, scheduling and implementing the cabin crew Operator Conversion Course.

### **1.12 FORMS TO BE USED**

- TC1 - Cabin Crew Record
- TC3- Cabin Crew Check Record



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### CABIN CREW TRAINING SYLLABI

#### 5-5-7 VAW-CCT-012 SENIOR CABIN CREW MEMBER TRAINING

Applicable to: ALL

### **GENERAL**

*Refer to: (ORO.CC.200(a))*

When more than one cabin crew member is required, the composition of the cabin crew shall include a senior cabin crew member nominated by Fly2Sky.

### **ENTRY REQUIREMENTS**

*Refer to: (ORO.CC.200(a))*

Senior Cabin Crew training may be attended by cabin crew nominated by Fly2Sky that meet the following requisites:

- Be an active Fly2Sky cabin crew;
- Be a cabin crew joining Fly2Sky;
- Have at least one year of experience as operating cabin crew member;
- Have at least 500 hours as Cabin Crew.

### **COURSE OBJECTIVES**

The senior cabin crew training course shall cover all duties and responsibilities of senior cabin. The senior cabin crew member shall be responsible to the commander for the conduct and coordination of normal and emergency procedures specified in the operations manual, including for discontinuing non-safety-related duties for safety or security purposes.

During turbulence, in the absence of any instructions from the flight crew, the senior cabin crew member shall take responsibility to discontinue non-safety related duties and advise the flight crew of the level of turbulence being experienced and the need for the fasten seat belt signs to be switched on.

## **REFERENCE REGULATORY MATERIAL**

The general course content is arranged to meet all requirements of:

- ORO.CC.200 Senior cabin crew member;
- AMC1 ORO.CC.200(c) Senior cabin crew member; and
- AMC1 ORO.CC.200(d) Senior cabin crew member.

All crew members are provided with company documentation comprising:

- Operation Manuals; and
- Study material and credentials to access Company Information System Leon and CBT Training System (Scandlearn).

## **COURSE CONTENT**

The Operator Conversion Course is a planned and organised structure of courses performed in classroom, on training devices, by CBT or self-study followed, when requested, by knowledge practical, CBT or written test.

## **COURSE STRUCTURE**

The course is structured in approximately training days dedicated to class, practical and CBT training. Sequence of module and number of days may change for operational reason (i.e. availability of devices and aircraft).

| <b>Module</b> | <b>Subject</b>                          | <b>Standard Hours</b> |
|---------------|-----------------------------------------|-----------------------|
| 1             | Senior Cabin Crew Training-Ground Class | 4:00                  |
| 2             | Senior Cabin Crew CRM Training          | 4:00                  |
| 3             | Familiarisation Flight                  | 1                     |
| 4             | Check flight                            | 1                     |

## **SYLLABUS**

### **SENIOR CABIN CREW TRAINING - GROUND CLASS**

General Introduction:

- Company management structure;
- Introduction to manuals (OM Part A and D, CCOM),
- Company procedures and documentation (Cabin Defect Log, Occurrence report, PIL);

Review of Fly2Sky's requirements and legal requirements:

- Passenger safety briefing, safety cards,
- Securing of galleys,
- Stowage of cabin baggage,
- Electronic equipment,
- Procedures when fuelling with passengers on board,
- Turbulence,
- Flight and duty time limitations and rest requirements (FTL),
- SAFA inspections;

Pre-flight briefing:

- Operating as a crew,
- Allocation of cabin crew stations and responsibilities,
- Consideration of the particular flight, including a/c type, equipment, area and type of operation,
- Categories of passengers with particular attention to disabled, infants' cases;
- Leading other Cabin Crew;

Post-flight briefing (Debriefing Cooperation with the crew:

- Discipline, responsibilities and chain of command,
- Importance of coordination and communication,
- Pilot incapacitation.

Accident and incident reporting:

- A detailed description of the Fly2Sky procedures, incident and accident reports.

## **SENIOR CABIN CREW CRM TRAINING**

*Refer to: OM-D 5-5-1 VAW-CRM-002 CABIN CREW CRM TRAINING*

### **FAMILIARISATION FLIGHTS**

During Familiarisation flights shall be familiarisation flights, the cabin crew member shall be assigned in addition to the minimum number of cabin crew required. Familiarisation flights shall be:

- Conducted under the supervision of a Line Instructor;
- Structured and conducted with the cabin crew member participating in pre-flight, in-flight and post-flight safety duties;
- Operated with the cabin crew member wearing the operator's cabin crew uniform;
- Recorded in the training record of the cabin crew member.

### **LINE CHECK**

*Refer to: OM-D 2-2-6 CRM RECURRENT TRAINING*

### **TRAINING AND CHECKING**

#### **CLASS AND PRACTICAL TRAINING TEST**

Competence on theoretical knowledge is assessed by means of an oral test

Practical competence assessed by the instructor during execution of practical exercise. CBT training competence is verified by an online questionnaire. All report of training and checking are stored in the cabin crew personal folder.

CRM training does not require a formal assessment.



### **INSTRUCTOR/EXAMINER ACTIONS FOR ALL PHASES**

The Chapter 1 and 3 of the OM-D give detailed instruction on performing instructor's duties. As general guidance the instructor responsible for the following

- Gain the cabin crew attention and keep them motivated to learn;
- Ensure the learning objectives for the module of instruction are understood;
- Facilitate the cabin crew recall of any pre-learned relevant knowledge;
- Facilitate the lesson content using all Instructional material;
- Help the cabin crew to learn by informing them of the lesson organisation and the relevance of the material;
- Ask the cabin crew to demonstrate an understanding of the material by asking them review questions.

The instructor shall brief all topics outlined in the training syllabus.

### **STANDARDS OF PERFORMANCE**

The performance of each trainee shall be reported on the relevant forms, which has to be completed at the end every training module. Throughout the training cycle the Training Manager or Cabin Crew Training Manager will be kept informed of the trainee's progress.

### **IN CASE OF FAILURE**

If substandard performance is observed and a test is not passed Instructor shall inform the trainee and contact the rostering department and Training Manager or Cabin Crew Training Manager.

Further action will be agreed with the Training Manager or Cabin Crew Training Manager in accordance with the procedures described in OM-D. *Refer to: OM-D 3-3 PROCEDURES IN CASE OF FAILURE*

### **SUPERVISION**

The Cabin Crew Training Manager in cooperation with the Training Manager and Training Coordinator is responsible for planning, scheduling and implementing the cabin crew Operator Conversion Course.



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#### **FORMS TO BE USED**

- TC1 -Cabin Crew Record
- TC3 - Cabin Crew Check Record
- TC6- Cabin Crew Aircraft Type Qualification Certificate

**5-6-1 VAW-CRM-01 FLIGHT CREW CRM TRAINING**

Applicable to: ALL

**CRM TRAINING – FLIGHT CREW**

*Refer to: (ORO.FC.115), (AMC1 ORO.FC.215)*

**GENERAL**

*Refer to: (ORO.FC.115; AMC1 ORO.FC.115; AMC1 ORO.FC.215)*

Fly2Sky ensure that before operating all crew member receive CRM training appropriate to the role. Elements of CRM are included in the initial, recurrent and command course training. CRM training shall:

- Cover the applicable provisions of AMC1 ORO.FC.115, including the training elements as specified in Table 1 thereof; and
- Be conducted by a flight crew CRM trainer who is qualified as specified in AMC3 ORO.FC.115.

**ENTRY REQUIREMENTS**

Personnel attending the Crew Resource Manage (CRM) training shall be:

- A flight crew type rated on A32F aircraft enrolled in the Operator Conversion Course;
- A Fly2Sky flight crew operating on A32F, or;
- A pilot enrolled in an Multi Pilot Licence (MPL) program.

**COURSE OBJECTIVES**

*Refer to: (GM1 ORO.FC.115)*

CRM is the effective utilisation of all available resources (e.g. crew members, aircraft systems, supporting facilities and persons) to achieve safe and efficient operation.

The objective of CRM is to enhance the communication and management skills of the flight crew member concerned. Emphasis is placed on the non-technical knowledge, skills and attitudes of flight crew performance.

### **REFERENCE REGULATORY MATERIAL**

Reference documentation:

- ORO.FC.115 Crew resource management (CRM) training
- AMC1 ORO.FC.115 Crew resource management (CRM) training CRM TRAINING – MULTI-PILOT OPERATIONS
- AMC3 ORO.FC.115 Crew resource management (CRM) training FLIGHT CREW CRM TRAINER
- GM1 ORO.FC.115 Crew resource management (CRM) training GENERAL
- GM2 ORO.FC.115 Crew resource management (CRM) training - TRAINING ENVIRONMENT, TRAINERS AND INSTRUCTORS
- GM3 ORO.FC.115 Crew resource management (CRM) training MINIMUM TRAINING TIMES
- GM4 ORO.FC.115 Crew resource management (CRM) training DESIGN, IMPLEMENTATION AND EVALUATION OF CRM TRAINING
- GM5 ORO.FC.115 Crew resource management (CRM) training RESILIENCE DEVELOPMENT
- GM6 ORO.FC.115 Crew resource management (CRM) training NON-TECHNICAL SKILLS ASSESSMENT
- GM7 ORO.FC.115 Crew resource management (CRM) training FLIGHT CREW CRM TRAINER ASSESSMENT
- ORO.FC.215 Initial operator's crew resource management (CRM) training
- AMC1 ORO.FC.215 Initial operator's crew resource management (CRM) training, TRAINING ELEMENTS AND TRAINER QUALIFICATION FLT 2.2.14

### **COURSE CONTENT**

*Refer to: (GM2 ORO.FC.115)*

CRM training contains class events, presentations, video and group discussion. Elements of CRM are then integrated in all phase of training and line operations. Flight crew CRM training can be separated as follows:

Training in the non-operational environment:

- Classroom; and
- Computer-based.

Training in the operational environment:

- Flight simulation training device (FSTD); and
- Aircraft.

In general, CRM training is provided as follows:

- Classroom training by a flight crew CRM trainer;
- Training in the operational environment by an instructor holding a certificate in accordance with Commission Regulation (EU) No 1178/2011;
- Computer-based training as a self-study training method. If needed, directions concerning CRM-related issues are provided by a flight crew CRM trainer or by an instructor holding a certificate in accordance with Commission Regulation (EU) No 1178/2011.

## **GENERAL**

### **TRAINING ENVIRONMENT**

CRM training is conducted in the non-operational environment (classroom and computer-based) and in the operational environment (flight simulation training device (FSTD) and aircraft). Tools such as group discussions, team task analysis, team task simulation and feedback are used.

### **CLASSROOM TRAINING**

Classroom training is conducted in a group session away from the pressures of the usual working environment, so that the opportunity is provided for flight crew members to interact and communicate in an environment conducive to learning;

### **COMPUTER-BASED TRAINING**

CBT - is not conducted as a stand-alone training method but may be conducted as a complementary training method.

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#### FLIGHT SIMULATION TRAINING DEVICES (FSTDs)

Whenever practicable, parts of the CRM training shall be conducted in FSTDs that reproduce a realistic operational environment and permit interaction. This includes but is not limited to line-oriented flight training (LOFT) scenarios.

If the operator proficiency check is conducted in a FSTD, it shall include a line-oriented flight during which a complementary CRM assessment shall take place, in conditions that reproduce a realistic operational environment.

#### INTEGRATION INTO FLIGHT CREW TRAINING

CRM principles are integrated into relevant parts of flight crew training and operations including checklists, briefings, abnormal and emergency procedures.

#### COMBINED CRM TRAINING FOR FLIGHT AND CABIN CREW

Combined CRM training is provided to address:

- Effective communication, coordination of tasks and functions of flight crew and cabin crew
- Mixed multinational and cross-cultural flight crew, cabin crew and their interaction

Combined CRM training shall be conducted by flight crew CRM trainer or cabin crew CRM trainer. There shall be an effective liaison between flight crew and cabin crew training departments. Efforts shall be made for transfer of relevant knowledge and skills between flight crew and cabin crew CRM trainers. Combined CRM training shall take minimum of 6 training hours over a period of 3 years.

#### MANAGEMENT SYSTEM

CRM training shall address hazards and risks identified by the operator's management system described in ORO.GEN.200.

#### COMPETENCY-BASED CRM TRAINING

Whenever practicable, the compliance-based approach concerning CRM training may be substituted by a competency-based approach such as evidence-based training. In this context, CRM training shall be characterized by a performance orientation,

with emphasis on standards of performance and their measurement, and the development of training to the specified performance standards.

### **CONTRACTED CRM TRAINING**

Fly2Sky has established its own CRM training.

In case of subcontracted CRM training modules, Fly2Sky ensures that the content of the course covers the specific culture, the type of operations and the associated procedures. When crew members from different operators attend the same course, the CRM training is specific to the relevant flight operations and to the trainees concerned.

### **OPERATOR CONVERSION COURSE — CRM TRAINING**

When the flight crew member undertakes a conversion course with a change of aircraft type or when joining an operator, elements of CRM training shall be integrated into all appropriate phases of the operator's conversion course, as specified in Table 1

### **ANNUAL RECURRENT CRM TRAINING**

Annual recurrent CRM training shall be provided in such a way that all CRM training elements specified for the annual recurrent training in "Table 1 - Flight crew CRM training" of this Appendix are covered over a period not exceeding 3 years.

CRM recurrent training programme is updated over a period not exceeding 3 years. The revision of the programme takes into account information from the management system including the results of the CRM assessment.

A periodic meeting is organised between CRM Trainers, Training Manager, Safety Officer and FDM officer in order to identify event to be addressed as "Case Study" in the incoming recurrent CRM training cycle.

A flight crew member is not assessed when completing elements of CRM training as part of recurrent training. "Table 2 CRM Recurrent Training - 3 years table" give the program with elements to be discussed every year.

### **COMMAND COURSE — CRM TRAINING**

Elements of CRM training are integrated into the command course, as specified in "Table 1 - Flight crew CRM training" of this Appendix.

## **TRAINING ELEMENTS**

Table 1 of this Appendix specifies elements to covered. The following aspect shall also be addressed.

### **AUTOMATION AND PHILOSOPHY ON THE USE OF AUTOMATION**

The CRM training shall include training in the use and knowledge of automation, and in the recognition of systems and human limitations associated with the use of automation. It is ensured that the flight crew member receives training on:

the application of the operations policy concerning the use of automation as stated in the operations manual; and system and human limitations associated with the use of automation, giving special attention to issues of mode awareness, automation surprises and over-reliance including false sense of security and complacency.

The objective of this training shall be to provide appropriate knowledge, skills and attitudes for managing and operating automated systems. Special attention shall be given to how automation increases the need for crews to have a common understanding of the way in which the system performs, and any features of automation that make this understanding difficult. When conducted in an FSTD, the training shall include automation surprises of different origin (system- and pilot-induced).

Monitoring and intervention Flight crew shall be trained in CRM-related aspects of operation monitoring before, during and after flight, together with any associated priorities. This CRM training shall include guidance to the pilot monitoring on when it would be appropriate to intervene, if felt necessary, and how this shall be done in a timely manner. Reference shall be made to the SOP for structured intervention as specified in the operations manual. Resilience development CRM training shall address the main aspects of resilience development. The training shall cover:

Mental flexibility. Flight crew shall be trained to:

- Understand that mental flexibility is necessary to recognise critical changes;
- Reflect on their judgement and adjust it to the unique situation;
- Avoid fixed prejudices and over-reliance on standard solutions; and
- Remain open to changing assumptions and perceptions.

Performance adaptation. Flight crew shall be trained to:



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- Mitigate frozen behaviors, overreactions and inappropriate hesitation; and
- Adjust actions to current conditions. *Refer to: (GM5 ORO.FC.115)* The main aspects of resilience development can be described as the ability to:
- Learn ('knowing what has happened');
- monitor ('knowing what to look for');
- anticipate ('finding out and knowing what to expect'); and
- respond ('knowing what to do and being capable of doing it').

Operational safety is a continuous process of evaluation of and adjustment to existing and future conditions. In this context, and following the description above, resilience development involves an ongoing and adaptable process including situation assessment, self-review, decision and action. Training in resilience development enables crew members to draw the right conclusions from both positive and negative experiences. Based on those experiences, crew members are better prepared to maintain or create safety margins by adapting to dynamic complex situations.

### THE TRAINING TOPICS ABOVE ARE TO BE UNDERSTOOD AS FOLLOWS

#### MENTAL FLEXIBILITY

- The phrase 'understand that mental flexibility is necessary to recognize critical changes' means that crew members are prepared to respond to situations for which there is no set procedure.
- The phrase 'reflect on their judgment and adjust it to the unique situation' means that crew members learn to review their judgment based on the unique characteristics of the given circumstances.
- The phrase 'avoid fixed prejudices and over-reliance on standard solutions' means that crew members learn to update solutions and standard response sets, which have been formed on prior knowledge.
- The phrase 'remain open to changing assumptions and perceptions' means that crew members constantly monitor the situation and are prepared to adjust their understanding of the evolving conditions.

#### PERFORMANCE ADAPTATION

- The phrase 'mitigate frozen behaviors, overreactions and inappropriate hesitation' means that crew members correct improper actions with a balanced response.

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- The phrase 'adjust actions to current conditions' means that crew members' responses are in accordance with the actual situation.

#### **SURPRISE AND STARTLE EFFECT**

CRM training shall address unexpected, unusual and stressful situations. The training shall cover: Surprises and startle effects; and management of abnormal and emergency situations, including:

- the development and maintenance of the capacity to manage crew resources;
- the acquisition and maintenance of adequate automatic behavioral responses; and
- Recognizing the loss and re-building situation awareness and control.

#### **CULTURAL DIFFERENCES**

CRM training shall cover cultural differences of multinational and cross-cultural crews.

This includes recognizing that:

Different cultures may have different communication specifics, ways of understanding and approaches to the same situation or problem;

- difficulties may arise when crew members with different mother tongue communicate in a common language which is not their mother tongue; and
- cultural differences may lead to different methods for identifying a situation and solving a problem.

Operator's safety culture and company culture

CRM training shall cover the operator's safety culture, its company culture, the type of operations and the associated procedures of the operator. This shall include areas of operations that may lead to difficulties or involve unusual hazards.

#### **CASE STUDIES**

CRM training shall cover aircraft type-specific case studies, based on the information available within the operator's management system, including:

- accident and serious incident reviews to analyses and identify any associated non-technical causal and contributory factors, and instances or examples of lack of CRM; and

- analysis of occurrences that were well managed. If relevant aircraft type-specific or operator-specific case studies are not available, shall be considered other case studies relevant to the scale and scope of operations.

### **CRM TRAINING SYLLABUS**

“Table 1 - Flight crew CRM training” of this Appendix specifies which CRM training elements shall be covered in each type of training.

The levels of training in “Table 1 - Flight crew CRM training” can be described as follows:

- ‘Required’ means training that shall be instructional or interactive in style to meet the objectives specified in the CRM training programme or to refresh and strengthen knowledge gained in a previous training.
- ‘In-depth’ means training that shall be instructional or interactive in style taking full advantage of group discussions, team task analysis, team task simulation, etc., for the acquisition or consolidation of knowledge, skills and attitudes. The CRM training elements shall be tailored to the specific needs of the training phase being undertaken.

### **ASSESSMENT OF CRM SKILLS**

Assessment of CRM skills is the process of observing, recording, interpreting and debriefing crews and crew member’s performance using an accepted methodology in the context of the overall performance.

The flight crew member’s CRM skills shall be assessed in the operational environment, but not during CRM training in the non- operational environment. Nevertheless, during training in the non-operational environment, feedback from the flight crew CRM trainer or from trainees on individual and crew performance may be given to the crew members concerned.

The assessment of CRM skills shall:

- include debriefing the crew and the individual crew member;
- serve to identify additional training, where needed, for the crew or the individual crew member; and
- be used to improve the CRM training system by evaluating de-identified summaries of all CRM assessments.

Prior to the introduction of CRM skills assessment, a detailed description of the CRM methodology, including the required CRM standards and the terminology used for the assessment, shall be published in the operations manual.

### **METHODOLOGY OF CRM SKILLS ASSESSMENT**

The assessment shall be based on the following principles:

- only observable behaviours are assessed;
- the assessment shall positively reflect any CRM skills that result in enhanced safety; and
- assessments shall include behaviour that results in an unacceptable reduction in safety margin.

Procedures, including additional training, are established to be applied in the event that flight crew members do not achieve or maintain the required CRM standards.

*Refer to: OM-D 3-3 PROCEDURES IN CASE OF FAILURE*

**APPENDICES****FLIGHT CREW TRAINING SYLLABI****COURSE STRUCTURE**

CBT training is structured as follow:

| <b>Crew Resource Management</b>                            | <b>Media</b> | <b>T. hours</b> |
|------------------------------------------------------------|--------------|-----------------|
| Initial operator's CRM training                            | CLASS        | 16 hours        |
|                                                            | FSTD         | 2 hours         |
| Operator conversion course when changing aircraft type     | CLASS        | 16 hours        |
|                                                            | FSTD         | 4 hours         |
| Operator conversion course when changing aircraft operator | CLASS        | 16 hours        |
|                                                            | FSTD         | 4 hours         |
| Annual recurrent training                                  | CLASS        | 8 hours         |
|                                                            | FSTD         | 4 hours         |
| Command course                                             | CLASS        | 8 hours         |
|                                                            | FSTD         | 4 hours         |
| Joint flight and cabin crew CRM training                   | CLASS        | 6 hours         |
|                                                            | FSTD         | N.A.            |

**MINIMUM TRAINING TIMES**

*Refer to: (GM3 ORO.FC.115)*

The following minimum training times are appropriate:

- Initial operator's CRM training: 18 training hours with a minimum of 12 training hours in classroom training;
- Combined CRM training: 6 training hours over a period of 3 years.

Training hours (T. hours) means actual training time excluding breaks and assessment.

**APPENDICES****FLIGHT CREW TRAINING SYLLABI****DESIGN IMPLEMENTATION AND EVALUATION OF CRM TRAINING**

*Refer to: (GM4 ORO.FC.115)*

The following checklist provides guidance on the design, implementation and evaluation of CRM training, and on their incorporation into the operator's safety culture. Elements of the operator's management systems and the competency-based approach are incorporated in the checklist.

| Step No  | Description    | Element                                                              |
|----------|----------------|----------------------------------------------------------------------|
| <b>1</b> | Needs analysis | Determine the necessary CRM competencies                             |
|          |                | Develop CRM training goals                                           |
|          |                | Ensure the organisation is ready for CRM training                    |
| <b>2</b> | Design         | Develop CRM training objectives                                      |
|          |                | Determine what to measure and how to measure it                      |
| <b>3</b> | Development    | Describe the CRM learning environment                                |
|          |                | Develop full-scale prototype of training                             |
|          |                | Validate and modify CRM training                                     |
| <b>4</b> | Implementation | Prepare trainees and environment                                     |
|          |                | Set a climate for learning (e.g. practice and feedback)              |
|          |                | Implement the CRM training programme                                 |
| <b>5</b> | Evaluation     | Determine training effectiveness                                     |
|          |                | Evaluate CRM training at multiple levels                             |
|          |                | Revise the CRM training programme to improve effectiveness           |
| <b>6</b> | Incorporation  | Establish an environment where CRM training is positively recognised |
|          |                | Reinforce CRM behaviours in daily work                               |
|          |                | Provide recurrent CRM training                                       |

**SYLLABUS**

Table 1 below specifies which CRM training elements shall be covered in each type of training.

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**Table 1 - Flight crew CRM training**

| CRM training elements                                                                                                                                                                                                                                           | Initial operator's CRM training | Operator conversion course when changing aircraft type | Operator conversion course when changing operator | Annual recurrent training | Command course |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|--------------------------------------------------------|---------------------------------------------------|---------------------------|----------------|
| <b>General principles</b>                                                                                                                                                                                                                                       |                                 |                                                        |                                                   |                           |                |
| Human factors in aviation; General instructions on CRM principles and objectives;<br><br>Human performance and limitations;<br><br>Threat and error management.                                                                                                 | In-depth                        | Not required                                           | Required                                          | Required                  | Required       |
| <b>Relevant to the individual flight crew member</b>                                                                                                                                                                                                            |                                 |                                                        |                                                   |                           |                |
| Personality awareness, human error and reliability, attitudes and behaviours, self-assessment and self critique;<br><br>Stress and stress management;<br><br>Fatigue and vigilance; Assertiveness, situation awareness, information acquisition and processing. | In-depth                        | Not required                                           | Required                                          | Required                  | In-depth       |



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| Relevant to the flight crew                                                                                                                        |          |          |              |          |          |
|----------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------|--------------|----------|----------|
| Automation and philosophy on the use of automation                                                                                                 | Required | In-depth | In-depth     | In-depth | In-depth |
| Specific type-related differences                                                                                                                  | Required | In-depth | Not required | Required | Required |
| Monitoring and intervention                                                                                                                        | Required | In-depth | In-depth     | Required | Required |
| Relevant to the entire aircraft crew                                                                                                               |          |          |              |          |          |
| Shared situation awareness shared information acquisition and processing;                                                                          | In-depth | Required | Required     | Required | In-depth |
| Workload management; Effective communication and coordination inside and outside the flight crew compartment;                                      |          |          |              |          |          |
| Leadership, cooperation, synergy, delegation, decision-making, actions; Resilience development; Surprise and startle effect; Cultural differences. | In-depth | Required | Required     | Required | In-depth |



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### FLIGHT CREW TRAINING SYLLABI

#### Relevant to the operator and the organisation

|                                                                                                                                                                                                                                                              |          |          |          |          |          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------|----------|----------|----------|
| Operator's safety culture and company culture, standard operating procedures (SOPs), organisational factors, factors linked to the type of operations;<br><br>Effective communication and coordination with other operational personnel and ground services. | In-depth | Required | In-depth | Required | In-depth |
| Case studies                                                                                                                                                                                                                                                 | In-depth | In-depth | In-depth | In-depth | In-depth |

**Table 2 - CRM Recurrent Training – 3 years table**

| Subjects                                                                                                        | Year 1 | Year 2 | Year 3 |
|-----------------------------------------------------------------------------------------------------------------|--------|--------|--------|
| <b>For the Flight Crew</b>                                                                                      |        |        |        |
| Human factors in aviation                                                                                       | X      | X      | X      |
| General instructions on CRM principles and objectives                                                           | X      | X      | X      |
| Human performance and limitations                                                                               |        |        |        |
| Threat and error management                                                                                     | X      |        |        |
| Personality awareness, human error and reliability, attitudes and behaviours, self-assessment and self-critique | X      |        |        |
| Stress and stress management                                                                                    | X      |        |        |
| Fatigue and vigilance                                                                                           |        |        | X      |
| Assertiveness, situation awareness, information acquisition and processing                                      |        |        | X      |
| Shared situation awareness, shared information acquisition and processing                                       |        |        | X      |
| Workload management                                                                                             | X      |        |        |
| Leadership, cooperation, synergy, delegation, decision-making, actions                                          |        |        | X      |
| Resilience development                                                                                          | X      |        |        |

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|                                                                                                                                                      |   |   |   |
|------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|---|
| Surprise and startle effect                                                                                                                          | X |   |   |
| Cultural differences                                                                                                                                 |   | X |   |
| Operator's safety culture and company culture, standard operating procedures (SOPs), organisational factors, factors linked to the type of operation |   | X |   |
| Effective communication and coordination with other operational personnel and ground services                                                        |   | X |   |
| Case - studies                                                                                                                                       | X | X | X |
| <b>Additionally, for the Flight Crew</b>                                                                                                             |   |   |   |
| Automation and philosophy on the use of automation                                                                                                   |   | X |   |
| Specific type-related differences                                                                                                                    |   | X |   |
| Monitoring and intervention                                                                                                                          |   | X |   |
| Effective communication and coordination inside and outside the flight crew compartment                                                              |   | X |   |

Note: Year 1 = 2021

### **1.8. TRAINING AND CHECKING**

Assessment of CRM skills is the process of observing, recording, interpreting and debriefing crews and crew member's performance using an accepted methodology in the context of the overall performance.

The flight crew member's CRM skills are assessed in the operational environment, but not during CRM training in the non- operational environment. Nevertheless, during training in the non-operational environment, feedback from the flight crew CRM trainer or from trainees on individual and crew performance may be given to the crew members concerned.

Chapter 3 of OM-D gives detailed instructions about the assessment of CRM skills, methodologies to use, policies and procedures in case the crew member does not archives the required CRM standards.

#### **1.8.1. NOTECHS ASSESSMENT**

*Refer to: (GM6 ORO.FC.115)*

NOTECHS (non-technical skills) is a validated method for assessing flight crew CRM skills. The NOTECHS framework consists of four main categories:

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### FLIGHT CREW TRAINING SYLLABI

- Cooperation: Cooperation is the ability to work effectively in a crew.
- Leadership and managerial skills: Effective leadership and managerial skills help to achieve joint task completion within a motivated, fully functioning team through coordination and persuasiveness.
- Situation awareness: Situation awareness relates to one's ability to accurately perceive what is in the flight crew compartment and outside the aircraft. It is also one's ability to comprehend the meaning of different elements in the environment and the projection of their status in the near future.
- Decision-making: Decision-making is the process of reaching a judgement or choosing an option.

Each of the four categories is subdivided into elements and behavioural markers. For detailed procedure on Fly2Sky NOTECHS assessment refer to OM-D 3.2.1.3 Assessment of Non-Technical Skills.

#### **1.9. INSTRUCTOR/EXAMINER ACTIONS FOR ALL PHASES**

The Chapter 1 and 3 of OM-D give detailed instruction on performing instructor's duties. As general guidance the instructor responsible for the following

- Gain the crew attention and keep them motivated to learn;
- Ensure the learning objectives for the module of instruction are understood
- Facilitate the crew to recall of any pre-learned relevant knowledge;
- Facilitate the lesson content using all Instructional material;
- Help the crew to learn by informing them of the lesson organisation and the relevance of the material;
- Ask the crew to demonstrate an understanding of the material by asking them review questions

The instructor shall brief all topics outlined in the training syllabus.

#### **1.10. Standard of Performance**

No assessment is performed during class CRM training.

If required by no-techs evaluation the performance of each trainee, shall be reported on the relevant forms, which shall be completed at the end every training module.

The performance standards as well as marking and grading guidance described in OM-D shall be followed.

Throughout the training cycle the Training Manager is kept informed of the trainee's progress.

### **1.11. SUPERVISION**

The Training Manager in cooperation with the Training Coordinator is responsible for planning, scheduling and monitoring of CRM courses.

### **1.12. FORMS TO BE USED**

The following forms shall be used:

- T21 - Ground Training Attendance Report

## **2. CRM Trainer Qualification**

### **2.1. GENERAL**

*Refer to: (AMC3 ORO.FC.115(a))*

This qualification program is applicable to CRM trainers conducting classroom CRM training. Line Training Captains, Instructors and Examiners that integrate CRM elements and perform non-technical skills evaluation are not required to hold a CRM trainer qualification. Nevertheless, their specific qualification programs include elements of CRM knowledge to be integrated in all training and checking process.

## **2.2. ENTRY REQUIREMENT**

*Refer to: (AMC3 ORO.FC.115(b)(2))*

A flight crew CRM trainer, in order to be suitably qualified, shall:

- Have adequate knowledge of the relevant flight operations;
- Have adequate knowledge of human performance and limitations (HPL), (i.e. having obtained a commercial pilot licence or having followed a theoretical HPL course covering the whole syllabus of the HPL examination);
- Have completed flight crew initial operator's CRM training;
- Have received training in group facilitation skills;
- Have received additional training in the fields of group management, group dynamics and personal awareness; and
- Have demonstrated the knowledge, skills and credibility required to train the CRM training elements in the non-operational environment, as specified in "Table 1 - Flight crew CRM training" of this Appendix.

The following qualifications and experiences are also acceptable for a flight crew CRM trainer in order to be suitably qualified:

- A flight crew member holding a recent qualification as a flight crew CRM trainer may continue to be a flight crew CRM trainer after the cessation of active flying duties if he/she maintains adequate knowledge of the relevant flight operations.
- A former flight crew member may become a flight crew CRM trainer if he/she maintains adequate knowledge of the relevant flight operations and fulfils the provisions of paragraph above;
- An experienced CRM trainer may become a flight crew CRM trainer if he/she demonstrates adequate knowledge of the relevant flight operations and fulfils the provisions of paragraph above.

## **2.3. COURSE OBJECTIVE**

*Refer to: (AMC3 ORO.FC.115(b)(1))*

This chapter establish the qualification program that shall addend the selected candidate in order to be qualified as Flight crew CRM trainer.

**2.4. REFERENCE REGULATORY MATERIAL**

Reference documentation:

- AMC3 ORO.FC.115 Crew resource management (CRM) training FLIGHT CREW CRM TRAINER
- FLT 2.2.14

**2.5. COURSE CONTENT**

*Refer to: (AMC3 ORO.FC.115(c)(1))*

Training of flight crew CRM trainers is both theoretical and practical. Practical elements include the development of specific trainer skills, particularly the integration of CRM into line operations. The basic training of flight crew CRM trainers includes the training elements for flight crew, as specified in “Table 1 - Flight crew CRM training” above.

**2.6. COURSE STRUCTURE**

CRM Trainer training is structured as follow:

| CRM Trainer Flight Crew             | Media | T. hours |
|-------------------------------------|-------|----------|
| CRM Trainer Initial training        | CLASS | 18 hours |
|                                     | CBT   | N.A.     |
| CRM Trainer Company Standardisation | CLASS | 8 hours  |
|                                     | CBT   | N.A.     |
| CRM Training under supervision      | CLASS | 8 hours  |
|                                     | CBT   | N.A.     |
| Assessment                          | CLASS |          |

### **2.6.1. MINIMUM TRAINING TIME**

Refer to: (GM3 ORO.FC.115)

Flight crew CRM trainer:

#### **BASIC**

- 18 training hours for trainees holding an instructor certificate for complex motor-powered aircraft, as specified in Commission Regulation (EU) No 1178/2011, which includes 25-hour training in teaching and learning; or
- 30 training hours for trainees who do not hold an instructor certificate as specified above

“Training hours (T. hour)” means actual training time excluding breaks and assessment.

### **2.7. SYLLABUS**

#### **2.7.1. THEORETICAL PREPARATION – INITIAL**

| <b>Elements</b>                                                                                                                                                                                         | <b>Instructor</b>                                                                                                                           | <b>T. hours</b> | <b>Note</b>                                                                                             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|-----------------|---------------------------------------------------------------------------------------------------------|
| Group facilitation skills<br>Group management, group dynamics and personal awareness;<br><br>Training elements in the non-operational environment, as specified in “Table 1 - Flight crew CRM training” | CRM trainers with a minimum of 3 years' experience.<br><br>Assistance may be provided<br><br>by experts in order to address specific areas. | 18 hours        | <i>This part may be subcontracted to organisations approved to deliver CRM trainer initial training</i> |

#### **2.7.2. Theoretical preparation – Company Standardisation**

| <b>Elements</b>                                             | <b>Instructor</b>                                   | <b>T. hours</b> | <b>Note</b> |
|-------------------------------------------------------------|-----------------------------------------------------|-----------------|-------------|
| Introduction to CRM training; Operator's management system; | CRM trainers with a minimum of 3 years' experience. | 6 hours         |             |

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|                                                                                                                                                                                                                                                                   |                                                     |         |  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|---------|--|
| Characteristics, as applicable of <ul style="list-style-type: none"> <li>• The different types of CRM trainings (initial, recurrent, etc.);</li> <li>• The combined training; and</li> <li>• Related to the type of aircraft or operation; Assessment.</li> </ul> |                                                     |         |  |
| CRM training under supervision                                                                                                                                                                                                                                    | CRM trainers with a minimum of 3 years' experience. | 6 hours |  |
| Assessment.                                                                                                                                                                                                                                                       | CRM trainers with a minimum of 3 years' experience. |         |  |

#### **2.7.3. REGENCY AND RENEWAL OF QUALIFICATION AS FLIGHT CREW CRM TRAINER**

For recency of the 3-year validity period, the flight crew CRM trainer shall:

- Conduct at least 2 CRM training events in any 12-month period;
- Be assessed within the last 12 months of the 3-year validity period by a 3-year experienced CRM trainer; and
- Complete CRM trainer refresher training within the 3-year validity period.

The content and duration of the course is based on the results of feedback forms filled out by participants of the courses and observation and evaluation of ground trainers.

The next 3-year validity period starts at the end of the previous period.

For renewal, i.e. when a flight crew CRM trainer does not fulfil the provisions of paragraph above, he/she shall, before resuming as flight crew CRM trainer:

- Comply with the qualification provisions of paragraph above; and
- Complete CRM trainer refresher training.



**APPENDICES****FLIGHT CREW TRAINING SYLLABI****2.7.4. CRM TRAINER – REFRESHER TRAINING**

| Elements                                               | Instructor                                                | T. hours | T. hours                                                                                                            |
|--------------------------------------------------------|-----------------------------------------------------------|----------|---------------------------------------------------------------------------------------------------------------------|
| New methodologies<br>Procedures and<br>lessons learned | CRM trainers with<br>a minimum of 3<br>years' experience. | 6 hours  | <i>This part may be<br/>subcontracted to<br/>organisations<br/>approved to<br/>deliver CRM<br/>refresh training</i> |

**2.8. ASSESSMENT OF FLIGHT CREW CRM TRAINER**

A flight crew CRM trainer shall be assessed when conducting the first CRM training course. This first assessment is valid for a period of 3 years. All personnel involved in the assessment shall be credible and competent in their role.

For assessing flight crew CRM trainers, the Fly2Sky nominates experienced flight crew CRM trainers who have demonstrated continued compliance with the provisions for a flight crew CRM trainer and capability in that role for at least 3 years or may employ a contractor.

The checklist on T9 form provides guidance on the assessment of a flight crew CRM trainer. If a flight crew CRM trainer is competent in his/her role, the response to the questions in the table will be 'yes'. When answering the questions, justifications and examples related to the responses given shall be provided.

NOTE: in addition to the requirements of this appendix Flight Crew CRM trainer complies with common Ground Instructors in term of Initial and recurrent standardisation.

**2.9. INSTRUCTOR/EXAMINER ACTIONS FOR ALL PHASES**

The Chapter 1 and 3 of OM-D give detailed instruction on performing instructor's duties. As general guidance the instructor responsible for the following

- Gain the crew attention and keep them motivated to learn;
- Ensure the learning objectives for the module of instruction are understood
- Facilitate the crew' recall of any pre-learned relevant knowledge;

- Facilitate the lesson content using all Instructional material;
- Help the crew to learn by informing them of the lesson organisation and the relevance of the material;
- Ask the crew to demonstrate an understanding of the material by asking them review questions

The instructor shall brief all topics outlined in the training syllabus.

#### **2.10. STANDARD OF PERFORMANCE**

The performance of each trainee shall be reported on the relevant forms, which shall be completed at the end every training module. The performance standards as well as marking and grading guidance described in OM-D shall be followed. Throughout the training cycle the Training Manager is kept informed of the trainee's progress.

#### **2.11. SUPERVISION**

The Training Manager in cooperation with the Training Coordinator is responsible for planning, scheduling and monitoring of CRM trainer courses.

#### **2.12. FORMS TO BE USED**

The following forms shall be used:

- T21 - Ground Training Attendance Report
- T9 - Instructor Observation Report

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#### DANGEROUS GOODS TRAINING

#### 5-6-2 VAW-DGR-FC-001 DANGEROUS GOODS TRAINING

Applicable to: ALL

*Refer to: (SPA.DG.105(a)), [FLT 2.1.45]*

Fly2Sky established and maintains an approved Dangerous Goods training program for all staff, as required by the Danger Goods Technical Instructions. The relevant CBT training modules and knowledge tests are provided by Scandlearn. Personnel shall receive training in the requirements commensurate with their responsibilities. Training includes:

- Familiarisation training - which is aimed at providing familiarity with the general provisions.
- Function-specific training - which provides detailed training in the requirements applicable to the function for which that person is responsible.
- Safety training - which covers the hazards, presented by dangerous goods, safe handling and emergency response procedures.

The provider has been evaluated according to the criteria of OM-D. *Refer to: OM-D 1-1-2 TRAINING EQUIPMENT AND DEVICES* and *Refer to: OM-D 1-1-3 SUBCONTRACTING*, syllabus and contents are periodically evaluated for compliance with the EASA, Bulgarian CAA, IOSA and the internal Fly2Sky requirements laid down in the GOM.

### **ENTRY REQUIREMENTS**

Fly2Sky holds a permanent approval to carry dangerous goods. All Fly2Sky employees who are engaged in general cargo and baggage handling, crew members including pilots enrolled in MPL courses, operations staff, passenger handling staff (as appropriate) who deals with the screening of passengers and their baggage must receive appropriate training before assignment of their duties.

This course is applicable to both the Flight Crew Members (Pilots), the

### **COURSE OBJECTIVES**

To give the new flight crew members a detailed knowledge regarding the Dangerous Goods Regulations as per their job function.

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#### DANGEROUS GOODS TRAINING

This training is integrated in the Company Introduction and the initial conversion training. All Fly2Sky flight crew, flight dispatchers and cabin crew must complete the Transportation of Dangerous Goods course before commencing line duties.

The Fly2Sky's course in dangerous goods complies with EASA regulation, ICAO-TI and IATA-DGR. ICAO has introduced Competency-Based Training and Assessment (CBTA) as a method to deliver Dangerous Goods training. To comply with these regulations, Scandlearn has developed a new framework for training for Dangerous Goods, which has now been introduced.

### **REFERENCE REGULATORY MATERIAL**

This training program complies with EASA and UK Regulation EU 965/2012 ORO.GEN.110(j), SPA.DG.105, IATA-DGR 66th version 2025, CARNA, US DOT 49CFR, ICAO-TI edition 2025-2026, US DOT 49CFR, UK CAP 483, Danish Air Navigation Order No. 763 of 11 July 2008 and ICAO Annex 18 to the Chicago convention. Course Version number 1.23.2 in the Scandlearn reference system.

### **COURSE CONTENT**

The course in dangerous goods complies with EASA regulation, ICAO-TI and IATA-DGR. The training starts with pre-assessment and then is divided into sections, subsections and sub-subsections:

- CBTA Presentation;
- We would like to know a little bit about you;
- Welcome video;
- Pre-assessment;
- Module 1: Understanding the basic of dangerous goods;
- Module 2: Transporting cargo/baggage;
- Module 3: Collecting safety data;
- Last questions before you leave; and
- Final Skill Test.

### **COURSE STRUCTURE**

Dangerous Good training course is structured in sections, subsections and sub-subsections, throughout the sections, the trainees have to complete multiple-choice tests, which have to be completed in order to proceed with the course. These are credited for the course.

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### FLIGHT CREW TRAINING SYLLABI

#### DANGEROUS GOODS TRAINING

## SYLLABUS

The following section describes the syllabus.

### JOB FUNCTION

Function: FLIGHT CREW

The following are tasks that flight crew would typically perform and for which training and assessment would therefore be required:

| Function: flight crew personnel |                                                                                            |  | Managing cargo pre-loading |
|---------------------------------|--------------------------------------------------------------------------------------------|--|----------------------------|
| 0                               | Understanding the basics of dangerous goods                                                |  | *                          |
| 0.1                             | Understanding the basics of dangerous goods                                                |  | *                          |
| 0.1.1                           | Understand the definition                                                                  |  | *                          |
| 0.1.2                           | Recognise the legal framework (global, local, training legal requirements)                 |  | *                          |
| 0.1.3                           | Identify the application scope                                                             |  | *                          |
| 0.2                             | Identifying the general limitations                                                        |  |                            |
| 0.2.1                           | Develop a sense of potential hidden dangerous goods                                        |  | *                          |
| 0.2.2                           | Recognise the difference between hidden vs undeclared dangerous goods                      |  | *                          |
| 0.2.3                           | Familiarised with passenger provisions vs cargo provisions in various situation (examples) |  | *                          |
| 0.3                             | Positioning different roles and responsibilities                                           |  |                            |
| 0.3.1                           | Clarify the individual and collective role of the supply chain stakeholders                |  | *                          |
| 0.3.2                           | Understand the passengers responsibilities                                                 |  | *                          |
| 0.3.3                           | Recognised the role and impact of state & operator variations                              |  | *                          |
| 0.4                             | Understanding the criticality of classification & packaging                                |  |                            |
| 0.4.1                           | Differentiate between hazard vs risk                                                       |  | *                          |
| 0.4.2                           | Identify the general information about classes, divisions                                  |  | *                          |
| 0.4.3                           | Understand general principles of packing groups                                            |  | *                          |

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### FLIGHT CREW TRAINING SYLLABI

#### DANGEROUS GOODS TRAINING

|   |       |                                                                                                        |     |
|---|-------|--------------------------------------------------------------------------------------------------------|-----|
|   | 0.4.4 | Consider multiple hazards                                                                              | *   |
|   | 0.5   | Interpreting the hazard communication                                                                  |     |
|   | 0.5.1 | Recognise the different marking basic requirements                                                     | *   |
|   | 0.5.2 | Recognise the variety of labelling and their meaning                                                   | *   |
|   | 0.5.3 | Identify the required documentation for dg shipments and their role in the process.                    | *   |
|   | 0.6   | Familiarising with basic emergency response                                                            |     |
|   | 0.6.1 | Create awareness about general emergency procedures                                                    | *   |
|   | 0.6.2 | Recognise country specific emergency procedures including exemptions and approvals                     | *   |
|   | 0.6.3 | Apply the employer emergency response requirement                                                      | *   |
| 6 |       | Transporting cargo/baggage                                                                             |     |
|   | 6.2   | Manage dangerous goods pre and during flight                                                           | *** |
|   | 6.2.1 | Detect presence of dangerous goods not permitted in baggage                                            | *** |
|   | 6.2.2 | Interpret NOTOC                                                                                        | *** |
|   | 6.2.3 | Apply procedures in the event of an emergency                                                          | *** |
|   | 6.2.4 | Inform flight operations officer/flight dispatcher/air traffic controller in the event of an emergency | *** |
|   | 6.2.5 | Inform the emergency services of the dangerous goods on board in the event of an emergency             | *** |
| 7 |       | Collecting safety data                                                                                 |     |
|   | 7.1   | Report dangerous goods accidents                                                                       | **  |
|   | 7.2   | Report dangerous goods incidents                                                                       | **  |
|   | 7.3   | Report undeclared/mis-declared dangerous goods                                                         | **  |
|   | 7.4   | Report dangerous goods occurrences                                                                     | **  |

### RECURRENT TRAINING

Recurrent training shall be conducted at intervals of no longer than 2 years. If the recurrent training is undertaken within the last 3 calendar months of the validity period, the new validity period shall be counted from the original expiry date. However, there are situations

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in which there are irregularities in the job continuity of an crew. In this case, an intervention is needed to ensure the competency of the employee and any potential gaps to be covered before restarting their job function. The following table is describing the actions to be taken into consideration:

| Period of absence       | Action to be taken                                                                                                                                                                                                                                                                                                                                     |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Up to three months      | Provide the crew with regulatory or business requirements changes or updates and ensure understanding of these changes.                                                                                                                                                                                                                                |
| Between 3 and 12 months | In addition to the above, undergo one practical assessment for example "on the job session" or simulation. The Training Department must provide a brief observation report for the crew with any identified gaps to be filled and with information to be complemented in order to reach the currently required competency and proficiency level again. |
| More than 1 year        | Recurrent training program                                                                                                                                                                                                                                                                                                                             |

**TRAINING AND CHECKING**

The effective of the training phase and the knowledge level acquired is verified by an online multiple-choice test. After the test a message is automatically sent to Training Department in order to verify completion of the training and in case of PASS update pilot's personal folder.

**INSTRUCTOR/EXAMINER ACTIONS FOR ALL PHASES**

Computer Based Training (CBT) is performed without supervision from Ground Instructors. Nevertheless, in case of question regarding the topics covered by course, trainee may ask Training Department to be contacted by an instructor for clarification.

**STANDARD OF PERFORMANCE**

The performance of each trainee must be reported on the relevant forms, which has to be completed by the Training Coordinator. The minimum PASS standard for Computer Based Training (CBT) online tests is 80%.

Throughout the Training Coordinator and Documentation Control Officer the Training Manager will be kept informed of the trainee's progress.



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### FLIGHT CREW TRAINING SYLLABI

#### DANGEROUS GOODS TRAINING

### **SUPERVISION**

The Training Manager in cooperation with the Training Coordinator is responsible for planning, scheduling and monitoring of Computer Based Training (CBT) courses.

### **FORMS TO BE USED**

At completion of each CBT training a certificate is generated by Scandlearn. A copy is printed by Training Coordinator and Documentation Control Officer and maintained in pilot's personal folder.

The following forms must be updated:

- T0 - Flight Crew OCC - Ground Training Summary
- T20 - Flight Crew RT - Ground Training Summary





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### FLIGHT CREW TRAINING SYLLABI ELECTRONIC FLIGHT BAG TRAINING

#### 5-6-3 VAW-EFB-001 ELECTRONIC FLIGHT BAG TRAINING COURSE A32F

Applicable to: ALL

### **ELECTRONIC FLIGHT BAG EFB GENERAL COURSE DESCRIPTION**

Fly2Sky Electronic Flight Bag EFB is a system, which replaces the old-fashioned paper philosophy in the aircraft. EFB clears the airplane from unnecessary weight, such as, manuals' hardcopies and some of the associated revisions of all documents to operate and also enable safe and efficient air transportation. Also, explaining how the requirements and operational consideration for Electronic Flight Bags (EFB), for EFB Portable, Type B Software Applications, are fulfilled for Fly2Sky onboard Performance Tools, such as, Take- Off Performance, Landing Performance and Weight & Balance, as well as for electronic OFP, Journey Log, WX, NOTAM, aerodrome and enroute charts.

The EFB system is approved by Bulgarian CAA.

### **ENTRY REQUIREMENTS**

Personnel attending the Electronic Flight Bag (EFB) training shall be:

- A flight crew type rated on A32F aircraft that positively passed assessment process;
- A pilot enrolled in an Multi Pilot Licence (MPL) program, or;
- Other operational personnel.

### **COURSE OBJECTIVES**

The course objective is to provide each flight crew member or operations personnel competence in the use of EFB-system and the respective software applications.

Fly2Sky ensures that, prior to start using EFB-System each flight crew member or Operations staff is trained, qualified and current in accordance with the requirements prescribed in OM-D.

### **REFERENCE MATERIAL**

Reference documentation:

- AMC4 SPA.EFB.100(b)(3) Use of electronic flight bags (EFB) – Operational approval
- GM2 SPA.EFB.100(b)(3) Use of electronic flight bags (EFB) – Operational approval

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**ELECTRONIC FLIGHT BAG TRAINING**

- OM-A *Refer to: OM-A 8-9 ELECTRONIC FLIGHT BAG;*
- EFB Manual;
- Electronic Flight Bag (EFB) Manual;
- A320 FCOM DSC-46-20-20 Electronic Flight Bag (EFB) Applications;
- A320 MEL MI 46-11;
- Airbus eQRH - EASA Non-Technical Objection letter; and
- Airbus eQRH User and Compliance Manual.

**CORSE CONTENT**

The Electronic Flight Bag (EFB) training is a planned and organised structure of courses performed in classroom, on FSTD, by CBT or self-study followed, when requested, by knowledge practical, CBT or written test.

**COURSE STRUCTURE**

Initial EFB-System qualifications are achieved through successful completion of a ground school and/or a Computer Based Training and Checking Program or self-study material in accordance with the syllabus.

During ground school training the instructor shall brief all topics outlined in the training syllabus.

**SYLLABUS****GROUND SCHOOL – EFB GENERAL**

*Refer to: (AMC4 SPA.EFB.100(b)(3)), (GM2 SPA.EFB.100(b)(3))*

| Phase one - Ground school                                                                                                                                                                                                                                                                                                                                                                                                        | Duration     | Specific tools                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|---------------------------------|
| <p>The module consists of the following:</p> <ul style="list-style-type: none"><li>• Overview of the purpose, system architecture and definitions, relevant chapters of the Operations Manual System and manufacturer provided manuals;</li><li>• EFB hardware and the need for proper adjustment of lighting, etc.;</li><li>• Verification of the applicability of the information being used in the terminal charts;</li></ul> | <b>4 hrs</b> | <b>Ground School and/or CBT</b> |



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## APPENDICES

### FLIGHT CREW TRAINING SYLLABI ELECTRONIC FLIGHT BAG TRAINING

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |              |                                 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|---------------------------------|
| <ul style="list-style-type: none"><li>• Pre-flight checks of the system including Processes and Procedures for the availability, validity, expiration and revision of EFB-Application-Software and Database;</li><li>• Limitations of the EFB-System;</li><li>• The use of each application and the conditions under which the EFB may and may not be used; Restrictions on the use of the system, including cases where the entire system, or some parts of it, are not available;</li><li>• Normal Operating Procedures including data entry, cross-checking of data entry and computed information output;</li><li>• Procedures to handle abnormal situations, such as a late runway change or a diversion to an alternate aerodrome;</li><li>• Procedures to handle emergency situations;</li><li>• Contingency procedures including partial or complete loss of EFB-System;</li><li>• Alternate procedure and MEL related to EFB;</li><li>• Actions to be taken following the failure of component(s) of the EFB, including cases of battery smoke or fire;</li><li>• Use of the Back-up System and appropriate use of relevant documents and procedures;</li><li>• Phases of the flight when the EFB system may and may not be used;</li><li>• CRM- and Human Factor considerations on the use of the EFB-System;</li><li>• Policy on the handling of conflicting and/or inconsistent information;</li><li>• Procedure for software update;</li><li>• Security Procedure regarding the EFB-System.</li></ul> |              |                                 |
| <p>The module consists of the following:</p> <ul style="list-style-type: none"><li>• Weight/mass and balance;</li><li>• Takeoff, climb, cruise, approach and landing performance; Obstacle clearance;</li><li>• Fuel planning;</li><li>• Diversion planning;</li><li>• Effect of inoperative or missing components (MEL/CDL);</li><li>• Engine-out drift down.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>2 hrs</b> | <b>Ground School and/or CBT</b> |

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### FLIGHT CREW TRAINING SYLLABI ELECTRONIC FLIGHT BAG TRAINING

#### GROUND SCHOOL – QRH SPECIFIC

*Refer to: (Airbus eQRH 2.0 – EASA Non-Technical Objection letter), (Airbus eQRH User and Compliance Manual)*

| Phase One - Ground School                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Duration | Specific Tools |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------------|
| <p>The module consists of the following:</p> <ul style="list-style-type: none"> <li>• Navigation in the eQRH content: sections selection, previous/next, search, swipe</li> <li>• Procedures and checklists colour coding (Checklists, Procedures, OEB, SOPs)</li> <li>• Interactivity in the procedures and checklists</li> <li>• Checklists/Procedures reset</li> <li>• Working list (Bookmarks, Completed/In-Progress procedures, and checklists)</li> <li>• Rapid access to specific emergency procedures</li> <li>• Navigation between the eQRH and other EFB applications (if hosted on the same device)</li> <li>• Checklist/procedures interruptions</li> <li>• Principle of the double layer mechanism, detection of erroneous display, procedure to follow in case of erroneous display</li> <li>• Logic The management of the conditions display and interactivity</li> <li>• Brightness and font size adjustment. Possibility to adjust them in smoke conditions</li> <li>• The display and the computation of the CG/TRIM position.</li> </ul> | 2 hrs    | CBT            |

#### FSTD – LIFUS TRAINING

*Refer to: (GM2 SPA.EFB.100(b)(3))*

The following has to be respected:

- The EFB-System is an integral part of standard operating procedures;
- During the simulator training and LFUS trainee shall receive practical training in handling the EFB-system in actual aircraft operations;
- During LPC/OPC and Line Check, the trainee shall demonstrate his knowledge in handling the EFB-System in actual aircraft operations. FSTD and line training shall be focused on the following:

**APPENDICES****FLIGHT CREW TRAINING SYLLABI**  
**ELECTRONIC FLIGHT BAG TRAINING**

| <b>Phase Two - Simulator / Line Flying Under Supervision<br/>(Flight Crew Members)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>Duration</b> | <b>Specific Tools</b>               |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------------------------------|
| <p>The module consists of the following:</p> <ul style="list-style-type: none"><li>• Practical use of the display unit;</li><li>• Display unit controls;</li><li>• Data input devices;</li><li>• Selection of applications;</li><li>• Practical use of applications;</li><li>• Human factors considerations, including CRM;</li><li>• Situational awareness;</li><li>• Avoidance of fixation;</li><li>• Cross-checking of data inputs and outputs;</li><li>• Practical integration of EFB procedures into SOPs;</li><li>• Actions following the failure of component(s) of the EFB, including cases of battery smoke or fire; and</li><li>• Management of conflicting information.</li></ul> | <b>N/A</b>      | <b>FSTD<br/>and/or<br/>Aircraft</b> |

**TRAINING AND CHECKING****AREAS OF EMPHASIS DURING EFB CHECKING**

During a check examiner shall carefully monitor the following area of special emphasis:

- Proficiency in the use of each EFB application installed;
- Proper selection and use of EFB displays;
- Where an aircraft performance application is installed, proper cross-checking of data inputs and outputs;
- Where a chart application is installed, proper checking of the validity of the information and the use of the chart clip function;
- Where a moving map display is installed, maintenance of a proper outside visual scan without prolonged fixation on the EFB, especially during taxiing; and
- Actions to be taken following the failure of component(s) of the EFB, including cases of battery smoke or fire.

**CLASS TRAINING TEST**

A combined test covering all modules shall be completed by participants after completion of:

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

#### ELECTRONIC FLIGHT BAG TRAINING

- Electronic Flight Bag (EFB) General;
- Aircraft performance

The test of at least 50 questions is performed online combine with CBT training as “Ground Training OCC Test”.

The acquisition of the knowledge and the skills necessary for a safe use of eQRH shall be checked. This checking considers the acquisition of all training items.

A practical skill test is performed by a TRI/TRE or SFI/SFE by means of an oral interview where trainee is requested to demonstrate the acquisition of all skills necessary to safely operate the eQRH. Report of skill test is reported on a T21 - Ground Training Attendance Report.

### FSTD TRAINING AND CHECKING

EFB is integrated in Fly2Sky SOP, proficiency in its use shall be assessed during the training and operator proficiency check (OPC). “T2/T3 - FSTD Training/Checking Report” has a dedicated item to mark when training and checking is completed.

### LINE CHECK

EFB is integrated of the Fly2Sky SOP, proficiency in its use shall be assessed during the Line Check. “T4 - Line Check Report” has a dedicated item to mark when training and checking is completed.

### DIFFERENCE TRAINING

When the introduction of the use of an EFB requires differences or familiarisation training to be carried out, the elements of initial EFB training shall be used, as described above.

### RECURRENT TRAINING AND CHECKING

Recurrent EFB training is integrated in the annual recurrent training program. The eQRH specific recurrent training program is performed in conjunction with FSTD recurrent training and includes the following items:

- Principle of the double layer mechanism, detection of erroneous display, procedure to follow in case of erroneous display
- Brightness and font size adjustment. Possibility to adjust them in smoke conditions.

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### FLIGHT CREW TRAINING SYLLABI

#### ELECTRONIC FLIGHT BAG TRAINING

Recurrent EFB checking is integrated in those elements of the licence proficiency check, the operator proficiency check and the line check applicable to the use of an EFB.

### SUITABILITY OF TRAINING DEVICES

FSTD utilised during Operator conversion course and recurrent training and checking are equipped with fixed or portable EFB holder to allow EFB use according to company SOP.

### INSTRUCTOR ACTIONS FOR ALL PHASES

Chapters 1 and 3 of the OM-D give detailed instruction on performing instructor's duties. As general guidance the instructor responsible for the following:

- Gain the pilots attention and keep them motivated to learn;
- Ensure the learning objectives for the module of instruction are understood
- Facilitate the pilots' recall of any pre-learned relevant knowledge;
- Facilitate the lesson content using all Instructional material;
- Help the pilots to learn by informing them of the lesson organisation and therelevance of the material;
- Ask the pilots to demonstrate an understanding of the material by asking them review questions

The instructor shall brief all topics outlined in the training syllabus.

### STANDARDS OF PERFORMANCE

The performance of each trainee shall be reported on the relevant forms, which has to be completed at the end every training module.

The performance standards as well as marking and grading guidance described in OM-D shall be followed. *Refer to: OM-D 3-2 PROCEDURES FOR TRAINING AND CHECKING*

Throughout the training cycle the Training Manager is kept informed of the trainee's progress.



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### FLIGHT CREW TRAINING SYLLABI ELECTRONIC FLIGHT BAG TRAINING

#### IN CASE OF FAILURE

If substandard performance is observed and/or a test is not passed successfully, then the Instructor shall inform the trainee and contact the rostering department and the Training Manager. Further action shall be agreed with the Training Manager in accordance with the procedures described in OM-D. *Refer to: OM-D 3-3 PROCEDURES IN CASE OF FAILURE*

#### **SUPERVISION**

The Training Manager in cooperation with the Training Coordinator is responsible for planning, scheduling and implementing the Electronic Flight Bag (EFB) Training.

#### **FORMS TO BE USED**

The following forms shall be used:

- T0 - Flight Crew OCC - Ground Training Summary
- T21 - Ground Training Attendance Report
- T2 - FSTD Checking Report
- T4 - Line Check Report





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### FLIGHT CREW TRAINING SYLLABI OPERATOR CONVERSION COURSE

#### 5-6-4 VAW-FCT-002 OPERATOR CONVERSION COURSE

Applicable to: ALL

### OPERATOR CONVERSION COURSE

#### COURSE GENERAL

*Refer to: (ORO.FC.130), (ORO.FC.220), (AMC1 ORO.FC.220)*

Each Fly2Sky flight crew member shall attend the Operator Conversion Course before commencing unsupervised line flying. The Operator Conversion Course includes training on the equipment installed on the aircraft as relevant to flight crew members' roles. The CRM training is integrated in all phases of the Operator Conversion Course. The amount of training, in particular FSTD training and LIFUS is tailored to the role and previous crew experience.

The Operator Proficiency Check (OPC), the emergency and safety equipment training (ESET) and checking and security training shall be completed before commencing line flying under supervision (LIFUS).

The operator conversion training includes in the following order:

- Ground training and checking, including aeroplane systems, limitations, normal, abnormal and emergency procedures;
- Emergency and safety equipment training and checking (ESET), which shall be completed before any flight training in the aeroplane commences;
- FSTD training and checking detailed in the OM-D. *Refer to: OM-D VAW-FCT-009 INITIAL/RECURRENT TRAINING AND CHECKING*; and
- Line Flying Under Supervision (LIFUS) and Line Check detailed in the OM-D. *Refer to: OM-D 5-1-2 T1 – FLIGHT CREW OCC LIFUS SUMMARY*.

In addition, the conversion course covers:

- Elements of the CRM;
- Security training, which shall be completed before any aeroplane flying; and
- All Weather Operations training (Low Visibility Operations and CAT II and III).

When a flight crew member has not previously completed a Company's conversion course, the flight crew member shall, in addition to the items shown above, undergo:

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### FLIGHT CREW TRAINING SYLLABI OPERATOR CONVERSION COURSE

- General First Aid training; and
- Ditching procedure/wet drills training using the equipment in water, if applicable.

### **ENTRY REQUIREMENTS**

Personnel attending the Operator Conversion Training (OCC) shall be:

- A pilot rated on the A32F that positively passed assessment process; or
- A pilot enrolled in an Multi Pilot Licence (MPL) program.

### **COURSE OBJECTIVES**

Each flight crew member completes the Operator's Conversion Course ground training and checking in the relevant type or variant aeroplane in which the flight crew member operates. The course objectives are:

- To familiarise the trainees with the Fly2Sky operations as well as Company culture and objectives;
- To ensure that all crews reach the Company operational standards; and
- To meet all regulatory requirements.

In addition, the flight crew member shall demonstrate knowledge of Fly2Sky operations to include as a minimum:

- Duties and responsibilities;
- Relevant state regulations;
- Authorised operations;
- Relevant sections of the OM;
- Approaches authorised by the Authority;
- Ceiling and visibility requirements for take-off, approach and landing;
- Allowance for inoperative ground components;
- Wind limitations (crosswind, tailwind and, if applicable, headwind).

### **REFERENCE REGULATORY MATERIAL**

*Refer to: (ORO.FC.120), (AMC1 ORO.FC.120&130), (ORO.FC.220), (AMC1 ORO.FC.220), [FLT 2.2.7]*

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### FLIGHT CREW TRAINING SYLLABI OPERATOR CONVERSION COURSE

All crew members are provided with access to:

- The Airbus FlySmart Modules for aircraft performance and document browsing;
- Jeppesen FD Pro X as Navigational charts and Route manual; and
- Study material and credentials to access Centrik, Leon and the Scandlearn CBT Training System.

## **COURSE CONTENT**

The Operator Conversion Course is a planned and organised structure of courses performed in classroom, on training devices, by CBT or self-study followed, when requested, by knowledge practical, CBT or written test.

The general course content is arranged to meet all requirements of AMC1 ORO.FC.220 (Ground and ESET training), AMC1 ORO.FC.115 (CRM Training), AMC2 ORO.GEN.110 (Security Training), and FLT 2.2.7 (Operator Familiarisation).

Other modules cover company specific training requirements.

## **MPL HOLDERS OPERATOR CONVERSION COURSE**

*Refer to: (GM1 ORO.FC.220(c))*

The amount of training for MPL holders who undertake their first conversion course on a new type with Fly2Sky has to be agreed with an ATO providing an MPL training and syllabus, approved by the Bulgarian CAA.

The MPL training agreement with the ATO providing such training, and MPL training manual define the evaluation process on MPL pilots and actions to take in case competencies are not achieved by trainees.

## **COURSE STRUCTURE**

The course is structured in 11 days dedicated to class and CBT training and 2/3 days to FSTD training and checking. LIFUS training days are allocated according sectors requirements.

- Ground Class Training (8 days)
- Ground CBT Modules (3 days)



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### FLIGHT CREW TRAINING SYLLABI

#### OPERATOR CONVERSION COURSE

- STD Training and Checking (2/3 days)
- Line Training Under Supervision and Line Check (days as per sectors required)

### GROUND CLASS TRAINING

| Module | Hours | Subject                                        |
|--------|-------|------------------------------------------------|
| 1      | 8     | Initial Ground Training (SOP)                  |
| 2      | 6     | Emergency and Safety Equipment Training (ESET) |
|        | 2     | Safety Management System (SMS)                 |
| 3      | 4     | Electronic Flight Bag (EFB)                    |
|        | 4     | Aircraft Performance                           |
| 4      | 2     | Aviation Security (SEC)                        |
| 5      | 8     | Crew Resource Management (CRM)                 |
|        | 8     | Crew Resource Management (CRM)                 |
| 6      | 8     | ESET Practical Drills (wet - fire))            |
|        | 4     | ESET Practical Drills (doors - slide)          |
| 7      | 4     | ESET First AID                                 |

### GROUND CBT MODULES

| Days | Hours | Subject                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------|-------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3    | 24    | A32F Differences and Familiarisation (FLT)<br>A32F Pre-Flight Inspection / MEL<br>A32F Systems<br>ACAS - TCAS 7.1<br>Adverse Weather - Thunderstorm Avoidance<br>Adverse Weather - Winter Operations<br>Global Reporting Format (GRF)<br>Areas and Route Qualification<br>Dangerous Good (DGR)<br>EGPWS / CFIT<br>Fatigue Management Training (FMT)<br>IFS EFB Application<br>Incapacitation of Flight Crew Member<br>Low Visibility Operations (LVO) |

*Continued on the next page*

**APPENDICES****FLIGHT CREW TRAINING SYLLABI**  
**OPERATOR CONVERSION COURSE***Continued from the previous page*

|  |  |                                                                                                                                                                                              |
|--|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  |  | MNPS Operations<br>PBN Operations<br>RVSM Operations<br>Upset Prevention - Recovery (UPRT) Volcanic Areas Operations<br>Windshear Avoidance<br>Ground Training OCC Test<br>Aviation Security |
|--|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

**FSTD TRAINING AND CHECKING**

FSTD training and checking is organised on two (2/3) working days comprising two (2) simulator session, day 1 is normally dedicated to checking and day 2 to training. If training and checking are combined, TRE is responsible to adequately inform the crew about the structure of the event and highlight which element will be checked and which will be in trained.

Additional training sessions may be allocated before checking according recommendation received during assessment phase.

| Day | Hours | Subject                                                                                                     |
|-----|-------|-------------------------------------------------------------------------------------------------------------|
| 1   | 7     | 1 hours briefing<br>4 hours simulator checking (OPC)<br>1-hour de-briefing (30 min docs)                    |
| 2   | 7     | 1 hours briefing<br>4 hours additional simulator training (if required)<br>1-hour de-briefing (30 min docs) |

**LINE FLYING UNDER SUPERVISION LIFUS**

After successfully completion of Ground Class Training, Ground CBT Training and FSTD Training and checking pilot is approved to start Line training Under Supervision LIFUS. Procedures and syllabus are described on the Form T1.

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### FLIGHT CREW TRAINING SYLLABI OPERATOR CONVERSION COURSE

## SYLLABUS

### GROUND CLASS TRAINING

| <b>Module 1 – Initial Ground Training (SOP)</b>                                                                                                                                                                                                                                                | <b>Duration</b> |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <b>Operator Familiarisation [FLT 2.2.7]</b>                                                                                                                                                                                                                                                    | <b>02:00</b>    |
| Duties and responsibilities: <ul style="list-style-type: none"> <li>• Company Organisation;</li> <li>• Crew composition;</li> <li>• Crew member's duties;</li> <li>• Responsibilities of the Commander; and</li> <li>• Responsibilities of the others crew members.</li> </ul>                 | 0:30            |
| Relevant Regulation: <ul style="list-style-type: none"> <li>• ICAO;</li> <li>• EASA AIR-OPS; and</li> <li>• BG-CAA</li> </ul>                                                                                                                                                                  | 0:30            |
| Authorised Operations: <ul style="list-style-type: none"> <li>• Area of operations;</li> <li>• Special Approvals;</li> <li>• Company Minima; and</li> <li>• Limitations</li> </ul>                                                                                                             | 0:30            |
| Operations Manual <ul style="list-style-type: none"> <li>• OM Part A;</li> <li>• OM Part B;</li> <li>• OM Part C; and</li> <li>• OM Part D.</li> </ul>                                                                                                                                         | 0:30            |
| <b>Air Operator Certificate (AOC) [FLT 2.3.4]</b>                                                                                                                                                                                                                                              | <b>01:00</b>    |
| AOC Specification such as: <ul style="list-style-type: none"> <li>• Approaches authorised by the Authority;</li> <li>• Ceiling and visibility requirements for take-off, approach and landing;</li> <li>• Allowance for inoperative ground components;</li> <li>• Wind limitations.</li> </ul> | 01:00           |



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### FLIGHT CREW TRAINING SYLLABI OPERATOR CONVERSION COURSE

| Information Systems used by Fly2Sky                                                                                                                                                                           | 01:00 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| Electronic platforms such as: <ul style="list-style-type: none"><li>• Centrik;</li><li>• Jeppesen FD Pro X;</li><li>• FlySmart;</li><li>• EFBOne;</li><li>• Leon; and</li><li>• Scandlearn.</li></ul>         | 01:00 |
| Flight Time Limitations / Standard Operating Procedures (SOP)                                                                                                                                                 | 04:00 |
| Flight Time Limitations: <ul style="list-style-type: none"><li>• OM-A <i>Refer to: OM-A 7 FLIGHT TIME LIMITATIONS</i>; and</li><li>• Leon built-in FTL logic.</li></ul>                                       | 01:00 |
| Company forms <ul style="list-style-type: none"><li>• Electronic forms in Centrik; and</li><li>• Paper Forms in the Green Flight Deck Binder.</li></ul>                                                       | 01:00 |
| Standard Operating Procedures <ul style="list-style-type: none"><li>• OM-B <i>Refer to: OM-B 2 NORMAL PROCEDURES</i>;</li><li>• OM-B Summary for each Phase; and</li><li>• OM-B Approach Summaries.</li></ul> | 02:00 |

| Module 2 – Emergency and Safety Equipment Training (ESET)                                                                                                                                                                                                                                                                                                                                                                          | Duration |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| Emergency and Safety Equipment Training (ESET)                                                                                                                                                                                                                                                                                                                                                                                     | 06:00    |
| Shall include the following: <ul style="list-style-type: none"><li>• Incapacitation of a flight crew member;</li><li>• Required equipment carried on board and use;</li><li>• Flight / Cabin Communication and coordination;</li><li>• Emergency evacuation etc;</li><li>• The operational procedures of security, rescue and emergency services;</li><li>• Survival information</li><li>• Use of any survival equipment</li></ul> | 06:00    |



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### FLIGHT CREW TRAINING SYLLABI OPERATOR CONVERSION COURSE

|                                                                                                                                                                                                                                                                                       |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <ul style="list-style-type: none"><li>• Location of emergency and correct use</li><li>• Appropriate drills and safety equipment</li><li>• The operational procedures of security</li><li>• Rescue and emergency services</li><li>• Cabin secure when no Cabin Crew on board</li></ul> |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|

| Module 3 – Safety Management System (SMS)                                                                                                                                                                            | Duration     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| <b>Safety Management System (SMS)</b>                                                                                                                                                                                | <b>02:00</b> |
| According to: <ul style="list-style-type: none"><li>• The OM-A <i>Refer to: OM-A 11 HANDLING AND REPORTING ACCIDENT AND INCIDENTS</i>; and</li><li>• The SMM <i>Refer to: SMM 11 PEER SUPPORT PROGRAM.</i></li></ul> | 02:00        |

| Module 4 – Electronic Flight Bag (EFB)                                                                | Duration     |
|-------------------------------------------------------------------------------------------------------|--------------|
| <b>Electronic Flight Bag (EFB)</b>                                                                    | <b>04:00</b> |
| According to OM-D. <i>Refer to: OM-D 5-6-3 VAW-EFB-001 ELECTRONIC FLIGHT BAG TRAINING COURSE A32F</i> | 04:00        |

| Module 5 – Aircraft Performance                                                                                                                                                                                                                                                                                                       | Duration     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| <b>Aircraft Performance [FLT 2.2.10]</b>                                                                                                                                                                                                                                                                                              | <b>04:00</b> |
| <ul style="list-style-type: none"><li>• Weight and Balance;</li><li>• Take-off, climb, cruise, approach and landing performance;</li><li>• Obstacle clearance;</li><li>• Fuel Planning;</li><li>• Diversion planning;</li><li>• Effect of inoperative or missing components (MEL/CDL); and</li><li>• Engine-out drift down.</li></ul> | 04:00        |

| Module 6 – Aviation Security (SEC)                                                                               | Duration     |
|------------------------------------------------------------------------------------------------------------------|--------------|
| <b>Aviation Security (SEC)</b> Company Policy, Security Procedures and forms<br><i>Refer to: Security Manual</i> | <b>02:00</b> |
| Aviation Security CBT <i>Refer to: Appendix VAW-SEC-001</i>                                                      | 02:00        |





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### FLIGHT CREW TRAINING SYLLABI OPERATOR CONVERSION COURSE

| Module 7 – Crew Resource Management (CRM)                                              | Duration     |
|----------------------------------------------------------------------------------------|--------------|
| <b>Crew Resource Management (CRM)</b>                                                  | <b>16:00</b> |
| According to the OM-D. <i>Refer to: OM-D 5-6-1 VAW-CRM-01 FLIGHT CREW CRM TRAINING</i> | 16:00        |

| Module 8 – ESET Practical Drills                                                                                                                                                                                                                        | Duration     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| <b>ESET Practical Drills</b>                                                                                                                                                                                                                            | <b>12:00</b> |
| <ul style="list-style-type: none"><li>• Incapacitation</li><li>• Ditching procedures/Wet drills</li><li>• Practice of the actual donning and inflation of a lifejacket, practical or audio-visual presentation of the inflation of life-rafts</li></ul> | 04:00        |
| <ul style="list-style-type: none"><li>• Effect of smoke in an enclosed area</li><li>• Actual fire fighting</li><li>• Use of all relevant equipment in a simulated smoke-filled environment</li></ul>                                                    | 04:00        |
| <ul style="list-style-type: none"><li>• Evacuation of the aircraft</li><li>• Use of slide and doors</li></ul>                                                                                                                                           | 04:00        |

| Module 9 – First Aid                                                                                                                                                                                                                                                                                                                                                                            | Duration     |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| <b>ESET First Aid</b>                                                                                                                                                                                                                                                                                                                                                                           | <b>04:00</b> |
| Instruction on first aid: <ul style="list-style-type: none"><li>• General; and</li><li>• Type specific.</li></ul> Aero-medical topics shall include: <ul style="list-style-type: none"><li>• Hypoxia;</li><li>• Hyperventilation;</li><li>• Contamination of the skin/eyes by aviation fuel or hydraulic or other fluids;</li><li>• Hygiene and food poisoning; and</li><li>• Malaria</li></ul> | 04:00        |

**APPENDICES****FLIGHT CREW TRAINING SYLLABI**  
**OPERATOR CONVERSION COURSE****CBT MODULES**

CBT Modules structure and syllabi are detailed on the related section of this manual as per below index.

| <b>No</b> | <b>Subject</b>                             | <b>Code</b> |
|-----------|--------------------------------------------|-------------|
| <b>1</b>  | A32F Differences and Familiarisation (FLT) | VAW-FCT-004 |
| <b>2</b>  | A32F Pre-Flight Inspection / MEL           | VAW-FCT-015 |
| <b>3</b>  | A32F Systems                               | VAW-FCT-003 |
| <b>4</b>  | ACAS - TCAS 7.1                            | VAW-FCT-003 |
| <b>5</b>  | Adverse Weather - Thunderstorm Avoidance   | VAW-FCT-003 |
| <b>6</b>  | Adverse Weather - Winter Operations        | VAW-FCT-003 |
| <b>7</b>  | Global Reporting Format (GRF)              | VAW-FCT-003 |
| <b>8</b>  | Areas and Route Qualification              | VAW-FCT-003 |
| <b>9</b>  | Dangerous Good (DGR)                       | VAW-DGR-001 |
| <b>10</b> | EGPWS / CFIT                               | VAW-FCT-003 |
| <b>11</b> | Fatigue Management Training (FMT)          | VAW-FCT-006 |
| <b>12</b> | IFS EFB Application                        | VAW-EFB-001 |
| <b>13</b> | Incapacitation of Flight Crew Member       | VAW-FCT-003 |
| <b>14</b> | Low Visibility Operations (LVO)            | VAW-FCT-010 |
| <b>15</b> | MNPS Operations                            | VAW-FCT-003 |
| <b>16</b> | PBN Operations                             | VAW-FCT-016 |
| <b>17</b> | RVSM Operations                            | VAW-FCT-003 |
| <b>18</b> | Upset Prevention - Recovery (UPRT)         | VAW-FCT-007 |
| <b>19</b> | Volcanic Areas Operations                  | VAW-FCT-003 |
| <b>20</b> | Windshear Avoidance                        | VAW-FCT-003 |
| <b>21</b> | ADS-B Out & In                             | VAW-FCT-003 |
| <b>22</b> | CPDLC-Europe                               | VAW-FCT-003 |
| <b>23</b> | Mental Health in Aviation                  | VAW-FCT-006 |
| <b>24</b> | <i>Ground Training OCC Test</i>            | -           |

**FSTD TRAINING AND CHECKING**

FSTD training and checking structure and syllabi are detailed on the related section of this manual as per below index.

**APPENDICES****FLIGHT CREW TRAINING SYLLABI**  
**OPERATOR CONVERSION COURSE**

| <b>Training/Checking</b>                         | <b>Code</b> |
|--------------------------------------------------|-------------|
| Initial / Recurrent Training and Checking - FSTD | VAW-FCT-009 |
| LVO - FSTD Training and Checking                 | VAW-FCT-011 |
| Narrow Runway Operations                         | VAW-FCT-014 |

**LINE FLYING UNDER SUPERVISION**

Flight training shall be conducted to familiarise the flight crew member thoroughly with all aspects of limitations and normal, abnormal and emergency procedures associated with the aircraft and shall be carried out by suitably qualified class and type rating instructors and/or examiners. For specific operations, such as steep approaches, or operations based on QFE, additional training shall be carried out, based on any additional elements of training defined for the aircraft type in the operational suitability data in accordance with Commission Regulation (EU) No 748/2012, where they exist.

In planning flight training on aircraft with a flight crew of two or more, particular emphasis shall be placed on the practice of LOFT with emphasis on CRM, and the use of crew coordination procedures, including coping with incapacitation.

Normally, the same training and practice in the flying of the aircraft shall be given to co-pilots as well as commanders. The 'flight handling' sections of the syllabus for commanders and co-pilots alike shall include all the requirements of the operator proficiency check required by ORO.FC.230. Unless the type rating training programme has been carried out in an FSTD usable for ZFTT, the training shall include at least three take-offs and landings in the aircraft.

**TRAINING AND CHECKING****CLASS AND PRACTICAL TRAINING TEST**

Class and practical training are followed by a test. The test may be performed on paper questionnaire prepared by the instructor or utilising CBT Scandlearn platform.

A combined test covering all modules shall be completed by participants after completion of:

- Initial Ground Training
- Electronic Flight Bag (EFB)
- Aircraft Performance

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

#### OPERATOR CONVERSION COURSE

The test of at least 50 questions is performed online combine with CBT training as “Ground Training OCC Test”. Test by means of paper questionnaire are performed after the following class modules:

- Emergency and Safety Equipment Training (ESET) & First AID
- Safety Management System (SMS)
- Aviation Security (SEC)

Each CBT module includes a knowledge test at the end of each module. Notification is automatically sent to Training Coordinator after completion of the test. CRM training does not require a formal assessment. A summary of test performed, and results is noted on form T0 - Flight Crew OCC - Ground Training Summary.

### FSTD TRAINING AND CHECKING

The operator proficiency check that is part of the operator’s conversion checking shall follow the provisions in AMC1 ORO.FC.230. For EBT, the operator shall include either an EBT module in accordance with ORO.FC.231 or an OPC in accordance with AMC1 ORO.FC.230.

After completion of ground training trainee are scheduled for FSTD Training and Checking joining the current recurrent training cycle as per VAW-FCT-009.

### LINE CHECK

Following the completion of LIFUS training and upon receiving recommendation pilot undergoes a Line Check as per OM-D. *Refer to OM-D 2-1-5 RECURRENT CHECKING*

The LTC performing line check shall inform as soon as possible Training and Crew Planning Departments of the check outcome. The Training Department in case of a FAIL shall determine if and how additional training may be required. In case of a PASS shall, the Training Department shall update the pilot’s, expiring data.

### INSTRUCTOR ACTIONS FOR ALL PHASES

The Chapter 1 and 3 of OM-D give detailed instruction on performing instructor’s duties. As general guidance the instructor responsible for the following

- Gain the pilots attention and keep them motivated to learn;
- Ensure the learning objectives for the module of instruction are understood

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI OPERATOR CONVERSION COURSE

- Facilitate the pilots' recall of any pre-learned relevant knowledge;
- Facilitate the lesson content using all Instructional material;
- Help the pilots to learn by informing them of the lesson organisation and the relevance of the material;
- Ask the pilots to demonstrate an understanding of the material by asking them review questions

The instructor shall brief all topics outlined in the training syllabus.

### **STANDARDS OF PERFORMANCE**

The performance of each trainee shall be reported on the relevant forms, which has to be completed at the end every training module.

The performance standards as well as marking and grading guidance described in OM-D shall be followed. *Refer to: OM-D 3-2 PROCEDURES FOR TRAINING AND CHECKING*  
Throughout the training cycle the Training Manager is kept informed of the trainee's progress.

### **IN CASE OF FAILURE**

If substandard performance is observed and a test is not passed Instructor shall inform the trainee and contact the rostering department and Training Manager.

Further action shall be agreed with the Training Manager in accordance with the procedures described in OM-D. *Refer to: OM-D 3-3 PROCEDURES IN CASE OF FAILURE*

### **SUPERVISION**

The Training Manager in cooperation with the Training Coordinator is responsible for planning, scheduling and implementing the flight crew Operator Conversion Course.

### **FORMS TO BE USED**

- T0 - Flight Crew OCC - Ground Training Summary; and
- T21 - Ground Training Attendance Report.



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## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

#### 5-6-5 VAW-FCT-003 COMPUTER BASED TRAINING

Applicable to: ALL

1. A32F SYSTEM TRAINING
2. ACAS – TCAS 7.1
3. ADVERSE WEATHER – THUNDERSTORM AVOIDANCE
4. ADVERSE WEATHER – WINTER OPERATIONS
- 4A. GLOBAL REPORTING FORMAT (GRF)
5. AREAS AND ROUTE QUALIFICATION
6. EGPWS – CFIT
7. INCAPACITATION OF FLIGHT CREW MEMBER
8. MNPS
9. RVSM
10. VOLCANIC AREAS
11. WINDSHEAR AT TAKE-OFF AND LANDING / PWS
12. ADS-B OUT/IN
13. CPDLC EUROPE
14. LOW VISIBILITY OPERATIONS
15. HOT WEATHER OPERATIONS
16. SMS

#### COURSE GENERAL

Fly2Sky utilises a Computer Based Training (CBT) platform to deliver specific training to Flight Crew, Cabin Crew and Operations Personnel.

CBT training modules and knowledge tests, when required, are provided by Scandlearn Scandinavian eTraining Center.

Provider has been evaluated according the criteria of OM-D 1-0.2 and OM-D 1.0.3, syllabus and contents are periodically evaluated for compliance with EASA, BG CAA, IOSA and Fly2Sky requirements.

## **ENTRY REQUIREMENTS**

Personnel attending the Computer Based Training shall be:

- A pilot joining the company enrolled in the Operator Conversion Course;
- A Fly2Sky flight or cabin crew operating on A32F;
- A pilot enrolled in an Multi Pilot Licence (MPL) program;
- Operations personnel.

Specific courses may be attended by management or operations personnel.

## **REFERENCE REGULATORY MATERIAL**

Reference documentation:

- A32F System Training AMC1 ORO.FC.220(b) FLT 2.2.11
- ACAS - TCAS 7.1 GM1 CAT.OP.MPA.295 FLT 2.2.35
- Adverse Weather - Thunderstorm Avoidance  
AMC1 ORO.FC.230 (a) (1) (i) (B) FLT 2.2.16A
- Adverse Weather - Winter Operations AMC1 ORO.FC.230 (a) (1) (i) (B) FLT 2.2.16A
- Global Reporting Format - (AMC1 CAT.OP.MPA.303 & CAT.OP.MPA.311, GM1  
CAT.OP.MPA.303 & GM1 CAT.OP.MPA.311)
- Area and Route Qualification AMC1 ORO.FC.105(b)(2);(c) FLT 2.4.1
- EGPWS - CFIT GM1 CAT.OP.MPA.290 FLT 2.2.33
- Incapacitation of Flight Crew Member AMC1 ORO.FC.230 (a) (1) (i) (B) FLT 2.2.40
- MNPS GM1 SPA.MNPS.100 FLT 2.4.2
- RVSM AMC2 SPA.RVSM.105 (f) FLT 2.2.18
- Volcanic Areas GM2 ORO.GEN.200(a)(3) (9) FLT 2.2.16B
- Windshear at Take-Off and landing / PWS AMC1 ORO.FC.230 (a) (4) (i) (A) FLT  
2.2.32
- ADS-B Out/In
- CPDLC Europe
- Low visibility operation SPA.LVO.120 AMC1 SPA.LVO.120 FLT 2.2.34

All crew members are provided during their duty with company iPad containing:

- EFB application for W/B and performances computation, electronic library with all company manuals;
- Electronic navigation charts;
- Study material and credentials to access Company Information System, Leon System and CBT Training System (Scandlearn).

### **COURSE OBJECTIVES**

The objective of CBT Courses is to help flight crew acquire the required competencies in the course's specific subjects.

### **COURSE CONTENT**

Computer Based Training (CBT) program includes the following courses:

- A32F System Training
- ACAS - TCAS
- Adverse Weather - Thunderstorm Avoidance
- Adverse Weather - Winter Operations
- Global Reporting Format (GRF)
- Areas and Route Qualification
- EGPWS - CFIT
- Incapacitation of Flight Crew Member
- MNPS
- RVSM
- Volcanic Areas
- Windshear at Take-Off and Landing / PWS
- ADS-B Out & In
- CPDLC-Europe
- Low Visibility Operation
- Hot Weather Operation



## COURSE STRUCTURE

Each Computer Based Training (CBT) course is structured in sections or modules, at completion of all sections/modules a multiple-choice test is presented and must be completed to be credited for the course.

### 1. A32F SYSTEM TRAINING

The course includes 1 module:

- A32F Systems Training

| A32F System Training                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                    |               |             |                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|---------------|-------------|------------------|
| Section 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Duration (*)<br>hr | Question (**) | Initial YES | Recurrent<br>YES |
| Module 1 / ATA Systems                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                    |               |             |                  |
| <ul style="list-style-type: none"> <li>• ATA-20 Aircraft General</li> <li>• ATA-21 Air Conditioning / Pressurization / Ventilation</li> <li>• ATA-22 Auto Flight</li> <li>• ATA-23 Communications</li> <li>• ATA-24 Electrical</li> <li>• ATA-25 Equipment</li> <li>• ATA-26 Fire Protection</li> <li>• ATA-27 Flight Controls</li> <li>• ATA-28 Fuel</li> <li>• ATA-29 Hydraulic</li> <li>• ATA-30 Ice and Rain Protection</li> <li>• ATA-31 Indicating/Recording Systems</li> <li>• ATA-32 Landing Gear</li> <li>• ATA-33 Lights</li> <li>• ATA-34-NAV Navigation</li> <li>• ATA-34-SURV Surveillance</li> <li>• ATA-35 Oxygen</li> <li>• ATA-36 Pneumatic</li> <li>• ATA-38 Water / Waste</li> <li>• ATA-45 Maintenance System</li> <li>• ATA-46 Information Systems</li> </ul> |                    |               |             |                  |

- ATA-49 APU
- ATA-52 Doors
- ATA-56 Cockpit Windows
- ATA-70 Engines

(\*) The total duration of all modules is approximately 8 hours not including the tests.

(\*\*) Each module comprises a test, the number of questions differs from system to system.

## 2. ACAS - TCAS

The course includes 2 modules:

- Traffic Avoidance System (ACAS/TCAS)
- ACAS Academic Training (Type Specific)

| Traffic Avoidance System (ACAS /TCAS)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |             |             |             |               |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------------|-------------|---------------|
| Traffic Avoidance System (ACAS /TCAS)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Time 16 min | Question 20 | Initial YES | Recurrent YES |
| Section 1 (TCAS II)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |             |             |             |               |
| <ul style="list-style-type: none"> <li>• History of TCAS.</li> <li>• How TCAS II exchange data.</li> <li>• Creating a three-dimensional map.</li> <li>• The four basic components to any TCAS system.</li> <li>• Mode C transponders.</li> <li>• The antenna.</li> <li>• The cockpit displays.</li> <li>• The TCAS computer.</li> <li>• The symbology of all alerts.</li> <li>• The basic principle of TCAS II.</li> <li>• Caution and warnings airspace.</li> <li>• RAs and their aural annunciations.</li> <li>• Interaction with ATC during RA.</li> <li>• The four basic modes of TCAS transponders.</li> <li>• Conclusion.</li> </ul> |             |             |             |               |

Refer to: (GM1 CAT.OP.MPA.295)

| ACAS Academic Training (Type Specific)                                                                                                                                                                                                                                                                                                                                                                                                                                 |             |          |             |             |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|----------|-------------|-------------|
| Section 1                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Time 20 min | Question | Initial YES | Initial YES |
| Section `1 (Type Specific)                                                                                                                                                                                                                                                                                                                                                                                                                                             |             |          |             |             |
| <ul style="list-style-type: none"> <li>• Theory of operation. <ul style="list-style-type: none"> <li>– System operation</li> <li>– Advisory thresholds</li> <li>– ACAS limitations</li> <li>– ACAS inhibits</li> </ul> </li> <li>• Operating procedures <ul style="list-style-type: none"> <li>– Display interpretation</li> <li>– Use of the TA-only mode</li> <li>– Crew coordination</li> <li>– Phraseology rules</li> <li>– Reporting rules</li> </ul> </li> </ul> |             |          |             |             |

### **3. ADVERSE WEATHER – THUNDERSTORM AVOIDANCE**

| Thunderstorm Avoidance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |             |             |             |               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------------|-------------|---------------|
| Section 3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Time 40 min | Question 40 | Initial YES | Recurrent YES |
| Section 1 (Introduction)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |             |             |             |               |
| <ul style="list-style-type: none"> <li>• During the year, each of the seasons have their own characteristics with different challenges.</li> <li>• Flight crew will be confronted with all kinds of weather phenomena.</li> <li>• Short description of the different weather types and of cloud types.</li> <li>• The Cumulonimbus or CB.</li> <li>• Clouds are divided into a number of different types.</li> <li>• A closer look at the Cumulonimbus (CB) cloud.</li> <li>• Rising of the air can begin in different ways, either causing the CB to be isolated or to form a line that can be <ul style="list-style-type: none"> <li>• very long, a so-called squall-line.</li> </ul> </li> </ul> |             |             |             |               |

- The trigger is the sun.
- The daily cycle.
- Weather front and mountain range.
- The forming of a cumulonimbus cloud.
- Upwards/downwards winds and Hail.
- Lightning strike and St. Elmo's phenomena.
- Ask ATC for permission in good time to divert.
- The safety of the aircraft is the main objective.
- Microbursts.
- Summarise the effects that a CB can have on an aircraft.

#### Section 2 (How to detect and avoid CB)

- Three ways to avoid CBs.
- The planning phases.
- The significant weather charts.
- Mountainous areas.
- The Intertropical Convergence Zone (ITCZ).
- Circumnavigate on will require the airline to carry extra fuel.
- Embedded CB.
- Up to the flight crew to avoid the area with CB activity.
- Airport weather radar.
- 2 ways to see the CBs when airborne. Visually and weather radar.
- The best and most reliable way to navigate safely through areas with thunderstorms.
- Looking in the MEL.
- The weather radar and how it works.
- The weather radar pulse.
- The relationship between the wavelength of the radiation and the size of the ice particles or droplets.
- The speed of the pulse.
- The weather radar antenna.
- Larger antennas compare to small antennas.
- Crew must understand the controls available and be able to interpret the resulting image.
- The strongest returns.
- The different colours ranging from red via yellow and green.
- Typical ground returns.

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### FLIGHT CREW TRAINING SYLLABI

- The reflectivity of particles is not directly proportional to the hazard that may be encountered.

#### Section 3 (The weather radar panel)

- The weather radar panel in the cockpit and its controls.
- Modes available on the weather radar.
- WX, WX/T, MAP, GAIN & Tilt.
- The gain control enabling a fine-tuning of the receiver sensitivity.
- Aircraft flying at lower altitudes and approaching a frontal system with lots of rain.
- Slowly reducing the gain.
- The tilt is referenced to the horizon.
- The IRS to stabilize the antenna.
- The tilt angle must also be combined with the range displayed on the navigation display.
- The antenna tilt must be adjusted regularly as the aircraft changes altitude.
- Look at a typical flight, trying to give a starting point for how to use the radar tilt.
- The radar rays are harmful to personnel.
- The formula Height (H) = distance (NM) \* change in tilt (degree) \* 100.
- List of recommendations.
- Each type of radar and installation on a different aircraft has its own particularities.
- The manufacturer's user guide.

#### 4. ADVERSE WEATHER WINTER OPERATIONS

| Winter Operation / Cold Weather Operations                                                                                                                                                                                                                                                                                                                                          |                 |             |             |             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------|-------------|-------------|
| Section 4                                                                                                                                                                                                                                                                                                                                                                           | Duration 2.5 hr | Question 40 | Initial YES | Initial YES |
| Module 1 / Introduction                                                                                                                                                                                                                                                                                                                                                             |                 |             |             |             |
| <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Wind-tunnel and flight tests</li> <li>• When a wing is hit by freezing water droplets</li> <li>• Thin structures</li> <li>• Different types of ice present simultaneously on an aircraft, "clear ice" and rime ice."</li> <li>• Significant Weather Charts (SWC)</li> <li>• When Icing conditions exist</li> </ul> |                 |             |             |             |

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### FLIGHT CREW TRAINING SYLLABI

- SNOWTAM and the MOTNE codes
- Observations and measurements of runway conditions
- Runway are divided into three sections
- Reporting of braking condition when an aircraft is on approach or on departure
- De/anti-icing problems on the ground
- New and inexperienced staff
- Using the correct terminology and language, standards will remain high
- Following the ground crew's actions
- Communication between ground and flight crew
- The hold-over time
- Responsibility

#### Module 2 / Certification Standards and Aircraft system

- Two categories when an aircraft is certified for flying in icing conditions
- Intermittent Icing Conditions
- Continuous Icing Conditions
- Supercooled Large Droplets or SLD
- Freezing drizzles and Freezing rain
- Small droplets and Large droplets
- Certification Standards Regarding Ice on the Wing
- Normal Operations
- Failure Cases
- Tests in Natural Icing Conditions
- The Propeller
- The engine anti-ice system
- Air foil De-icing System
- The important to remove the ice as soon as it is detected
- Ice bridging
- The optimal procedure
- Autopilot Design
- The Effects of SLD on the Wing
- Undetected Ice on the Wing

#### Module 3 / De-icing fluids, Anti-icing fluids

- De/Anti-icing Fluids
- The critical surfaces of an aircraft

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### FLIGHT CREW TRAINING SYLLABI

- Four important concepts
- Hold-over time, de-icing, anti-icing and preventive icing
- Type I, Type II, Type III and Type IV
- One-step de/anti-icing and two-step de/anti-icing
- De/Anti-icing Fluid Deposits
- Hold-Over Timetable
- Before Take-off
- Pre-departure Check
- Mental survey, check of representative surfaces and check of wings
- Responsibility
- Outlines for De/Anti-icing of Aircraft
- De/Anti-icing Away from Gate
- Performance During Take-off when De/Anti-icing Fluids Are Used
- Performance Limitations
- Additions for Various De/Anti-icing

#### Module 4 / Runway Conditions

- Runway Conditions
- Deciding the Coefficient of friction ( $\mu$ )
- Wet and Contaminated Runways
- Dry runway, wet runway and contaminated runway
- Contamination not Affecting Acceleration
- Contamination Affecting Acceleration
- Correction of the Maximum Take-off and Landing Mass
- Take-off Corrections for a Wet Runway
- Take-off Corrections for a Contaminated Runway
- Landing Corrections for Wet Runways
- Landing Corrections for Contaminated Runways
- Cross Wind Calculations
- No Reported Braking Figures

#### 4A. GLOBAL REPORTING FORMAT (GRF)

#### Winter Operation / Cold Weather Operations



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## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

| Sections 5                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Duration 56 Min | Question 21 | Initial YES | Recurrent YES |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------|-------------|---------------|
| <b>Section 1 / Introduction (Duration 8 min)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                 |             |             |               |
| <ul style="list-style-type: none"> <li>• A global system and format, Global Reporting Format” (GRF)</li> <li>• Developed by ICAO to standardizes runway conditions</li> <li>• The Global Reporting Format” (GRF) developed to increase general safety during takeoff and landing</li> <li>• Runway excursions, during take off and landing</li> <li>• Runway surface conditions have contributed to many safety events and leads to shortfalls in the accuracy and timeliness of assessment and reporting methods currently provided before implementation of GRF system</li> <li>• Pilots need reports on conditions directly related to the aircraft performance.</li> <li>• Global Reporting Format” (GRF), a tool for better decision-making.</li> <li>• The Global Reporting Format” (GRF) systems enables to operate aircraft more safely and efficiently on contaminated runways.</li> <li>• Coverage of Global Reporting Format” (GRF), includes both runway contamination in wintry conditions involving snow and ice and during warmer temperature when excess water from rainfall covers the runway</li> </ul>                                                                                                                                                 |                 |             |             |               |
| <b>Section 2 / Operating on Contaminated Surfaces (Duration 14 min)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                 |             |             |               |
| <ul style="list-style-type: none"> <li>• The effectiveness of braking decreases due to the presence of standing water</li> <li>• The principle that explains the phenomenon of hydroplaning</li> <li>• Explanation of the word hydroplane.</li> <li>• Aircraft tires touch down onto a wet runway, two opposing forces—the pressure of the tires’ impact and the water standing on the runway</li> <li>• Reason the tires will lose contact with the runway during hydroplane.</li> <li>• Water equals less friction against tires than pavement and the reduction in braking efficiency.</li> <li>• Dynamic hydroplaning, the most commonly encountered and reported type of hydroplaning.</li> <li>• Viscous hydroplaning, when a dry surface does not offer friction.</li> <li>• Examples of viscous hydroplaning that occurs on asphalt and surfaces coated with rubber from previous aircraft</li> <li>• Reverted rubber hydroplaning, also called “steam hydroplaning,”</li> <li>• Braking ineffectiveness, the aircraft will hydroplane until slowing to a speed when water can again be displaced.</li> <li>• The importance of brake release even after the aircraft has slowed down.</li> <li>• Hydroplaning occurring at speeds as low as 20 knots.</li> </ul> |                 |             |             |               |



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### FLIGHT CREW TRAINING SYLLABI

- Hydroplaning as a major threat whenever a surface is wet
- Factors that can make hydroplaning more or less of a threat.
- Tire tread and any bald spots
- Tire tread dissipates water by allowing wheels to remain in contact with the surface
- Bald spots on tires create less friction with the surface, thereby prolonging stopping distances
- Deep standing water - extreme danger for aircraft
- The advantage of grooved runways
- Grooved runways combined with the benefit of a small negative slope from the centerline
- Hot brakes as a cause for reverted rubber hydroplaning
- Use of aerodynamic braking
- Countermeasures during an aircraft skid
- Anti-skid systems that prevent brakes from accidentally locking up and skidding on airport surfaces
- Anti-skid systems as countermeasure to prevent reverted rubber hydroplaning
- The feature of aircraft automatic brakes or “autobrakes,”
- The smoother braking of autobrakes compared to manual brakes
- The dangers of Single-engine taxiing in multiple-engine aircraft when airport surfaces are wet.
- The use of a slower V1 speed for takeoff on wet runways.
- V1 correction in correlation with minimum control speed on ground
- The increase of landing distances and accelerated stopping distances on wet runways
- Other types of surface contamination, including ice, snow, and slush encountered during winter
- The anticipation a a lower V1 speed due to the lack of braking effectiveness during rejected takeoffs on icy runways
- Consideration of applying a more conservative setting on aircraft equipped with autobrakes
- Slush, combination of characteristics of each type of contamination, ice and water.
- The critical issue that the aircraft is stabilized according to the operators procedures
- The importance of taxi cautiously while using both engines during slippery conditions.

#### **Section 3 / Fundamental Elements of the Global Reporting Format (GRF) (Duration 20 min)**

- GRF and the five fundamental elements
- Runway Condition Reports (RCRs) and Runway Surface Conditions

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

- Runway Condition Reports (RCR) ,a comprehensive standardized report of runway surface conditions and their effects on the landing and takeoff performance of aircraft
- The philosophy behind RCRs, airport operators need to assess runway surface conditions whenever water, snow, slush, ice or frost are present on a runway
- Runway Condition Reports (RCRs) two sections, the Performance section and, the Situational Awareness section
- The content of the first section of the RCR, the Performance section
- RCR Airport location indicator
- RCR Date and time of assessment
- RCR Lower runway designation number
- Runway Condition Codes (RWYCC) runway surface conditions for each third of the runway
- Runway Condition Codes (RWYCC), a validated method. Objective assessments directly related to criteria relevant to aircraft performance
- Runway Condition Codes (RWYCC) and runway surface descriptors that pilots can use to calculate aircraft performance
- Runway Condition Codes (RWYCC) and the assessment and examination of runway conditions by trained airport personnel
- Runway Condition Codes (RWYCC) reflect runway surface conditions
- Runway Condition Codes (RWYCC): a one-digit code between 0 and 6 assigned to each third of the runway
- Runway Condition Codes (RWYCC): a one-digit code between 0 and 6 assigned to each third of the runway
- RWYCC of 6, dry runway
- RWYCC of 5, runway is wet, visibly covered by moisture up to 3 mm in depth, whether it is slush, dry snow, or wet snow.
- RWYCC of 4, outside air temperature is below negative 15 °C and compacted snow appears on the runway.
- RWYCC of 3, Slipperiness when wet, Dry or wet snow of any depth on top of compacted snow, Dry snow more than 3 mm deep, Wet snow more than 3 mm deep, Compacted snow when the outside air temperature is above negative 15 °
- RWYCC of 2, more than 3 mm of standing water or slush
- RWYCC of 1, runway surface with ice
- RWYCC of 0, Wet ice, Water on top of compacted snow, Dry or wet snow on top of ice
- Percentage of contamination coverage for each third of the runway
- Contamination coverage exceeding 25% on a third of the runway
- If contamination is less than 10% on a third of the runway
- Depth of loose contaminants for each third of the runway

- Runway surface descriptors for each third of the runway
- Types of contamination—on each third of the runway
- The four runway surface conditions, Dry, Wet, Slippery and wet, Contaminated
- The four runway surface conditions and the different variations of each condition type
- The types of contamination conditions corresponding to aircraft performance manual.
- Width of the runway to which the RWYCC applies if less than the published width
- The Situational Awareness section of the Runway Condition Reports (RCR)
- A tool for raising pilots' situational awareness and improving decision-making
- The information provided in an Runway Condition Reports (RCR) Situation Awareness section
- Reduced runway length
- Presence of drifting snow on the runway
- Presence of chemical treatment on the runway
- Presence of snowbanks on the runway
- Presence of snowbanks on taxiway
- Presence of snowbanks adjacent to runway
- Taxiway conditions
- Apron conditions
- Friction coefficient, depending on the country or state
- Plain language remarks
- The correlation between the RWYCC and the terms used by pilots to describe braking action
- The six terms used by pilots for reporting braking action: "GOOD," "GOOD TO MEDIUM," "MEDIUM," "MEDIUM TO POOR," "POOR," and "LESS THAN POOR"
- The relationship between Runway Condition Codes (RWYCC) and pilot braking action report
- The meaning of pilot reported braking action in regards to braking deceleration and directional control

#### **Section 4 / Runway Condition Reports (RCR) with SNOWTAM (Duration 14 min)**

- SNOWTAM Introduced by ICAO in 1967
- Availability
- Validity
- SNOWTAM format, a special version of the NOTAM format that is used to organise information about hazardous runway surface conditions
- SNOWTAM format, did not receive not global acceptance, implemented to varying degrees among countries and states
- States that do not comply with ICAO standards for RCR and assessment of the LDTA

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

- Decoding
- Promulgation and reception
- Global Reporting Format (GRF) means that SNOWTAMs now use the RCR format
- Runway Condition Assessment Matrix (RCAM) and the Runway Contamination Assessment Process
- The assessment process, the backbone of the Global Reporting Format (GRF)
- Global Reporting Format (GRF), an assessment-based system involving multiple factors to be converted for a more reliable performance-calculating tool
- Data in the RCR collected by specially trained operators or runway inspectors at airports operation
- The Runway Condition Assessment Matrix (RCAM), an assessment tool to assess runways in three segments
- The assessment of any contaminants are on the runway, including water, snow, frost, or ice
- The assessment of the percentage contamination coverage on each of the runway's three sections
- Assessment of the type of contamination
- Assessment of conditions in relation to type of contamination, its depth, and the air temperature on each third of the runway
- The transfer of information from the Runway Condition Assessment Matrix (RCAM) to the Runway Condition Reports (RCR)
- Distribution of Runway Condition Reports (RCR) to air traffic services (ATS) and aeronautical information services (AIS)
- The criteria used to upgrade or downgrade the Runway Condition Codes (RWYCC)
- Pilot report or AIREP, a crucial part in the assessment process
- Terminology
- Experiencing a braking action different from what was reported in the Runway Condition Reports (RCR).
- A Global System with Several Responsible Stakeholders
- Global Reporting Format (GRF) and the reliance on the collaboration with all stakeholders
- The different stakeholders
- The stakeholders' responsibilities

#### **Section 5 / Operational Procedures and Policies**

**This module integrates the CBT with company specific operational procedures (PP presentation)**

- Definition

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

- Slippery when wet conditions
- Policies
- Reduced take-off Thrust
- Reports by runway thirds
- Stopway
- Runway condition codes
- The use of runway friction measurements
- Differences between those published for aerodromes and flight crew
- Downgrade/upgrade criteria
- Use of aircraft wind limit diagram with contamination
- Aeroplane control in take-off and landing (Lateral and Longitudinal control)
- Crosswind limitations (including operations when the cleared runway width is less than published)
- Windcock effect
- Cornering forces
- Autobrake
- Take-off distance
- Why to use the type and depth of contaminant instead of the RWYCC
- Safety margins
- Factors affecting TO distance
- Landing distance
- Safety margins
- Factors affecting landing distance
- Dispatch/in-flight conditions
- MEL/CDL items affecting take-off and landing performance
- Policy on variable wind and gusts
- Landing performance at destination and alternates
- Selection of alternates if an aerodrome is not available
- Number of alternates
- Runway condition
- Take-off
- Runway selection
- Take-off from a wet or contaminated runway
- In-flight
- Distance at time of arrival calculations
- Considerations for flight crew
- Fly2Sky policy

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

- Runway selection for landing
- Safety margins
- Landing techniques
- Flight crew procedures and flying techniques when landing on length limited runway
- Safety considerations
- Types of errors possible
- Mindfulness principles to avoid biases that may lead to errors
- Air safety reports , if flight safety has been endangered due to insufficient braking action

## 5. AREAS AND ROUTE QUALIFICATION

The course includes 1 module:

- Areas and Route Qualification

| Route & Aerodrome Competence                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |             |             |             |               |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------------|-------------|---------------|
| Section 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Time 0.5 hr | Question 25 | Initial YES | Recurrent YES |
| Section 1 Route and Aerodrome                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |             |             |             |               |
| <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Navigating the increasingly complex worldwide airspace system</li> <li>• Civil Aviation Organisation (ICAO)</li> <li>• Airspace</li> <li>• Various airspace “classes”</li> <li>• Basic overview of worldwide airspace</li> <li>• Aerodromes</li> <li>• Two methods for characterizing airports based upon their facilities and ease of operation</li> <li>• Maximum acceptable aircraft size</li> <li>• ICAO RFF category</li> <li>• Airport’s maximum acceptable approach category</li> <li>• Aerodrome Reference Code</li> <li>• Category A-C aerodromes</li> <li>• Lost communications in the vicinity of an aerodrome</li> <li>• Light gun signals</li> <li>• Enroute Planning</li> <li>• Different minimum altitudes /MOCA, MORA &amp; GRID MORA)</li> </ul> |             |             |             |               |

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

- Minimum Vectoring Altitudes
- Service ceiling, absolute ceiling and buffet margin
- Non-standard temperatures and pressures
- Less complex routes and more complex routes
- Planning an approach to an airport with a temperature below 0 degrees Celsius
- Enroute Contingencies
- Two basic methods considering terrain in the event of an engine failure
- Drift-down procedure
- Communications failures
- Communications failures before obtaining an Oceanic clearance
- Worldwide climate
- Season weather and climate pattern
- Regional weather
- Coastal and inland regions
- Conclusion

#### **6. EGPWS – CFIT**

The course includes 2 modules:

- Enhanced Ground Proximity Warning System (EGPWS) / TAWS
- Controlled Flight into Terrain (CFIT)
- E-GPWS Academic Training (Type Specific)

| (EGPWS) / TAWS                                                                                                                                                                                                                                                                                                                                                      |             |             |             |               |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------------|-------------|---------------|
| Section 1                                                                                                                                                                                                                                                                                                                                                           | Time 17 min | Question 23 | Initial YES | Recurrent YES |
| <b>Section 1 (Enhanced Ground Proximity Warning System (EGPWS) / TAWS)</b>                                                                                                                                                                                                                                                                                          |             |             |             |               |
| <ul style="list-style-type: none"> <li>• Controlled Flight into Terrain (CFIT).</li> <li>• The Enhanced Ground Proximity Warning System, (EGPWS).</li> <li>• History</li> <li>• Early versions of GPWS.</li> <li>• The basic GPWS seven independent modes.</li> <li>• Explanation of mode 1-7.</li> <li>• The enhanced features added to GPWS, or EGPWS.</li> </ul> |             |             |             |               |

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

- Terrain Clearance Floor, or TCF.
- Runway field clearance floor, known as RFCF.
- Predictive Windshear (PWS).
- Display and warnings.
- Two levels of alert: caution and warning.
- Terrain cautions generally issue both aural and visual alerts.
- Procedures and procedural differences.
- Inhibits and disable some or all functions.
- A destination airport is not in the EGPWS terrain database.
- Conclusions

| CFIT                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |           |             |             |               |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-------------|-------------|---------------|
| Section 4                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Time 2 hr | Question 50 | Initial YES | Recurrent YES |
| Section 1 (Introduction)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |           |             |             |               |
| <ul style="list-style-type: none"> <li>• Explain why the relevant authorities recommend all flight crew to undergo training in which they made aware of the potential risk of CFIT.</li> <li>• Define CFIT.</li> <li>• How the CFIT accident rate be reduced especially considering the significant increase in commercial flight departures.</li> <li>• The attention of operators must be drawn to the CFIT problem and training provided to avoid them.</li> <li>• The highest level of management in any aviation company is always responsible for air safety.</li> <li>• The safety-culture must be established at the top levels of management.</li> <li>• Ensuring the survival of any company lies typically with its management.</li> <li>• A substantial reduction in the CFIT accident rate is reported in areas around the world where CFIT specific training has been introduced.</li> <li>• Viable and effective CFIT accident prevention programs must be in place within all aviation organisations.</li> <li>• Steps toward CFIT avoidance.</li> </ul> |           |             |             |               |
| Section 2 (The Decision Makers)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |           |             |             |               |
| <ul style="list-style-type: none"> <li>• When critically reviewing Controlled Flight into Terrain (CFIT) incidents or accidents, that numbers of interrelated factors contribute to their causes, and these factors can all be traced to some level of decision-making.</li> <li>• Flight crews constitute the last line of defence in preventing CFIT accidents.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |           |             |             |               |



## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

- The Decision Makers.
- The policies and decisions made by these Decision Makers.
- System safety shall be an underlying goal of all Decision Makers in the aviation industry.
- There will always be some level of risk associated with aviation.
- Air carrier safety culture is created by the management of the organisation and affects everyone within the system.
- Management must make rational decisions about meeting company production goals and putting safety into perspective where it can help reach them.
- Airlines employ inadequate methods for providing systems and infrastructure to monitor and assess the operational performance of management, flight crews, and equipment.
- To achieve airline safety goals.
- The full advantages offered by automatic systems.
- ATC issues flawed directives.
- Adequate supplies of current navigation and approach charts
- Poorly conceived checklist procedures.
- Flight crews shall be provided with sufficient means to familiarise them with En-route and destination conditions for routes deemed CFIT-critical.
- The establishment of a stabilized approach profile.
- The endorsement and support of Decision Makers for effective Crew Resource Management (CRM).
- Well-conceived and instituted standard operating procedures (SOPs) in place.
- Communication and training make up the link between Decision Makers and operational staff.
- Improved language training for both flight crews and air traffic controllers.
- A free flow of information between air carrier managements, ATC, and regulatory agencies.
- Installing Ground Proximity Warning System (GPWS) on all airplanes.
- Improve design of the non-precision approach.
- CFIT accidents are often the result of loss of vertical situational awareness.

#### Section 3 (CFIT Avoidance Part I)

- Statistic CFIT accidents/incidents.
- In 1979 the International Civil Aviation Organisation (ICAO) set up GPWS standards.
- Numbers of CFIT-related accidents have been caused by the failure of flight crews to respond properly to valid GPWS warnings.
- The flight crew's lack of vertical position awareness or the flight crew's lack of horizontal position awareness relative to the ground, water, or obstacles.



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## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

- Accidents and incidents involving aircraft altimeters.
- Inches of mercury or Hectopascals and metres and feet.
- QFE, QNH and QNE.
- MSA, MOCA, MEA and ESA.
- Adequate charts are available.
- Air traffic controllers and pilots to communicate clearly.
- The responsibility for safe terrain clearance.
- Unwarranted self-assurance or "complacency".
- Studies reveal that air carriers with well-conceived and instituted standard operating procedures
- (SOPs) in place consistently achieve safer operations.

#### Section 4 (CFIT Avoidance Part II)

- The vast majority of accidents occur during descent, approach, and the landing phases of flights.
- The majority of impacts take place between the outer marker and the runway.
- The majority of CFIT-related accidents take place during non-precision approaches.
- Several standards for approach procedures exist around the world. TERPS, PANS-OPS and the Russian Federation.
- Range of different approach procedure charting requirements and printing can add to the difficulties of flight crews to achieve a safe approach.
- Stabilized approaches and un-stabilized approaches.
- Flight guidance system.
- Technological advance in modern aircraft has provided us with flight directors, autopilot systems, autothrottle systems, and flight
- Autoflight systems can be misused.
- Training deficiencies lie behind the majority of CFIT-related incidents.
- Set up and run effective initial and recurrent flight crew training that includes CFIT avoidance and set up and implement Flight Operations Quality Assurance Programs.
- Giving a briefing before each take-off and approach.
- Take-off briefing and Approach briefing.
- Developing specific procedures for the use of autopilots and Autothrust during precision approaches, non-precision approaches, and missed approaches.
- All flight crews shall receive proper training for meeting CFIT-critical conditions.
- Callouts are defined as 'aural announcements' of significant information by either flight crew members or airplane equipment that could affect flight safety.
- When callouts shall be given.

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

- GPWS warning.
- React immediately to a GPWS warning.
- Use adequate navigation and approach charts that accurately depict hazardous terrain and obstacles.
- Non-precision instrument approaches are particularly risky.
- Emphasis on take-off and arrival briefings.

*Refer to: (GM1 CAT.OP.MPA.290)*

| E-GPWS Academic Training (Type Specific)                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |             |          |             |               |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|----------|-------------|---------------|
| Section 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Time 20 min | Question | Initial YES | Recurrent YES |
| Section 1 (Type Specific)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |             |          |             |               |
| <ul style="list-style-type: none"> <li>• Theory of operation. <ul style="list-style-type: none"> <li>– Surveillance</li> <li>– Terrain avoidance</li> <li>– Alert thresholds</li> <li>– TAWS limitations</li> <li>– TAWS inhibits</li> </ul> </li> <li>• Operating procedures <ul style="list-style-type: none"> <li>– Use of controls</li> <li>– Display interpretation</li> <li>– Use of basic GPWS</li> <li>– Crew coordination</li> <li>– Reporting rules</li> <li>– - Alert thresholds</li> </ul> </li> </ul> |             |          |             |               |

## 7. INCAPACITATION OF FLIGHT CREW MEMBER

The course includes 1 module:

- Pilot incapacitation & Medical aspects

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

| Pilot incapacitation & Medical aspects                                                                                                                                                                                                                                                                                                   |             |             |             |               |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------------|-------------|---------------|
| Section 1                                                                                                                                                                                                                                                                                                                                | Time 25 min | Question 25 | Initial YES | Recurrent YES |
| Section 1 (Pilot incapacitation & Medical aspects)                                                                                                                                                                                                                                                                                       |             |             |             |               |
| <ul style="list-style-type: none"> <li>• Introduction</li> <li>• Recognition</li> <li>• Actions</li> <li>• Risks</li> <li>• Reports</li> <li>• Hypoxia</li> <li>• Hygiene</li> <li>• Malaria</li> <li>• Fainting</li> <li>• Diabetes</li> <li>• Heart Attack</li> <li>• Coronary Heart Disease (CHD)</li> <li>• Nose bleeding</li> </ul> |             |             |             |               |

#### 8. NAT HLA

The course includes 1 module:

- NAT HLA/MNPS

| NAT HLA/MNPS                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |             |             |             |               |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------------|-------------|---------------|
| Section 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Time 1.5 hr | Question 60 | Initial YES | Recurrent YES |
| Section 1 (NAT HLA/MNPS)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |             |             |             |               |
| <ul style="list-style-type: none"> <li>• International Civil Aviation Organisation (ICAO).</li> <li>• NAT HLA/Minimum Navigation Performance Specification (MNPS) airspace.</li> <li>• Lesson topics.</li> <li>• NAT HLA/MNPS Overview.</li> <li>• NAT HLA/MNPS airspace is busy, ICAO has developed strict guidelines.</li> <li>• The aircraft navigation systems must operate at a high level.</li> <li>• Pilots must be trained by their company.</li> <li>• The NAT HLA/MNPS airspace covers a large area over the Atlantic Ocean.</li> </ul> |             |             |             |               |

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

- Control Areas (CTAs) is divided among Reykjavik, Shanwick, Gander, Santa Maria, and a portion of New York Oceanic.
- The Organised Track System (OTS).
- Peak hours for traffic.
- Optimal altitude for fuel burn.
- Requirements to enter NAT HLA/MNPS Airspace.
- Approval of the appropriate State of aircraft Registry or from the State of the Operator.
- Pre-flight procedures prior to a proposed NAT HLA/MNPS flight.
- The Mach Number Technique.
- Specific requirements for the primary and backup aircraft navigation systems.
- Aircraft must be equipped with at least two operating Long-Range Navigation Systems.
- Blue Spruce' Routes.
- Must be certified for Reduced Vertical Separation Minimums (RVSM).
- TCAS II, requirements of TSO C-119b (Version 7.0 or a later version).
- Communication equipment.
- Flight Planning and Clearances
- Whether or not to use the Organised Track System (OTS).
- Oceanic entry and exit point.
- Random route.
- Ten degrees of longitude cross at whole degrees of latitude.
- Great circle / Rhumb line.
- Step climb.
- Oceanic clearance.
- Communication is key.
- Communications and Position Reporting.
- Six main controlling OCA radio stations.
- HF Voice Communications.
- Controllers monitor several HF frequencies at once.
- SELCAL.
- SATCOM.
- Data Link.
- VHF Voice Communications.
- The contents of a standard position report.
- HF blackout and equipment failure.
- The universal beacon codes.
- Communication equipment failure prior to entering oceanic airspace.

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

- Communications failure already in oceanic airspace.
- Navigation Procedures
- Navigation accuracy within the NAT HLA/MNPS region is of the utmost importance.
- Human errors.
- RNP-10 required by NAT HLA/MNPS.
- Enter the correct initial coordinates of their present position.
- Compare the distance between each point to the Master Document or flight release.
- Plot route on a plotting chart.
- How to check long range navigation equipment.
- After each oceanic flight every crew shall evaluate the accuracy of the aircraft's navigation systems.
- Procedures if Navigation System Degrades or Fails.
- Aircraft must be equipped with two operable long-range navigation systems.
- Large difference in the position of your two long range navigation systems.
- Determine which unit is faulty.
- One long range navigation system prior to crossing an OCA.
- All long-range navigation equipment fails while in NAT HLA/MNPS airspace.
- If ATC does not respond.
- Lesson Summary.

#### Section 2 (NAT HLA/MNPS Contingency Procedures)

- Procedures for in-flight contingencies are intended for guidance only.
- Events that are more frequent than others in NAT HLA/MNPS area.
- Use of the radio telephony distress (MAYDAY) signal or urgency (PAN PAN) signal.
- If something happens and you cannot get a new clearance in time.
- The general concept of oceanic in-flight contingency procedures.
- SLOP.
- If aircraft is unable to maintain its assigned flight level.
- If need to deviate laterally from a track to avoid weather (e.g., thunderstorms).
- Procedures when entering wake vortex.
- Emergency frequency and inter-pilot frequency.
- MEL compliance.
- Blue Spruce Routes.
- Clearance.
- Example of an oceanic clearance.
- SELCAL Check.



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## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

- HF Blackouts
- Equipment failure before receiving an oceanic clearance.
- Equipment failure or blackout after receiving an oceanic clearance.

#### NAT-HLA - as per FLY2SKY AOC restriction

Only for areas and routes excluded from Datalink mandate (DLM) airspace

##### Section 1

Time 1.00 hr.

Question 15

Initial YES

Recurrent YES

- Introduction
- NAT HLA General Requirements
- Exemption
- Route above 80° N parallel
- Route below 285° and above 420°
- Visual routes

**APPENDICES****FLIGHT CREW TRAINING SYLLABI****9. RVSM**

The course includes 1 module:

- RVSM (Reduced Vertical Separation Minima)

| RVSM (Reduced Vertical Separation Minima)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |             |             |             |               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------------|-------------|---------------|
| Section 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Time 10 min | Question 20 | Initial YES | Recurrent YES |
| Section 1 (RVSM)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |             |             |             |               |
| <ul style="list-style-type: none"><li>• History of RVSM.</li><li>• Operating in RVSM airspace requires a team effort of the flight crew, maintenance, operator, and Air Traffic Control (ATC).</li><li>• ICAO standardized aircraft required equipment.</li><li>• ICAO requires that the air carrier, pilot, and aircraft be certified for RVSM.</li><li>• Training program for pilots on RVSM operations.</li><li>• RVSM flight starts with the pre-flight planning phase.</li><li>• Monitor the autopilot's performance of the level-off.</li><li>• Altimeter cross-check.</li><li>• What happens if one of the two aircraft is not RVSM compliant.</li><li>• Cruise instrument scan.</li><li>• Failure of any aircraft component.</li><li>• Adverse Weather</li><li>• Conclusion</li></ul> |             |             |             |               |

**10. VOLCANIC AREAS**

The course includes 1 module:

- Volcanic Ash Operation

| Volcanic Ash Operation  |             |             |             |               |
|-------------------------|-------------|-------------|-------------|---------------|
| Section 3               | Time 47 min | Question 10 | Initial YES | Recurrent YES |
| Section 1— Introduction |             |             |             |               |



## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

- Make the correct decision when flying in an area with predicted or actual presence of volcanic ash.
- • Other parts will be addressed in the simulator flying.
- Volcanoes are nothing new.
- Spectacular incidents involving volcanic ash.
- Volcanoes are a natural part of the environment on earth.
- The tectonic plates.
- The region has the highest concentration with active volcanoes.
- During a volcanic eruption there can be several types of plumes.
- The ash clouds.
- Aircraft entering a cloud of volcanic ash.
- The ash may also contaminate the oil, fuel, hydraulic, and air conditioning systems.
- St. Elmo's fire.

#### Section 2— Flight Planning

- ICAO has set up a system for monitoring volcanoes and the ash ejected from them.
- the IAVW (International Airways Volcano Watch).
- VAAC (Volcanic Ash Advisory Centres).
- The form of NOTAMS and SIGMETS and ASHTAMS.
- The European Commission, EUROCONTROL, the European Aviation Safety Agency (EASA).
- Explanation concerning the decision as to whether and where to operate in areas of known or forecast volcanic ash contamination.
- The Volcanic Ash Safety Risk Assessment (VA SRA).
- What is needed for an SRA to be accepted by the Authority.
- Procedures that the operator shall consider when conducting a volcanic ash Safety Risk Assessment (SRA).
- Information such as SIGMET, NOTAM, and ASHTAM.
- Different types of established areas concerning contamination.
- Volcanic Ash Concentration Charts.
- Danger Area, Air Report (AIREP) and other reporting procedures.
- The three phases: alerting phase, reactive phase, and proactive phase.
- Example of SIGMET, NOTAM and ASHTAM.
- Volcanic Ash Advisory (VAA) and Volcanic Ash Graphic (VAG).
- How the volcanic ash charts show a forecast for ash-concentration levels in three altitude bands.

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

- Initial actions which will be taken by the operator.
- How the operator shall treat the horizontal and vertical limits of the temporary danger area (TDA) or airspace forecast to be contaminated by volcanic ash.
- The sensitive systems and what must be covered in the daily inspections.

#### Section 3— Flight Procedures

- The pre-flight inspection.
- What to pay extra attention to during external inspection.
- Operation at an airport with volcanic ash exposure.
- The flight may NEVER proceed into any airspace with visible ash.
- Eruption will be communicated to aircraft in flight.
- The VAAC collect information.
- Communication links used.
- The signs that will tell the crew that there might be volcanic ash in the air.
- The specific aircraft procedures.
- Objective of the checklist.
- Monitor engine parameters.
- The volcanic ash might clog pitot tubes.
- Multiple start attempts may be necessary.
- Report of the occurrence to ATC.
- Information which shall be submitted.
- Record any relevant information in the aircraft technical logbook.
- What is in the future?
- The system Airborne Volcanic Object Identifier and Detector or AVOID.

#### 11. WINDSHEAR AT TAKE-OFF AND LANDING

The course includes 1 module:

- Windshear Avoidance & Upset Recovery

| Windshear Avoidance & Upset Recovery |             |             |             |               |
|--------------------------------------|-------------|-------------|-------------|---------------|
| Section 6                            | Time 1.8 hr | Question 67 | Initial YES | Recurrent YES |
| Section 1 (Introduction)             |             |             |             |               |

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

- Explain why the relevant authorities recommend all flight crew to undergo training in which they made aware of the potential risk of Windshear.
- Statistics reveal that adverse wind conditions, i.e., strong crosswinds, tailwinds or windshear, played a role in approximately 33% of 76 approach and landing accidents and serious incidents globally from 1984 to 1997.
- How Windshear is defined.
- Low-level windshear is the most hazardous.
- What the potential danger of windshear is.
- How aircraft responses to turbulent conditions can vary markedly with their size and speed differences.
- The three important factors determine whether a descent can be adjusted in time to prevent an accident.
- Headwind variations during take-off tend to create more problems than the same thing during approach.
- The three operations for an aircraft to survive windshear.
- The factors windshear can result from.
- Windshear associated with thunderstorms.
- Windshear associated with thunderstorms.
- Gust front.
- Microburst.
- Frontal shear.
- Windshear just above the top of the inversion layer.
- Airports lying near high terrain or mountains.
- Localized areas of windshear.
- Anemometers, radar, lasers and sound-wave equipment.
- "PIREPS" (pilot reports).
- Windshear classification.
- "Low-Level Windshear Alert System" (LLWAS).
- Autopilot and Windshear.
- Predictive windshear warning systems.

#### Section 2 (Avoidance)

- Standard Operating Procedures (SOP).
- Pilots' briefings.
- Mentally prepared to employ the proper procedures.
- Windshear recognition.

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

- Proposals that are strongly recommended during training.
- Maximum take-off thrust compared with Reduced thrust and Derated thrust.
- Recommendations during take-off when impending windshear conditions are expected.
- Windshear during take-off roll prior to V1.
- Procedures recommended during approach and landing if windshear is considered to be impending.
- Monitoring of ground speed.
- Tailwind encountered on the intermediate approach.
- Speed increment.
- ATC keeping you updated.
- Windshear recovery procedure.
- The Pilot Monitoring (PM) role in windshear situations.

#### Section 3 (Introduction to Upset)

- Preparation for an incident wherein one faces an impending or actual loss of control in flight.
- What is meant by Loss of control in flight (LOC-I).
- Loss of control have and continue to be major contributors to fatalities in the commercial aviation industry.
- The intention of this CBT Course.
- Staying out of trouble.
- Fly according to your Standard Operating Procedures (SOP).
- The procedure in the Flight Manual or Flying Manual of the aircraft or Standard Operating Procedure (SOP)
- always take primacy in this course.
- The pilot response to an upset.
- Sound crew knowledge, good operating procedures and crew monitoring discipline.
- Relationship between loss of control in flight (LOC-I) accidents and those caused by Controlled Flight into
- Terrain (CFIT).
- An upset is not necessarily a departure from controlled flight.
- Example of reasons that upsets occur.
- Pilots require specialized training to cope with airplane upsets.
- Pilots require specialized training to cope with airplane upsets.
- Conditions generally describe an aero plane upset.
- Developments in technology.



A320/A321  
OPERATIONS MANUAL PART D

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

- Avoidance and Recognition.
- Aircraft can have characteristics that require specific attention by the pilot.
- Spatial disorientation.

**Section 4 (The causes of airplane upset)**

- The causes of airplane upset incidents.
- Environmentally Induced Airplane Upsets.
- Wake turbulence.
- The phenomenon that creates wake turbulence.
- The dynamic forces of the vortex.
- System-Anomalies Induced Airplane Upsets.
- Instrument failures.
- Auto flight systems.
- Flight Control and Other Anomalies.
- Example of an Upset.
- Pilot-Induced Airplane Upsets.
- Instrument cross-check.
- Inattention and distraction from primary cockpit duties.
- Vertigo or spatial disorientation.
- Improper use of airplane automation.
- Example of a go-around upset accident.

**Section 5 (High Altitude Upset & Stall Recovery)**

- Aerodynamic principles and certain hazards at high altitude.
- Normal flight (faster than L/D max).
- Slow flight (slower than L/D max).
- Flight slower than L/D max at high altitude must be avoided.
- External factors.
- Heavily damped auto-throttles.
- Example of an incident at high altitude.
- Optimum Altitude.
- Maximum Altitude.
- Absolute ceiling or “coffin corner”.
- Example of a heavy MD-80 aircraft flying in “coffin corner”.
- Manoeuvring Stability.
- Buffet thresholds.
- Cruise thrust limit and maximum continuous thrust (MCT).
- Buffet-Limited Maximum Altitude.
- Stalls.

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

- Stall/recovery technique.
- Example of a CRJ-200 accident.
- Weather effects that could cause a slowdown or stall at high altitudes.
- Multi-Engine Flame Out.

#### Section 6 (Upset Recovery Procedure)

- If the flight crew unintentionally exceeds certain conditions, then as a general rule, upset will follow.
- Statistics from the NTSB (National Transportation Safety Board).
- The facts also suggest that pilots need to be better prepared to cope with airplane upsets.
- Extend training programs to include teaching pilots:
  - How to better recognise and avoid potential upset; and
  - Shall they encounter upset, how to safely and effectively regain control.
- Understanding the application of aerodynamic fundamentals in an upset situation will aid regaining control
- of the airplane.
- The following upset recovery techniques constitute a logical progression in recovering an aircraft.
- Stall recovery
- Nose-high, wings level
- Nose-low, wings level
- High bank angles
- Nose-high, high bank angles
- Nose-low, high bank angles

**12. ADS-B OUT&IN****CONTENT:**

According to EASA, flight crew have to complete training in ADS-B before they commence a flight into airspace using ADS-B.

This course is divided into 1 section:

- ADS-B Out & In

**Topics covered**

- What does the acronyms ADS-B stand for.
- Explaining ADS-B Out.
- Explaining ADS-B In.
- Required Equipment.

| ADS-B Out & In                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |             |                 |             |               |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-----------------|-------------|---------------|
| Section 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Time 15 min | Questions<br>20 | Initial Yes | Recurrent Yes |
| Section 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |             |                 |             |               |
| <ul style="list-style-type: none"><li>• The need for space between aircraft.</li><li>• Automatic Dependent Surveillance-Broadcast (ADS-B).</li><li>• What does the acronyms ADS-B stand for.</li><li>• ADS-B is a new, more efficient way for ATC to manage air traffic.</li><li>• Benefits will be that the ATC can use airspace more efficiently by reducing separation requirements once ADS-B is fully implemented.</li><li>• Explaining ADS-B Out.</li><li>• Explaining ADS-B In.</li><li>• How ADS-B operates.</li><li>• The ADS-B Out transmitter allows the aircraft to share this data with ATC by sending the information to nearby ground receiver stations.</li><li>• Aircraft equipped with an ADS-B In receiver will be able to obtain ADS-Rebroadcast (ADS-R) ground station traffic data.</li><li>• Required Equipment.</li></ul> |             |                 |             |               |



## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

- Worldwide Implementation and Requirements.
- When this system becomes widely required, there will be noticeable differences, such as more direct routing and decreased spacing between aircraft.

#### COMPLETION STANDARDS:

Completion standards: By an online multiple-choice test, the student shows a good knowledge of all covered areas.

#### 13. CPDLC EUROPE

##### CONTENT:

According to EASA, FAA, ICAO flight crew must complete training in CPDLC before they commence a flight into CPDLC airspace and as recurrent training.

This course is divided into 3 sections:

- CPDLC Europe Introduction
- CPDLC Europe
- Operational Procedures

##### Topics covered

- ATN B1 and VDL2
- Logon to a data link system
- Responding to CPDLC messages
- Human factors and Emergency procedures in CPDLC
- Example of a short flight CPDLC flight in Europe

| CPDLC Europe                                                                                                                                |             |              |             |               |
|---------------------------------------------------------------------------------------------------------------------------------------------|-------------|--------------|-------------|---------------|
| Sections 3                                                                                                                                  | Time 42 min | Questions 36 | Initial Yes | Recurrent Yes |
| Section 1 (CPDLC Europe Introduction) Duration 15 minutes.                                                                                  |             |              |             |               |
| <ul style="list-style-type: none"><li>• Growth of air traffic in Europe</li><li>• Before the data link in aviation was introduced</li></ul> |             |              |             |               |

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

- The ATN B1 technology
- Explanation of what is a data link system
- The first data link in aviation
- Data link systems within the aviation
- The regulations on which this course is based on
- Single European Sky (SES)
- EASA exemptions
- What the flight crew shall be complied with to use CPDLC in Europe
- Data Link Service Providers (DSP) and Communication Service Providers (CSP)
- Controller Pilot Data Link Communications (CPDLC)
- Text-based messages reduce the margin for error
- The increase in air traffic needs higher data rates
- CPDLC vs. VHF Data Link (VDL) Mode 2 (VDL2)
- Improved safety
- Clearances are the main reason for the congestion
- Presentation of statistics between ATC and flight crew related incidents concerning communication Problems with VHF for voice communications
- Aeronautical Telecommunications Network (ATN)
- The ATN B1 data link system
- The two data link systems CPDLC can be based on
- Statistic on the data link services in Europe by the ATN network
- VHF Data Link (VDL)
- ARINC and SITA
- VDL2 and its high-speed and high capacity digital communications network
- The frequency band used for VDL2
- Information to what VDL2 can be used for except CPDLC
- Examples of a few technologies other than VDL2

- Section 2 (CPDLC Europe) Duration 14 minutes.

- List of components that normally are included in a normal data link system
- Audible and visual indications in the CPDLC system
- The criteria that define the critical flight phases
- The primary field of view
- Dual Data Link Capabilities
- There four different services within a data link system

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

- Logon to a data link system
- The appropriate time to initiate a logon
- The four-character identifier of the ATSU
- How to avoid an automatic rejection of the logon/notification
- Confirmation of the CPDLC connection
- Responding to CPDLC messages
- ICAO flight plan
- Human factors and Emergency procedures in CPDLC
- The CPDLC emergency downlink message
- Logon list
- Future Communications Infrastructure

#### **Section 3 (Operational Procedures) Duration 13 minutes.**

- When voice read-back is not required
- Examples of messages that are exchanged by data link with the Control Centre
- Transfer of aircraft
- How the text messages shall be composed
- Multi-element messages
- The "UNABLE" response
- How ATC voice communications are used to correct CPDLC clearance
- The shutdown of the CPDLC communications network
- The phraseology that shall be used in case of data link problems that require a reversion to voice.
- How the flight crew shall behave to an 'ERROR' response to a downlink message
- How the flight crew shall behave if in any doubt regarding the content, validity, or execution of a data link message
- The importance that CPDLC messages are answered as quickly as operationally possible by the flight crew
- The cost/benefit of retrofitting or upgrading aircraft
- Example of a short flight and the procedure encountered when doing a CPDLC flight in Europe

#### **14. LOW VISIBILITY OPERATIONS**

Refer to OM-D 5-6-12 VAW-FCT-010 LOW VISIBILITY OPERATIONS GROUND TRAINING

### 15. HOT WEATHER OPERATIONS

| Hot Weather Operations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                 |             |             |               |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------|-------------|---------------|
| Sections 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Duration 29 min | Question 25 | Initial YES | Recurrent YES |
| <b>Section1 (Hot Weather Operations Part I) Duration 13 min</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                 |             |             |               |
| <ul style="list-style-type: none"> <li>• Unique challenges emerge that can make flying uncomfortable.</li> <li>• How air molecules behave in warm weather</li> <li>• Effect at airports at high elevation.</li> <li>• What happens if you give an engine less air.</li> <li>• Restricting a flight's weight.</li> <li>• Takeoff and landing structural limits, takeoff field length, required climb performance, and landing performance.</li> <li>• Contamination. Wet and dry runway.</li> <li>• Work with dispatch in order to reduce the amount of contingency, extra, or tankering fuel.</li> <li>• Using the assumed temperature or FLEX-reduced thrust method.</li> <li>• PACKs turned off before takeoff.</li> <li>• Runway with a downslope.</li> <li>• Different takeoff flap settings.</li> <li>• Brake temperature.</li> <li>• RTO with hot brakes.</li> <li>• Few methods to allow the brakes to cool faster</li> </ul> |                 |             |             |               |
| <b>Section 2 (Hot Weather Operations Part II) Duration 16 min</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                 |             |             |               |
| <ul style="list-style-type: none"> <li>• Thunderstorm.</li> <li>• Flying within and in close proximity to thunderstorms can be very hazardous.</li> <li>• The pre-flight phase.</li> <li>• Weather briefing to your cabin crew.</li> <li>• If ATC is holding aircraft at your flight's arrival airport. How to avoid thunderstorm cells.</li> <li>• Microbursts.</li> <li>• Hot weather turbulence.</li> <li>• Temperature inversion.</li> <li>• Mechanical turbulence and windshear.</li> <li>• Operation into areas with heavy rain and humidity.</li> <li>• Avionics ventilation system.</li> </ul>                                                                                                                                                                                                                                                                                                                               |                 |             |             |               |

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

- Use a jetway during heavy rain conditions.
- Operations in Heavy Sand and Dust.
- Brush off any residual sand or dust near the engines and any other air inlets.
- Use small amounts of thrust during taxi.
- Passenger Comfort.
- All window shades are closed while the aircraft is parked.
- Using the PACKs for passenger Comfort.

#### **16. COMPLETION STANDARDS**

Completion standards: By an online multiple-choice test, the student shows a good knowledge of all covered areas.

#### **17. TRAINING AND CHECKING**

The effective of the training phase and the knowledge level acquired is verified by an online multiple-choice test.

After the test a message is automatically sent to Training Department in order to verify completion of the training and in case of PASS update pilot's personal folder.

#### **18. INSTRUCTOR/EXAMINER ACTIONS FOR ALL PHASES**

Computer Based Training (CBT) are performed without supervision from Ground Instructors. Nevertheless, in case of question regarding the topics covered by course, trainee may ask Training Department to be contacted by an instructor for clarification.

#### **19. STANDARD OF PERFORMANCE**

The performance of each trainee must be reported on the relevant forms, which has to be completed by Training Coordinator. The minimum PASS standard for Computer Based Training (CBT) online tests is 75%.

Throughout the Training Coordinator the Training Manager is kept informed of the trainee's progress.



A320/A321  
OPERATIONS MANUAL PART D

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

#### **20. SUPERVISION**

The Training Manager in cooperation with the Training Coordinator is responsible for planning, scheduling and monitoring of Computer Based Training (CBT) courses.

#### **21. FORMS TO BE USED**

At completion of each CBT training a certificate is generated by the Scandlearn system. A copy is printed by Training Coordinator and maintained in pilot's personal folder.

The following forms must be updated:

- T0 - Flight Crew OCC - Ground Training Summary
- T20 - Flight Crew RT - Ground Training Summary

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

#### A32F DIFFERENCES AND FAMILIARISATION TRAINING (ODR)

#### 5-6-6 VAW-FCT-004 A32F DIFFERENCES AND FAMILIARISATION TRAINING (ODR)

Applicable to: ALL

A32F Differences and Familiarisation Training means a combination of theoretical knowledge and flying training with the aim of providing flight crew with the required competencies to perform their duties on different variant of Fly2Sky A320 family fleet.

A320 is defined as base variant, Operator Difference Requirement (ODR) as described below are developed in order to identify area and level of training required.

Appropriate procedures and any operational restrictions shall be specified in the operations manual for any operation on more than one type or variant. The flight crews shall comply with the requirements prescribed below.

#### **COURSE ENTRY REQUIREMENT**

Personnel attending the A32F Difference and Familiarisation training shall be:

- A flight crew type rated on A32F aircraft enrolled in the Operator Conversion Course;
- A Fly2Sky flight crew operating on A32; or
- A pilot enrolled in an Multi Pilot Licence (MPL) program.

#### **COURSE OBJECTIVES**

The objective of the courses is to develop crew awareness on differences between fleet' aircraft variants, competency and skill required to operate normal, abnormal and emergency procedures.

The course is also designed to familiarise crew on different aircraft configuration in terms of systems, equipment, engines, avionics, etc.

#### **REFERENCE REGULATORY MATERIAL**

This document has been prepared in accordance with the following regulatory references:

- Commission Regulation (EU) No 1178/2011 - "Air Crew"
- Commission Regulation (EU) No 965/2012 - "Air Ops"
- EASA CS-FCD - Initial Issue
- Airbus Operational Suitability Data - Flight Crew - A320 date 07 AUG 2018

- Airbus A320 FAMILY OPERATOR DIFFERENCE REQUIREMENT TABLES AND TASE FLIGHT CREW date 14 NOV 2018

## **COURSE CONTENT**

Difference and familiarisation training contain:

- CBT module with knowledge test;
- FSTD training and checking topics; and
- LIFUS training and checking topics.

## **COURSE STRUCTURE**

Following the analysis of current fleet differences, the following ODR tables have been developed in form of attachment of this document:

- A1 (General)

This ODR table provides the training/checking/currency requirements which must be fulfilled by flight crew in order to extend their privilege to operate from the A320 variant to the A321 variant.

- A2 (CEO Engine)

This ODR table provides the training/checking/currency requirements which must be fulfilled by flight crew when operating in the A320 family between different engine options.

- A3 (Narrow Runway)

Purpose: This ODR table provides the training/checking/currency requirements which must be fulfilled by flight crew when operating an A320 family aircraft to operate on narrow runways.

- A4 (ADS-B)

Purpose: This ODR table provides the flight crew training /checking/currency requirements for the transition to an A320 Family aircraft equipped with the ADS-B OUT Version 2 function.



## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

#### A32F DIFFERENCES AND FAMILIARISATION TRAINING (ODR)

## SYLLABUS

### CBT MODULES

CBT modules are designed to provide pilot with description of differences as per the relative ODR table.

#### ODR TABLE AND TASE – A320 TO A321

| CBT-ODR-A1 (General)                                                                                                                                                                                                                                                                                                                                |                 |             |             |               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------|-------------|---------------|
| Section 1                                                                                                                                                                                                                                                                                                                                           | Duration 1.0 hr | Question 20 | Initial YES | Recurrent YES |
| <b>Module 1</b>                                                                                                                                                                                                                                                                                                                                     |                 |             |             |               |
| <ul style="list-style-type: none"> <li>• General</li> <li>• Dimensions</li> <li>• Cabin</li> <li>• Engines</li> <li>• Limitations</li> <li>• 21 - Air Conditioning</li> <li>• 23 - Communications</li> <li>• 26 - Fire Protection</li> <li>• 27 - Flight Controls</li> <li>• 28 - Fuel</li> <li>• 52 - Doors</li> <li>• 70 - Power Plant</li> </ul> |                 |             |             |               |

#### ODR TABLE AND TASE – CEO ENGINES

| CBT-ODR-A2 (CEO Engine)                                                                                                                                                                                                    |                 |             |             |               |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------|-------------|---------------|
| Section 1                                                                                                                                                                                                                  | Duration 0.5 hr | Question 10 | Initial YES | Recurrent YES |
| <b>Module 1</b>                                                                                                                                                                                                            |                 |             |             |               |
| <ul style="list-style-type: none"> <li>• General</li> <li>• 70 - Power Plant</li> <li>• E/WD</li> <li>• Overhead panel</li> <li>• SOP - Engine Start</li> <li>• Different indications</li> <li>• SOP - Take-off</li> </ul> |                 |             |             |               |

**APPENDICES****FLIGHT CREW TRAINING SYLLABI****A32F DIFFERENCES AND FAMILIARISATION TRAINING (ODR)****ODR TABLE AND TASE – NARROW RUNWAY OPERATIONS**

| CBT-ODR-A3 (Narrow runway)                                                                                                            |                 |             |             |               |
|---------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------|-------------|---------------|
| Section 1                                                                                                                             | Duration 0.5 hr | Question 10 | Initial YES | Recurrent YES |
| Module 1                                                                                                                              |                 |             |             |               |
| Limitations: <ul style="list-style-type: none"><li>• Runway width</li><li>• Dispatch</li><li>• Crosswind</li><li>• Failures</li></ul> |                 |             |             |               |

**ODR TABLE AND TASE – ADS-B OUT VERSION 2 FUNCTION**

| CBT-ODR-A4 (ADS-B)                                                                  |                 |             |             |               |
|-------------------------------------------------------------------------------------|-----------------|-------------|-------------|---------------|
| Section 1                                                                           | Duration 0.5 hr | Question 10 | Initial YES | Recurrent YES |
| Module 1                                                                            |                 |             |             |               |
| <ul style="list-style-type: none"><li>• General</li><li>• 34 - Navigation</li></ul> |                 |             |             |               |

**FSTD TRAINING AND CHECKING**

FSTD training and checking shall consider, when possible, to alternate sessions with different engine configuration.

When syllabus cycle includes abnormal or emergency procedures related to engine, differences shall be taken in account and, in the training phase, reviewed by the instructor.

**LIFUS TRAINING AND CHECKING**

LTC shall place special emphasis on reviewing before the flight differences as outlined in T1 - Flight Crew OCC - LIFUS Summary.

**TRAINING AND CHECKING**

The effective of the CBT training phase and the knowledge level acquired is verified by an online multiple-choice test. After the test a message is automatically sent to Training Department in order to verify completion of the training and in case of PASS update pilot's personal folder.

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

#### A32F DIFFERENCES AND FAMILIARISATION TRAINING (ODR)

FSTD and LIFUS training are not subjected to formal assessment, anyway successful completion of training shall be recorded.

### **INSTRUCTOR/EXAMINER ACTIONS FOR ALL PHASES**

Computer Based Training (CBT) are performed without supervision from Ground Instructors. Nevertheless, in case of question regarding the topics covered by course, trainee may ask Training Department to be contacted by an instructor for clarification.

Section 3 of the OM-D gives detailed instruction on performing examiner's duties. As general guidance the examiner responsible for the following:

- Raising the standards of awareness and performance of the flight crew.
- Ensuring that the operator's test/check complies with legal and company requirements.
- Supplying feedback to the company.
- Complying with standards and procedures of Fly2Sky and current FCL Standards
- Observe and debrief in the planned CRM objective and properly evaluate the skills according Fly2Sky standards [2.2.31].
- Being a role model for the crew under check.

### **STANDARD OF PERFORMANCE**

The minimum PASS standard for Computer Based Training (CBT) online tests is 75%. Throughout the Training Coordinator the Training Manager will be kept informed of the trainee's progress.

### **SUPERVISION**

The Training Manager in cooperation with the Training Coordinator is responsible for planning, scheduling and monitoring of the A320/A321 difference and familiarisation course.

### **FORMS TO BE USED**

At completion of each CBT training a certificate is generated by the Scandlearn system. A copy is printed by Training Coordinator and maintained in pilot's personal folder.

The following forms must be used to report completion of training:

- T0 - Flight Crew OCC - Ground Training Summary
- T1 - Flight Crew OCC - LIFUS Summary

- T2 - FSTD Checking Report
- T4 - Line Check Report
- T20 - Flight Crew RT - Ground Training Summary

## **A320 FAMILY ODR TABLES**

This document provides the Fly2Sky Operator Difference Requirement (ODR) tables as well as the Training Areas of Special Emphasis (TASE):

- Between aircraft variants within the same aircraft type certificate (A320, A321); and
- For aircraft modifications having an impact on the flight crew training and qualification.

## **DEFINITIONS**

*Refer to: (AMC1 ORO.FC.140(a))*

The terms used in the context of operation on more than one type or variant have the following meaning:

- Base aircraft refers to an aircraft used as a reference to compare differences with another aircraft.
- Variant refers to an aircraft or a group of aircraft within the same pilot type or class rating that has differences with the base aircraft and requires differences training or familiarisation.
- A variation in aircraft configuration refers to an aircraft or a group of aircraft within the same variant that has differences with the base aircraft and requires equipment and procedure training.
- Credit refers to the recognition of recurrent training, checking or recent experience based on commonalities between aircraft.
- Operator difference requirements (ODRs) refer to a formal description of differences between types or variants or aircraft configurations flown by a particular operator.
- Training refers to differences training, familiarisation and equipment training.
- Currency refers to the recurrent training on types and variants.

## **ODR TABLES**

### **SCOPE OF THE ODRS**

Fly2Sky uses the ODRs methodology, a means of evaluating aircraft differences and similarities, in order to define the training and checking in the following cases:

- For the introduction of a change of equipment on a type or variant currently operated;
- For the introduction of a new variant within a type or class currently operated;
- For the recurrent training and checking of variations in aircraft configuration. Fly2Sky may define credit based on ODRs tables;
- For the operation of more than one type or variant when credit is sought, in which case all of the following should apply:
  - All training, checking and currency requirements should be completed independently for each type or variant unless credits have been established by using ODRs tables.
  - All recent experience requirements should be completed independently for each type unless credits have been established by using ODRs tables.
  - The operator may define credit based on ODRs tables that should not be less restrictive than the OSD.

### **ODRS METHODOLOGY**

Fly2Sky conducts a detailed evaluation of the differences or similarities of the aircraft concerned in order to establish appropriate procedures or operational restrictions. This evaluation should be based on the OSD for the relevant types or variants and should be adapted to the operator's specific variations in aircraft configuration. This evaluation should take into account all of the following:

- The level of technology;
- Operational procedures; and
- Handling characteristics.

Fly2Sky nominates the A320 as the base aircraft from which to show differences with the second aircraft type or variant or variation in aircraft configuration, the 'difference aircraft', in terms of technology (systems), procedures, pilot handling and aircraft management. These differences, known as ODRs, preferably presented in tabular format, constitute

part of the justification for operating more than one type or variant and also the basis for the associated differences/familiarisation or reduced type rating training for the flight crew.

## **DESCRIPTION OF ODR TABLES**

### **DIFFERENCES**

The ODR table identifies the differences pertinent to the flight crew between a base aircraft and a candidate aircraft.

The differences are categorised by:

- Aircraft general/design: This part describes the major differences related to the aircraft general presentation and operational limitations associated with the aircraft operations (dimensions, weights, maximum operating speeds, envelopes, etc.). Limitations regarding aircraft systems are listed in the ODR system part of the table.
- Aircraft systems: This part lists the differences related to systems. It is organised according to the ATA 100 specification and then identifies for each ATA chapter or sub-chapter the applicable differences in term of:
  - System design and architecture
  - Normal operations
  - Controls and indications
  - Limitations.
- Aircraft manoeuvres/procedures: This part identifies the differences regarding the aircraft manoeuvres and procedures. It is organised as follow:
  - Normal manoeuvres / procedures arranged per flight phase
  - Abnormal and emergency manoeuvres / procedures arranged per flight phase
  - Abnormal and emergency procedures arranged per ATA chapters.

### **EFFECT ON FLIGHT CHARACTERISTICS AND/OR PROCEDURES**

For each difference listed in the ODR table, an analysis is performed to determine its effect on both flight characteristics and procedures.

### **EFFECT ON FLIGHT CHARACTERISTIC**

**APPENDICES****FLIGHT CREW TRAINING SYLLABI****A32F DIFFERENCES AND FAMILIARISATION TRAINING (ODR)**

Flight characteristics address handling qualities and performance of a given manoeuvre. The “FLT CHAR” (Flight Characteristics) column is set to “YES” for a given manoeuvre when:

- The candidate aircraft is perceived by the flight crew as having major differences in handling qualities during the manoeuvre as compared to the base aircraft and
- This difference requires additional flying skills for the flight crew to safely accomplish the manoeuvre (additional flying skills to be acquired by training on FFS or aircraft).

When the alteration of flight characteristics only affects the performance of the aircraft (and the handling qualities perceived by the flight crew are not changed), “YES (P)” is inserted in the “FLT CHAR” column.

If the difference has no impact on the handling qualities perceivable by the flight crew and on performance, the “FLT CHAR” (Flight Characteristics) column is set to “NO”.

*Note:* The FLT CHAR is never set to “YES” in ODR tables between variants or ODR tables for aircraft modification.

**EFFECT ON PROCEDURES**

When the normal, abnormal or emergency procedure associated with the listed difference are impacted in such a way that additional knowledge, skills or attitude are needed for the crew to accomplish the new procedure on the candidate aircraft, then the “PROC CHG” (Procedure Change) is set to “YES”.

In any other cases, the “PROC CHG” (Procedure Change) is set to “NO”.

**DIFFERENCE LEVELS – GENERAL**

Difference levels are used to identify the extent of a difference between a base and a candidate aircraft with reference to the elements described in the ODRs tables. These levels are proportionate to the differences between a base and a candidate aircraft. A range of five difference levels in order of increasing requirements, identified as A through E, are each specified for training, checking, and currency.

Difference levels apply when a difference with the potential to affect flight safety exists between a base and a candidate aircraft. Differences may also affect the knowledge, skills, or abilities required from a pilot. If no differences exist, or if differences exist but do

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not affect flight safety, or if differences exist but do not affect knowledge, skills or abilities, then difference levels are neither assigned nor applicable to pilot qualification. When difference levels apply, each level is based on a scale of differences related to design features, systems, or manoeuvres. In assessing the effects of differences, both flight characteristics and procedures are considered since flight characteristics address handling qualities and performance, while procedures include normal, non-normal and emergency items.

Levels for training, checking, and currency are assigned independently, but are linked depending on the differences between a base and candidate aircraft. Training at level E usually identifies that the candidate aircraft is a different type from the base aircraft.

Difference levels are summarised in the table below regarding training, checking, and currency.

| <b>Difference Level</b> | <b>Training</b>                                                                       | <b>Checking</b>                                               | <b>Currency</b>                                         |
|-------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------|---------------------------------------------------------|
| <b>A</b>                | Self-instruction                                                                      | Not applicable or integrated with next proficiency check      | Not applicable                                          |
| <b>B</b>                | Aided instruction                                                                     | Task or system check                                          | Self-review                                             |
| <b>C</b>                | System devices                                                                        | Partial proficiency check using qualified device              | Designated system                                       |
| <b>D</b>                | Manoeuvre training devices <sup>1</sup> or aircraft to accomplish specific manoeuvres | Partial proficiency check using qualified device <sup>1</sup> | Designated manoeuvre(s) <sup>1</sup>                    |
| <b>E</b>                | FSTDs <sup>2</sup> or aircraft                                                        | Proficiency check using FSTDs <sup>2</sup> or aircraft        | As per regulation, using FSTDs <sup>2</sup> or aircraft |

Note 1: FTD level 2, or FFS, or aeroplane.

Note 2: FFS level C or D, or aeroplane.

Training levels A and B require knowledge, levels C and D require additional skills. Training level E means that the differences are such that type rating training is required or, in the context of equipment and procedure training, aircraft/FSTD training and checking is required.



## **DIFFERENCE LEVELS – TRAINING**

The training difference levels specified represent the minimum requirements. Devices associated with a higher difference level may be used to satisfy a training differences requirement.

- Level A differences training is applicable to aircraft with differences that can adequately be addressed through self-instruction. Level A training represents a knowledge requirement such that once appropriate information is provided, understanding and compliance can be assumed to be demonstrated.

Training needs not covered by level A training may require level B training or higher, depending on the outcome of the evaluations described in the aircraft evaluation process (CS FCD.420).

- Level B differences training is applicable to aircraft with system or procedure differences that can adequately be addressed through aided instruction.

At level B aided instruction, it is appropriate to ensure pilot understanding, emphasise issues, provide a standardised method of presentation of material, or to aid retention of material following training.

- Level C differences training can only be accomplished through the use of devices capable of systems training.

Level C differences training is applicable to variants having 'part task' differences that affect skills or abilities as well as knowledge. Training objectives focus on mastering individual systems, procedures, or tasks, as opposed to performing highly integrated flight operations and manoeuvres in 'real time'. Level C may also require self-instruction or aided instruction of a pilot, but cannot be adequately addressed by a knowledge requirement alone. Training devices are required to supplement instruction to ensure attainment or retention of pilot skills and abilities to accomplish the more complex tasks, usually related to operation of particular aircraft systems.

The minimum acceptable training media for level C are interactive computer-based training, cockpit systems simulators, cockpit procedure trainers, part task trainers (such as inertial navigation system (INS), flight management system (FMS), or traffic collision avoidance system (TCAS) trainers), or similar devices.

- Level D differences training can only be accomplished with devices capable of performing flight manoeuvres and addressing full task differences affecting knowledge, skills, or abilities.

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Devices capable of flight manoeuvres address full task performance in a dynamic 'real time' environment and enable integration of knowledge, skills and abilities in a simulated flight environment, involving combinations of operationally oriented tasks and realistic task loading for each relevant phase of flight. At level D, knowledge and skills to complete necessary normal, non-normal and emergency procedures are fully addressed for each variant.

Level D differences training requires mastery of interrelated skills that cannot be adequately addressed by separate acquisition of a series of knowledge areas or skills that are interrelated. However, the differences are not so significant that a full type rating training course is required. If demonstration of interrelationships between the systems was important, the use of a series of separate devices for systems training would not suffice. Training for level D differences requires a training device that has accurate, high-fidelity integration of systems and controls and realistic instrument indications. Level D training may also require manoeuvre visual cues, motion cues, dynamics, control loading or specific environmental conditions. Weather phenomena such as low-visibility conditions or wind shear may or may not be incorporated. Where simplified or generic characteristics of an aircraft type are used in devices to satisfy level D differences training, significant negative training should not occur as a result of the simplification.

Appropriate devices as described in CS FCD.415(a), satisfying level D differences training range from those where relevant elements of aircraft flight manoeuvring, performance, and handling qualities are incorporated. The use of a manoeuvre training device or aircraft is limited for the conduct of specific manoeuvres or handling differences, or for specific equipment or procedures.

- Level E differences training is applicable to candidate aircraft that have such significant 'full task' differences that a full type rating training course or a type rating training course with credit for previous experience on similar aircraft types is required to meet the training objectives.

The training requires a 'high-fidelity' environment to attain or maintain knowledge, skills, or abilities that can only be satisfied by the use of FSTDs or the aircraft itself as mentioned in CS FCD.415(a). Level E training, if done in an aircraft, should be modified for safety reasons where manoeuvres can result in a high degree of risk.

When level E differences training is assigned, suitable credit or constraints may be applied for knowledge, skills or abilities related to other pertinent aircraft types. The training programme should specify the relevant subjects, procedures or manoeuvres.

**DIFFERENCE LEVELS – CHECKING**

Differences checking addresses any pertinent pilot testing or checking. Initial and recurrent checking levels are the same unless otherwise specified.

It may be possible to satisfactorily accomplish recurrent checking objectives in devices that do not meet the initial checking requirements. In such instances, the applicant may propose for revalidation checks the use of certain devices that do not meet the initial checking requirements.

- Level A differences checking indicates that no check related to differences is required at the time of differences training. However, a pilot is responsible for knowledge of each variant flown.
- Level B differences checking indicates that a 'task' or 'systems' check is required following initial and recurring training.
- Level C differences checking requires a partial check using a suitable qualified device. A partial check is conducted relative to particular manoeuvres or systems.
- Level D differences checking indicates that a partial proficiency check is required following both initial and recurrent training. In conducting the partial proficiency check, manoeuvres common to each variant may be credited and need not be repeated. The partial proficiency check covers the specified particular manoeuvres, systems or devices. Level D checking is performed using scenarios that represent a 'real-time' flight environment and uses qualified devices permitted for level D training or higher.
- Level E differences checking requires that a full proficiency check be conducted in FSTDs or in an aircraft as mentioned in CS FCD.415(a), following both initial and recurrent training. If appropriate, alternating Level E checking between relevant aircraft is possible and credit may be defined for procedures or manoeuvres based on commonality.

Assignment of level E checking requirements alone, or in conjunction with level E currency, does not necessarily result in assignment of a separate type rating.

**DIFFERENCE LEVELS – CURRENCY**

Differences currency addresses any currency and re-currency levels. Initial and recurrent currency levels are the same unless otherwise specified.

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- Level A currency is common to each aircraft and does not require separate tracking. Maintenance of currency in any aircraft suffices for any other variant within the same type rating.
- Level B currency is 'knowledge-related' currency, typically achieved through self-review by individual pilots.
- Level C currency is applicable to one or more designated systems or procedures and it relates to both skill and knowledge requirements. When level C currency applies, any pertinent lower-level currency is also to be addressed.

When currency is lost, it may be re-established by completing required items using a device equal to or higher than that specified for level C training and checking.

- Level D currency is related to designated manoeuvres and addresses knowledge and skills required for performing aircraft control tasks in real time with integrated use of associated systems and procedures. Level D currency may also address certain differences in flight characteristics including performance of any required manoeuvres and related normal, non-normal and emergency procedures. When level D is necessary, any pertinent lower-level currency is also to be addressed.

When currency is lost, currency may be re-established by completing pertinent manoeuvres using a device equal to or higher than that specified for level D differences training and checking.

- Level E currency requires that recent experience requirements of Part-FCL and operational requirements be complied with in each aircraft separately. Level E currency may also specify other system, procedure, or manoeuvre currency item(s) necessary for safe operations and may require procedures or manoeuvres to be accomplished in FSTDs or in an aircraft as mentioned in CS FCD.415(a). Provisions are applied in a way which addresses the required system or manoeuvre experience.

When level E is assigned between aircraft of common characteristics, credit may be permitted. Assignment of level E currency requirements does not automatically lead to a determination on same or separate type rating. Level E currency is tracked by a means that is acceptable to the competent authority.

When common take-off and landing credit (CTL) is permitted, any credit or constraints applicable to using FSTDs, as mentioned in CS FCD.415(a), are also to be determined.

When currency is lost, currency may be re-established by completing pertinent manoeuvres using a device specified for level E differences training and checking.

**COMPETENCY FOR NON-NORMAL AND EMER. PROCEDURES - CURRENCY**

Competency for non-normal and emergency manoeuvres or procedures is generally addressed by checking requirements. Particular non-normal and emergency manoeuvres or procedures may not be considered mandatory for checking or training. In this situation, it may be necessary to periodically practise or demonstrate those manoeuvres or procedures specifying currency requirements for those manoeuvres or procedures.

**OPERATOR DIFFERENCE REQUIREMENTS (ODRS) – TRAINING PROGRAMS**

*Refer to: GM1 ORO.FC.140(a)*

The ODRs tables may result in different training programs, depending on the training needs, regardless of the 'base aircraft' used to establish the table (e.g. the trainee may know the 'other aircraft' and be trained towards the 'base aircraft').

**USE OF ODR TABLES**

Under the EASA regulations, the ODR tables between variants within one aircraft type provide the training requirements that shall be taken into account for the establishment of differences or familiarisation training as per FLC.710. The list of variants within a single licence endorsement is defined in the applicable Operational Suitability Data - Flight Crew document. There is no specific checking requirement (skill test or proficiency check) for a particular variant. Under FCL.740, a Licence Proficiency Check on any Variant allows renewal of the validity of the type rating. Accordingly, there is also no currency requirement between variants.

The ODR table for aircraft modification is provided for aircraft modification (or combination of aircraft modifications) identified by Airbus as requiring additional knowledge, skills or attitude in order to safely operate the aircraft equipped with this modification over time. An aircraft modification can be the installation of new equipment or function, the introduction of a new procedure or the change of an existing procedure as well as the implementation of new operational characteristics. As such, the Airbus ODR table for modification supports the establishment of differences or familiarisation training required by ORO.FC.125 "when changing equipment or procedures requiring additional knowledge on types or variants currently operated".

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Flight crew members shall complete differences training or familiarisation when required by Annex I (Part- FCL) to Regulation (EU) No 1178/2011. Flight crew members shall complete equipment and procedure training when changing equipment or changing procedures requiring additional knowledge on types or variants currently operated.

The currency requirements defined in the ODR tables refers to the experience necessary within a specified period to ensure that the competences required for safe operation are continuously maintained over time.

Currency requirements for normal operations may be achieved by adequate crew scheduling or recurrent training. Currency requirements for abnormal operations need to be taken into account during the recurrent training.

***Note:** The same aircraft modification may be installed on several aircraft types. If applicable, credits for training and currency between aircraft types for a given modification are specified in the section “Additional Operational Considerations” of the Operational Suitability Data – Flight Crew” document.*

**TRAINING AREAS OF SPECIAL EMPHASIS (TASE)****IDENTIFICATION OF TASE FOR VARIANTS AND AIRCRAFT MODIFICATION**

In order to prevent knowledge misunderstanding or skill errors specific to a given variant or aircraft modification, Training Areas of Special Emphasis (TASE) may be specified as mandatory items to be integrated in training (type-rating training, difference training or familiarisation training as applicable).

**USE OF TASE**

This document provides the TASE for variants and aircraft modifications developed after the initial type certification of the aircraft. The TASE identified for variants and aircraft modifications shall be specially emphasised during differences or familiarisation training in accordance with FCL.710.(a) and/or ORO.FC.145(b)

**ODR TABLE AND TASE – A320 TO A321**

This ODR table provides the training/checking/currency requirements which must be fulfilled by flight crew in order to extend their privilege to operate from the A320 variant to the A321 variant.



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#### A320 TO A321 – GENERAL OPERATOR DIFFERENCE REQUIREMENTS TABLE 1

| Difference Aircraft A321, Base aircraft A320 |                                                                                                                                                                                                                                                                                     |              |            | Compliance Method |       |            |
|----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|------------|-------------------|-------|------------|
| Design                                       | Differences                                                                                                                                                                                                                                                                         | Flight Char. | Proc. Chg. | Train.            | Check | Curr.      |
| <b>General Dimensions</b>                    | Same dimensions except for length:<br><ul style="list-style-type: none"> <li>A320: 37.6 m</li> <li>A321: 44.5 m.</li> </ul>                                                                                                                                                         | No           | No         | A                 | A     | A          |
| <b>Aircraft Design</b>                       | The A321 is a medium range civil transport aircraft which offers an increase of 20 % in seats and 40 % in cargo volume compared to the A320.                                                                                                                                        | No           | No         | A                 | A     | A          |
| <b>Flight Deck</b>                           | The general flight deck design is identical, except that the flow selector has been replaced by an ECON FLOW pb-sw.                                                                                                                                                                 | No           | No         | A                 | A     | A          |
| <b>Cabin Layout</b>                          | Maximum passenger capacity:<br><ul style="list-style-type: none"> <li>A320: 180</li> <li>A321: 220</li> </ul>                                                                                                                                                                       | No           | No         | A                 | A     | A          |
| <b>Engines</b>                               | <i>Refer to: CBT-ODR-A2 (CEO Engine)</i>                                                                                                                                                                                                                                            | -            | -          | -                 | -     | -          |
| <b>Limitations Envelope</b>                  | The A321 has different maximum speeds for flaps and slats configurations.                                                                                                                                                                                                           | No           | No         | A                 | A     | A          |
| <b>Limitations Weight</b>                    | Maximum Takeoff Weight:<br><ul style="list-style-type: none"> <li>A320: 75 000 - 77 000 kg;</li> <li>A321: 89 000 - 93 000 kg.</li> </ul> Maximum Landing Weight:<br><ul style="list-style-type: none"> <li>A320: 64 500 - 66 000 kg;</li> <li>A321: 75 000 - 77 800 kg.</li> </ul> | No           | No         | A                 | A     | B<br>(36m) |
| <b>Limitations Centre of Gravity</b>         | Centre of gravity limits:<br><ul style="list-style-type: none"> <li>A320: 13 % to 45 %</li> <li>A321: 10 % to 41 %.</li> </ul>                                                                                                                                                      | No           | No         | A                 | A     | A          |
| <b>Limitations Autopilot</b>                 | In all phases except take-off, approach or go-around, the autopilot cannot be used below 900 ft AGL. (500 ft on A320).                                                                                                                                                              | No           | No         | A                 | A     | B<br>(36m) |



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#### A320 TO A321 – SYSTEM OPERATOR DIFFERENCE REQUIREMENTS TABLE 2

| Difference Aircraft A321, Base aircraft A320 |                                                                                                                                                                                                                                                                                                              |              |            | Compliance Method |       |         |
|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|------------|-------------------|-------|---------|
| Design                                       | Differences                                                                                                                                                                                                                                                                                                  | Flight Char. | Proc. Chg. | Train.            | Check | Cur     |
| <b>21</b><br>Air Conditioning                | The pack flow selector has been replaced by an ECON FLOW pb-sw.                                                                                                                                                                                                                                              | No           | No         | A                 | A     | B (36m) |
| <b>23</b><br>Comm.                           | There are 2 additional calls (MID, ALL) on the CABIN CALL panel.                                                                                                                                                                                                                                             | No           | No         | A                 | A     | B (36m) |
| <b>26</b><br>Fire Protection                 | There are 4 smoke detectors in the forward cargo compartment (instead of 2 on A320) and 6 smoke detectors in the aft cargo compartment (instead of 4 on A320).                                                                                                                                               | No           | No         | A                 | A     | B (36m) |
| <b>27</b><br>Flight Controls                 | The flaps are double slotted.<br>The flaps position in CONF FULL is different.<br>Contrary to the A320, the speed brakes deflection is not limited when the autopilot is engaged. The maximum deflection of the spoilers is different.                                                                       | No           | No         | A                 | A     | B (36m) |
| <b>28</b><br>Fuel                            | The inner and outer tank are replaced with wing tanks.<br>The AUTO position of the MODE SEL pb-SW controls the centre tank transfer valves instead of the centre tank pumps. The logic of this AUTO mode is different.<br>There is an additional memo: "FOB BELOW 3T".                                       | No           | No         | A                 | A     | B (36m) |
| <b>52</b><br>Doors                           | The emergency exits are replaced with plug type doors and are Located forward and aft of the wings instead of over the wings on the A320.<br>The DOOR/OXY SD Page is modified accordingly.<br>The 2 dual lane slides on wings are replaced by 4 single-lane escape slide/slide raft on emergency exit doors. | No           | No         | A                 | A     | B (36m) |
| <b>70</b><br>Power Plant                     | Refer to: VAW_OM-D - A5. VAW-FCT-004 A2 [CEO Engine]                                                                                                                                                                                                                                                         | -            | -          | -                 | -     | -       |





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#### A320 TO A321 – MANOEUVRE OPERATOR DIFFERENCE REQUIREMENTS TABLE 3

No difference in manoeuvres/procedures in normal operations per flight phase.

#### A320 TO A321 – TRAINING AREAS OF SPECIAL EMPHASIS (TASE)

No specific Training Areas of Special Emphasis.

#### ODR TABLE AND TASE – A320 ENGINE OPTION

This ODR table provides the training/checking/currency requirements which must be fulfilled by flight crew when operating in the A320 family between different engine options. The A320 family can be equipped with the following engines:

| Type | CFM 56-5 |    |    |    |    |    |    |    |    | IAE            |              |              |              |              |              |
|------|----------|----|----|----|----|----|----|----|----|----------------|--------------|--------------|--------------|--------------|--------------|
|      | A1       | A3 | A4 | B4 | B5 | B6 | B7 | B8 | B9 | V2500<br>-A1/5 | V2522<br>-A5 | V2524<br>-A5 | V2527<br>-A5 | V2530<br>-A5 | V2533<br>-A5 |
| A320 | x        | x  |    | x  | x  | x  |    |    |    | x              |              |              | x            |              |              |
| A321 |          |    |    |    |    |    |    | x  | x  | x              |              |              |              | x            | X            |

#### CEO ENGINES – GENERAL/DESIGN

| Difference IAE, Base CFM |                                                                        |  |  |  | Compliance Method |            |                  |
|--------------------------|------------------------------------------------------------------------|--|--|--|-------------------|------------|------------------|
| Design                   | Differences                                                            |  |  |  | Flight Char.      | Proc. Chg. | Train. Check Cur |
| General                  | CFM and IAE have different architectures, and different power ratings. |  |  |  | No                | No         | A A A            |

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#### A32F DIFFERENCES AND FAMILIARISATION TRAINING (ODR)

#### CEO ENGINES – SYSTEM (PER ATA CHAPTER)

| Difference IAE, Base CFM |                                |                                         |            | Compliance Method |       |     |
|--------------------------|--------------------------------|-----------------------------------------|------------|-------------------|-------|-----|
| Design                   | Differences                    | Flight Char.                            | Proc. Chg. | Train.            | Check | Cur |
| <b>70</b><br>Power Plant | Controls and Indications       |                                         | No         | No                | B     | A   |
|                          | EWD                            | Overhead Panel                          |            |                   |       |     |
|                          | IAE has main indication of EPR | The IAE has an additional pair of N1 pb |            |                   |       |     |

#### CEO ENGINES – MANOEUVRES – NORMAL OPERATIONS (PER FLIGHT PHASE)

| Difference IAE, Base CFM   |                                           |              |            | Compliance Method |       |            |
|----------------------------|-------------------------------------------|--------------|------------|-------------------|-------|------------|
| Manoeuvres                 | Differences                               | Flight Char. | Proc. Chg. | Train.            | Check | Cur        |
| <b>SOP</b><br>Engine Start | Different Indications                     | No           | No         | A                 | A     | B<br>(12m) |
| <b>SOP</b><br>Take-off     | Thrust setting and different indications. | No           | No         | A                 | A     | B<br>(12m) |

#### CEO ENGINES – MANOEUVRES – ABNORMAL OPERATIONS (PER FLIGHT PHASE)

No difference in manoeuvres/procedures in abnormal operations per flight phase.

#### CEO ENGINES – MANOEUVRES – ABNORMAL OPERATIONS (PER ATA CHAPTER)

No difference in manoeuvres/procedures in abnormal operations per ATA chapter.

#### CEO ENGINES – TRAINING AREAS OF SPECIAL EMPHASIS (TASE)

No specific Training Areas of Special Emphasis.

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### ODR TABLE AND TASE – A320 NARROW RUNWAY OPERATIONS

This comes from modification number 30397.

This ODR table provides the training/checking/currency requirements which must be fulfilled by flight crew when operating an A320 family aircraft to operate on narrow runways.

### NARROW RUNWAY OPERATION – GENERAL/DESIGN

| Design               | Differences                                                                                                                                                                                                                                                                                                                                      | Flight Char. | Proc. Chg. | Compliance Method |       |     |
|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|------------|-------------------|-------|-----|
|                      |                                                                                                                                                                                                                                                                                                                                                  |              |            | Train.            | Check | Cur |
| <b>LIM RWY Width</b> | Aircraft operation on runways less than 45 meters: Minimum runways width is 30 meters.                                                                                                                                                                                                                                                           | No           | No         | A                 | A     | A   |
| <b>LIM Dispatch</b>  | Dispatch from/to narrow runways is not allowed in case of: <ul style="list-style-type: none"> <li>Nose wheel steering inoperative</li> <li>One brake or more inoperative. Autoland is not allowed.</li> </ul>                                                                                                                                    | No           | No         | A                 | A     | A   |
| <b>LIM Crosswind</b> | Maximum demonstrated crosswind for take-off and landing (gust included): <ul style="list-style-type: none"> <li>Dry runway: 38 kt</li> <li>Wet runway: 33 kt</li> <li>Contaminated runway: 10 kt.</li> </ul>                                                                                                                                     | No           | No         | A                 | A     | A   |
| <b>LIM Failures</b>  | When landing on a less than 45 meters wide runway, a diversion is recommended when the following failures occur: <ul style="list-style-type: none"> <li>Rudder jam</li> <li>Rudder pedal jam</li> <li>Yaw damper system fault</li> <li>Rudder</li> <li>All failures leading the loss of the nose wheel steering. travel limiter fault</li> </ul> | No           | No         | A                 | A     | A   |

### NARROW RUNWAY OPERATIONS – SYSTEM (PER ATA CHAPTER)

No difference in system (per ATA chapter).

### NARROW RUNWAY OPERATIONS – MANEUVERS – NORMAL OPERATIONS

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No difference in manoeuvres/procedures in normal operations per flight phase.

#### **NARROW RUNWAY OPERATIONS – MANEUVERS – ABNORMAL OPERATIONS**

No difference in manoeuvres/procedures in abnormal operations per flight phase.

#### **NARROW RUNWAY OPERATIONS – MANEUVERS – ABNORMAL OPERATIONS**

No difference in manoeuvres/procedures in abnormal operations per ATA chapter.

#### **NARROW RUNWAY OPERATIONS – TRAINING AREAS OF SPECIAL EMPHASIS (TASE)**

No specific Training Areas of Special Emphasis

#### **ODR TABLE AND TASE – ADS-B OUT VERSION 2**

This comes from modification number EASA STC 10064269.

Purpose: This ODR table provides the flight crew training /checking/currency requirements for the transition to an A320 Family aircraft equipped with the ADS-B OUT Version 2 function Narrow runway operation - General/Design

#### **ADS-B OUT – GENERAL/DESIGN**

|         |                                                                         |              |            | Compliance Method |       |     |
|---------|-------------------------------------------------------------------------|--------------|------------|-------------------|-------|-----|
| Design  | Differences                                                             | Flight Char. | Proc. Chg. | Train.            | Check | Cur |
| General | The existing ATC transponders are replaced to add ADS-B OUT capability. | No           | No         | A                 | A     | A   |

#### **ADS-B OUT – SYSTEM (PER ATA CHAPTER)**

| Difference Aircraft A321, Base aircraft A320 |                                                                                                             |              |            | Compliance Method |       |     |
|----------------------------------------------|-------------------------------------------------------------------------------------------------------------|--------------|------------|-------------------|-------|-----|
| Design                                       | Differences                                                                                                 | Flight Char. | Proc. Chg. | Train.            | Check | Cur |
| <b>34</b><br>Navigation                      | The following system indications have a different meaning: - ATC transponder fail and TCAS fail indication. | No           | No         | A                 | A     | A   |

#### **ADS-B OUT – MANOEUVRES**

No difference in manoeuvres. The training shall be based on information provided by the FCOM.

## **COMPILATION OF ODRS TABLES**

The general characteristics of the candidate aircraft are compared with the base aircraft with regard to:

- General dimensions and aircraft design (number and type of rotors, wing span or category);
- Flight deck general design;
- Cabin layout;
- Engines (number, type and position);
- Limitations (flight envelope).
- ODRs 2: Systems

### **ODRS 2: SYSTEMS**

Consideration is given to differences in design between the candidate aircraft and the base aircraft. For this comparison, the Air Transport Association (ATA) 100 index is used. This index establishes a system and subsystem classification and then an analysis is performed for each index item with respect to the main architectural, functional and operations elements, including controls and indications on the systems control panel.

### **ODRS 3: MANOEUVRES**

Operational differences encompass normal, abnormal and emergency situations and include any change in aircraft handling and flight management. It is necessary to establish a list of operational items for consideration on which an analysis of differences can be made.

The operational analysis should take the following into account:

- Flight deck dimensions (size, cut-off angle and pilot eye height);
- Differences in controls (design, shape, location and function);
- Additional or altered function (flight controls) in normal or abnormal conditions;
- Handling qualities (including inertia) in normal and in abnormal configurations;
- Aircraft performance in specific manoeuvres;
- Aircraft status following failure;

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- Management (e.g. ECAM, EICAS, navaid selection, automatic checklists).

Once the differences for ODRs 1, ODRs 2 and ODRs 3 have been established, the consequences of differences evaluated in terms of flight characteristics (FLT CHAR) and change of procedures (PROC CHNG) should be entered into the appropriate columns.

### DIFFERENCE LEVELS — CREW TRAINING, CHECKING AND CURRENCY

In order to operate more than one type or variant, the operator should establish crew training, checking and currency requirements. This may be done by applying the coded difference levels to the compliance method column of the ODRs tables.

Differences identified in the ODRs tables as impacting flight characteristics or procedures, should be analysed in the corresponding ATA section of the ODRs manoeuvres. Normal, abnormal and emergency situations should be addressed accordingly.



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#### 5-6-7 VAW-FCT-005 INSTRUCTOR QUALIFICATION PROGRAM

Applicable to: ALL

### LINE OPERATIONAL SIMULATION GUIDANCE

### 1.INSTRUCTOR QUALIFICATION

#### COURSE GENERAL

The purpose of this section is to illustrate the qualification program that Line Training Captains, Examiners and Ground Instructors shall complete before being unsupervised assigned to instructor, examiner duties.

#### ENTRY REQUIREMENTS

Entry requirements are defined in OM-D 1.2.5.

#### COURSE OBJECTIVE

The objective of this course is to give to candidate the necessary theoretical and practical preparation to safely perform the duties of

- Line Training Captain (LTC);
- Type Rating Instructor (TRI);
- Type Rating Examiner (TRE);
- Synthetic Flight Instructor (SFI);
- Synthetic Flight Examiner (SFE);
- Ground Instructors (GI)

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#### REFERENCE REGULATORY MATERIAL

The following regulatory references are used throughout this Appendix and are defined as follows:

- ORO.FC.120
- AMC1 ORO.FC.120&130
- ORO.FC.220/230
- AMC1 ORO.FC.220/230
- FLT 1.5.5
- FLT 2.1.35
- FAA AC 120-35C

#### COURSE CONTENT

The course is a planned and organised structure of learning experiences performed in classroom, on training devices, by CBT or self-study followed, when requested, by knowledge practical, CBT or written test.

#### COURSE STRUCTURE

The course is normally organised on working days with the following time schedule, the actual sequence of training days may change according organisational needs, test time is included.

| Module | Hours | Subject                                           | Applicability |     |         |        |        |     |
|--------|-------|---------------------------------------------------|---------------|-----|---------|--------|--------|-----|
|        |       |                                                   | LT<br>C       | TRI | TR<br>E | SFI    | SFE    | GI  |
| 1      | 8     | Initial Ground Training                           | YES           | YES | YES     | YES    | YES    | YES |
| 2      | 4     | FSTD training including Either Seat Qualification | YES           | YES | YES     | NO     | NO     | NO  |
| 3      |       | Flight Training                                   | YES           | YES | YES     | YES(1) | YES(1) | NO  |



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|   |   |                                                   |     |     |     |     |     |     |
|---|---|---------------------------------------------------|-----|-----|-----|-----|-----|-----|
|   |   | (minimum 2 sectors)                               |     |     |     |     |     |     |
| 4 |   | Flight Observation Evaluation (minimum 2 sectors) | YES | YES | YES | NO  | NO  | NO  |
| 5 | 8 | FSTD OPC/RT Training Under Supervision            | NO  | YES | YES | YES | YES | NO  |
| 6 | 8 | FSTD OPC/RT Observation Evaluation                | NO  | YES | YES | YES | YES | NO  |
| 7 |   | Theoretical Training Observation Evaluation       | NO  | NO  | NO  | NO  | NO  | YES |

(1) As observer in the jump seat.

## 1.1 SYLLABUS

### 1.1.1.1 INITIAL GROUND TRAINING

The ground training programme is a comprehensive program of class, practical and CBT training it includes the following items:

| Module 1                                                                                                                         | Duration |
|----------------------------------------------------------------------------------------------------------------------------------|----------|
| Initial Ground Training                                                                                                          | 08:00    |
| <ul style="list-style-type: none"> <li>Duties and responsibilities;</li> <li>Fundamentals of teaching and evaluation;</li> </ul> | CLASS    |

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- Lesson plan management;
- Briefing and debriefing;
- Human factors and facilitation techniques;
- Fly2Sky SOP, policies and procedures;
- Risk associated with line flying under supervision, simulated system failures and environmental conditions during training (2);
- Methods for CRM no-techs evaluation when conducting line checks (2);
- Familiarisation with the Operations Manual (Part D), relevant legislation, record keeping, documentation and other relevant training documents.

(2) Not applicable to Ground Instructors

#### 1.1.2 FSTD TRAINING INCLUDING EITHER SEAT QUALIFICATION

FSTD training is structured combining 2 instructor candidates. Briefing covers a theoretical review (briefing part 1) and a part dedicated to instructor performing a briefing on a type of approach will be flown during training.

| Module 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Duration |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| FSTD Training                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Hours    |
| <b>Briefing part 1:</b> <ul style="list-style-type: none"> <li>• Sidestick priority logic - Takeover technique - Training Recommendations (AIB 999.0113/17 Rev 00)</li> <li>• Undesired Aircraft State - Training Recommendations (AIB 999.0012/17 Rev 00)</li> <li>• Flying Stabilized Approaches (AIB FLT_OPS-APPR-SEQ01)</li> <li>• Preventing Tail strike at Take-off (AIB FLT_OPS-TOFF_DEP-SEQ06)</li> <li>• Bounce Recovery - Rejected Landing (FLT_OPS-LAND-SEQ09)</li> </ul> | 2        |



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- Preventing Tail strikes at Landing (FLT\_OPS-LAND-SEQ08)

#### Briefing part 2:

Each candidate is required to brief to other candidate an approach that shall be performed during training (NPA, ILS, circling, RNAV, etc.)

#### FSTD training part 1 – either seat qualification

*CM1 shall be PM acting as instructor (LTC)*

*CM2 shall be PF acting as trainee*

- Taxi out
- Normal take-off

*Review of side stick priority logic system operation and related indication with emphasis on communication and the necessity to hold take over push button.*

- Approach preparation (as per briefing)

*CM2 (trainee) shall introduce some errors and mistakes on his preparation and briefing, CM1 (LTC) shall identify, correct if necessary and note for debriefing.*

- Approach briefing and execution
- Normal landing
- Take-off with engine failure at V1
- OEI ILS approach manual flight (A/THR - FD available) OEI manual go-around
- OEI visual circuit and landing
- UPT/URT, Unreliable speed, approach to stall and stall recovery
- LVTO as PM (min RVR) and PF (RVR>200m), app Cat II and III GA and land as PM

***Repositioning at 3 NM on final.*** *The PF (CM2) demonstrates inconsistent handling and improper management of the trajectory. The PM (LTC) must give verbal advice on how to correct/improve. If the trajectory becomes destabilized, the PM (LTC) must take over with the described technique. The trainee (CM2) must randomly continue to interfere, in order to ensure that the instructor maintains the takeover button pressed until the*

2



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*takeover is clearly resolved.*



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|                                                                                                                                                                                                                                                                                                                                                                                                                          |   |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| <p><b><i>Repositioning at 1 NM on final.</i></b> After a well-stabilized approach, the PF (trainee) creates a mis-managed low-level go-around. The PM (LTC) has to take over. The trainee (CM2) continues to interfere until the situation is clearly resolved.</p> <p><i>The exercises shall be repeated several times with different amounts of destabilization/correction by the PF before the PM takes over.</i></p> |   |
| <p><b>FSTD training part 2 – either seat qualification</b></p> <p><i>CM1 shall be PM acting as instructor (LTC)</i></p> <p><i>CM2 shall be PF acting as trainee</i></p>                                                                                                                                                                                                                                                  | 2 |
| <p><b>De briefing</b></p> <p><i>Each candidate shall perform a de briefing to other candidate relate to exercise performed. Final summary and closure shall be from instructor.</i></p>                                                                                                                                                                                                                                  | 1 |

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#### 1.1.3 FLIGHT TRAINING

| Module 3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Duration |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| Flight Training                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |          |
| <p><i>The main purpose of this module is to make trainee full comfortable with right hand seat and become full familiar with documentation and for to be used during training</i></p> <p><i>For this purpose, trainee shall perform PF and PM duties from right hand seat with an LTC on left hand seat.</i></p> <p><i>SFI/SFE not qualified fly as active crew member shall be seated in the jump seat observing an LTC and a trainee. Minimum number of sectors is 2 with possibility to be increase on LTC discretion up to achieve a satisfactory outcome from trainee.</i></p> <p>LTC shall review with trainee the following items:</p> <ul style="list-style-type: none"> <li>• Safety briefing for training flights</li> <li>• Standard Operating Procedures (SOP)</li> <li>• Standard callouts</li> <li>• Use and filling of "T1 - Flight Crew OCC - LIFUS Summary" • Use and filling of "T4 - Line Check Report"</li> <li>• Use and filling of "T9 - Instructor Observation Report"</li> </ul> | AC       |

#### 1.1.4 OBSERVATION EVALUATION

| Module 4                                                                                                                                                                                                                                          | Duration |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| Flight Observation Evaluation                                                                                                                                                                                                                     |          |
| <p><i>The main purpose of this module is to observe candidate performing instructor duties in a real or simulated training environment, observation shall end up with a final evaluation reported on "T9 - Instructor In case of negative</i></p> | AC       |

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*evaluation LTC shall inform Training Manager and fill up "INSTRUCTOR OBSERVATION REPORT" - T9 form.*

*In case of negative evaluation LTC shall inform Training Manager.*

*For this purpose, trainee shall perform instructor duties acting as PF and PM duties from right- or left-hand seat according crew composition. LTC shall be on jump seat.*

*Minimum number of sectors is 2.*

#### 1.1.5 FSTD OPC / RT TRAINING

The following module 5 and 6 are applicable to FSTD instructors and examiners (TRI/SFI TRE/SFE).

| Module 5                                                                                                                                                                                                                                                                                                                                                                                                                                   | Duration                            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|
| FSTD OPC / RT Training Under Supervision                                                                                                                                                                                                                                                                                                                                                                                                   |                                     |
| <p><i>The main purpose of this module is to become familiar with current FSTD recurrent training cycle including ground training items, FSTD syllabus and briefing and debriefing techniques. Also practice on simulator IOS is part of the training.</i></p> <p><i>Candidate shall observe a TRE performing briefing, simulator session and de briefing. If not familiar with IOS he may act on console under supervision of TRE.</i></p> | <p>FSTD Event</p> <p>OPC and RT</p> |

**APPENDICES****FLIGHT CREW TRAINING SYLLABI****1.1.7 FSTD OPC / RT OBSERVATION EVALUATION**

The following module 4 and 5 are applicable to FSTD instructors and examiners (TRI/SFI TRE/SFE).

| <b>Module 6</b>                                                                                                                                                                                                                           | <b>Duration</b> |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <b>FSTD OPC / RT Observation Evaluation</b>                                                                                                                                                                                               |                 |
| <i>The main purpose of this module is to observe candidate performing examiner duties in a real training and checking environment, observation shall end up with a final evaluation reported on "T9 - Instructor Observation Report".</i> | FSTD event      |
| <i>In case of negative evaluation LTC shall inform Training Manager.</i>                                                                                                                                                                  | OPC and RT      |

**1.1.8 THEORETICAL TRAINING OBSERVATION EVALUATION**

| <b>Module 7</b>                                                                                                                                                                                                                             | <b>Duration</b> |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <b>Theoretical Training Observation Evaluation</b>                                                                                                                                                                                          |                 |
| <i>The main purpose of this module is to observe candidate performing instructor duties in a real or simulated training environment, observation shall end up with a final evaluation reported on "T9 - Instructor Observation Report".</i> | Classroom event |
| <i>In case of negative evaluation LTC shall inform Training Manager.</i>                                                                                                                                                                    |                 |

**1.8 TRAINING AND CHECKING****1.8.1 CLASS AND PRACTICAL TRAINING TEST**

Class and practical training are followed by a practical test performed by an instructor.

**1.8.2 OBSERVATION EVALUATION**

At completion of training LTC candidates, and TRI/SFI and TRE/SFE applicants shall undergo an observation evaluation performed by a pilot with respective LTC, SFI/TRI or SFE/TRE qualification nominated by Training Manager. LTC qualification shall be valid with valid OPC, including required elements for RHS qualifications and "T9 - Instructor Observation Report".

Result is expressed through "T9 - Instructor Observation Report".



### **1.8.3 LINE FAMILIARITY**

Instructor and examiner that are not active crewmember (i.e. SFI and SFE, contracted or retired TRI/TRE), to maintain line familiarity as per 1.14.1, are required to perform a minimum of 2 sectors as observer in the jump seat every 12 months.

### **1.9 INSTRUCTOR ACTIONS FOR ALL PHASES**

The Chapter 1 and 3 of OM-D give detailed instruction on performing instructor's duties. As general guidance the instructor responsible for the following:

- Gain the pilots attention and keep them motivated to learn;
- Ensure the learning objectives for the module of instruction are understood
- Facilitate the pilots' recall of any pre-learned relevant knowledge;
- Facilitate the lesson content using all Instructional material;
- Help the pilots to learn by informing them of the lesson organisation and the relevance of the material;
- Ask the pilots to demonstrate an understanding of the material by asking them review questions

The instructor shall brief all topics outlined in the training syllabus.

### **1.10 STANDARDS OF PERFORMANCE**

The performance of each trainee shall be reported on the relevant forms, which has to be completed at the end every training module. The performance standards as well as marking and grading guidance described in OM-D 3.2 shall be followed. Throughout the training cycle the Training Manager is kept informed of the trainee's progress.

#### **IN CASE OF FAILURE**

If substandard performance is observed and a test is not passed Instructor shall inform the trainee and contact the rostering department and Training Manager.

Further action shall be agreed with the Training Manager in accordance with the procedures described in OM-D 3.3

### **1.11 SUPERVISION**

Training Manager in cooperation with the Training Coordinator is responsible for planning, scheduling and implementing the instructor, examiner course.

### **1.12 FORMS TO BE USED**

- T21 - Ground Training Attendance Report
- T8 - Instructor Initial Training Summary
- T9 - Instructor Observation Report

## **2. LINE OPERATIONAL SIMULATION**

Refer to: (FLT.2.2.31)

### **2.1 PURPOSE**

The purpose of this material is to provide updated guidance in designing and implementing Line Operational

Simulations, which includes:

- Line Operational Flight Training (LOFT)
- Special Purpose Operational Training (SPOT), and;
- Line Operational Evaluation (LOE).

### **2.2 DEFINITIONS**

The following terms are used throughout this Appendix and are defined as follows:

#### **2.2.1 LINE OPERATIONAL SIMULATION (LOS)**

LOS is a training or evaluation session conducted in a "line environment" setting. LOS includes LOFT, Special Purpose Operational Training (SPOT), and LOE. Instruction and training is based on learning objectives, behavioral observation, and assessment of performance progress and instructor or check airman debriefing or critique (feedback).

### **2.2.2 LINE ORIENTED FLIGHT TRAINING (LOFT)**

LOFT is conducted as a line operation and allows for no interruption by the instructor during the session except

for a non-disruptive acceleration of uneventful enroute segments. There are two types of LOFT:

- **Qualification LOFT.** Qualification LOFT is a simulator training session to facilitate the transition from flight simulation to operational flying by integrating technical knowledge, flying skills, procedural knowledge and CRM into the operational environment. The session allows the crew to practice those technical skills presented in previous training in a real-world "line" environment.
- **Recurrent LOFT.** Recurrent LOFT is a simulator training session conducted during any phase of recurrent training and allows the crew to practice both technical and CRM skills in an uninterrupted real world "line" environment.

### **2.2.3 SPECIAL PURPOSE OPERATIONAL TRAINING (SPOT)**

SPOT is a simulator training session designed to address specific training objectives. Training objectives are based on technical and CRM requirements, and include specific training objectives to be critiqued and debriefed on both technical and CRM performance. SPOT may consist of full or partial flight segments depending on the training objectives for the flight.

### **2.2.4 LINE OPERATIONAL EVALUATION (LOE)**

LOE is an evaluation of individual and crew performance in a flight simulation device conducted during real-time (LOS). LOE is primarily designed in accordance with an approved design methodology for crewmember evaluation.

### **2.2.5 LOS FACILITATOR**

For LOFT or SPOT, an Instructor (TRI/SFI or TRE/SFE) who administers the training session. For LOE, an Examiner (TRE/SFE) airman who administers the evaluation session.

## **2.3 BACKGROUND**

The use of gate-to-gate flight simulator scenarios, known as LOFT, began in the mid-1970s as a means to provide pilot training that is more representative of actual flight operations than

is manoeuvre-based training alone. LOFT was soon recognised as a highly effective means of developing and practicing CRM skills. Due to the role of CRM issues in accident causation, it has become evident that training curriculums must develop pilot proficiency in both technical and CRM skills. While LOFT is designed to include all phases of flight, scenario-based training may also include limited portions of flight designed to focus on specific operational training needs.

The introductory CRM training that many flight crewmembers have experienced is similar to the foundation of a building: It is an essential structural part, but by itself the foundation has limited operational use. If CRM training is to be operationally effective, it must be built into other training steps and activities in a systematic way. A structured LOS design process is employed to specify and integrate the required CRM and technical skills into line operational LOS scenarios.

LOS is an environment that is structured to allow and encourage the application of technical and CRM concepts to a situation that enables conceptual knowledge to become working knowledge. Instead of being programmed with a solution, the crew can manage the operational environment and process available information to learn its limits, properties, and operational relevance.

LOFT is a useful training method because it gives crewmembers the opportunity to practice line operations (e.g., manoeuvres, operating skills, systems operations, and the standard operating procedures) with a full crew in a realistic environment. Crewmembers learn to handle a variety of real-time scenarios that include routine, abnormal, and emergency situations. They also learn and practice CRM skills, including crew coordination, judgment, decision-making, and communication skills. The overall objective of LOFT is to improve total flight crew performance, thereby preventing incidents and accidents during operational flying.

## **2.4 SUMMARY**

Even if the above concept includes various types of LOS this guidance material identifies two types of Line

Operational Simulations applicable to Fly2Sky:

- Line Operational Flight Training (LOFT)
- Special Purpose Operational Training (SPOT), and;
- Line Operational Evaluation (LOE).

## **2.5 BASIC ELEMENTS OF LOS**

### **2.5.1 GENERAL**

Certain elements about LOS must be understood to ensure that its primary objective, to provide realistic line-oriented training/evaluation, is met. These elements apply to both Initial Qualification and Recurrent Training.

### **2.5.2 LOS PHILOSOPHY**

The overall objective of LOS is to improve total flight crew performance by combining crew resource management (CRM) and technical skills. CRM skills include techniques that allow and encourage crews to become better problem-solvers and resource managers. The LOS context must be structured to enable CRM behaviours to emerge and the crew to become aware of them; that is, the scenario must last long enough for crew traits to become evident and shall require CRM skills to be displayed in response to specific circumstances. Similarly, scenario construction shall focus on the CRM and technical objectives integrated into a training program.

LOFT and SPOT are a training events in which crews can enhance their CRM and technical skills. LOE contains events in which CRM and technical skills are assessed. LOS learning and assessment shall not be artificially stress-free; crewmembers shall maintain performance parameters applicable to their phase of training. This will require crews to handle failures and their consequences. If the LOS instructor identifies crewmember performance deficiencies, additional training or instruction shall be provided.

### **2.5.3 CREW COMPOSITION AND PARTICIPATION**

LOS shall take place in a line operational environment with a complete crew. A complete crew concept allows crewmembers to use their full resources and creativity to create a complete learning experience. A complete crew consists of crewmembers for each seat position who are line-qualified or in qualification training for their respective seat positions. During LOS, each crewmember performs both as an individual and as a member of a team, as is expected during line operations. Line crewmembers must be scheduled and paired together, as much as practical, in a standard crew configuration. Circumstances will occur where the initial composition of the schedule cannot be maintained. Hiring requirements, high first officer to captain ratios, illness, or failure of a crewmember to progress, are all situations that would necessitate providing a seat substitute to complete the training. In all cases, the seat substitute must be task-familiar with the duty position.

**2.5.4 REAL-WORLD SITUATIONS**

LOS shall contain scenarios of real world, line operational situations which progress in real time.

These scenarios shall be representative of flight segments where an entire enroute operation is completed. In cases of flights involving repetitive events, the enroute segments may be compressed. However, enough time shall be allotted to allow crew members to become sufficiently familiar with the scenario to ensure that if the scenario is compressed, crew members are able to resume or restart the scenario without confusion. In addition, the scenario compression method must be designed and executed to minimize degradation of scenario realism and enhance training or checking.

**2.5.5 NO JEOPARDY TRAINING**

LOFT and SPOT are "no-jeopardy" training (i.e., there is no certificate action based on LOFT/SPOT performance). If the LOFT instructor identifies crewmember performance deficiencies, additional training or instruction shall be provided. This training or instruction shall be in a form most appropriate to correct the specific performance deficiency, including additional LOFT. Before the crewmember may return to line operations, the performance deficiencies shall be corrected, and the instructor shall document the training as satisfactorily completed. The "no-jeopardy" concept allows crewmembers to use their full resources and creativity. At the end of a LOFT session and after debriefing, the instructor certifies that the training has been completed.

**2.6 PHASE OF LOS****2.6.1 BRIEFING**

Before the flight segment begins, the instructor shall brief crewmembers on the LOS scenario, including the training objectives, and the role of the instructor (i.e., the instructor is considered "not present," except as an air traffic controller (ATC) or as another ground base entity). The role of the flight crew shall be discussed in the briefing (i.e., flight crewmembers shall perform their duties just as they would in line operations). Information about "the environmental setting of the scenario" shall also be discussed.

**2.6.2 PRE-FLIGHT PLANNING DOCUMENTS AND ACTIVITIES**

Pre-flight planning documents (e.g., weather reports and flight plans) shall be prepared with the Fly2Sky' particular training objectives in mind. For example, it may be chosen to have crewmembers learn how to handle unfavourable weather conditions or how to correct improper fuel loads. Pre-flight activities include cockpit setup, computation of takeoff data, etc.

### **2.6.3 FLIGHT SEGMENT**

The flight segment includes taxi, takeoff, climb, cruise, descent, and landing, as appropriate. It shall also include

the time in which communication with ATC and other ground agencies takes place.

### **2.6.4 DEBRIEFING**

Debriefing shall include feedback to crewmembers on their performance. Positive comments regarding crew performance shall be emphasised in the debriefing as well as crew performance that needs improvement. The debriefing involves instructor critiques of individual crewmembers and of the crew as a team. Also, it is important that crewmembers be given the opportunity to critique and analyse their own performance and review key points.

## **2.7 LOS SCENARIO**

LOS scenario is formatted using the following guidelines:

### **2.7.1 OBJECTIVES**

Training Manager assigns specific training objectives to each scenario. These training objectives are based on the 3-year recurrent training program and on the needs of Fly2Sky. For example, if are experiencing an unusual frequency of a specific operational problem as highlighted by internal safety management system, the scenario is designed to include exposure to that operational problem. Other specific objectives may include winter operations training, unusual airport or runway operations, alternate operation of automated systems, etc.

### **2.7.2 SCENARIO CONSTRUCTION**

A variety of scenarios can be constructed by choosing different combinations of elements from the suggested categories listed below. Scenarios shall be representative of the flight segment appropriate to the operations being conducted by the Fly2Sky.

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- Pre-flight activities might contain elements such as icing or cargo loading anomalies that the crew must address during pre-flight planning and cockpit preparation.
- Taxi operations, including the concept of navigating the aircraft from the gate to the runway or from the runway to the gate using available signage and charts to prevent runway incursion.
- Origin, routing, and destination (e.g., short vs. long routes).
- Revised arrival procedures (e.g., an unexpected runway change).
- Alternate operation of flight management systems.
- Abnormal and emergency conditions, including simple conditions (e.g., a potential hot start) and complex conditions that continue for the entire flight (e.g., a failed essential alternating current bus).
- Adverse weather conditions
- Partial or full loss of integrated flight management systems.

#### **2.7.3 SCENARIO TIMING**

Scenarios shall run in real time. This may include inactive time to realistically resemble actual operations.

#### **2.7.4 SCENARIOS DEVELOPMENT**

Scenarios shall contain realistic circumstances such as messages from ATC or flight attendant interruptions. Scenarios shall also be developed to observe checklist management procedures, standard callouts, leadership qualities, assertiveness, crew coordination, communication, and ground movement operations. Operators may use these elements to design full-length, real-time scenarios, as well as shorter scenarios that teach specific skills (e.g., windshear, special navigation equipment, traffic alert and collision avoidance system, incorrect pitch trim settings, incorrect cargo loading, etc.).

#### **2.7.5 SCENARIO UPDATES**

**SCENARIOS IS UPDATED PERIODICALLY (EVERY 6 MONTHS) TO HELP ENSURE THEY CONTINUE TO MEET TRAINING OBJECTIVES.**

Just as crewmembers cannot anticipate all flight operational situations, effort shall be made to prevent crewmembers from anticipating the entire content of the scenarios.

All documentations related to scenario is considered confidential.



## **2.8 PRE-LOS BRIEFING**

The philosophy underlying the particular LOS being administered shall be thoroughly explained before the crew begins to plan for the flight. Inadequate LOS briefings often set the stage for problems that later interfere with LOS realism. The most common difficulty is failure to convince the crew that the LOS facilitator is functionally not present in the simulator that he or she will not be available for communication except in roles as ATC, company, maintenance, etc. The latter fact cannot be overly stressed in the pre-LOS briefing

Emphasis is also needed to make certain the cabin crew is considered in operating the flight and that they are also a resource.

The following LOS conduct principles shall be presented in the pre-flight briefing:

- Except for the LOE, LOS is designed as a pure learning experience.
- The facilitator's role in LOS is to manage the training situation to maximize learning. This does not include scenario interruptions to "teach" right solutions, or to "test" the trainees. It does include instructor guidance to prevent scenario degradation to negative learning and reinforcement of preferred or standardized solutions to problems. The opportunity for full self-analysis is provided during the debriefing. The LOS facilitator shall take notes only to assist in this debriefing.
- LOS is a training concept designed to accent technical proficiency, as well as command responsibilities, crew coordination, communication, and CRM. Line realism is maintained to the greatest extent possible.
- All phases of flight shall be sequenced in real time. Center-stored routing shall be followed unless the crew or ATC requests rerouting.
- Mistakes may be made, just as they sometimes occur on the line, and the aircrew is expected to continue the operation.
- Frequently, there is no book solution to a LOS exercise there may be no "one correct" solution. For example, the crew may decide that a diversion is more prudent than landing at the filed destination. Scenarios shall be written to offer several operational choices.
- All abnormal or emergency situations shall be handled in the appropriate manner. These situations shall last throughout the flight unless they can be corrected using alternate operations or any line resources normally at the crew's disposal.
- Equipment shall be indicated by a placard according to minimum equipment list (MEL) procedure and noted in the logbook. The aircrew shall consider items indicated by placard legal per the aircraft MEL. The instructor/check airman has the responsibility to



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determine whether effective training/checking can take place with the inoperative equipment.

- Headsets and emergency breathing equipment shall be used by all crewmembers as required in line operations.

### **2.8.1 LOS CRM BRIEFING**

A thorough LOS CRM briefing provides the following:

- Establishes an environment for open and interactive communication (e.g., calls for questions or comments, answers questions directly, listens with patience, does not interrupt or "talk over," does not rush through the briefing, makes eye contact as appropriate)
- Is interactive, two-way, and emphasises the importance of questions, critique, and the offering of information.
- Sets the agenda, outlines expectations, and establishes a "team concept."
- Covers pertinent safety and operational issues.
- Identifies potential problems such as weather, delays, and abnormal system operations.
- Provides guidelines for crew actions; division of labour and crew workload are addressed.
- Sets expectations for how deviations in simulator performance and mechanical problems are to be handled. The briefing that includes CRM issues will also give direction to the LOS facilitator's conduct of the LOS. It will help to focus the facilitator's observations on the CRM behaviours that will later be highlighted in debriefing.

The briefing shall prepare the crew for an effective training experience. A good briefing is operationally thorough, interesting, and shall provide an overview of the overall LOS. Effective facilitators create the appropriate training environment and demonstrate their own commitment to LOS. The crew will be prepared to participate in an authentic simulation of the line operations and the crew debriefing following the simulator training.

### **2.8.2 PRE-FLIGHT ACTIVITIES**

LOS facilitators shall provide the crew with complete flight planning documentation. An effort shall be made to duplicate, as closely as possible, the pre-flight and dispatch process. The weather sequences, weight and balance, and other documents shall be the same as those provided prior to line flights, and include the following LOS planning and preparation documents:

- Dispatch release with centre-stored flight plan and flight plan analysis.
- Weight and balance, loading and fuel loading instructions.
- Weather and forecasts.
- Notices to Airmen/NOTAMS.
- Performance data sheet and automated terminal information service information.

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### FLIGHT CREW TRAINING SYLLABI

- Inbound maintenance log sheets signed off
- Continued items.
- MEL placards.
- Company documents.

The flight crew shall be in the simulator early enough to allow adequate time for the crew to perform a normal flight deck preflight setup. However, in the interest of saving time, it is possible to modify the scenario to provide shorter ground times, as on a through flight. A planned departure time toward which all preparations can be directed helps to ensure that these activities are performed efficiently and helps to enhance the realism of a LOS scenario.

Certain simulator problems that cause interference with the realism associated with LOS can occur. If a component required for a given scenario is inoperative, that scenario shall not be flown. However, minor simulator malfunctions can be indicated by a placard, in accordance with MEL procedures, just as the maintenance crew would do on the line. If an actual equipment failure occurs in flight, and it is consistent with failures that could occur in an aircraft, the scenario can proceed, with modification if necessary.

#### **2.8.3 CREW MEMBER RESPONSIBILITIES**

Crewmembers' duties include:

- Perform their normal flight duties.
- Use avionics equipment as they would normally do during flight. Radio frequencies must be changed as required.
- Be natural in character and operation. They shall not be inhibited or try to operate in a manner calculated to give the "Academy" solution or to please the LOS facilitators.
- Plan the flight as one would a real line flight, with any service the company or ATC normally provides available to the crew.
- Perform all normal procedures and communications, such as final weight checks, departure reports, and in-range reports.
- Headsets and emergency breathing equipment shall be used by all crewmembers to the same extent as required in line operations.

#### **2.9 DEBRIEFING THE LOS**

After the LOS is completed, the way the debriefing is handled by the facilitator is of key importance if CRM skills are to be reinforced and improved. The facilitator shall not handle the debrief in a teacher-tell manner. Instead, the facilitator shall operate as a resource to

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

crewmembers by highlighting different portions of the LOS that may be suitable for review, critique, and discussion. The discussion shall be led by the crewmembers themselves, using the facilitator and the videotape as resources during their critique. Handled in this way, crew- led debriefs may occur with increasing frequency on the line after a difficult segment, or in other cases where crew critique and review is appropriate.

Because the focus of LOS is on the integration of CRM skills into the technical skills normally assessed in flight training, the LOS debriefing session shall concentrate on this area. Key items for discussion include technical proficiency, as well as crew management, crew coordination, and crew communications. The use of systems and other resources are other areas for attention. The discussion shall include the crew's use of ATC and company communications; manuals, charts, and software; the use of other crewmembers; and the use of autopilot, auto thrust, and other potential workload-reducing devices. It is the facilitator's responsibility to ensure that these items are fully explored during the debriefing sessions.

Frequently, crews are more critical of themselves than the facilitator would ever be. Self-criticism and self- examination are almost always present in these situations, and in many cases, they are much more effective than facilitator criticism. Thus, the facilitator shall do everything possible to foster this sort of self-analysis. In the role of moderator, the facilitator can guide the discussion to areas that he or she has noted. Questions about certain procedures, decisions, and mistakes shall be asked. However, the facilitator shall minimize

"lectures" about what is right and wrong. Obviously, the facilitator shall avoid embarrassing the crewmembers. To be effective, the facilitator shall use the following guidelines:

- Actively states the debriefing and critique agenda and solicits agenda topics from the crew on items they would like to cover; sets time limits.
- Asks the crew for their overall self-appraisal of the flight.
- States own reaction to the LOS in an objective and performance-oriented way. Actively guards against making the crew defensive.
- Effectively integrates technical and CRM feedback into the debriefing. Does not preach to the crew and does not gloss over items worthy of crew discussion.
- Exercises patience and is not reluctant to probe into key areas where individual and crew improvement is needed
- Ensures that all crewmembers participate in the discussion and effectively draws out quiet or hostile crewmembers.
- Provides a clear summary and recap of key learning points.
- Asks the crew, and individual members, for specific feedback on their performance.
- Is effective in both technical and CRM debriefing.

**APPENDICES****FLIGHT CREW TRAINING SYLLABI**

During debriefing, crew performance and individual performances shall be openly discussed and assessed by the facilitator. Constructive assessment of an individual can be mentioned in the presence of the full crew.

One of the goals of LOS is to enable crewmembers to gain a greater understanding of their behaviours and their consequences and be able to explore new behavioural strategies in a LOS training environment where formal, mandated evaluation is explicitly omitted. The debriefing shall respect this goal and build on it to provide a positive learning experience.

At the appropriate time, the facilitator shall summarize the debriefing. In the summary, every effort shall be made to relate the training experience to line operations. It is most desirable if the crewmembers recognise, for themselves, behaviours used in the LOS that they can carry back to the line, as feedback or critique is seldom used on the line. The LOS debriefing can help reinforce the importance of feedback even on routine line flights.

Just a few minutes are needed to reinforce what went well or to discuss ways to improve crew performance at appropriate times during or at the conclusion of the flight.

In summary, the effective LOS facilitator will lead the crewmembers through self-critique of their performance. The debriefing and crew analysis period shall include both technical and CRM discussion items. Positive points of crew performance as well as areas for improvement shall be discussed. At the conclusion of the session, key learning points shall be summarized.

**2.9.1 LOE**

The LOS briefing/debriefing guide must be modified for the LOE. In the LOE, the facilitator is now an evaluator and must perform a different role. This role is to evaluate the standard performance of the proficiency objectives assigned to the event sets. Although the briefing will set the stage for the LOE, most carriers use this period to perform an oral review of crew knowledge concerning the operational issues presented in the LOE. For example, issues such as take-off visibility and required alternates based on operational specifications might be covered. The debriefing is used to review the event sets and compare the success criteria assigned to these sets versus actual crew performance. However, in this review, there still will be many opportunities for crewmembers to discuss their CRM and technical performance

**2.9.2 ADDITIONAL TRAINING**

Decisions that produce unwanted results do not indicate a training failure but serve as a learning experience that may indicate need for additional training. The additional training could come in many forms, including additional LOS. In any case, required additional training shall be provided and documented as satisfactorily completed prior to the crewmember's return to line operations.

## **2.10 SUMMARY OF BASIS ELEMENT OF LOS**

LOS is defined by the following basic concepts:

- It takes place in a simulated line operational environment.
- It uses a complete crew with total participation.
- It contains real-world incidents, unfolding in real time.
- LOFT is used for "no-jeopardy" training, while LOE is used for evaluation.
- LOFT and LOE contain scenarios and segments that run uninterrupted; SPOT can be interrupted and segments interactively accomplished.
- It contains scenarios tailored to the operator's learning objectives.
- It incorporates CRM skills.
- It provides critique of individual and crew performance.

## **2.11 LINE OPERATIONAL FLIGHT TRAINING (LOFT)**

There are two types of line-operational flight training (LOFT): qualification LOFT and recurrent LOFT. Guidelines for designing and conducting these types of LOFT are presented below.

Instruction or Interruption. LOFT permit limited direct instruction and limited interruption of the scenario by the instructor.

### **2.11.1 QUALIFICATION LOFT**

Is designed for crewmembers who need an initial qualification (i.e. LVO, either seat, narrow runway, etc.). LOFT provides training that facilitates the transition from flight simulator training to operational flying. Scenarios are designed to represent typical flight segments.

Qualification LOFT requires a complete crew complement. It is preferable to schedule a crewmember, who is qualifying, with other crewmembers who are fully line qualified.

### **2.11.2 RECURRENT LOFT**

Recurrent LOFT is designed to ensure that each crewmember maintains proficiency in the type of aircraft and crewmember duty position involved. Recurrent LOFT is intended for flight crewmembers who are presently qualified in a particular make model and series aircraft.

## **2.12 SPECIAL PURPOSE OPERATIONAL TRAINING (SPOT)**

Special purpose operational training (SPOT) is designed for training crewmembers in a flight simulator or flight training device (FTD). SPOT is useful whenever coordinated crew performance is required. It may not be substituted for recurrent line- operational flight training (LOFT) or qualification LOFT. SPOT may include training which:

- Focuses on the crew resource management skills.
- Provides differences training on variant aircraft
- Provides specific phase of the flight training.
- Trains in special aircraft equipment (e.g. navigational equipment and flight management systems).

Trains in particular flight procedures (i.e. UPRT, Special airports, etc.)

The components of SPOT vary, depending on the purpose or objective of the training. Therefore, the following provides only general guidelines for SPOT.

- Instruction and Interruption. SPOT permits direct instruction and allows for interruption of the scenario by the instructor.
- Crew Composition. SPOT may include use of a complete or partial crew, depending upon the training objectives.
- Crew Substitutes. The use of crew substitutes in SPOT depends upon the type of training being provided.
- Number and Type of Segments. SPOT may contain any number of full or partial flight segments, depending upon the training objectives.
- Training Media. SPOT may use a wide range of flight simulators and FTDs, depending upon the training objectives.

### **2.13 LONE OPERATIONAL EVALUATION (LOE)**

The line operational evaluation (LOE) is the primary means of proficiency evaluation. This evaluation addresses the individual's ability to demonstrate technical and crew resource management (CRM) skills appropriate to fulfilling job requirements in a full mission scenario environment. The intent of an LOE is to evaluate and verify that an individual's job knowledge, technical skills, and CRM skills are commensurate with Fly2Sky qualification standards. The LOE is conducted in a simulation device approved for its intended use.

LOE contains elements similar to those in LOFT (i.e., line environment, complete crew, real world scenarios, real time, and must run uninterrupted). A complete crew complement shall be scheduled and maintained. Evaluators conducting the LOE may not serve as a substitute crewmember.



## **2.14 ROLE OF INSTRUCTOR**

### **2.14.1 MINIMUM QUALIFICATION**

Instructors shall be trained in the philosophy, skills, and conduct of line operational simulations (LOS) and crew resource management (CRM). They shall be able to effectively observe and critique both individual and crew performance during the scenario. To do this, they shall meet the minimum requirements discussed in the following paragraphs:

- Line Familiar. Flight instructors shall be line familiar (i.e., familiar with the operations for which they are providing training). This will ensure that instructors accurately perceive and evaluate situations as they arise. In cases where instructors currently are not line-qualified, an approved line observation program shall ensure that they are familiar with line operational procedures and problems. In this way, instructors will maintain an understanding of the operational demands confronting line crewmembers.
- Qualified as Instructors. Flight instructors shall be qualified as defined in Chapter 1.2 of this Manual.
- Trained in CRM Skills. Instructors shall receive training in CRM skills to observe and critique these areas in LOS.
- Trained in Methods for Briefing, Debriefing, and Critique. Instructors shall be trained to conduct the briefing and debriefing/critique phases of LOS, including how to provide effective feedback.

### **2.14.2 INSTRUCTOR RESPONSIBILITIES THE FOLLOWING IS A DESCRIPTION OF THE ROLES AND RESPONSIBILITIES OF INSTRUCTORS:**

- Briefing and Preparation. Instructors shall be able to effectively convey the purpose of the LOS and how it is representative of line operations. Instructors shall also explain their role, as observers, during the training in that they are not considered present unless playing a non-crewmember role in the scenario (i.e., air traffic control (ATC), flight attendant, dispatch, etc.).
- Flight Segment. Instructors shall be able to observe and perform ancillary roles.
- They shall be trained in observing and assessing technical and CRM skills. The instructor shall also be trained in proper pacing, proper introduction of abnormal/emergency procedures, and methods of handling unforeseen crew actions.
- Simulation. Of vital importance to the effectiveness of LOFT or LOE is the creation of a strong illusion of reality in the simulated flights. This requirement dictates that many

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routine activities, such as flight paperwork, manuals, and communications shall be carefully prepared. Previous experience with line-operational flight training (LOFT) or line operational evaluation (LOE) has shown that overlooking these activities can destroy this illusion.

- **Resources.** The instructor/evaluator's goal is to produce crew performance and behaviour that is typical for an actual line flight in the same set of circumstances as those developed in the scenario. In keeping with this goal, it is essential that crews have access to all the resources they would have on an actual line flight. The briefing shall include mention of the role-playing aspect of LOFT or LOE and its importance to overall LOFT or LOE effectiveness.
- **Instructor Role.** The role of the instructor in LOFT or LOE shall be viewed as that of communicator, observer, and moderator in the debriefing process. He/she is not an instructor in the traditional sense during the simulator period. He/she is the facilitator or manager of the flight, using appropriate radio calls or responses to direct the flight along the desired path. The instructor/evaluator must be prepared to accept and manage alternate courses of action that the crew may wish to follow. The instructor shall remain as unobtrusive as possible within the physical limitations of the simulator. He/she shall resist the temptation to instruct and must not intrude in any way into the situation.
- **Communication.** All communications must be conducted in the manner normally found on a line flight; that is, via radio from outside the "aircraft"; via interphone or normal conversations between flight deck crewmembers; or, in the case of flight deck cabin, via the usual aircraft equipment for this purpose. All external communications (i.e., ATC, ground crew, etc.) must be credible and realistic.
- **Debriefing and Critique.** Instructors shall provide both positive and negative feedback during critiques of individual and crew performance. Prior to the instructor's critiques, crewmembers shall be encouraged to critique themselves. Instructors shall provide feedback to the crew to encourage the changes needed for improved performance. Instructors shall also provide specific recommendations to improve individual crewmembers' performance

**5-6-8 VAW-FCT-006 FATIGUE MANAGEMENT TRAINING**

Applicable to: ALL

**1. FLIGHT CREW**

**2. CABIN CREW**

**2. OPERATIONS PERSONNEL – MANAGEMENT**

**1. MENTAL HEALTH IN AVIATION – TRAINING COURSE**

**CAT.GEN.MPA.170&AMC1 CAT.GEN.MPA.170(B) PSYCHOACTIVE SUBSTANCES**

**1.1 GENERAL**

This training program and skill test complies with EASA Regulation (amongst other things) relevant parts of the legislation CR(EU) 2018/1042 and related AMC 2018/12R, concerning the Misuse of Psychoactive substances, Psycho- logical Attributes, and Suitability of flight crews including Psychological Assessment. In addition, the course also includes training regarding the Pilot Peer Support program.

CBT training modules and knowledge tests, when required, are provided by Scandlearn Scandinavian eTraining Center Tranebergsstrand 11 167 40 Stockholm - Bromma - Sweden.

Provider has been evaluated according the criteria of OM-D 1.0.2 and OM-D 1.0.3, syllabus and contents are periodically evaluated [IOSA 2.1.45] for compliance with EASA, BG CAA, IOSA and Fly2Sky requirements.

**1.2 ENTRY REQUIREMENTS**

Personnel attending the Fatigue Management Training (FMT) shall be:

- A pilot joining the company enrolled in the Operator Conversion Course;
- A Fly2Sky flight crew operating on A32F;
- A Fly2Sky cabin crew operating on A32F;
- A pilot enrolled in an Multi Pilot Licence (MPL) program, or;
- Operations personnel

**1.3 COURSE OBJECTIVE**



A320/A321  
OPERATIONS MANUAL PART D

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The objective of Mental Health in Aviation Course is to help flight crew acquire the required competencies in the course's specific subjects.

When required, competence is evaluated by a test.

### REFERENCE REGULATORY MATERIAL

- CAT.GEN.MPA.170
- AMC1 CAT.GEN.MPA.170(b)

### 1.5 COURSE CONTENT

This course is divided into 5 sections:

- Introduction: The Right Stuff
- Pilot Selection
- Mental Health and Un-health Part I
- Mental Health and Un-health Part II
- The Pilot Peer Support Program

## 1.6 SYLLABUS

### 1.6.1 CBT SYLLABUS

| Mental Health in Aviation |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |             |             |               |
|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-------------|---------------|
| Sections 5                | Duration 1,6 hours                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Question 25 | Initial YES | Recurrent YES |
| Section                   | Introduction: The Right Stuff                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |             |             | Duration      |
| 1                         | <ul style="list-style-type: none"><li>• Presentation what will be covered in the Mental Health in Aviation training course</li><li>• Why mental health is something that most pilots would rather not talk about</li><li>• World War II, and the military pilots of that time</li><li>• Astronauts and cosmonauts in the U.S and former Soviet Union training programs. They wanted aviators with the "right stuff"</li><li>• NASA's selection criteria of a pilot with the "right stuff" skills</li><li>• Explanation of the word "traits"</li></ul> |             |             | 19 min.       |

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|         | <ul style="list-style-type: none"> <li>In the past, pilots who “cracked” or deviated from these “right stuff” traits would most likely be grounded</li> <li>Authorities worldwide have realized that the issues surrounding mental health in the field of aviation are highly critical and have clear safety implications</li> <li>“Right stuff mentality” for the field of aviation of today</li> <li>In the 21<sup>st</sup> century, some of those earlier “right stuff” traits could be seen as the “wrong stuff”</li> <li>The multi-crew pilots of today shall be “safety-oriented”</li> <li>List of 24 different personality traits</li> <li>Certain traits or behaviours have proved to be beneficial to the occupation of pilot</li> <li>Explanation what are Personalities</li> <li>Company’s Crew Resource Management (CRM) training</li> <li>Within the field of psychology, there are several different philosophies or schools of thought that attempt to explain what personality is</li> <li>A person’s behaviour is a definition of his or her personality and an individual’s personality is quite static</li> <li>Large body of research points to the fact that behaviour is situation-specific</li> <li>Behavioural patterns have a tendency to change depending on the situation or social surroundings you happen to be in</li> <li>Different identities used to define what it means to be human</li> <li>Social encounters</li> <li>Total identity is formed from the weave of the many sub-identities</li> <li>Life outside of aviation</li> <li>Behaviours or traits that you have incorporated into your professional endeavours</li> <li>We all face challenges, crises, and changes that, in turn, call for us to adjust our behaviour in some cases</li> </ul> |          |
|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| Section | Pilot Selection                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Duration |

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|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| 2 | <ul style="list-style-type: none"> <li>• The pilot-selection process can be divided into two different stages</li> <li>• Selection processes can vary widely among operators, but the main goal is the same</li> <li>• In the best interests of the operator to ensure that the pilots identified for the job are the right ones</li> <li>• The EASA notes that the psychological assessment shall be appropriate to the particularity, complexity, and challenges of the operational environment to which the flight crew is likely to be exposed</li> <li>• Four safety-critical dimensions related to the flight crew's function and role <ul style="list-style-type: none"> <li>• Cognitive abilities</li> <li>• The assessment of cognitive abilities</li> <li>• Cultural bias</li> <li>• Personality traits</li> </ul> </li> <li>• To assess personality traits, a test containing a series of questions or ambiguous images is performed</li> <li>• The personality traits test uses a scale that depicts two opposites poles of a personality trait</li> <li>• The personality traits five-trait dimension or the "Big Five"</li> <li>• Explanation of the Big Five trait factors</li> <li>• The person taking the assessment responds to a number of statements in order to locate the point on the scale that best describes him or her</li> <li>• The reason that many of the statements the person responds to can be quite similar</li> <li>• The goal for all these various tests and models</li> <li>• How accurate is the picture of an individual's personality traits that such a test actually provides</li> <li>• The two factors the Authority wants the operator to consider during the recruitment process of a candidate <ul style="list-style-type: none"> <li>Operational and professional competencies</li> </ul> </li> <li>• Social competencies and its definition</li> <li>• What is included in the key functions of social competence</li> </ul> | 18 minutes |
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|         | <ul style="list-style-type: none"> <li>• How social competence can be assessed</li> <li>• What guarantees are there that you will always have the right stuff</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |            |
|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| Section | Mental Health and Un-health Part I                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Duration   |
| 3       | <ul style="list-style-type: none"> <li>• One of the main objectives of a rigorous pre-employment assessment</li> <li>• Assessments can also be used to attempt to find signs of mental disorders of various kinds</li> <li>• The role of the assessments</li> <li>• Mental health is changeable</li> <li>• Mental disorders in the past</li> <li>• Mental disorders are common and shall be viewed the same way we look at physical disorders</li> <li>• How mental health is defined</li> <li>• The World Health Organisation (WHO) has identified that multiple social, psychological, and biological factors determine the level of mental health of a person at any point in time</li> <li>• It's normal to feel sad, to be moody, or to just feel down from time to time</li> <li>• Depression is a serious mental illness that can have impacts on physical health and can affecting one's concentration, alertness, reaction time, and decision-making ability</li> <li>• Depression is a serious health consideration, being diagnosed with it doesn't mean the end of an aviation career</li> <li>• List of a number of different mental illnesses</li> <li>• List of mental illness that, have been found to be more common among flight crews than other disorders</li> <li>• Most mental health issues are treatable and, if caught in time, do not automatically mean that a pilot is grounded</li> <li>• Three examples of accidents involving flight crew with mental illness</li> <li>• We are, in fact, human and, therefore, fallible.</li> </ul> | 22 minutes |

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|         | <ul style="list-style-type: none"> <li>• This training shines a light on the little changes that all of us can experience when coping with life's ups and downs</li> <li>• Minor irritations that can happen at home</li> <li>• The most common mental disorders among pilots</li> <li>• Depressive disorder</li> <li>• Example of depressions</li> <li>• Mild version of depressive symptoms</li> <li>• A list of symptoms of a depression</li> <li>• Difficulty to understand the constant and unrelenting pain that someone with a depressive disorder experience</li> <li>• The importance to get help before depression becomes deep</li> <li>• The good news about depression is that, in most cases, it can be treated effectively</li> <li>• The three stages of depression</li> <li>• Mild depression</li> <li>• Mild to moderate depression</li> <li>• Moderate to severe depression</li> </ul> |            |
|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| Section | Mental Health and Un-health Part II                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Duration   |
| 4       | <ul style="list-style-type: none"> <li>• Commonly utilised therapeutic models</li> <li>• Cognitive behavioural therapy (CBT)</li> <li>• Interpersonal therapy (IPT)</li> <li>• Psychodynamic psychotherapy</li> <li>• Counselling</li> <li>• The importance to find a model of therapy that suits the individual flight crew</li> <li>• Pharmacological intervention</li> <li>• All prescription drugs and treatments prescribed by your doctor must also be coordinated with your aero-medical examiner (AME)</li> <li>• Anxiety</li> <li>• Anxiety is part of the human "fight or flight" response</li> <li>• Examples of anxiety</li> <li>• Occasional anxiety and anxiety disorders</li> </ul>                                                                                                                                                                                                        | 22 minutes |



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|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|  | <ul style="list-style-type: none"> <li>• Anxiety disorders are the most commonly reported mental illness in the Western world</li> <li>• Four different kinds of symptoms associated with an “anxiety attack”</li> <li>• List of several factors that can potentially trigger an anxiety disorder</li> <li>• List of anxiety disorders that normally refer to as phobias</li> <li>• Anxiety disorder is normally treated with great results</li> <li>• Treatment models for anxiety disorder</li> <li>• Self-help, mindfulness, meditation, therapy and meditation</li> <li>• All prescription drugs and treatments prescribed by your doctor must also be coordinated with your aero-medical examiner (AME) before you fly</li> <li>• Alcohol and Drug Dependence</li> <li>• Why people use alcohol and drugs</li> <li>• List of psychoactive drugs</li> <li>• Psychoactive drugs are highly regulated due to their potent effects</li> <li>• Drugs are highly addictive</li> <li>• Abuse, addiction, and dependence</li> <li>• When drug and alcohol use has entered the dimension of abuse</li> <li>• Alcohol and drug addiction are characterized by the inability to stop using the substance</li> <li>• Alcohol and drug dependence refer to an actual physical dependency on a substance</li> <li>• The withdrawal syndrome can be life-threatening for an alcohol and drug dependence person</li> <li>• Alcohol and drug dependency are a life-threatening mental illness</li> <li>• The risk of treating a severe depression or anxiety disorder with antidepressant</li> <li>• Drug and alcohol dependency are treatable, but the rehabilitation can take a long time</li> </ul> |  |
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|         | <ul style="list-style-type: none"> <li>The most important factor is getting professional help as early as possible</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |            |
|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| Section | The Pilot Peer Support Program                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Duration   |
| 5       | <ul style="list-style-type: none"> <li>Rehabilitation strategies</li> <li>Many people suffer for a long time before seeking help and getting a diagnosis</li> <li>Pilots can and will, like anyone else, experience episodes in life when they are faced with a mental disorder x Regulators worldwide have recognised mental health problem and have adopted strategies in the form of mandatory regulations</li> <li>The Peer Support Program, PSP, or PPSP, Pilot Peer Support Program</li> <li>The intention of a Peer Support Program</li> <li>Strict confidentiality and “just culture principles”</li> <li>Definition of peer</li> <li>Only 1% of all pilots who have been diagnosed with a mental health disorder have lost their licence</li> <li>The intention of a PSP is to detect a mental disorder at an early stage, preferably even before it can be classified as a disorder</li> <li>EASA statement concerning the Peer Support Program (PSP), or Pilot Peer Support Program (PPSP)</li> <li>The history of the Peer Support Program (PSP), or Pilot Peer Support Program (PPSP)</li> <li>European Pilot Peer Support Initiative (EPPSI)</li> <li>A PPSP may also be accessible to family, colleagues, or friends of a pilot who have serious concerns about his/her fitness to fly</li> <li>The Peer Support Program shall provide appropriate advice and support to the pilot, including the facilitation of treatment where needed</li> <li>The heart of any PPSP program are motivated fellow pilots who are trained in basic listening and counselling skills</li> <li>The PSP program coordinator</li> </ul> | 18 minutes |

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

|  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|  | <ul style="list-style-type: none"><li>• The four key objectives that shall be included in every operator's pilot peer support program</li><li>• The PPSP represents a safe zone protected by confidentiality</li><li>• The peers shall do the same job as the pilot contacting the program</li><li>• The peers are the key to a program's success and the interface between the line pilots and the help mechanisms available</li><li>• List of mood-change symptoms</li><li>• List of symptoms that could indicate that the pilot might not be able to solve his/her problems solely by means of self-help</li><li>• List of symptoms or changes in a pilots behaviour which will undoubtedly require professional help from a mental health expert and, quite possibly, an antidepressant medication</li><li>• The Peer Support Program will not work unless the person who needs it is honest and brave enough to let someone know that he or she does not feel well</li><li>• Summarize what has been learned in this training</li></ul> |  |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|

#### COMPLETION STANDARDS:

By an online multiple-choice test, the student shows a good knowledge of all covered areas.

#### 1.7.2 RECURRENT TRAINING

Recurrent training shall be provided within 36 months of previous training to ensure knowledge is current. However, if recurrent training is completed within the final three months of validity of previous training, the period of validity extends from the month on which the recurrent training was completed until 36 months from the expiry month of that previous training.

#### 1.8 TRAINING AND CHECKING

The effective of the training phase and the knowledge level acquired is verified by an online multiple-choice test.

After the test a message is automatically sent to Training Department in order to verify completion of the training and in case of PASS update pilot's personal folder.

### **1.9 INSTRUCTOR/EXAMINER ACTIONS FOR ALL PHASES**

Mental Health training is performed without supervision from Ground Instructors. Nevertheless, in case of question regarding the topics covered by course, trainee may ask Training Department to be contacted by an instructor for clarification.

### **1.10 STANDARD OF PERFORMANCE**

The performance of each trainee shall be reported on the relevant forms, which must be completed by the Training Coordinator and Documentation Control Officer. The minimum PASS standard for Fatigue Management training online tests is 75%. Throughout the Training Coordinator the Training Manager is kept informed of the trainee's progress.

### **1.11 SUPERVISION**

The Training Manager in cooperation with the Training Coordinator is responsible for planning, scheduling, and monitoring of Fatigue Management training courses.

### **1.12 FORMS TO BE USED**

At completion of Fatigue Management training a certificate is generated by the Scandlearn system. A copy is printed by Training Coordinator and maintained in pilot's personal folder. The following forms shall be updated:

- T0 - Flight Crew OCC - Ground Training Summary
- T20 - Flight Crew RT - Ground Training Summary



A320/A321  
OPERATIONS MANUAL PART D

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

#### UPSET PREVENTION RECOVERY TRAINING (UPRT)

#### 5-6-9 VAW-FCT-007 UPSET PREVENTION AND RECOVERY TRAINING (UPRT)

Applicable to: ALL

The upset prevention training program of Fly2Sky:

- Consists of ground and flight training in an FSTD or an aeroplane;
- Includes upset prevention elements described below for the conversion training course;
- Includes upset prevention elements described below for the recurrent training program at least every 12 calendar months, such that all the elements are covered over a period not exceeding 3 years.

### **ENTRY REQUIREMENTS**

Personnel attending the Unreliable Speed and Upset Prevention and Recovery Training shall be:

- A pilot joining the company enrolled in the Operator Conversion Course;
- A Fly2Sky flight crew operating on A32F during recurrent training; or
- A pilot enrolled in an Multi Pilot Licence (MPL) program.

### **COURSE OBJECTIVES**

*Refer to: (AMC1 ORO.FC.120&130), (GM1 ORO.FC.220&230), [FLT 2.2.6]*

The objective of the UPRT is to help flight crew acquire the required competencies in order to prevent or recover from a developing or developed aeroplane. Prevention training prepares flight crew to avoid incidents whereas recovery training prepares flight crew to prevent an accident once an upset condition has developed.

Threat and Error Management (TEM) and Crew Resource Management (CRM) principles are integrated into the UPRT. In particular, the surprise and startle effect, and the importance of resilience development are emphasised.

The training is designed to emphasise that an actual upset condition may expose flight crew to significant physiological and psychological challenges, such as visual illusions, spatial disorientation and unusual g-forces, with the objective to develop strategies to deal with such challenges. The flight path management during unreliable speed is integrated in UPRT training. The training in normal and non-normal procedures and manoeuvres shall be

performed in accordance with Company and Airbus operational philosophy and shall address:

- PM/PF and other flight crew division of duties (task sharing);
- Positive transfer of aircraft control;
- Consistent checklist philosophy;
- Emphasis on a prioritization of tasks (e.g. "aviate, navigate, communicate"); and
- Proper use of all level of automation.

### **REFERENCE DOCUMENTATION**

Reference documentation consists of:

- AMC1 ORO.FC.120&130
- AMC1 ORO.FC.220&230
- GM1 ORO.FC.220&230
- GM2 ORO.FC.220&230
- GM3 ORO.FC.220&230
- GM5 ORO.FC.220&230
- GM1 ORO.FC.105 (b)(2)
- IOSA 2.2.17
- ICAO Doc 10011
- FCTM-PR-AEP-MISC
- AIBUS OTT 999.0012/17 Rev 00 dated 10-FEB-2017.
- AIRBUS FOI 999.0021/17 Rev 01 dated 16-FEB-2017

### **TRAINING MATERIALS AND PROCEDURES**

The training materials and procedures consist of:

- CBT Training;
- AUPRTA Rev 3.0 - February 2017;
- Airbus videos;
- Unreliable speed and stall recovery presentation;
- Company iPad;
- EFB Airbus FlySmart; and
- Jeppesen FD Pro X.

## **COURSE CONTENT**

The Fly2Sky upset prevention and recovery training programme includes ground and training performed by means of:

- Computed Based Training (CBT);
- Class Training; and
- FSTD Training.

Online CBT training and skill test are provided by Scandlearn Scandinavian eTraining.

## **USE OF FSTD FOR UPRT**

*Refer to: (GM1 ORO.FC.220&230)*

The use of an FSTD provides valuable training without the risks associated with aeroplane training. Fly2Sky performs UPRT training exclusively on FSTD. The training envelope (envelope within which all training exercises shall be carried out) are periodically evaluated, in combination with FSTD evaluation, in terms of the range of attitudes, speed and g-loads that can be used for training, taking into account:

- The training environment;
- The capabilities of the instructors; and
- The limitations of the FSTD (as per GM15 to Annex I (Definitions) to Commission Regulation (EU) No 965/2012 for the FSTD training envelope); and

The FFS used for the upset recovery training shall be adequate to ensure the training task objectives can be achieved and negative transfer of training is avoided. Some FSTD may include predefined upset scenarios that Airbus did not evaluate. If scenario conditions involve an uncontrollable divergence that the flight crew is not able to immediately stop, Airbus does not recommend this scenario because an unacceptable level of negative training exists. Therefore, these upset scenarios shall not be used.

Negative transfer of training' means the application (and 'transfer') of what was learned in a training environment (i.e., a classroom, an FSTD) to normal practice, i.e. it describes the degree to which what was learned in training is applied to actual normal practices. In this context, negative transfer of training refers to the inappropriate generalisation of knowledge and skill to a situation or setting in normal practice that does not equal the training situation or setting.

**APPENDICES****FLIGHT CREW TRAINING SYLLABI****UPSET PREVENTION RECOVERY TRAINING (UPRT)****COURSE STRUCTURE**

The unreliable speed and upset prevention and recovery training is structured as follow:

| <b>Unreliable Speed and UPRT</b> | <b>Media</b> | <b>Duration</b> |
|----------------------------------|--------------|-----------------|
| UPRT Theoretical Training        | CBT          | 1.6 hours       |
| Unreliable Speed Training        | CLASS        | 0.5 hours       |
|                                  | FSTD         | 0.5 hours       |
| Upset Prevention Training        | CLASS        | 0.5 hours       |
|                                  | FSTD         | 0.5 hours       |
| Upset Recovery Training          | CLASS        | 1.0 hours       |
|                                  | FSTD         | 1.0 hours       |

The CBT training is performed by all crew joining the company and subsequently every 3 years. Class training is performed before FSTD training. Element of FSTD training are integrated in initial and recurrent training syllabus and are repeated on a 3-year cycle.

**SYLLABUS****UPRT THEORETICAL TRAINING (CBT)**

*Refer to: (AMC1 ORO.FC.220&230(a))*

The course is divided into 5 sections as in the table below. The Upset recovery training:

- Consist of ground training and flight training in an FFS qualified for the training task;
- Is completed from each seat in which a pilot's duties require him/her to operate;
- Includes the recovery exercises described below for the recurrent training program, such that all the exercises are covered over a period not exceeding 3 years.

| <b>Upset Prevention and Recovery Training UPRT</b>                                                                                                                                                                         |                 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <b>Section 1 (Introduction to UPRT)</b>                                                                                                                                                                                    | <b>Duration</b> |
| The course consists of the following: <ul style="list-style-type: none"><li>• General aerodynamic characteristic;</li><li>• Aeroplane certification and limitations;</li><li>• Loss of control in flight, LOC-I;</li></ul> | 15 min          |



## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

#### UPSET PREVENTION RECOVERY TRAINING (UPRT)

| <ul style="list-style-type: none"> <li>• The terms “LOC-I” vs “Upset.”;</li> <li>• Accidents resulting from loss of control have been and continue to be a major contributor to fatalities;</li> <li>• Example of a typical LOC-I accident;</li> <li>• Aircraft upsets are sometimes unavoidable but are most often recoverable by use of appropriate and correct piloting techniques;</li> <li>• The intention of this CBT Course;</li> <li>• Explanation how the term “upset” is defined;</li> <li>• How to stay out of trouble;</li> <li>• Fundamental requirement of LOC-I prevention;</li> <li>• Some reasons for upset to occur;</li> <li>• Developments in technology and improved training;</li> <li>• Cockpit Voice Recording (CVR) data;</li> <li>• CRM and Threat and Error Management;</li> <li>• Standard Operating Procedures (SOP);</li> <li>• The procedure in the Flight Manual or Flying Manual of the aircraft or Standard Operating Procedure (SOP) always take primacy in this course.</li> </ul> |          |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| Section 2 (Aerodynamic Factors and Flight Dynamics relating to airplane upset Part I)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Duration |
| <p>The course consists of the following:</p> <ul style="list-style-type: none"> <li>• Aerodynamics (high and low altitudes);</li> <li>• Aeroplane performance (high and low altitudes);</li> <li>• Angle of attack and stall awareness;</li> <li>• Mach effects;</li> <li>• Control surface fundamentals;</li> <li>• Total Drag curve (parasite and induced drag);</li> <li>• Use of trims;</li> <li>• Icing and contamination effects;</li> <li>• Relationship between pitch, power and performance;</li> <li>• The back side of the power-drag curve;</li> <li>• Knowledge of energy management;</li> <li>• Kinetic energy, Potential energy &amp; Chemical energy;</li> <li>• Maximum altitude;</li> <li>• Manual and automation inputs for guidance and control (Automation management);</li> <li>• Absolute ceiling or “coffin corner;</li> <li>• Type-specific characteristics;</li> </ul>                                                                                                                       | 17 min   |

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### FLIGHT CREW TRAINING SYLLABI

#### UPSET PREVENTION RECOVERY TRAINING (UPRT)

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <ul style="list-style-type: none"> <li>• Control surfaces;</li> <li>• Management of go-arounds from various stages during the approach;</li> <li>• Proper use of rudder.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                 |
| <b>Section 3 (Aerodynamic Factors and Flight Dynamics relating to airplane upset Part II)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <b>Duration</b> |
| <p>The course consists of the following:</p> <ul style="list-style-type: none"> <li>• Aeroplane Stability;</li> <li>• Buffet-Limited Maximum Altitude;</li> <li>• Stalls;</li> <li>• Load factor (Positive/negative/increasing/decreasing g-loads);</li> <li>• Lateral G awareness (sideslip);</li> <li>• G-Load management;</li> <li>• Mach Effects; and</li> <li>• Environmental causes.</li> </ul>                                                                                                                                                                                                                                           | 22 min          |
| <b>Section 4 (Managing Upsets (Part I) Causes and contributing factors)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Duration</b> |
| <p>The course consists of the following:</p> <ul style="list-style-type: none"> <li>• Environmental;</li> <li>• Systems or mechanically induced causes;</li> <li>• Mechanical (aeroplane systems);</li> <li>• Example of an incident involving upset;</li> <li>• Pilot-Induced Airplane Upsets;</li> <li>• Instrument Cross-Check;</li> <li>• Inattention or Distraction from Primary Cockpit Duties;</li> <li>• Vertigo or Spatial Disorientation;</li> <li>• Improper Use of Airplane Automation.</li> </ul>                                                                                                                                  | 15 min          |
| <b>Section 5 (Managing Upsets (Part II) Upset recognition and recovery)</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | <b>Duration</b> |
| <p>The course consists of the following:</p> <ul style="list-style-type: none"> <li>• Operating slower than L/D max;</li> <li>• Type-specific examples of physiological, visual and instrument clues during developing and developed upsets;</li> <li>• Procedures first indication of stall;</li> <li>• Pitch/power/roll/yaw;</li> <li>• Safety review of accidents and incidents relating to aeroplane upsets;</li> <li>• Statistics from the NTSB (National Transportation Safety Board);</li> <li>• Type-specific stall protection systems and cues;</li> <li>• Statistics from the NTSB (National Transportation Safety Board);</li> </ul> | 15 min          |

**APPENDICES****FLIGHT CREW TRAINING SYLLABI****UPSET PREVENTION RECOVERY TRAINING (UPRT)**

- |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <ul style="list-style-type: none"><li>• Effective scanning (effective monitoring);</li><li>• Criteria for identifying stalls and upsets;</li><li>• How to recover fully from the stall;</li><li>• Loss of reliable airspeed;</li><li>• Automation failures;</li><li>• Fly-by-wire protection degradations;</li><li>• Stall protection system failures including icing alerting systems;</li><li>• Go-arounds from various stages during the approach; and</li><li>• The importance of CRM and TEM.</li></ul> |  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|

**RECURRENT TRAINING**

*Refer to: (AMC1 ORO.FC.220&230), (GM2 ORO.FC.220&230)*

The recurrent training prioritises the upset prevention elements and respective components according to:

- Periodic safety risk assessment (SMS);
- Evidence from Flight Data Monitoring (FDM)
- Request from Safety Action Group (SAG)

Upset prevention training use a combination of manoeuvre-based and scenario-based training. The elements of the FSTD syllabus may be part of a LOE or LOFT scenario non necessarily in the syllabus order.

Scenario-based training may be used to introduce flight crew to situations which, if not correctly managed, could lead to an upset condition. Relevant TEM and CRM aspects are included in scenario-based training and the flight crew shall understand the limitations of the FSTD in replicating the physiological and psychological aspects of exposure to upset prevention scenarios.

In order to avoid negative training and negative transfer of training, is ensured that the selected upset prevention scenarios and exercises take into consideration the limitations of the FSTD and the extent to which it represents the handling characteristics of the actual aeroplane.

GM1 to Appendix 9 to Part-FCL give guidance related to Go-Around from various stages during the approach.

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### FLIGHT CREW TRAINING SYLLABI

#### UPSET PREVENTION RECOVERY TRAINING (UPRT)

#### EXERCISES FOR UPSET RECOVERY TRAINING

| Exercises (Recovery from developed upsets) |                                                                                                                                                                                                                                                                                                                       | Ground Training | FFS Training |
|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|--------------|
| 1                                          | Timely and appropriate intervention                                                                                                                                                                                                                                                                                   | •               | •            |
| 2                                          | Recovery from stall events, in the following configurations: <ul style="list-style-type: none"> <li>• Take-off configuration;</li> <li>• Clean configuration low altitude;</li> <li>• Clean configuration near maximum operating altitude; and</li> <li>• Landing configuration during the approach phase.</li> </ul> | •               | •            |
| 3                                          | Recovery from nose high at various bank angles                                                                                                                                                                                                                                                                        | •               | •            |
| 4                                          | Recovery from nose low at various bank angles                                                                                                                                                                                                                                                                         | •               | •            |
| 5                                          | Consolidated summary of aeroplane recovery techniques                                                                                                                                                                                                                                                                 | •               | •            |

Fly2sky ensures that the personnel providing FSTD UPRT are competent and current to deliver the training, and understand the capabilities and limitations of the device used.

The FFS that is used for the training shall be qualified in accordance with the special evaluation requirements set out in CS-FSTD(A) (Issue 2 or later).

#### UNRELIABLE SPEED TRAINING

*Refer to: (AMC1 ORO.FC.120&130)*

#### CLASS TRAINING

| Class Training                                                                                                                                                                                                                                                                         | Duration |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| Basic flight physics principles concerning flight at high altitude, with a particular emphasis on the relative proximity of the critical Mach number and the stall, pitch behaviour, and an understanding of the reduced stall angle of attack when compared with low-altitude flight. | 10 min   |
| Interaction of the automation (autopilot, flight director, auto-thrust) and the consequences of failures inducing disconnection of the automation.                                                                                                                                     | 10 min   |
| Consequences of an unreliable airspeed indication and other failures at high altitude and the need for the flight crew to promptly identify the failure and react with appropriate (minimal) control inputs to keep the aircraft in a safe envelope.                                   | 10 min   |

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### FLIGHT CREW TRAINING SYLLABI

#### UPSET PREVENTION RECOVERY TRAINING (UPRT)

|                                                                                                                                                                                                                                                                                                                                        |        |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| Degradation of fly-by-wire (FBW) flight control laws and its consequence on aircraft stability and flight envelope protections, including stall warnings.                                                                                                                                                                              | 10 min |
| Practical training, using appropriate simulators, on manual handling at high altitude in normal and non-normal flight control laws, with particular emphasis on pre-stall buffet, the reduced stall angle of attack when compared with low-altitude flight and the effect of pitch inputs on the aircraft trajectory and energy state. | 10 min |
| The requirement to promptly and accurately apply the stall recovery procedure, as provided by the aircraft manufacturer, at the first indication of an impending stall. Differences between high-altitude and low-altitude stalls must be addressed.                                                                                   | 10 min |
| Procedures for taking over and transferring manual control of the aircraft, especially for FBW aeroplanes with independent side-sticks.                                                                                                                                                                                                | 10 min |
| Task sharing and crew coordination in high workload/stress conditions with appropriate call-out and acknowledgement to confirm changes to the aircraft flight control law.                                                                                                                                                             | 10 min |

The above-mentioned elements are integrated into the practical UPRT training described below.

#### FSTD TRAINING

| Duration | Exercise                                                                                                                                                                                                                                                                                                                                                    | Training Objectives                                                                                                                                                                                                                                    |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          | <ul style="list-style-type: none"> <li>Aerodynamics G-Load awareness; and management</li> <li>Energy management</li> <li>Manual handling skills</li> </ul>                                                                                                                                                                                                  |                                                                                                                                                                                                                                                        |
| 15 min   | <b>FL350 MTOW AP OFF; A/THR OFF; and F/D OFF</b> <ul style="list-style-type: none"> <li>In level flight accelerate to TOGA;</li> <li>Approaching VMO/MMO set thrust to idle;</li> <li>Stabilise speed at Green dot;</li> <li>Perform turns with increasing bank;</li> <li>Set A/C in ALTERNATE LAW;</li> <li>Perform turns with increasing bank;</li> </ul> | <ul style="list-style-type: none"> <li>Aerodynamics</li> <li>Critical Mach</li> <li>Angle of attack (AOA) and stall awareness</li> <li>Pre-Stall buffet</li> <li>Mach effects</li> <li>Aeroplane stability</li> <li>Control law degradation</li> </ul> |

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

#### UPSET PREVENTION RECOVERY TRAINING (UPRT)

|          | <ul style="list-style-type: none"> <li>Set A/C in DIRECT LAW; and</li> <li>Use manual trim</li> </ul>                                                                                                    |                                                                                                                                |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| Duration | Exercise                                                                                                                                                                                                 | Training Objectives                                                                                                            |
| 15 min   | <ul style="list-style-type: none"> <li>Perform turns with increasing bank</li> </ul> <b>FL350 MTOW AP ON; A/THR ON; and F/D ON</b> <ul style="list-style-type: none"> <li>ADR 1 + 2 + 3 FAULT</li> </ul> | <ul style="list-style-type: none"> <li>Identification of failure</li> <li>Flight path management</li> <li>Procedure</li> </ul> |

Note: The above exercise may be combined with UPRT FSTD prevention training.

### UPRT PREVENTION TRAINING

Refer to: (AMC1 ORO.FC.220&230(a))

#### CLASS TRAINING

A class training precedes FSTD training.

| Class Training                                                                                                                                                                                                                                                                        | Duration |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| <p>The course consists of:</p> <ul style="list-style-type: none"> <li>Airbus video on UPRT prevention;</li> <li>Safety review of accidents and incidents relating to aeroplane upsets review of AF 447 (A330) FDM Reproduction; and</li> <li>FCOM, FCTM procedures review.</li> </ul> | 45 min   |

#### FSTD TRAINING

Upset prevention training uses a combination of manoeuvre-based and scenario-based training.

Scenario-based training is used to introduce flight crew to situations which, if not correctly managed, could lead to an upset condition. Relevant TEM and CRM aspects are included in scenario-based training and the flight crew shall understand the limitations of the FSTD in replicating the physiological and psychological aspects of exposure to upset prevention scenarios.

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### FLIGHT CREW TRAINING SYLLABI

#### UPSET PREVENTION RECOVERY TRAINING (UPRT)

| Duration                                                                                           | Exercise                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Training Objectives                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Aerodynamics, G-load awareness and management, energy management and Manual handling skills</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                                                                                                    | <b>FL350 MTOW AP OFF; A/THR OFF; and F/D OFF</b> <ul style="list-style-type: none"> <li>• In level flight accelerate to TOGA</li> <li>• Approaching VMO/MMO set thrust to IDLE</li> <li>• Stabilise speed at Green Dot</li> <li>• Perform turns with increasing bank</li> <li>• Set A/C in Alternate Law</li> <li>• Perform turns with increasing bank</li> <li>• Set A/C in Direct Law</li> <li>• Use manual trim</li> <li>• Perform turns with increasing bank</li> </ul> | <ul style="list-style-type: none"> <li>• Aerodynamics</li> <li>• Aeroplane performance</li> <li>• Angle of attack (AOA) and stall awareness</li> <li>• Mach effects</li> <li>• Aeroplane stability</li> <li>• Control surface fundamentals</li> <li>• Use of trims</li> <li>• Icing and contamination effects</li> <li>• Flight at different speeds, including slow</li> <li>• Aerodynamics</li> </ul>              |
| Duration                                                                                           | Exercise                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Training Objectives                                                                                                                                                                                                                                                                                                                                                                                                 |
|                                                                                                    | <b>FL100 MTOW AP OFF; A/THR OFF; and F/D OFF</b> <ul style="list-style-type: none"> <li>• In level flight accelerate to TOGA</li> <li>• Approaching VMO/MMO set thrust to IDLE</li> <li>• Stabilise speed at Green Dot</li> <li>• Perform turns with increasing bank</li> <li>• Set a/c in Alternate Law</li> <li>• Perform turns with increasing bank</li> <li>• Set a/c in Direct Law</li> <li>• Use manual trim</li> <li>• Perform turns with increasing bank</li> </ul> | <ul style="list-style-type: none"> <li>• Aeroplane performance</li> <li>• Angle of attack (AOA) and stall awareness</li> <li>• Mach effects</li> <li>• Aeroplane stability</li> <li>• Control surface fundamentals</li> <li>• Use of trims</li> <li>• Icing and contamination effects</li> <li>• Flight at different speeds, including slow flight, and altitudes within the full normal flight envelope</li> </ul> |

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

#### UPSET PREVENTION RECOVERY TRAINING (UPRT)

| Duration                                            | Exercise                                                                                                                                                                                                                                                                                                                     | Training Objectives                                                                                        |
|-----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| <b>Causes of and contributing factors to upsets</b> |                                                                                                                                                                                                                                                                                                                              |                                                                                                            |
|                                                     | <b>FL100 MTOW AP OFF; A/THR OFF; and F/D OFF, set IMC conditions and Severe Turbulence</b> <ul style="list-style-type: none"> <li>Trim Overrun</li> </ul> <p><i>Note: This exercise shall not be anticipated to the crew to emphasise the surprise and startle effect, and the importance of resilience development.</i></p> | <ul style="list-style-type: none"> <li>Environmental</li> <li>Pilot-induced</li> <li>Mechanical</li> </ul> |

| Duration                                                                                    | Exercise                                                                                                                                                                                                                                                                                                | Training Objectives                                                                                                                                                                                                                                  |
|---------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Safety review of accidents/incidents relating to aeroplane upsets system malfunction</b> |                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                      |
|                                                                                             | <b>FL350 MTOW AP ON; A/THR ON; and F/D ON, set IMC conditions and severe turbulence, set ADR 1+2+3 FAULT</b> <p>UNRELIABLE SPEED</p> <p><i>Note: This exercise shall not be anticipated to the crew to emphasise the surprise and startle effect, and the importance of resilience development.</i></p> | <ul style="list-style-type: none"> <li>AF447 mid Atlantic crash</li> <li>Flight control defects</li> <li>Instrument failures</li> <li>Loss of reliable airspeed</li> <li>Automation failures</li> <li>Fly-by-wire protection degradations</li> </ul> |
| Duration                                                                                    | Exercise                                                                                                                                                                                                                                                                                                | Training Objectives                                                                                                                                                                                                                                  |
| <b>light path management and Manual handling skills</b>                                     |                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                      |
|                                                                                             | <b>ILS 12 NM FINAL - A/P OFF; A/THR OFF; FD ON; IMC condition - Set Severe Turbulence</b> <ul style="list-style-type: none"> <li>Perform an ILS approach; and</li> <li>Go-around at 2 000 ft.</li> </ul>                                                                                                | <ul style="list-style-type: none"> <li>Relationship between pitch, power and performance</li> <li>Manual and automation inputs for guidance and control</li> <li>Management of go-arounds from various stages during the Approach</li> </ul>         |



## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

#### UPSET PREVENTION RECOVERY TRAINING (UPRT)

|                    |                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                      |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                    | <b>Repeat with A/P OFF; A/THR OFF; FD ON</b> <ul style="list-style-type: none"> <li>Go-around at 1 500 ft; and</li> <li>Visual approach.</li> </ul>                                                                                                                                                                                                                                                                        | <ul style="list-style-type: none"> <li>Automation management</li> <li>Proper use of rudder</li> <li>Procedural instrument flying and manoeuvring including instrument departure and arrival</li> <li>Go-arounds from various stages during the approach</li> </ul>                                                                   |
| <b>Duration</b>    | <b>Exercise</b>                                                                                                                                                                                                                                                                                                                                                                                                            | <b>Training Objectives</b>                                                                                                                                                                                                                                                                                                           |
| <b>Recognition</b> |                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                      |
|                    | <b>FL 350 MTOW; A/P OFF; A/THR OFF; FD ON</b> <ul style="list-style-type: none"> <li>Set A/C in Alternate Law;</li> <li>Set thrust to IDLE and maintain altitude until buffet; and</li> <li>Recovery.</li> </ul> <b>12 NM FINAL; A/P OFF; A/THR OFF; FD ON</b> <ul style="list-style-type: none"> <li>Set A/C in Alternate Law</li> <li>Set thrust to IDLE and maintain altitude until buffet</li> <li>Recovery</li> </ul> | <ul style="list-style-type: none"> <li>Type-specific examples of physiological, visual and instrument clues during developing and developed upsets</li> <li>Pitch, Power, Roll, or Yaw;</li> <li>Effective scanning;</li> <li>Stall protection systems and cues; and</li> <li>Criteria for identifying stalls and upsets.</li> </ul> |

#### UPRT RECOVERY TRAINING

*Refer to: (AMC1 ORO.FC.220&230(b))*

#### CLASS TRAINING

A class training precedes FSTD training.

| Ground Briefing                                                                                                                                  | Duration |
|--------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| <ul style="list-style-type: none"> <li>AUPRTA Rev 3.0 - February 2017 Video</li> <li>FCOM, FCTM procedures review</li> <li>Discussion</li> </ul> | 45 min   |

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

#### UPSET PREVENTION RECOVERY TRAINING (UPRT)

#### FSTD TRAINING

*Refer to: (GM3 ORO.FC.220&230)*

The upset recovery training exercises are manoeuvre-based, which enables flight crew to apply their handling skills and recovery strategy whilst leveraging CRM principles to return the aeroplane from an upset condition to a stabilised flight path. The flight crew shall understand the limitations of the FFS in replicating the physiological and psychological aspects of upset recovery exercises.

It is of utmost importance that stall event recovery training takes into account the capabilities of the FFS used. Most current and grandfathered FFS models are deficient in representing the aeroplane in the aerodynamic stall regime, thus practising of 'full stall' in such a device could potentially result in negative training or negative transfer of training.

Exercise shall be completed from each seat in which a pilot's duties require him/her to operate.

| Duration                              | Exercise                                                                                                                                                                                                                                                                                                                                                                                                                                        | Training Objectives                                                                                                                                                                                                         |
|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Recovery from developed upsets</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                             |
| 15 min                                | <b>FL 350 MTOW; A/P OFF; A/THR OFF; FD ON</b> <ul style="list-style-type: none"> <li>Set A/C in Alternate Law;</li> <li>Set thrust to IDLE and maintain altitude until stall warning; and</li> <li>Recovery.</li> </ul> <b>FL 200; MTOW A/P OFF; A/THR OFF; FD ON</b> <ul style="list-style-type: none"> <li>Set A/C in Alternate Law;</li> <li>Set thrust to IDLE and maintain altitude until stall warning; and</li> <li>Recovery.</li> </ul> | <ul style="list-style-type: none"> <li>Emphasis on the requirement to reduce the angle of attack (AOA)</li> <li>Task Sharing</li> <li>Callouts</li> <li>A/C handling</li> <li>Application of ABN/EMER procedures</li> </ul> |

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

#### UPSET PREVENTION RECOVERY TRAINING (UPRT)

|       |                                                                                                                                                                                                                    |                                                                                                                                                    |
|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
|       | <b>6 NM FINAL - A/P OFF A/THR OFF FD ON</b> <ul style="list-style-type: none"> <li>Set a/c in Direct Law;</li> <li>Set thrust to IDLE and maintain altitude until stall warning; and</li> <li>Recovery.</li> </ul> |                                                                                                                                                    |
| 5 min | <b>FL 200 MTOW - A/P OFF A/THR OFF FD ON</b> <ul style="list-style-type: none"> <li>Recovery from NOSE HIGH at various bank angles.</li> </ul>                                                                     | <ul style="list-style-type: none"> <li>Task Sharing</li> <li>Callouts</li> <li>A/C handling</li> <li>Application of ABN/EMER procedures</li> </ul> |
| 5 min | <b>FL 200 MTOW - A/P OFF A/THR OFF FD ON</b> <ul style="list-style-type: none"> <li>Recovery from NOSE LOW at various bank angles.</li> </ul>                                                                      | <ul style="list-style-type: none"> <li>Task Sharing</li> <li>Callouts</li> <li>A/C handling</li> <li>Application of ABN/EMER procedures</li> </ul> |
| 5 min | <b>FL 200 MTOW - A/P OFF A/THR OFF FD ON</b> <ul style="list-style-type: none"> <li>Consolidated summary of aeroplane recovery techniques.</li> </ul>                                                              | <ul style="list-style-type: none"> <li>Task Sharing</li> <li>Callouts</li> <li>A/C handling</li> <li>Application of ABN/EMER procedures</li> </ul> |

### TRAINING AND CHECKING

Upset prevention and recovery training does not include element of checking. Nevertheless, elements of UPRT may be associated with the Operator Proficiency Check where an adequate standard of performance shall be reached by trainees. Throughout the upset prevention and recovery training the Training Manager is informed of the trainee's progress.

### INSTRUCTOR/EXAMINER ACTIONS FOR ALL PHASES

#### INSTRUCTOR QUALIFICATION

*Refer to: (GM5 ORO.FC.220&230)*

It is of paramount importance that instructors providing UPRT in FSTDs have the specific competence to deliver such training. Fly2Sky qualification program for instructors delivering UPRT training is structured in 2 modules:

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

#### UPSET PREVENTION RECOVERY TRAINING (UPRT)

- Ground Training
- FSTD training

Initial qualification is performed by an instructor with previous experience on UPRT.

| No | UPRT Instructor Ground Training                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Time |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| 1  | <ul style="list-style-type: none"><li>• CBT Training (Upset Prevention and Recovery Training UPRT)</li><li>• AUPRTA Rev 3.0 - February 2017</li><li>• Airbus videos</li><li>• FCOM, FCTM procedures review</li><li>• FSTD IOS station familiarization</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | 2:00 |
| 2  | <p>Instructor shall perform UPRT training under supervision of a qualify instructor to acquire proficiency on:</p> <ul style="list-style-type: none"><li>• Demonstrating the correct upset recovery techniques</li><li>• Applying type-specific procedures for recovery manoeuvres</li><li>• Being able to distinguish between the applicable SOPs and the OEMs recommendations</li><li>• Understanding the capabilities and limitations of the FSTD used for UPRT</li><li>• Being aware of the potential of negative transfer of training that may exist when training outside the capabilities of the FSTD</li><li>• Understanding and being able to use the IOS of the FSTD in the context of effective UPRT delivery feedback on flight crew performance</li><li>• Understanding the importance of adhering to the FSTD UPRT scenarios that have been validated by the Training Department</li><li>• Understanding the missing critical human factor aspects due to the limitations of the FSTD and convey this to the flight crew receiving the training</li></ul> | 1:00 |

Completing of qualification is recorded on Instructor personal folder.

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

#### UPSET PREVENTION RECOVERY TRAINING (UPRT)

## PROCEDURES

Section 3 of the OM-D gives detailed instruction on performing examiner's duties. As general guidance the examiner responsible for the following:

- Raising the standards of awareness and performance of the flight crew.
- Ensuring that the operator's test/check complies with legal and company requirements.
- Supplying feedback to the company.
- Complying with standards and procedures of Fly2Sky and regulatory applicable standards.
- Observe and debrief in the planned CRM objective and properly evaluate the skills according Fly2Sky standards.
- Being a role model for the crew under check.

## STANDARDS OF PERFORMANCE

The performance of each trainee shall be reported on the relevant forms, which has to be completed at the end of the simulator session. The performance standards as well as marking and grading guidance described in OM-D shall be followed. Throughout the training cycle the Training Manager is kept informed of the trainee's progress.

## SUPERVISION

The Training Manager in cooperation with the Training Coordinator is responsible for planning, scheduling and implementing the flight crew upset recovery and simulator training. Training/checking are performed by Fly2Sky TRE appointed by the Training Manager who has performed the initial upset recovery training. The Training Department will issue all relevant training material in advance to allow appropriate preparation. If a non-proficient situation arises the TRE shall ensure that the flight crew member is not scheduled for flying duties. The TRE shall notify the rostering department and state that the flight crew member shall not be scheduled for flying duties until further notice and inform the Training Manager.

## FORMS TO BE USED

The instructor confirms that all manoeuvres according this syllabus have been completed.

- T2 - FSTD Checking Report

**5-6-10 VAW-FCT-008 RECURRENT TRAINING AND CHECKING GROUND**

Applicable to: ALL

**PRELIMINARY**

Recurrent training shall comprise the following:

- (1) Ground training
  - (i) The ground training program shall include:
    - a. aircraft systems;
    - b. normal procedures, which include flight planning and ground-handling and flight operations, including performance, mass and balance, fuel schemes, selection of alternates, and ground de-icing/anti-icing;
    - c. abnormal and emergency procedures, which include pilot incapacitation as applicable;
    - d. a review of relevant samples of accident/incident and occurrences to increase awareness of the occurrences that may be relevant for the intended operation.
  - (ii) Knowledge of the ground training shall be verified by a questionnaire or other suitable methods.
- (2) Emergency and safety equipment training
  - (i) Emergency and safety equipment training may be combined with emergency and safety equipment checking and shall be conducted in an aircraft or a suitable alternative training device.
  - (ii) Every year the emergency and safety equipment training programme shall include the following:
    - a. actual donning of a life-jacket, where fitted;
    - b. actual donning of protective breathing equipment, where fitted;
    - c. actual handling of fire extinguishers of the type used;
    - d. instruction on the location and use of all emergency and safety equipment carried on the aircraft;
    - e. instruction on the location and use of all types of exits;
    - f. security procedures.
  - (iii) Every 3 years the program of training shall include the following:
    - a. actual operation of all types of exits;
    - b. demonstration of the method used to operate a slide where fitted;
    - c. actual fire-fighting using equipment representative of that carried in the aircraft on an actual or simulated fire except that, with Halon extinguishers, an alternative extinguisher may be used;

- d. the effects of smoke in an enclosed area and actual use of all relevant equipment in a simulated smoke-filled environment;
  - e. actual handling of pyrotechnics, real or simulated, where applicable;
  - f. demonstration in the use of the life-rafts where fitted. In case involved in over water operations, demonstration and use of the life-rafts.
- (iv) The successful resolution of aircraft emergencies requires interaction between flight crew and cabin/technical crew and emphasis shall be placed on the importance of effective coordination and two-way communication between all crew members in various emergency situations.
- (v) Emergency and safety equipment training shall include joint practice in aircraft evacuations so that all who are involved are aware of the duties other crew members shall perform. When such practice is not possible, combined flight crew and cabin/technical crew training shall include joint discussion of emergency scenarios.
- (vi) Emergency and safety equipment training shall, as far as practicable, take place in conjunction with cabin/technical crew undergoing similar training with emphasis on coordinated procedures and two-way communication between the flight crew compartment and the cabin.

**(3) CRM**

Elements of CRM training, as specified in Table 1 of AMC1 ORO.FC.115, shall be integrated into all appropriate phases of recurrent training.

**(4) Aircraft/FSTD training**

**i. General**

- a. The aircraft/FSTD training program shall be established in a way that all major failures of aircraft systems and associated procedures will have been trained in the preceding 3-year period.
- b. When engine-out maneuvers are carried out in an aircraft, the engine failure shall be simulated.
- c. The recurrent aircraft/FSTD training of a single task or maneuver shall be separate from, and shall not take place at the same time as, an operator proficiency check of the item.

**Recurrent checking**

Recurrent checking shall comprise the following:

**(1) Operator proficiency checks**

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

- i. Airplanes- Operator proficiency checks shall take place as part of the normal crew complement and shall include, where applicable, the following maneuvers as pilot flying:
  - a. rejected take-off when an FSTD is available to represent that specific airplane, otherwise touch drills only;
  - b. take-off with engine failure between V1 and V2 (take-off safety speed) or, if carried out in an airplane, at a safe speed above V2;
  - c. 3D approach operation to minima with, in the case of multi-engine airplanes, one-engine-inoperative;
  - d. 2D approach operation to minima;
  - e. at least one of the 3D or 2D approach operations shall be an RNP APCH or RNP AR APCH operation;
  - f. missed approach on instruments from minima with, in the case of multiengine airplanes, one-engine- noperative;
  - g. Landing with one-engine-inoperative. For single-engine airplanes, a practice forced landing is required.
- (iii) The checks prescribed in (b)(1) may be combined with the skill test or proficiency check required for the issue, the revalidation or renewal of the aircraft type rating and with the skill test required for the issue of the ATPL license.
- (2) Emergency and safety equipment checks The items to be checked shall be those for which training has been carried out in accordance with (a)(2).
- (3) Line checks
  - i. A line check shall establish the ability to perform satisfactorily a complete line operation, including pre-flight and post-flight procedures and use of the equipment provided, as specified in the operations manual. The route chosen shall be such as to give adequate representation of the scope of a pilot's normal operations. When weather conditions preclude a manual landing, an automatic landing is acceptable. The commander, or any pilot who may be required to relieve the commander, shall also demonstrate their ability to 'manage' the operation and take appropriate command decisions.
  - ii. The flight crew shall be assessed on their CRM skills in accordance with the methodology described in AMC1 ORO.FC.115 and as specified in the operations manual.
  - iii. CRM assessment shall not be used as a reason for a failure of the line check, unless the observed behavior could lead to an unacceptable reduction in safety margin.
  - iv. When pilots are assigned duties as pilot flying and pilot monitoring, they shall be checked in both functions.



- v. A line check shall be conducted by a commander nominated by the operator. The operator shall maintain a list of nominated commanders and inform the competent authority about the persons nominated. The person conducting the line check shall occupy an observer's seat where installed.
  - a. For airplanes, in the case of long-haul operations where additional operating flight crew are carried, the person conducting the line check may fulfil the function of a cruise relief pilot and shall not occupy either pilot's seat during take-off, departure, initial cruise, descent, approach and landing.
  - b. If an observer's seat is not installed but a forward-facing passenger seat allows a good view and sound of the cockpit and the crew, this seat shall be used as an observer's seat.
  - c. If an observer's seat is not available and cannot be installed, the commander nominated by the operator shall occupy a pilot seat to conduct the line check.
- (iv) CRM assessment during the line check
  - a. The CRM assessment taking place during the line check shall be solely based on observations made during the initial briefing, cabin briefing, flight crew compartment briefing and those phases where the line checker occupies the observer's seat.
  - b. If an observer's seat is not available and cannot be installed, then the operator shall define the best way to assess CRM taking into account the CRM principles above.
- vii. Complementary CRM assessment. If a suitable FSTD is available and accessible for operator proficiency checks or FSTD training, then a CRM assessment shall take place in a line-oriented flight scenario (LOFT or line-oriented section of the OPC) of an FSTD session. This assessment complements the CRM assessment taking place during the line check, but is not part of the line check.
- viii. Where a pilot is required to operate as pilot flying and pilot monitoring, they shall be checked on one flight sector as pilot flying and on another flight sector as pilot monitoring.

Flight crew incapacitation training, except single-pilot operations

- (1) Procedures shall be established to train flight crew to recognise and handle flight crew incapacitation. This training shall be conducted every year and can form part of other recurrent training. It shall take the form of classroom instruction, discussion, audiovisual presentation or other similar means.
- (2) If an FSTD is available for the type of aircraft operated, practical training on flight crew incapacitation shall be carried out at intervals not exceeding 3 years.

Use of FSTD:

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

- (1) Training and checking provide an opportunity to practise abnormal/emergency procedures that rarely arise in normal operations and shall be part of a structured programme of recurrent training. This shall be carried out in an FSTD when available and accessible.
- (2) The line check shall be performed in the aircraft. All other training and checking shall be performed in an FSTD, or, if it is not reasonably practicable to gain access to such devices, in an aircraft of the same type or in the case of emergency and safety equipment training, in a representative training device. The type of equipment used for training and checking shall be representative of the instrumentation, equipment and layout of the aircraft type operated by the flight crew member.
- (3) Because of the unacceptable risk when simulating emergencies such as engine failure, icing problems, certain types of engine(s) (e.g. during continued take-off or go-around, total hydraulic failure), or because of environmental considerations associated with some emergencies (e.g. fuel dumping) these emergencies shall preferably be covered in an FSTD. If no FSTD is available, these emergencies may be covered in the aircraft using a safe airborne simulation, bearing in mind the effect of any subsequent failure, and the exercise must be preceded by a comprehensive briefing.

## **1. RECURRENT TRAINING**

### **1.1 GENERAL**

Each Fly2Sky flight crew member attends every 12 months Recurrent Training and Checking. CRM training is integrated in all phases of the Recurrent Training and Checking. The Recurrent Training and Checking course include:

- Ground training
- Emergency and safety equipment training and checking
- CRM training

### **1.2 ENTRY REQUIREMENTS**

Flight crew attending the Recurrent Training and Checking shall be;

- An Fly2Sky flight crew operating on A32F.

#### **1.2.1 COURSE VALIDITY**

Recurrent Training and Checking is performed every 12 calendar months. If the training is conducted within 3 calendar months prior to the expiry of the 12 calendar months period, the

next training shall be completed within 12 calendar months of the original expiry date of the previous ground and refresher training.

### **1.3 COURSE OBJECTIVES**

Each flight crew member shall complete recurrent training and checking in the relevant type or variant aeroplane in which the flight crew member operates.

Recurrent training serves dual objectives:

- To maintain and improve the operational, technical knowledge and flying skills at an adequate level.
- To cover AIR-OPS and IOSA requirements,

### **1.4 REFERENCE MATERIAL**

Course is developed considering the following regulations:

- ORO.FC.130
- ORO.FC.230
- AMC1 ORO.FC.230
- GM1 ORO.FC.230

All crew members are provided during their duty with company iPad containing:

- EFB application for W/B and performances computation, electronic library with all company manuals;
- Electronic navigation charts;
- Study material and credentials to access Company Information System, Leon System and CBT Training System (Scandlearn).

### **1.3 COURSE CONTENT**

The Operator Conversion Course is a planned and organised structure of courses performed in classroom, on training devices, by CBT or self-study followed, when requested, by knowledge practical or written test.



A320/A321

OPERATIONS MANUAL PART D

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

The general course content is arranged to meet all requirements of AMC1 ORO.FC.230 (Ground and ESET training), AMC1 ORO.FC.115 (CRM Training).

Other modules cover company specific training requirements (SEC, SMS, FMT, etc.).

The pilot incapacitation training shall be conducted every year as part of a recurrent training. It shall include classroom instruction, discussion, video or other similar means. In addition, practical simulator training is performed at interval not to exceed 3 years.

**APPENDICES****FLIGHT CREW TRAINING SYLLABI****1.4 COURSE STRUCTURE**

The course is normally organized on working days with the following time schedule, the actual sequence of training days may change according organizational needs, and test time is included.

| Module | Hours | Subject                                                                                      |
|--------|-------|----------------------------------------------------------------------------------------------|
| 1      | 8     | Crew Resource Management (CRM)                                                               |
| 2      | 2     | Aviation Security (SEC)                                                                      |
| 3      | 4     | Accident/incident and occurrence review                                                      |
| 4      | 6     | ESET Every 1-year                                                                            |
|        | 2     | Safety Management System (SMS)                                                               |
| 5      | 4     | ESET Every 3-year                                                                            |
|        | 8     | CBT Modules - Aircraft Systems and Recurrent Modules                                         |
| (*)    | 4     | Operational Procedures and requirements, ground de-icing/anti-icing and pilot incapacitation |

(\*) Training and checking are performed combined with FSTD Training and checking, for details refer to VAW-FCT-009

**1.6.1 GROUND TRAINING**

The ground training program is a comprehensive program of class, practical and CBT training it includes:

- Aircraft systems;
- Operational procedures and requirements, including ground de-icing/anti-icing and pilot incapacitation; and
- Accident/incident and occurrence review.

Recurrent ground training program take in account also the additional training with different validity period (DGR, FMT, etc.).



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OPERATIONS MANUAL PART D

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

#### **1.6.1.1 ANNUAL RECURRENT TRAINING – GI\*/SFI/TRI/TRE/LTC**

|   |                          |      |              |
|---|--------------------------|------|--------------|
| 1 | Ground Training          | 2:00 | CBT          |
| 2 | Simulator Training       | 4:00 | FSTD         |
| 3 | Standardization meeting* | 2:00 | ON LINE/LIVE |

#### **1.6.1.2 ANNUAL RECURRENT CHECKING – GI\*/SFI/TRI/TRE/LTC**

|   |                          |      |              |
|---|--------------------------|------|--------------|
| 1 | Ground training*         | 2:00 | CBT          |
| 2 | Simulator Training       | 4:00 | FSTD         |
| 3 | Standardization meeting* | 2:00 | ON LINE/LIVE |

### **1.6.2 EMERGENCY AND SAFETY EQUIPMENT TRAINING (ESET)**

Emergency and safety equipment training is combined with emergency and safety equipment checking, it is conducted in an aircraft or a suitable alternative training device.

The successful resolution of aircraft emergencies requires interaction between flight crew and cabin/technical crew and emphasis shall be placed on the importance of effective coordination and two-way communication between all crew members in various emergency situations.

Combined flight crew and cabin crew training joint discussion of emergency scenarios is included in joint CRM training.

### **1.6.3 CREW RESOURCE MANAGEMENT (CRM)**

Elements of CRM training, as specified in Table 1 of Appendix VAW-CRM-001, are integrated into all appropriate phases of recurrent training.

Comprehensive course description, time organisation and syllabi are detailed in:

- Appendix VAW-CRM-001 Crew Resource Management - Flight Crew

### **1.6.4 FSTD TRAINING**

The FSTD training programme is established in a way that all major failures of aircraft systems and associated procedures will have been covered in the preceding 3-year period.

FSTD Training is combined with the Operator Proficiency Check.

Comprehensive course description, time organisation and syllabi are detailed in:

- Appendix VAW-FCT-009 Initial / Recurrent Training and Checking - FSTD

### **1.6.5 OPERATOR PROFICIENCY CHECKS**

Line checks establishes the ability to perform satisfactorily a complete line operation, including pre-flight and post-flight procedures and use of the equipment provided, as specified in the operations manual.

Line check is conducted in the aircraft.

LTC performing line check must inform as soon as possible Training and Crewing Departments of the check outcome.

Training Department in case of FAIL shall determine if and how additional training may be required. In case of PASS shall update pilot's expiring data.

Comprehensive course description, time organisation and syllabi are detailed in:

- VAW-OM-D Ch. 2.1.5. Recurrent Checking

## 1.5 SYLLABUS

### 1.5.1 GROUND TRAINING

#### 1.5.1.1 SYSTEM TRAINING

Crew member are notified at beginning of each simulator cycle of which cycle is on progress with the list of system to review. System training is assigned via online CBT on Scandlearn platform. At completion of training an online test shall be performed before attending FSTD Recurrent Training and Checking.

Refer to Table 1 for the schedule of A32F System Training.

#### 1.5.1.2 OPERATIONAL PROCEDURES AND REQUIREMENTS

Operational procedures and requirements, including ground de-icing/anti-icing training is conducted in conjunction with FSTD training. Pilot incapacitation is conducted as recurrent CBT module and practical FSTD training.

Comprehensive course description, time organisation and syllabi are detailed in:

- Appendix VAW-FCT-009 Initial / Recurrent Training and Checking - FSTD

#### 1.5.1.3 ACCIDENT/INCIDENT AND OCCURRENCE REVIEW

The agenda of discussion is yearly elaborated by Safety Officer based on evidences of FDM, occurrence reports, trends and important event occurred during the past year.



#### 1.5.1.4 ADDITIONAL TRAININGS RECURRENT SCHEDULE

According to the individual courses' status, recurrent program CBT modules followed by and online tests are assigned to crew to whom those modules are expiring.

Refer to Table 2 for the list of additional training modules and validity period.

#### 1.5.2 EMERGENCY AND SAFETY EQUIPMENT TRAINING (ESET)

##### 1.5.2.1 EVERY YEAR

- Actual donning of a lifejacket;
- Actual donning of protective breathing equipment;
- Actual handling of fire extinguishers of the type used;
- Instruction on the location and use of all emergency and safety equipment carried on the aircraft;
- Instruction on the location and use of all types of exits;
- Security procedures.

##### 1.5.2.2 EVERY 3 YEARS

- Actual operation of all types of exits;
- Demonstration of the method used to operate a slide;
- Actual firefighting using equipment representative of that carried in the aircraft (except halon) on an actual or simulated fire;
- The effects of smoke in an enclosed area and actual use of all relevant equipment in a simulated smoke-filled environment;
- Actual handling of pyrotechnics, real or simulated, where applicable;
- Demonstration in the use of the life-rafts.

#### 1.5.3 AVIATION SECURITY

Refer to: Security Manual

#### 1.5.4 SAFETY MANAGEMENT SYSTEM (SMS)

Refer to: OMM Continuous Safety Management System Training

## 1.7 TRAINING AND CHECKING

Class and practical training are followed by a test. The test may be performed on paper questionnaire prepared by the instructor or utilising CBT Scandlearn platform.

Test by means of paper questionnaire are performed after the following class modules:

- Emergency and Safety Equipment Training (ESET)
- Safety Management System (SMS)
- Aviation Security (SEC)

An online CBT test is assigned combined with recurrent training modules to check the knowledge on Company AOC specifications relevant to: [FLT 2.3.4]

- Approaches authorised by the Authority;
- Ceiling and visibility requirements for take-off, approach and landing;
- Allowance for inoperative ground components;
- Wind limitations (crosswind, tailwind and, if applicable, headwind). (GM)

Each assigned CBT modules includes a knowledge test at the end of each module. Notification is automatically sent to Training Coordinator after completion of the test.

CRM training and Accident and Occurrence Review do not require a formal assessment. A summary of test performed, and results is noted on form T20 - Flight Crew - Ground Training Summary.

## 1.8 INSTRUCTOR ACTIONS FOR ALL PHASES

The Chapter 1 and 3 of OM-D give detailed instruction on performing instructor's duties. As general guidance the instructor responsible for the following

- Gain the pilots attention and keep them motivated to learn;
- Ensure the learning objectives for the module of instruction are understood
- Facilitate the pilots' recall of any pre-learned relevant knowledge;
- Facilitate the lesson content using all Instructional material;
- Help the pilots to learn by informing them of the lesson organisation and the relevance of the material;
- Ask the pilots to demonstrate an understanding of the material by asking them review questions

The instructor shall brief all topics outlined in the training syllabus.

## 1.9 STANDARDS OF PERFORMANCE

The performance of each trainee shall be reported on the relevant forms, which has to be completed at the end every training module.

Throughout the training cycle the Training Manager will be kept informed of the trainee's progress.

### 1.9.1 IN CASE OF FAILURE

If substandard performance is observed and a test is not passed Instructor shall inform the trainee and contact the rostering department and Training Manager.

## 1.10 SUPERVISION

The Training Manager in cooperation with the Training Coordinator is responsible for planning, scheduling and implementing the flight crew Operator Conversion Course.

### 1.11 FORMS TO BE USED

- T20 - Flight Crew RT - Ground Training Summary
- T21 - Ground Training Attendance Report

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### FLIGHT CREW TRAINING SYLLABI

**TABLE 1-A32F SYSTEM TRAINING**

| <b>E</b> | <b>F</b> | <b>A</b> | <b>B</b> | <b>C</b> | <b>D</b> |
|----------|----------|----------|----------|----------|----------|
| SPRING   | AUTUMN   | SPRING   | AUTUMN   | SPRING   | AUTUMN   |
| 2026     | 2026     | 2027     | 2027     | 2025     | 2025     |
| ATA Ch.  | ATA Ch.  | ATA Ch.  | ATA Ch.  | ATA Ch.  | ATA Ch.  |
| 22       | 22       | 22       | 22       | 22       | 21       |
| 25       | 26       | 24       | 27       | 23       | 22       |
| 27       | 30       | 34       | 29       | 27       | 27       |
| 33       | 34       | 36       | 30       | 31       | 28       |
| 34       | 38       | 49       | 32       | 34       | 34       |
| 56       | 52       | 70       | 34       | 46       | 35       |
| 70       | 70       |          | 70       | 70       | 70       |
|          |          |          |          |          |          |

**TABLE 2 – ADDITIONAL TRAININGS RECURRENT**

The following table gives the time period in months and the media utilised to perform recurrent training on the specific subject.

|   | <b>COURSE</b>                              | <b>APPENDIX</b> | <b>PERIOD<br/>MONT<br/>HS</b> | <b>C B T</b> | <b>FSTD</b> | <b>Leon</b> |
|---|--------------------------------------------|-----------------|-------------------------------|--------------|-------------|-------------|
| 1 | A32F Differences and Familiarisation (FLT) | VAW-FCT - 004   | 12                            | X            | X (1)       |             |
| 2 | A32F Pre-Flight Inspection / MEL           | VAW-FCT-015     | (*)                           |              |             |             |
| 3 | A32F Systems                               | VAW-FCT-003     | 6                             | X            |             |             |
| 4 | ACAS - TCAS                                | VAW-FCT-003     | 6                             |              | X           |             |

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### FLIGHT CREW TRAINING SYLLABI

|    |                                         |                |     |   |       |  |
|----|-----------------------------------------|----------------|-----|---|-------|--|
| 5  | Adverse Weather- Thunderstorm Avoidance | VAW-FCT- 003   | 12  | X | X     |  |
| 6  | Adverse Weather - Winter Operations     | VAW-FCT- 003   | 12  | X | X     |  |
| 7  | Areas and Route Qualification           | VAW-FCT- 003   | 12  | X |       |  |
| 8  | Dangerous Good (DGR)                    | VAW-FCT- 001   | 24  | X |       |  |
| 9  | EGPWS / CFIT                            | VAW-FCT- 003   | 6   |   | X     |  |
| 10 | Fatigue Management Training (FMT)       | VAW-FCT- 003   | 36  | X |       |  |
| 11 | EFB Application                         | VAW- EFB - 001 | (*) |   |       |  |
| 12 | Incapacitation of Flight Crew Member    | VAW-FCT- 003   | 36  | X | X (2) |  |
| 13 | Low Visibility Operations (LVO)         | VAW-FCT- 010   | 6   |   | X     |  |
| 14 | MNPS Operations                         | VAW-FCT- 003   | (*) |   |       |  |
| 15 | PBN Operations                          | VAW-FCT- 016   | 6   |   | X     |  |
| 16 | RVSM Operations                         | VAW-FCT- 003   | 6   |   | X     |  |
| 17 | Upset Prevention - Recovery (UPRT)      | VAW-FCT- 007   | 36  | X | X     |  |
| 18 | Volcanic Areas Operations               | VAW-FCT- 003   | 36  |   | X     |  |
| 19 | Wind Shear Avoidance                    | VAW-FCT- 003   | 6   |   | X     |  |
| 20 | Ground Training RT Test                 | -              | 6   | X |       |  |

#### Notes:

(\*) Recurrent training is not required, training and evaluation are performed once and on demand with update of instructions and procedures.



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### FLIGHT CREW TRAINING SYLLABI

- (1) CBT training is performed every 12 months while FSTD training on CEO engine options (CFM/IAE) is performed according to FSTD capability at least every 36 months.*
- (2) CBT training is performed every 36 months and every 36 months practice on crew incapacitation if performed on FSTD.*



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## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

#### 5-6-11 VAW-FCT-009 INITIAL / RECURRENT TRAINING AND CHECKING

Applicable to: ALL

1. FSTD TRAINING AND CHECKING
2. GROUND TRAINING

### 1. RECURRENT TRAINING

#### 1.1 GENERAL

Each Fly2Sky flight crew member attends every 12 months Recurrent Training and Checking. CRM training is integrated in all phases of the Recurrent Training and Checking.

- The Recurrent Training and Checking course include:
- Ground training
- Emergency and safety equipment training and checking
- CRM training

#### 1.2 ENTRY REQUIREMENTS

Flight crew attending the Recurrent Training and Checking shall be;

- An Fly2Sky flight crew operating on A32F.

##### 1.2.1 COURSE VALIDITY

Recurrent Training and Checking is performed every 12 calendar months. If the training is conducted within 3 calendar months prior to the expiry of the 12 calendar months period, the next training shall be completed within 12 calendar months of the original expiry date of the previous ground and refresher training.

#### 1.3 COURSE OBJECTIVES

Each flight crew member shall complete recurrent training and checking relevant to the type or variant, and associated equipment of aircraft on which they operate. Recurrent training serves dual objectives:

- To maintain and improve the operational, technical knowledge and flying skills at an adequate level.

- To cover AIR-OPS and IOSA requirements,

#### **1.4 REFERENCE MATERIAL**

Course is developed considering the following regulations:

- ORO.FC.130
- ORO.FC.230
- AMC1 ORO.FC.230
- GM1 ORO.FC.230

All crew members are provided during their duty with company iPad containing:

- EFB application for W/B and performances computation, electronic library with all company manuals;
- Electronic navigation charts;
- Study material and credentials to access Company Information System, Leon System and CBT Training System (Scandlearn).

#### **1.5 COURSE CONTENT**

The Operator Conversion Course is a planned and organised structure of courses performed in classroom, on training devices, by CBT or self-study followed, when requested, by knowledge practical or written test.

The general course content is arranged to meet all requirements of AMC1 ORO.FC.230 (Ground and ESET training), AMC1 ORO.FC.115 (CRM Training).

Other modules cover company specific training requirements (SEC, SMS, FMT, etc.). The pilot incapacitation training shall be conducted every year as part of a recurrent training. It shall include classroom instruction, discussion, video or other similar means. In addition, practical simulator training is performed at interval not to exceed 3 years.

#### **1.6 COURSE STRUCTURE**

The recurrent training and checking are developed in a 6-months cycle program.

- Spring cycle starts from February 1st to July 31<sup>st</sup>
- Autumn cycle starts from August 1st to January 31<sup>st</sup>



**APPENDICES****FLIGHT CREW TRAINING SYLLABI**

Each 6-month cycle is named with a letter starting from A to F. Current cycle is as follow:

| <b>E</b> | <b>F</b> | <b>A</b> | <b>B</b> | <b>C</b> | <b>D</b> |
|----------|----------|----------|----------|----------|----------|
| SPRING   | AUTUMN   | SPRING   | AUTUMN   | SPRING   | AUTUMN   |
| 2026     | 2026     | 2027     | 2027     | 2025     | 2025     |

Two days are allocated for each 6-month event. Each day is structured as follow:

| <b>1 hours</b>                        | <b>4 hours</b>                | <b>1 hour</b>          |
|---------------------------------------|-------------------------------|------------------------|
| Ground Training<br>Simulator briefing | FSTD training and<br>checking | Debriefing<br>and docs |

Day 1 briefing is normally dedicated to refresher and review of company general topics and CRM related aspect; Day 2 is dedicated to technical type related refresher.

The OPC is performed on Day 1, two hours are dedicated to each pilot in order to give possibility to both to act as PF and PM. Two Line Operational Simulation [FLT 2.2.31] scenarios are developed and managed by examiner in order to:

- Reproduce a real timeline environmental;
- Be planned uninterrupted with specific CRM objective that will be observed and debriefed. LOS is completed by execution of mandatory items as per AMC1 ORO.FC.230 (b) (1) (i).

## **1.7 SYLLABUS**

### **1.7.1 FSTD TRAINING SYLLABUS**

The syllabus is designed in order to cover major system malfunction in a 3-year period, all mandatory manoeuvres requested by EASA and IOSA regulation for pilots joining the company are constant part of the syllabus. LVO minimum required manoeuvres are performed and also mandatory manoeuvres required by the Appendix 9 of Part-FCL are included in order to permit the LPC combined with the OPC (FCL.740.A (a) (3).

Table 1 Gives the detailed 3-year FSTD training and checking program

VAW-FCT-009-A1 - Instructor/Examiner's Syllabus is prepared and confidentially (checking) distributed to respective instructors/examiners before the beginning of a 6- month cycle with the detailed sequence of manoeuvres to perform in a time schedule format.

VAW-FCT-009-A2 - Pilot's Syllabus is prepared and distributed to all pilots before the beginning of a 6-month cycle with the summary of systems and/or exercises that might be presented during the check/evaluation, but are not given information that reveals the exact sequence and the circumstances under which such manoeuvres or malfunctions will be presented. [FLT 2.2.28]

### **1.7.2 GROUND TRAINING SYLLABUS**

The ground recurrent training related to:

- Aircraft systems;
- Operational procedures and requirements, including ground de-icing/anti-icing and pilot incapacitation

Is performed in conjunction with FSTD training and checking while the accident/incident and occurrence review is performed as part of annual SMS training.

A "Agenda of Presentation" in power point forma is prepared and distributed to all examiner before the beginning of a cycle with the detailed sequence of ground training to perform in a time schedule format.

Table 2 - Gives the structure of topics covered in the 3-year program

### **1.8 TRAINING AND CHECKING**

If training and checking are combined, TRE is responsible to adequately inform the crew about the structure of the event and highlight which element will be checked and which will be in trained. The recurrent FSTD raining/checking MUST be conduct in accordance with the procedures described in OM-D, in case of LPC combined with OPC also Part-FCL regulations must be considered. Chapter 3 of OM-D gives detailed information.

During training / checking the candidate demonstrates knowledge of Fly2Sky operations including authorised approaches, weather requirements, limitations and ground equipment.

Training in normal and non-normal procedures and manoeuvres must be performed in accordance with Company and Airbus operational philosophy and must address [FLT 2.2.26]:

- PM/PF and other flight crew division of duties (task sharing);
- Positive transfer of aircraft control;

- Consistent checklist philosophy;
- Emphasis on a prioritization of tasks (e.g. "aviate, navigate, communicate");
- Proper use of all level of automation.

Throughout the recurrent training/checking the Training Manager is informed of the trainee's progress.

### **1.9 INSTRUCTOR/EXAMINER ACTIONS FOR ALL PHASES**

The Chapter 3 of OM-D gives detailed instruction on performing examiner's duties. As general guidance the examiner responsible for the following:

- Raising the standards of awareness and performance of the flight crew.
- Ensuring that the operator's test/check complies with legal and company requirements.
- Supplying feedback to the company.
- Complying with standards and procedures of Fly2Sky and current FCL Standards
- Observe and debrief in the planned CRM objective and properly evaluate the skills according Fly2Sky standards [2.2.31].
- Being a role model for the crew under check.

### **1.10 STANDARDS OF PERFORMANCE**

The performance of each trainee must be reported on the relevant forms, which has to be completed at the end of the simulator session.

The performance standards as well as marking and grading guidance described in OM-D must be followed. Throughout the training cycle the Training Manager will be kept informed of the trainee's progress.

#### **1.10.1 IN CASE OF FAILURE**

If substandard performance is observed and a PARTIAL PASS or FAIL is given the TRE must inform the trainee and contact the rostering department and Training Manager. There shall be a clear statement that the flight crew member may not thereafter act as a crewmember on public transport until a check is passed. Further action will be agreed with the Training Manager in accordance with the procedures described in OM Part D.

### **1.11 SUPERVISION**

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### FLIGHT CREW TRAINING SYLLABI

The Training Manager in cooperation with the Training Coordinator is responsible for planning, scheduling and implementing the flight crew simulator recurrent training and checking. Each flight crew member must undergo OPC/LPC as part of a normal flight crew complement (i.e. a captain and a co-pilot) (ORO.FC.230).

Training/checking are performed by Fly2Sky TRE appointed by the Training Manager. The Training Department will issue all relevant training material in advance to allow appropriate preparation. If a non-proficient situation arises the TRE must ensure that the flight crew member is not scheduled for flying duties. The TRE must notify the rostering department and state that the flight crew member must not be scheduled for flying duties until further notice and inform the Training Manager.

#### **1.12 FORMS TO BE USED**

- VAW-FCT-009-A1 - Instructor's /Examiner's Syllabus (Confidential for checking)
- VAW-FCT-009-A2 - Pilot's Syllabus
- T2 - FSTD Checking Report
- T3 - FSTD Training Report
- T11 - Initial LVO Training Checking Report
- T14 - Initial Narrow Runway Operation Report

**TABLE 1 - FSTD TRAINING AND CHECKING 3-YEAR PROGRAM**

| Refer to: | M   | Subject                                              | A        | B        | C        | D        | E        | F        |
|-----------|-----|------------------------------------------------------|----------|----------|----------|----------|----------|----------|
| 1         |     | FSTD Operator Proficiency Check (OPC)                | X        | X        | X        | X        | X        | X        |
| 2         |     | FSTD Recurrent Training                              | X        | X        | X        | X        | X        | X        |
| 3         |     | Licence Proficiency Check (LPC)                      | X        | X        | X        | X        | X        | X        |
| 4         |     | Line Operational Simulation (LOS)                    | X        | X        | X        | X        | X        | X        |
| 5         |     | CRM Skills Training                                  | X        | X        | X        | X        | X        | X        |
| 6         |     | Adverse Weather - Winter Operations                  |          | X        |          | X        |          | X        |
| 7         |     | Adverse Weather - Thunderstorm Avoidance             | X        |          | X        |          | X        |          |
| 8         |     | Low Visibility Operations (LVO)                      | X        | X        | X        | X        | X        | X        |
|           |     | <b>Procedures</b>                                    | <b>A</b> | <b>B</b> | <b>C</b> | <b>D</b> | <b>E</b> | <b>F</b> |
| 1.4       | [M] | Use of Check List                                    | X        | X        | X        | X        | X        | X        |
| 1.6       | [M] | Before Take-Off Checks                               | X        | X        | X        | X        | X        | X        |
|           |     | <b>Engine Failure</b>                                | <b>A</b> | <b>B</b> | <b>C</b> | <b>D</b> | <b>E</b> | <b>F</b> |
| 2.5.2     | [M] | Engine Failure Between V1 and V2                     | X        | X        | X        | X        | X        | X        |
| 2.6       | [M] | Rejected Take-Off Before V1                          | X        | X        | X        | X        | X        | X        |
|           |     | <b>Normal Abnormal system operation ([M] min. 3)</b> | <b>A</b> | <b>B</b> | <b>C</b> | <b>D</b> | <b>E</b> | <b>F</b> |
| 3.4.0     |     | Engines                                              | X        | X        | X        | X        | X        | X        |
| 3.4.1     |     | Pressurization and air-conditioning                  |          |          |          | X        |          |          |
| 3.4.2     |     | Pitot/static System                                  |          |          | X        |          |          |          |
| 3.4.3     |     | Fuel System                                          |          |          |          | X        |          |          |
| 3.4.4     |     | Electrical System                                    | X        |          |          |          |          |          |
| 3.4.5     |     | Hydraulic System                                     |          | X        |          |          |          |          |
| 3.4.6     |     | Flight Control and Trim System                       |          |          | X        |          |          |          |
| 3.4.7     |     | De-Anti icing system, Glareshield heating            |          | X        |          | X        |          | X        |
| 3.4.8     |     | Autopilot/Flight Director                            | X        | X        | X        | X        | X        | X        |
| 3.4.9     |     | Stall warning devices                                |          |          | X        | X        |          |          |
| 3.4.10    |     | EGPWS / WX Radar / RA / Transponder                  | X        | X        | X        | X        | X        | X        |
| 2.4.11    |     | Radio / NAV /Inst. / FMS                             |          |          | X        |          |          |          |
| 3.4.12    |     | Landing Gear and Brake                               |          | X        |          |          |          |          |
| 3.4.13    |     | Slat and Flap System                                 |          | X        |          |          | X        |          |
| 3.4.14    |     | APU                                                  | X        |          |          |          |          |          |
|           |     | <b>Abnormal emergency procedures ([M]min. 3)</b>     | <b>A</b> | <b>B</b> | <b>C</b> | <b>D</b> | <b>E</b> | <b>F</b> |
| 3.6.1     |     | Fire Drills including Evacuation                     | X        | X        | X        | X        | X        | X        |
| 3.6.2     |     | Smoke Control and removal                            |          | X        |          |          |          |          |
| 3.6.3     |     | Engine Failures Shutdowns and Restarts               | X        | X        | X        | X        | X        | X        |
| 3.6.5     |     | Windshear at take-off and landing / PWS              | X        | X        | X        | X        | X        | X        |
| 3.6.6     |     | Emergency Descent                                    | X        |          |          | X        |          |          |
| 3.6.7     |     | Incapacitation of flight crew member                 | X        |          |          |          | X        |          |
| 3.6.8a    |     | Dual engine flame out                                |          |          |          |          | X        |          |
| 3.6.8b    |     | Jammed flight controls                               |          |          |          |          | X        |          |

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|         |     |                                                                 |          |          |          |          |          |          |   |
|---------|-----|-----------------------------------------------------------------|----------|----------|----------|----------|----------|----------|---|
| 3.6.8c  |     | Bomb threat                                                     |          |          |          |          |          |          | X |
| 3.6.8d  |     | Engine Failure at Cruise - Drift Down                           |          |          |          |          |          | X        |   |
| 3.6.8e  |     | Upset prevention (UPRT)                                         |          |          | X        | X        |          |          |   |
| 3.6.8f  |     | Unreliable Airspeed (UPRT)                                      | X        |          | X        |          |          |          |   |
| 3.6.9   |     | TCAS                                                            | X        | X        | X        | X        | X        | X        | X |
|         |     | <b>Upset Recovery</b>                                           | <b>A</b> | <b>B</b> | <b>C</b> | <b>D</b> | <b>E</b> | <b>F</b> |   |
| 3.7.1   |     | Recovery from stall events at different alt. and config. (UPRT) |          |          | X        |          | X        |          |   |
| 3.7.2   |     | Recovery from nose-high and nose-low with bank (UPRT)           |          |          |          | X        |          |          | X |
|         |     | <b>Flight Procedures</b>                                        | <b>A</b> | <b>B</b> | <b>C</b> | <b>D</b> | <b>E</b> | <b>F</b> |   |
| 3.9.1   | [M] | Adherence to SID STAR ATC                                       | X        | X        | X        | X        | X        | X        | X |
| 3.9.3   |     | 3D operations to DH/A of 200 feet                               | X        | X        | X        | X        | X        | X        | X |
| 3.9.3.1 |     | 3D operations without F/D (ILS Raw Data)                        | X        |          | X        |          | X        |          |   |
| 3.9.3.4 | [M] | 3D operations with OEI                                          | X        | X        | X        | X        | X        | X        | X |
| 3.9.4   | [M] | 2D operations to DH/A                                           | X        | X        | X        | X        | X        | X        | X |
| 3.9.4a  | [M] | 2D or 3D RNP APCH (PBN)                                         | X        | X        | X        | X        | X        | X        | X |
| 3.9.5   |     | Circling Approach                                               |          |          |          |          |          |          | X |
|         |     | <b>Go-Around</b>                                                | <b>A</b> | <b>B</b> | <b>C</b> | <b>D</b> | <b>E</b> | <b>F</b> |   |
| 4.1     |     | Go-around at MDA/DH after a 3D approach                         | X        | X        | X        | X        | X        | X        | X |
| 4.2     |     | Intermediate altitude go-around (UPRT)                          | X        |          | X        |          |          |          |   |
| 4.3     | [M] | Manual go-around in OEI at DH                                   | X        | X        | X        | X        | X        | X        | X |
|         |     | <b>Landing</b>                                                  | <b>A</b> | <b>B</b> | <b>C</b> | <b>D</b> | <b>E</b> | <b>F</b> |   |
| 5.4     |     | Visual Traffic Patterns                                         |          |          |          |          |          |          | X |
| 5.5     | [M] | Landing with OEI                                                | X        | X        | X        | X        | X        | X        | X |
|         |     | <b>LVO</b>                                                      | <b>A</b> | <b>B</b> | <b>C</b> | <b>D</b> | <b>E</b> | <b>F</b> |   |
| 6.1a    | [M] | Rejected take-off at minimum RVR                                | X        | X        | X        | X        | X        | X        | X |
| 6.1b    | [M] | Engine Fail between V1 and V2                                   | X        | X        | X        | X        | X        | X        | X |
| 6.2     | [M] | CAT II and III approaches                                       | X        | X        | X        | X        | X        | X        | X |
| 6.3     | [M] | Go-around on reaching DH                                        | X        | X        | X        | X        | X        | X        | X |
| 6.4     | [M] | Landings with visual reference established at DH                | X        | X        | X        | X        | X        | X        | X |
|         |     | <b>Either Seat Qualification (RHS)</b>                          | <b>A</b> | <b>B</b> | <b>C</b> | <b>D</b> | <b>E</b> | <b>F</b> |   |
|         |     | Either Seat Qualification (RHS)                                 | X        | X        | X        | X        | X        | X        | X |
|         |     | <b>Narrow Runway (NR)</b>                                       | <b>A</b> | <b>B</b> | <b>C</b> | <b>D</b> | <b>E</b> | <b>F</b> |   |
|         |     | Narrow Runway (NR)                                              | X        | X        | X        | X        | X        | X        | X |



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### FLIGHT CREW TRAINING SYLLABI

**TABLE 2 – GROUND TRAINING 3-YEAR PROGRAM**

| <b>A</b>                               | <b>B</b>                       |
|----------------------------------------|--------------------------------|
| SPRING                                 | AUTUMN                         |
| 2027                                   | 2027                           |
| LVO                                    | LVO                            |
| ATL - CDRL                             | Ground de-icing/anti-icing     |
| PBN Operations                         | Operations on contaminated RWY |
| EGPWS / Transponder Flying a Go-around | SAFA / SACA                    |
| Unreliable speed (UPRT)                |                                |

| <b>C</b>                      | <b>D</b>                       |
|-------------------------------|--------------------------------|
| SPRING                        | AUTUMN                         |
| 2025                          | 2025                           |
| LVO                           | LVO                            |
| Reporting System / ATL / CDRL | Ground de-icing/anti-icing     |
| Unreliable Speed              | Operations on contaminated RWY |
| Upset Prevention (UPRT)       | Upset Recovery (UPRT)          |
| <b>E</b>                      | <b>F</b>                       |
| SPRING                        | AUTUMN                         |
| 2026                          | 2026                           |
| LVO                           | LVO                            |
| Crew incapacitation           | Ground de-icing/anti-icing     |
| Dual engine flames out        | Operations on contaminated RWY |
|                               | Bomb Threat                    |



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### FLIGHT CREW TRAINING SYLLABI

#### 5-6-12 VAW-FCT-010 LOW VISIBILITY OPERATIONS GROUND TRAINING

Applicable to: ALL

(Refer to: SPA.LVO.120)

(Refer to: AMC1 SPA.LVO.120)

(Refer to: FLT 2.2.34)

### **1. LOW VISIBILITY OPERATIONS – GROUND TRAINING**

#### **1.1 GENERAL**

All Fly2Sky flight crew members receive training programs for Visibility Operations (LVO) include a structured ground course, flight simulator and flight training if applicable.

The Fly2Sky initial Low Visibility Operations Ground Training is performed by means of:

- Online CBT training module;
- Online skill test.

Online CBT training and skill test are provided by Scandlearn Scandinavian eTraining Center  
Tranebergsstrand 11 167 40 STOCKHOLM-BROMMA - SWEDEN

#### **1.2 ENTRY REQUIREMENTS**

Personnel attending the Low Visibility Operations - Ground Course must be:

- A pilot joining the company enrolled in the Operator Conversion Course;
- An Fly2Sky flight crew operating on A32F, or;
- A pilot enrolled in an Multi Pilot Licence (MPL) program.

#### **1.3 COURSE OBJECTIVES**

The Low Visibility Operations ground training course provides the trainee with the specific operational and technical knowledge required to attend the Low Visibility Operations FSTD Training.



## **1.4 REFERENCE MATERIAL**

- SPA.LVO.120
- AMC1 SPA.LVO.120
- FLT 2.2.34
- OM-A
- OM-B
- FCOM
- FCTM
- Scandlearn Low Visibility Operations (LVO)

## **1.5 COURSE CONTENT**

Low Visibility Operation (LVO) meets the requirements as set out in EASA, EC 965/2012 and IOSA. The course is divided into 8 sections with a total duration of 8 hours:

- Introduction
- The Planning phases
- Flight Deck Preparation
- Taxi and Take Off
- Cruise
- Approach
- Landing
- Training & Qualifications

## **1.6 COURSE STRUCTURE**

The online course is structured in 8 online sections followed by an online multiple-choice test, to verify a good knowledge of all covered areas.

## **1.7 SYLLABUS**

### **1.7.1 SECTION 1 (INTRODUCTION)**

- Meets the requirements as set out in EASA, ICAO, the EC-regulations and ECAC recommendations.
- All flight crew members are required to undergo training where they are made aware of the risks, they face

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### FLIGHT CREW TRAINING SYLLABI

- when operating in low visibility.
- The concept of All-Weather Operations.
- The safety level is achieved across a range of differing requirements.
- Characteristics and limitations of the ILS and/or MLS;
- Characteristics of the visual aids;
- Characteristics of fog;
- Operational capabilities and limitations of the airborne system to include HUD symbology and EVS characteristics, if appropriate;
- Effects of precipitation, ice accretion, low level wind shear and turbulence;
- Effect of specific aircraft/system malfunctions;
- Use and limitations of RVR assessment systems;
- Principles of obstacle clearance requirements;
- Recognition of and action to be taken in the event of failure of ground equipment;
- Procedures and precautions to be followed with regard to surface movement during Operations when the RVR is 400 m or less and any additional procedures required for take-off in conditions below 150 m;
- Significance of DHs based upon radio altimeters and the effect of terrain profile in the approach area on radio altimeter readings and on the automatic approach/landing systems;
- Importance and significance of alert height, if applicable, and the action in the event of any failure above and below the alert height;
- Qualification requirements for pilots to obtain and retain approval to conduct LVO; and
- Importance of correct seating and eye position.
- Successful and safe operating during these conditions depends on 4 basic elements all working together to provide the required safety level.
- Standard Operating Procedures (SOPs) shall be incorporated in the airline operating manual.
- The aircraft requires the establishment of a maintenance program.
- Airline operator/flight crew must verify that Low Visibility Procedures (LVP) have been set up.
- The Flight deck Crew needs to be trained.
- Operator must establish aerodrome operating minima.
- This will lead to an individual flight crew member being Low Visibility Take-Off and CATII/CATIII qualified.
- Abbreviations within Low Visibility Operation. AWO, RVR, LVP, LVTO, HUD, HUDLS and EVS.

### **1.7.2 SECTION 2 (THE PLANNING PHASE)**

- Prior to commencing the planning phase.
- Check for any departure delays.
- The MEL (Minimum Equipment List) or DDG (Dispatch Deviation Guide).
- The required equipment list for CAT II and CAT III operations.
- When a Low Visibility Procedures must be in place and when a take-off must be conducted as a low visibility take-off.
- Check the company route manual and NOTAMs.
- Airports are free to activate Low Visibility Procedures.
- Take-off alternate.
- The engine-out scenario.
- The load sheet (or another document filed at the original departure point) must indicate this take-off alternate.
- The weather at the destination determines how many alternate airports are needed.
- The requirement for landing alternate(s).
- The significant weather charts.
- Increased holding times.
- Determining fuel.

### **1.7.3 SECTION 3 (FLIGHT DECK PREPARATION)**

- Arrival at the aircraft.
- Confirm that all the documentation we have based our planning on is still valid.
- The logbook.
- The regulations regarding Low Visibility Take-Offs.
- Operating manual.
- Runway edge lights, centreline lights and multiple RVR information,
- Taxi and take-off briefings.

### **1.7.4 SECTION 4 (TAXI AND TAKE-OFF)**

- Taxiing is a highly demanding phase of flight.
- Visual navigation aids - on the ground.
- Navigation errors on the ground.
- Taxi speeds.

- Take every opportunity to become fully acquainted with aerodromes pilots are operating from.
- Problems in communications with ATC.
- Cockpit technologies do not exist to assist pilots in navigating the airport surface.
- Taxi charts are often confusing.
- The taxi task is made more laborious by the complexity of the navigation environment.
- Schematic of an airport.
- Explanation Lights and Signs.
- The holding points.
- The ILS-critical sensitivity area.
- Checking compasses against the intended runway heading.
- Aborting the take-off in very poor visibility.
- Handling of external lights.

#### **1.7.5 Section 5 (Cruise)**

- MLS (Microwave Landing system) and ILS (Instrument Landing System).
- The ILS beam has to be shielded as much as possible from any interference.
- The sensitive areas.
- Secondary power supply.
- There are two types of minima, the Decision Height (DH) and the Decision Altitude (DA).
- Wheel height.
- The radio altimeter.
- The Slant Visual Range (SVR).
- Fog density is variable and inconsistent.
- The concept of visual references.
- Go-around.
- Correct eye positioning.
- CAT I, Lower than Standard Category I Operation (LTS Cat I), Other Than Standard Category II Operation
- (OTS Cat II), CAT II and CAT III.
- Auto-land.
- CAT III.
- Head Up Display system (HUD).
- HUDLS and EVS.

#### **1.7.6 Section 6 (Approach)**

- The approach briefing.
- Additional things to cover in the CAT II and III approach briefing.
- Official conversion table for converting visibility to RVR.
- The minimum RVR will be clearly stated in the operator's documentation or on the landing plate itself and
- differs between operators and different aircraft.
- The first, the second and the third segments.
- The crosswind limits.
- The aircraft status.
- The approach light system.
- Using aircraft lights during low visibility landings.
- The use of autopilot and auto-throttle.
- Threshold Crossing Height (TCH).
- Using a Head Up Display can make a continued approach and manual landing possible.

#### **1.7.7 Section 7 (Landing)**

- Malfunction checklist.
- Maximum deviation on the localizer and glide slope scales.
- Procedures and callouts to follow if a go around is initiated.
- Make a new approach or an if diversion shall be initiated.
- Dimming of approach and runway lights.
- Ground manoeuvring can be quite as demanding as the landing itself.
- Minimum Fuel for a Diversion.
- Cleared for approach.
- "Confirm cleared for CAT III approach"
- Callouts during the approach.
- During the approach there are several gates.
- Late go-around.
- Task-sharing during the approach.
- The definition of a successful auto-land.
- Confirm to Tower that your aircraft has exited the critical area.
- Any doubt to your position, forward this information to ATC immediately and stop your aircraft.
- Follow Me car.
- After-landing Report'.

### **1.7.8 Section 8 (Training & Qualifications)**

- The flight simulator.
- Every operator will have their different training requirement that has been approved by the authorities.
- The approved training syllabus
- Line Flying Under Supervision.
- Additional requirements before commencing Category II and Category III operations.
- The number of actual CAT III landings per year.
- Recency for LVTO and Category II and III based upon automatic approaches and/or auto-lands is maintained by
- the recurrent training.
- The required number of approaches to be undertaken in the flight simulator.
- If the operator is authorised to conduct takeoff with RVR less than 150/200 m.
- The pilot has to keep track of his actual CAT II and III during the last OPC period.

### **1.8 TRAINING AND CHECKING**

The effective of the training phase and the knowledge level acquired is verified by an online multiple-choice test. After the test a message is automatically sent to Training Department in order to verify completion of the training and in case of PASS update pilot's personal folder.

### **1.9 INSTRUCTOR/EXAMINER ACTIONS FOR ALL PHASES**

Computer Based Training (CBT) are performed without supervision from Ground Instructors. Nevertheless, in case of question regarding the topics covered by course, trainee may ask Training Department to be contacted by an instructor for clarification.

### **1.10 STANDARDS OF PERFORMANCE**

The performance of each trainee must be reported on the relevant forms, which has to be completed by Training Coordinator. The minimum PASS standard for Computer Based Training (CBT) online tests is 75%. Throughout the Training Coordinator the Training Manager is kept informed of the trainee's progress.

### **1.11 SUPERVISION**

The Training Manager in cooperation with the Training Coordinator is responsible for planning, scheduling and implementing the flight crew Low Visibility Operations Ground Training.



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#### **1.12 FORMS TO BE USED**

At completion of each CBT training a certificate is generated by the Scandlearn system. A copy is printed by Training Coordinator and maintained in pilot's personal folder. The following forms must be updated:

- T0 - Flight Crew OCC - Ground Training Summary.

**5-6-13 VAW-FCT-011 LOW VISIBILITY OPERATIONS FSTD TRAINING AND CHECKING**

Applicable to: ALL

*Refer to: (SPA.LVO.120), (AMC1 SPA.LVO.120), (GM1 SPA.LVO.120(b)), [FLT 2.2.34]*

**1. LOW VISIBILITY OPERATIONS – FSTD TRAINING AND CHECKING**

**1.1 GENERAL**

All Fly2Sky flight crew members receive training programs for Visibility Operations (LVO) include a structured ground course, flight simulator and flight training if applicable.

The number of approaches referred to in AMC2, AMC3, AMC4 and AMC6 to SPA.LVO.120(b) represents the minimum number of approaches that the flight crew members shall conduct during initial and recurrent training and checking. More approaches or other training exercises may be required in order to ensure that flight crew members achieve the required proficiency.

Flight crew members are required to complete initial and recurrent FSTD training for each operating capacity for which they will be authorised (e.g. as pilot flying and/or pilot monitoring). A pilot who will be authorised to operate in either capacity will need to complete the minimum number of approaches in each capacity.

Approaches conducted in a suitably qualified FSTD and/or during a proficiency check or demonstration of competence may be counted towards the recent experience requirements. If a flight crew member has not complied with the recent experience requirements of AMC2 SPA.LVO.120(a) or AMC3 SPA.LVO.120(a), the required approaches may be conducted during recurrent training, an operator proficiency check or a periodic check of competence either in an aircraft or on an FSTD.

The table below presents a summary of initial training requirements for LVOs and operations with operational credits.



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### FLIGHT CREW TRAINING SYLLABI

| Approval          | Airborne Equipment | Previous experience                                                                | Practical (FSTD) <sup>4</sup>              | LIFUS (if required) <sup>4</sup>                                                                                                           |
|-------------------|--------------------|------------------------------------------------------------------------------------|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| CAT II<br>CAT III | Autoland           | None                                                                               | As required but not less than 6 approaches | <ul style="list-style-type: none"> <li>• 2 landings; or</li> <li>• 1 landing<sup>1</sup>; or</li> <li>• no landings<sup>2</sup></li> </ul> |
|                   |                    | Previously qualified with the same operator, similar operations <sup>3</sup>       | 2 approaches                               | None                                                                                                                                       |
|                   |                    | Previously qualified with a different EU operator, same type and variant.          | 2 approaches                               | None                                                                                                                                       |
|                   |                    | Previously qualified with a different EU operator, similar operations <sup>3</sup> | 2 approaches                               | <ul style="list-style-type: none"> <li>• 2 landings; or</li> <li>• 1 landing<sup>1</sup>; or</li> <li>• no landings<sup>2</sup></li> </ul> |

<sup>1</sup> Fewer landings during LIFUS are required if a level 'D' FSTD is used for conversion training.

<sup>2</sup> No landings are required if a candidate has completed the zero flight-time (ZFT) type rating.

<sup>3</sup> Similar operations implies that the level of technology, operating procedures, handling characteristics and HUD/HUDLS or equivalent display systems are the same or similar.

<sup>4</sup> Operational suitability data established in accordance with Regulation (EU) No 748/2012 may define credits

The Fly2Sky initial Low Visibility Operations FSTD Training and Checking is performed by means of:

- LVO Ground briefing;
- LVO FSTD Training and Checking
- LVO LIFUS (if required)

## **1.2 ENTRY REQUIREMENTS**

Personnel attending the Low Visibility Operations - Ground Course must be:

- A pilot joining the company enrolled in the Operator Conversion Course;
- An Fly2Sky flight crew operating on A32F, or;
- A pilot enrolled in an Multi Pilot Licence (MPL) program.

Fly2Sky provide the same training content regardless previous crew LVO experience. LVO LIFUS training (1 autoland in aircraft) is mandatory only for crew without LVO previous experience with and EU operator.

## **1.3 COURSE OBJECTIVES**

The Low Visibility Operations - FSTD Training and Checking course provides the trainee with the specific operational and technical knowledge required to perform at maximum level of proficiency Low Visibility Operations in A32F aircraft.

## **1.4 REFERENCE REGULATORY MATERIAL**

- SPA.LVO.120
- AMC1 SPA.LVO.120
- FLT 2.2.34
- OM-A
- OM-B
- FCOM
- FCTM

## **1.5 CORSE CONTENT**

The course is organised in modules in order to meet all requirement as per AMC1 SPA.LVO.120 (c).

- Ground Briefing
- FSTD Training and checking

Ground briefing is held prior simulator session and is intended to cover all items as per AMC1 SPA.LVO.120 (c) (1).

- FSTD Training and checking is structured in 2 different phases
- Approaches without systems failure to review crew coordination and task sharing with different weather conditions.

Approaches with system failures and capability degradation. Also, engine fail at different stage of approach is practiced.

## **1.6 COURSE STRUCTURE**

Course is organised in 2 modules:

- Ground Briefing
- FSTD Training and checking

Ground briefing is intended to cover all items as per AMC1 SPA.LVO.120 (c) (1).

FSTD Training and checking is structured in 2 different phases”

- Approaches is without systems failure to review crew coordination and task sharing with different weather conditions.
- Approaches with system failures and capability degradation. Also, engine fail at different stage of approach is practiced.

## **1.7 SYLLABUS**

### **1.7.1 LVO GROUND BRIEFING**

| <b>LVO – Ground Briefing</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <b>01:00</b> |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| <ul style="list-style-type: none"><li>• Checks of satisfactory functioning of equipment, both on the ground and in flight</li><li>• Effect on minima caused by changes in the status of ground installations</li><li>• Automatic flight control systems and auto-land status annunciators</li><li>• Action to be taken in the event of failures actions to be taken in the event of failures such as engines, electrical systems, hydraulics or flight control systems</li><li>• Effect of known unserviceability and use of MEL</li><li>• Operating limitations resulting from airworthiness certification</li><li>• Guidance on the visual cues required at DH</li></ul> | <b>01:00</b> |

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- Maximum deviation allowed from glide path or localiser
- Importance and significance of alert height and the action in the event of any failure above and below the alert height

## 1.7.2 FSTD TRAINING AND CHECKING

### 1.7.2.1 LOW VISIBILITY TAKE-OFF (LVTO)

| LVO – FSTD Training and checking                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 1:00  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|
| Phase 1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |       |
| <p>Approach using the appropriate flight guidance, autopilots and control systems to the appropriate DH and to include transition to visual flight and landing;</p> <ul style="list-style-type: none"> <li>• Approach with all engines operating using the appropriate flight guidance systems, autopilots, down to the appropriate DH followed by missed approach - all without external visual reference;</li> <li>• Approaches utilising automatic flight systems to provide automatic flare, landing and rollout;</li> <li>• Normal operation of the applicable system both with and without acquisition of visual cues at DH.</li> </ul>                                                                                                              | 0:30  |
| Phase 2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |       |
| <ul style="list-style-type: none"> <li>• Approaches with engine failure at various stages on the approach</li> <li>• Approaches with critical equipment failures, such as electrical systems, auto flight systems, ground and/or airborne ILS systems and status monitors</li> <li>• Approaches with failures of auto flight equipment reversion to manual flight to control flare, landing and rollout or missed approach</li> <li>• Reversion to manual flight or a downgraded automatic mode to control missed approaches from, at or below DH including those which may result in a touchdown on the runway</li> <li>• Failures of the systems that will result in excessive localiser and/or glideslope deviation, both above and below DH</li> </ul> | 00:30 |

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- Handling of the aircraft when, during a fail passive CAT III approach, the fault causes the autopilot to disconnect at or below DH when the last reported RVR is 300 m or less

**1.8 TRAINING AND CHECKING**

Training and checking are combined, TRE is responsible to adequately inform the crew about the structure of the event and highlight which element will be checked and which will be in trained. The recurrent FSTD training/checking MUST be conducted in accordance with the procedures described in OM-D, in case of LPC combined with OPC also Part-FCL regulations must be considered. Chapter 3 of OM-D gives detailed information. During training / checking the candidate demonstrates knowledge of Fly2Sky operations including authorised approaches, weather requirements, limitations and ground equipment.

Training in normal and non-normal procedures and manoeuvres must be performed in accordance with Company and Airbus operational philosophy and must address [2.2.26]:

- PM/PF and other flight crew division of duties (task sharing);
- Incapacitation procedures appropriate to LVTO, CAT II and CAT III operations shall be practised.
- Positive transfer of aircraft control;
- Consistent checklist philosophy;
- Emphasis on a prioritization of tasks (e.g. "aviate, navigate, communicate");
- Proper use of all level of automation.

Throughout the recurrent training/checking the Training Manager is informed of the trainee's progress.

**1.9 INSTRUCTOR/EXAMINER ACTIONS FOR ALL PHASES**

The Chapter 3 of OM-D gives detailed instruction on performing examiner's duties. As general guidance the examiner responsible for the following:

- Raising the standards of awareness and performance of the flight crew.
- Ensuring that the operator's test/check complies with legal and company requirements.
- Supplying feedback to the company.
- Complying with standards and procedures of Fly2Sky and current FCL Standards

- Observe and debrief in the planned CRM objective and properly evaluate the skills according Fly2Sky standards [2.2.31].
- Being a role model for the crew under check.

### **1.10 STANDARDS OF PERFORMANCE**

The performance of each trainee must be reported on the relevant forms, which has to be completed at the end of the simulator session. The performance standards as well as marking and grading guidance described in OM-D must be followed. Throughout the training cycle the Training Manager will be kept informed of the trainee's progress.

#### **1.10.1 IN CASE OF FAILURE**

If substandard performance is observed and a PARTIAL PASS or FAIL is given the TRE must inform the trainee and contact the rostering department and Training Manager.

There shall be a clear statement that the flight crew member may not thereafter act as a crewmember on public transport until a check is passed. Further action will be agreed with the Training Manager in accordance with the procedures described in OM Part D.

### **1.11 SUPERVISION**

The Training Manager in cooperation with the Training Coordinator is responsible for planning, scheduling and implementing the flight crew simulator recurrent training and checking. Each flight crew member must undergo OPC/LPC as part of a normal flight crew complement (i.e. a captain and a co-pilot) (ORO.FC.230). Training/checking are performed by Fly2Sky TRE appointed by the Training Manager. The Training Department will issue all relevant training material in advance to allow appropriate preparation. If a non-proficient situation arises the TRE must ensure that the flight crew member is not scheduled for flying duties. The TRE must notify the rostering department and state that the flight crew member must not be scheduled for flying duties until further notice and inform the Training Manager.

### **1.12 FORMS TO BE USED**

- T2/T3 - FSTD Training/Checking Report
- T11 - Initial LVO Training Checking Report



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### FLIGHT CREW TRAINING SYLLABI

#### 5-6-14 VAW-FCT-012 COMMAND TRAINING

Applicable to: ALL

*Refer to: [FLT 2.3.6]*

#### **COMMAND TRAINING COURSE DESCRIPTION**1.1 GENERAL

The syllabus describes criteria and procedures applicable when a co-pilot is designated to be upgraded to commander.

#### **ENTRY REQUIREMENTS**

The Fly2Sky Command upgrading training course is designed for trainees that meet the minimum requirements for nomination as commander, prescribed in the OM-A. *Refer to: OM-A 4-2 DESIGNATION OF THE COMMANDER* Furthermore, these trainees must be selected in accordance with the company's Commander upgrading procedures described in the OM-D. The course applies to Fly2Sky First Officers operating on A32F aircraft.

#### **COURSE OBJECTIVES**

The objective of the command upgrade course is provided to ensure that the newly upgraded commanders have:

- Acquired the flying skills and competency required to operate the aircraft from the left-hand seat in accordance with the company's operating standards outlined in the Operations Manuals;
- Acquired the leadership qualities, technical and procedural knowledge required to command the operation of the aircraft.

In addition, the course will ensure that the line operations standardisation is maintained through the implementation of standardised training programs.

#### **REFERENCE REGULATORY MATERIAL**

Reference documentation for the development of the Command Training are the following (not limited):

- ORO.FC.105
- ORO.FC.115

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- ORO.FC.205
- OM-A
- OM-D
- A320 FCOM, eQRH, FCTM

### **COURSE CONTENT**

The course contents procedures and syllabi applicable to the phases of training. The main contents of the course are:

- Command responsibilities training;
- Crew resource management training
- Training in an FSTD including Line Oriented Flight Training (LOFT);
- Line training as commander under supervision,
- The operator proficiency check, operating as commander
- Completion of a line check as commander and demonstration of adequate knowledge of the route or area to be flown and of the aerodromes, including alternate aerodromes, facilities and procedures to be used

### **COURSE STRUCTURE**

The Command upgrade training consists of the following phases:

- Ground Training - Command CRM;
- Simulator Training;
- Line Training Under Supervision (LIFUS);
- Command Operator Proficiency Check (OPC); and
- Command Line Check.

### **SYLLABUS**

| Command Ground Training - Day 1                                                                                                                                                                                                                            | 8:00 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------|
| Duties and responsibilities <ul style="list-style-type: none"><li>• Company Organisation</li><li>• Crew composition</li><li>• Crew member's duties</li><li>• Responsibilities of the Commander</li><li>• Responsibilities of others crew members</li></ul> | 2:00 |



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### FLIGHT CREW TRAINING SYLLABI

|                                                                                                                                                                                                                                                                                                                                                                                                                                                |             |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| Relevant Regulation <ul style="list-style-type: none"> <li>• ICAO</li> <li>• EASA AIR-OPS</li> <li>• Bulgarian CAA</li> </ul>                                                                                                                                                                                                                                                                                                                  | 1:00        |
| Authorised Operations <ul style="list-style-type: none"> <li>• Area of operations</li> <li>• Special Approvals</li> <li>• Company Minima</li> <li>• Limitations <ul style="list-style-type: none"> <li>– Approaches authorised by the Authority;</li> <li>– Ceiling and visibility requirements for take-off, approach and landing;</li> <li>– Allowance for inoperative ground components;</li> <li>– Wind limitations</li> </ul> </li> </ul> | 1:00        |
| Operations Manual <ul style="list-style-type: none"> <li>• OM Part A <ul style="list-style-type: none"> <li>– De-icing Procedures</li> </ul> </li> <li>– EFB Manual</li> <li>• OM Part B <ul style="list-style-type: none"> <li>– FCOM</li> <li>– AFM</li> <li>– FCTM</li> <li>– QRH</li> <li>– MEL</li> </ul> </li> <li>• OM Part C <ul style="list-style-type: none"> <li>– OM-C Airports</li> </ul> </li> </ul>                             | 2:00        |
| Standard Operating Procedures <ul style="list-style-type: none"> <li>• OM-B, <i>Refer to: OM-B 2 NORMAL PROCEDURES</i></li> <li>• FCOM, <i>Refer to: FCOM PRO-NOR-SOP</i></li> <li>• A32F Differences</li> </ul>                                                                                                                                                                                                                               | 2:00        |
| <b>Command Course CRM - Day 2</b>                                                                                                                                                                                                                                                                                                                                                                                                              | <b>8:00</b> |
| CRM Command Course <ul style="list-style-type: none"> <li>• <i>Refer to: FCT-CRM-001 FLIGHT CREW CRM TRAINING</i></li> </ul>                                                                                                                                                                                                                                                                                                                   | 8:00        |

**APPENDICES****FLIGHT CREW TRAINING SYLLABI****FSTD TRAINING AND CHECKING**

A minimum of three simulator sessions are planned to review Normal / Abnormal / Emergency procedure while familiarising with LHS position.

| <b>FSTD Training</b>                                                                                                 | <b>12:00</b> |
|----------------------------------------------------------------------------------------------------------------------|--------------|
| <ul style="list-style-type: none"><li>• LHS familiarisation</li><li>• NORMAL PROCEDURES</li><li>• ABN/EMER</li></ul> | 4:00         |
| <ul style="list-style-type: none"><li>• LHS familiarisation</li><li>• NORMAL PROCEDURES</li><li>• ABN/EMER</li></ul> | 4:00         |
| <ul style="list-style-type: none"><li>• LOFT</li><li>• LVO</li></ul>                                                 | 4:00         |

Two candidates alternate on CM1 and CM2 position in order to practice PF duties for at least 6 hours on CM 1 position. Detailed syllabus for each training session is described on form T25 - Command Course Training Summary.

**LINE TRAINING (LIFUS)**

Following the successful completion of flight training and checking, each flight crew member shall operate a minimum of sectors under the supervision of a Line training Commander. Line flying under supervision, during a command course, provides the opportunity for a flight crew member to practice the procedures and techniques in an operational environment.

Form T25 - Command Course Training Summary provides a list of topics the must be discussed to complete the theoretical preparation of the candidate.

Instructor shall sign off the topic when adequate knowledge is demonstrated. During the training phase the LTC occupies the CM2 position. Upon completion of the minimum number of sectors, if the candidate reached the minimum Captain Standard the LTC shall proceed with the recommendation for line check.

**OPERATOR PROFICIENCY CHECK (OPC)**

A completion of line training under supervision the candidate shall receive recommendation for Command OPC. A check on low visibility operations is also included.

**APPENDICES****FLIGHT CREW TRAINING SYLLABI**

The check shall be performed in FSTD by a TRE designated by Training Manager. A dedicated LOE shall be prepared and delivered in confidential way to the examiner with emphasis on:

- Leadership and workload management
- Situation Awareness
- Threat and error management
- Decision making

| <b>FSTD Checking</b>       | <b>4:00</b> |
|----------------------------|-------------|
| Operator proficiency Check | 3:00        |
| LVTO and CAT II and III    | 1:00        |

**LINE CHECK**

The final command check shall normally consist of a minimum of 2 sectors.

The final command check shall be performed by a TRE, TRI or LTC (but not the same person who did the recommendation), occupy the jump seat and a First Officer the RHS. The purpose of the Line Check is to observe the new captain operating a normal Line flight with a First Officer, and to assess the new Commander's CRM abilities. Commander performing line check shall make himself as inconspicuous as possible and shall only interject into the conduct of a flight if safety is threatened.

He/her shall fill the relevant section on the "T25 - Command Course Training Summary" and the "T4 Line Check Report" and LTC performing line check shall inform as soon as possible Training and Crewing Departments of the check outcome. Training Department in case of FAIL shall determine if and how additional training may be required. In case of PASS shall update pilot's, role and expiring data and inform Human Resource Department for the respective administrative actions.

**INSTRUCTOR ACTIONS FOR ALL PHASES:**

The OM-D gives detailed instruction on performing instructor and examiner's duties. As general guidance the examiner responsible for the following:

- Raising the standards of awareness and performance of the flight crew.
- Ensuring that the operator's test/check complies with legal and company requirements.
- Supplying feedback to the company.

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- Complying with standards and procedures of Fly2Sky and current FCL Standards
- Observe and debrief in the planned CRM objective and properly evaluate the skills according Fly2Sky standards.
- Being a role model for the crew under check.

Furthermore, during the Command Upgrade line training flights LTC has additional duties:

- The LTC must act as competent F/O and assist the candidate as such during the LIFUS.
- The LTC must note any issues that may arise during a flight so that they can be discussed during the de-brief. He shall attempt to note these issues discreetly so that the candidate is not distracted by this action.
- Unless safety and overall efficiency is affected the LTC shall not intervene to change a selection or contradict a decision made by the candidate.
- He must fill the relevant section of the T25 - Command Course Training Summary form and inform the Training Manager about the progress of the candidate.

### **STANDARDS OF PERFORMANCE**

The progress made by the command course pilot shall be reported on the T25 - Command Course Training Summary, which has to be completed after every flight. The performance standards as well as marking and grading guidance described in OM-D must be followed. Completion of the training will be signed in the T25 - Command Course Training Summary of each candidate by the Training Manager.

### **IN CASE OF FAILURE**

If a failure is observed during any phase of command course, the Training Manager must be immediately informed.

Training Manager in Coordination with Director of Flight Operations and Chef Pilot shall analyse the progress status and decide which action may be necessary to act to reach the required standard.

For detailed failure procedure *Refer to: OM-D 2-1-6 COMMAND TRAINING*



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#### **SUPERVISION**

Throughout the course the Training Manager will be kept informed of the trainee's progress. The Command Course syllabus may be varied in excess of the minimum requirements specified in Part A and Part D, at the discretion of the Training Manager,

having due regard to the candidate past experience and the company's knowledge of the candidate. However, the preference of the company is to complete a comprehensive course of training that is designed to equip a pilot with the necessary developed skills required of a company commander. Such skills are varied in nature and the course shall account for this through a process of structured training.

Training/checking are performed by Fly2Sky TRE appointed by the Head of Crew Training.

#### **FORMS TO BE USED**

- T25 - Command Course Training Summary
- T4 - Line Check Report

**5-6-16 VAW-FCT-014 AIRPORT QUALIFICATION**

Applicable to: ALL

1. CATEGORY C AIRPORT
2. NARROW RUNWAY OPERATIONS

**1. AERODROME QUALIFICATION**

**1.1 COURSE GENERAL**

The nominal runway width for operations of the A320 family aircraft is 45 meters. Operations on runways with a width below 45 meters require authorisation for the Airworthiness Authorities. The operations on runways with a width below 45 m are covered by the appropriate modification and the incorporation of the applicable AFM supplement. Fly2Sky ensures that, prior to conducting operations on Narrow Runways each commander is trained, qualified and current in accordance with the requirements prescribed in ORO.FC.105, AMC1 ORO.FC.105(b)(2); (c) and Fly2Sky requirements.

**1.2 ENTRY REQUIREMENTS**

Initial experience to operate on narrow runways or at Category C aerodromes, the Commander must have a minimum of:

- 500 flying hours as Captain on the concerned type of aircraft, before completing the initial training.
- First Officer are not allowed to perform Take Off and Landing on NARROW RUNWAY.

**1.2.1 RECENCY REQUIREMENTS**

The period of validity of the competence to operate on narrow runways or at Category C aerodromes is 12 calendar months.

The 12-month period shall be counted from the last day of the month:

- when the familiarisation training was undertaken; or
- of the latest operation on the aerodromes, facilities and procedures to be used.

When the operation is undertaken within the last 3 calendar months of that period, the new 12- month period shall be counted from the original expiry date.

Operations competence to Category C Aerodrome can be either revalidated by operating on the specific Category C aerodrome within the period of validity prescribed above or attending a recurrent training FSTD session as described below.

Operations competence to operate on narrow runway can be either revalidated by operating on any narrow runway aerodrome within the period of validity prescribed above or attending a recurrent training FSTD session as described below.

### **1.3 COURSE OBJECTIVES**

The course objective is to qualify the crew for operations on a specific Category C aerodrome or to operate on runway with width below 45 meters (minimum width 30 m). The course aims to develop the necessary technical knowledge and practical flying skill to safely operate.

### **1.4 REFERENCE MATERIAL REFERENCE DOCUMENTATION:**

- ORO.FC.105.
- AMC1 ORO.FC.105(b)(2)
- FLT 2.4.1
- OM Part A
- OM Part B (FCOM QRH FCTM)
- OM part C (Routes, Charts, JEPPESEN)
- EFB performances, EOSID

### **1.5 COURSE CONTENT**

The Aerodrome Qualification Course is a planned and organised structure of courses performed in classroom, on training devices, by CBT or self-study followed, when requested, by knowledge practical, CBT or written test. The Fly2Sky initial Aerodrome Qualification Course includes:

- Ground training;
- FSTD training, and;
- Line training (only for CAT C airports)

#### **1.5.1 TRAINING MATERIALS AND PROCEDURES**

- Power Point Presentation
- FSTD syllabus

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- OFP
- Weather information
- EFB
- JEPPESEN CHARTS

**1.6 COURSE STRUCTURE****1.6.1 GROUND AND FSTD TRAINING****1.6.1.1 NARROW RUNWAY OPERATIONS**

| Self-study                             | FSTD Briefing                                       | FSTD Session                                  |
|----------------------------------------|-----------------------------------------------------|-----------------------------------------------|
| FCOM-PRO-SPO-60<br><br>JEPPESEN Charts | Power Point<br>Presentation<br><br>Duration: 30 min | FSTD training session<br><br>Duration: 45 min |

**1.6.1.2 Category C Aerodrome qualification**

| Self-study                              | FSTD Briefing                                    | FSTD Session                                  |
|-----------------------------------------|--------------------------------------------------|-----------------------------------------------|
| Airport Briefing<br><br>JEPPESEN Charts | Power Point Presentation<br><br>Duration: 30 min | FSTD training session<br><br>Duration: 60 min |

**1.6.2 Line Flying Under Supervision (LIFUS)**

Line Flying Under Supervision (LIFUS) is not required prior to operate on NARROW RUNWAY on CAT A and B airports, for CAT C airports is required one landing and take off with a qualified TRI/LTC occupying the right-hand seat.

**1.7 SYLLABUS****1.7.1 NARROW RUNWAY****1.7.1.1 GROUND TRAINING**

| Ground Training | Duration | Tools |
|-----------------|----------|-------|
|-----------------|----------|-------|



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|                                                                                                                                                                                                                                                                                                                                                                                                                                                          |        |                            |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|----------------------------|
| <ul style="list-style-type: none"> <li>• General</li> <li>• Requirements</li> <li>• Performance implications on Take-Off (MEL, taxiing, speeds, etc.)</li> <li>• RTO decision making, Low Speed RTO</li> <li>• Performance implications on Landing (weather, inflight failures, cross wind, etc.) • Visual prospective on approach (late flare, VASI, etc)</li> <li>• Go around, balked landing, tail strike avoidance</li> <li>• FCOM-SPO-60</li> </ul> | 30 min | Self-study<br>Presentation |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|----------------------------|

#### 1.7.1.2 FSTD TRAINING

An airport with narrow runway must be used for the training, it's acceptable to use a generic airport with a 30-meter-wide runway.

| FSTD Training                                                                                                                                                                                                                                                                                                                                          | Duration | Tools |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|-------|
| <ul style="list-style-type: none"> <li>• Take-off with maximum crosswind;</li> <li>• Instrument or visual approach, landing with maximum crosswind;</li> <li>• RTO with engine failure at low speed, wet runway</li> <li>• RTO with engine failure at high speed (100 knots), wet runway.</li> <li>• Take-off with engine failure after V1;</li> </ul> | 45 min   | FSTD  |

#### 1.7.1.3 Line Training

Line Flying Under Supervision (LIFUS) is not required prior to operate on NARROW RUNWAY on CAT A and B airports.

**1.7.2 CATEGORY C AERODROME**

Unless local authority requires a specific qualification program the following is training applicable to a Category C Aerodrome.

**1.7.2.1 GROUND TRAINING**

Ground theoretical training is covered by preparatory self-study and during the FSTD briefing and debriefing.

| Ground Training                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Duration | Tools                      |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------------------------|
| <ul style="list-style-type: none"><li>• Limitations on use of aerodrome</li><li>• Special procedures and operating limitations</li><li>• Crew requirements</li><li>• Night Operations</li><li>• Radio Communication / Failure</li><li>• Knowledge of obstructions;</li><li>• Physical layout;</li><li>• Wind / Turbulence</li><li>• Lighting;</li><li>• Approach aids and arrival;</li><li>• Visual Approach procedures</li><li>• Landing procedures;</li><li>• RWY Backtrack Operations;</li><li>• Apron operation and procedures;</li></ul> | 30 min   | Self-study<br>Presentation |

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- Departure procedures;
- Departure;
- Holding and instrument approach procedures;
- Applicable operating minima, and;
- Ground movement considerations.

#### **1.7.2.2 FSTD Training**

FSTD to be used for training shall be equipped with realistic visual orographic and aerodrome data. Evaluation of the FSTD shall be performed by Training Manager before approving an FSTD for a specific Category C airport training.

According to the complexity of the aerodrome and the resulting from Safety Management System a specific syllabus may be developed. The syllabus shall include as minimum the following:

| <b>FSTD Training</b>                                                                                                                                                                                                                                                        | <b>Duration</b> | <b>Tools</b> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|--------------|
| <p>For each runway.</p> <ul style="list-style-type: none"> <li>• Engine failure at V1 followed by EOSID;</li> <li>• Take-off with maximum crosswind;</li> <li>• Instrument approach;</li> <li>• Balked landing at 50'</li> <li>• landing with maximum crosswind.</li> </ul> | 60 min          | FSTD         |

Note: FSTD training may be substituted by a flight as observer on the concerned Category C aerodrome.

#### **1.7.2.3 LINE TRAINING**

Following FSTD qualification first take and landing shall be performed with a TRI/LTC occupying the right-hand seat.

**1.7.3 RECURRENT TRAINING**

In case the aerodrome qualification shall expire, competence qualification is maintained through the annual recurrent FSTD training program.

The minimum manoeuvres to complete are as per below.

| Recurrent-FSTD Training                                                                  | Duration | Tools |
|------------------------------------------------------------------------------------------|----------|-------|
| Take-off with maximum crosswind;<br><br>Visual approach, landing with maximum crosswind. | 15 min   | FSTD  |

**1.8 TRAINING AND CHECKING**

Training and checking are combined, TRE is responsible to adequately inform the crew about the structure of the event and highlight which element will be checked and which will be in trained.

**1.9 INSTRUCTOR/EXAMINER ACTIONS FOR ALL PHASES**

The Chapter 3 of OM-D gives detailed instruction on performing examiner's duties. As general guidance the examiner responsible for the following:

- Raising the standards of awareness and performance of the flight crew.
- Ensuring that the operator's test/check complies with legal and company requirements.
- Supplying feedback to the company.
- Complying with standards and procedures of Fly2Sky and current FCL Standards
- Observe and debrief in the planned CRM objective and properly evaluate the skills according Fly2Sky standards [2.2.31].
- Being a role model for the crew under check.

**1.10 STANDARDS OF PERFORMANCE**

Flight crews shall demonstrate their ability to effectively operate the aircraft in an adverse environment and in accordance with Fly2Sky SOPs.



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In case of Failure to achieve the required standards, remedial training shall be arranged following coordination with Training Manager. Instructor shall inform the flight crew member, Training and Rostering department accordingly.

#### **1.11 SUPERVISION**

FSTD instruction is performed by a qualified TRI/TRE, appointed by the Training Manager. The Training Department issues all relevant training material in advance to allow appropriate preparation. The instructor shall brief all topics outlined in the training syllabus.

#### **1.12 FORM TO BE USED**

- T2/T3 - FSTD Training/Checking Report
- T14-Initial Narrow Runway Operation Training Report

**5-6-17 VAW-FCT-015 PRE-FLIGHT INSPECTION**

Applicable to: ALL

- 1. REFUELLING – DEFUELING**
- 2. MEL TRAINING**

**1. PRE-FLIGHT INSPECTION – TRAINING COURSE**

**1.1 GENERAL**

In accordance with CAT.GEN.MPA.105 (a) (12) it is responsibility of the Commander to ensure that a pre-flight inspection has been carried out in accordance with the requirements of Annex I (Part-M) to Regulation (EC) No 2042/2003.

All Fly2Sky pilots (Commanders and First Officers) are requested to complete all phase of the training before unsupervised line flight. All other qualified persons/ qualified and licensed aircraft maintenance technician/ are requested to complete all phases of the training before being delegated the duties from the Commander for exterior aircraft inspection.

The Fly2Sky initial training on Pre-flight Inspection is performed by means of:

- Online CBT training module;
- Practical training during LIFUS
- Practical check combined with line check.

Online CBT training material has been developed by Fly2Sky Crew Training Department and is delivered by Scandlearn Scandinavian eTraining Center Tranebergsstrand 11 167 40 STOCKHOLM-BROMMA - SWEDEN

**1.2 ENTRY REQUIREMENT**

Personnel attending the training shall be:

- A pilot joining the company enrolled in the Operator Conversion Course;
- An Fly2Sky flight crew operating on A32F;
- A pilot enrolled in an Multi Pilot Licence (MPL) program;

**1.3 COURSE OBJECTIVES**

Objective of the course is to familiarise crew with procedures related to Pre-Flight Inspection task and Fuelling / Refuelling on A32F Aircraft.

## **REFUELLING WITH PASSENGERS ON BOARD**

The refuelling is part of the pre-flight inspection and preparation part 1 and it must be noted on the checking form T2 and training form T3.

The training is performed on every OPC (Training and checking) for the following cases:

- Re/de-fuelling with passengers embarking, on board or disembarking; and
- Refuelling/defueling with mixed and wide-cut fuel.

Note: Refuelling with an engine running is not permitted for the Fly2Sky operations.

The crew members are made familiar with the provisions described in the OM-A. *Refer to: OM-A 8-2-1 FUELLING PROCEDURES.*

### **1.4 REFERENCE REGULATORY MATERIAL REFERENCE DOCUMENTATION:**

- CAT.GEN.MPA.105 (a) (12)
- Part-M AMC M.A.301(1)
- AMC1 ORO.GEN.110(e)
- FLT 3.8.6A
- OM-A 8.2.1 Fuelling Procedures
- OM-B 2.2 Standard Operating Procedures
- FCOM DSC-28-10-70 Refuelling and Defueling
- FCOM PRO-NOR-SUP-FUEL - REFUELING
- FCOM PRO-NOR-SUP-FUEL - REFUELING WITH ONE ENGINE RUNNING
- FCOM PRO-NOR-SUP-FUEL - GROUND FUEL TRANSFER
- FCOM PRO-NOR-SUP-FUEL - DEFUELING
- FCOM PRO-NOR-SOP - TECHNICAL CONDITION OF THE AIRCRAFT
- FCOM PRO-NOR-SOP - SAFETY EXTERIOR INSPECTION
- FCOM PRO-NOR-SOP - PRELIMINARY COCKPIT PREPARATION
- FCOM PRO-NOR-SOP - EXTERIOR WALKAROUND
- CAME 1.11 Pre - flight inspection.

### **1.5 COURSE CONTENT**

The course content is organised in order to cover all information related to the correct execution of the pre-flight inspection and associated with fuelling or refuelling procedures.

## **1.6 COURSE STRUCTURE**

The online course is performed by means of CBT training followed by an online multiple-choice test, to verify a good knowledge of all covered areas. Practical training is performed during line training under supervision of a Line Training Captain. Practical check is performed in combination with the Line check.

## **1.7 SYLLABUS**

### **1.7.1 CBT**

| Phase | Syllabus                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Duration |
|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| CBT   | <ul style="list-style-type: none"><li>• Walk-around type inspection of the aircraft and its emergency equipment.</li><li>• Inspection of the aircraft continuing airworthiness record system or the operator's technical log.</li><li>• Control that consumable fluids, gases etc. uplifted prior to flight are correct.</li><li>• Control that all doors are securely fastened.</li><li>• Control that control surface and landing gear locks, pitot/static covers, restraint devices and engine/aperture blanks have been removed.</li><li>• Control that all the aircraft's external surfaces and engines are free from ice, snow, sand, dust etc.</li></ul> | 1 hr     |

### **1.7.2 LIFUS**

| Phase | Syllabus                                                                                                                                                                                                 | Duration |
|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| LIFUS | <ul style="list-style-type: none"><li>• Safety Exterior Inspection</li><li>• Aircraft Technical Logbook (ATL)</li><li>• Minimum Equipment List (MEL)</li></ul> <p>- Scope, extent and use of the MEL</p> | n/a      |



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|  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |  |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
|  | <ul style="list-style-type: none"><li>- Operator's MEL procedures</li><li>- Elementary maintenance procedures in accordance with Commission Regulation (EU) No 1321/2014</li><li>- Commander/commander responsibilities Configuration Deviation List (CDL)<ul style="list-style-type: none"><li>• Hold Items List (HIL) and Cabin HIL (CHIL)</li><li>• Dent and buckle chart</li><li>• Daily and Weekly Inspection</li><li>• Part-145 Realise to Service</li><li>• Exterior Walkaround</li><li>• Refuelling and Defueling procedures</li></ul></li></ul> |  |
|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|

#### **1.8 TRAINING AND CHECKING**

During training / checking the candidate demonstrates knowledge of Fly2Sky operations, limitations and ground equipment.

#### **1.9 INSTRUCTOR/EXAMINER ACTIONS FOR ALL PHASES**

The Chapter 3 of OM-D gives detailed instruction on performing examiner's duties. As general guidance the examiner responsible for the following:

- Raising the standards of awareness and performance of the flight crew.
- Ensuring that the operator's test/check complies with legal and company requirements.
- Supplying feedback to the company.
- Complying with standards and procedures of Fly2Sky and current FCL Standards
- Observe and debrief in the planned CRM objective and properly evaluate the skills according Fly2Sky standards [2.2.31].
- Being a role model for the crew under check.

#### **1.10 STANDARDS OF PERFORMANCE**

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The performance of each trainee must be reported on the relevant forms, which must be completed at the end of the training phase. The performance standards as well as marking and grading guidance described in OM-D must be followed. The standard is verified by:

| <b>Quest.</b> | <b>Method</b>               | <b>Duration</b> |
|---------------|-----------------------------|-----------------|
| <b>10</b>     | Online multiple-choice test | n/a             |

| <b>Method</b>                     | <b>Duration</b> |
|-----------------------------------|-----------------|
| Practical check during line check | n/a             |

Throughout the training cycle the Training Manager will be kept informed of the trainee's progress.

**1.10.1 IN CASE OF FAILURE**

If substandard performance is observed and a PARTIAL PASS or FAIL is given the LTC must inform the trainee and contact the rostering department and Training Manager.

There shall be a clear statement that the flight crew member may not thereafter act as a crewmember on public transport until a check is passed. Further action will be agreed with the Training Manager in accordance with the procedures described in OM Part D.

**1.11 SUPERVISION**

The Training Manager in cooperation with the Training Coordinator is responsible for planning, scheduling and implementing the flight crew Pre-Flight Inspection Course.

**1.12 FORM TO BE USED**

- T0 - Flight Crew OCC - Ground Training Summary
- T4 - Line Check Report

**5-6-18 VAW-FCT-016 PERFORMANCE BASED NAVIGATION**

Applicable to: ALL

**1. COMPUTER BASED TRAINING (CBT)**

**1.1 GENERAL**

In accordance with EASA CAT.OP.MPA 126 and COMMISSION REGULATION (EU) 2016/539 all crew members, must attend a specific training and checking on performance Based Navigation (PBN).

CBT training modules and knowledge is provided by Scandlearn Scandinavian eTraining Center Tranebergsstrand 11 167 40 STOCKHOLM-BROMMA - SWEDEN.

Provider has been evaluated according the criteria of OM-D 1.0.2 and OM-D 1.0.3, syllabus and contents are periodically evaluated [IOSA 2.1.45] for compliance with EASA, BG CAA, IOSA and Fly2Sky requirements.

**1.2 ENTRY REQUIREMENTS**

Personnel attending the training shall be:

- A pilot joining the company enrolled in the Operator Conversion Course;
- An Fly2Sky flight crew operating on A32F;
- A pilot enrolled in an Multi Pilot Licence (MPL) program;

**1.3 COURSE OBJECTIVES**

The objective of Performance Based Navigation (PBN) Courses is to help flight crew acquire the required competencies in the course's specific subjects. When required, competence is evaluated by a test.

**1.4 REFERENCE REGULATORY MATERIAL**

Reference documentation:

- CAT.OP.MPA.126
- FLT 2.2.18
- ICAO Doc 9613

- EASA CAT.OP.MPA 126 FLT 2.2.16A
- COMMISSION REGULATION (EU) 2016/539
- Company iPad
- EFB Airbus FlySmart
- NAVBLUE Charts

### **1.5 COURSE CONTENT**

Performance Based Navigation (PBN) programme includes the following sections:

- Introduction to the concept of Performance-Based Navigation
- The Navigation Specification
- Terms and expressions in the PBN system
- Database Coding and Path Terminators
- Database Validity and Errors in RNAV and RNP Systems
- Basic RNAV Procedures
- PBN RNP APCH
- PBN RNP AR Approach
- PBN RNP APCH to LVP

### **1.6 COURSE STRUCTURE**

Performance Based Navigation (CBT) course is structured in 2 phases:

- CBT training with knowledge test, and
- FSTD training and checking.

### **1.7 SYLLABUS**

### 1.7.1 CBT MODULE

| Performance-Based Navigation (PBN)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                 |             |             |               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------|-------------|---------------|
| Section 9                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Duration 2.5 hr | Question 90 | Initial YES | Recurrent YES |
| <b>Module 1 - Introduction to the concept of Performance-Based Navigation</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                 |             |             |               |
| <ul style="list-style-type: none"> <li>• The regulations the courses are based on.</li> <li>• A shortened and simplified version of the Executive Summary in ICAO Doc 9613.</li> <li>• The number of flights increases, the airspace itself remains the same.</li> <li>• Requirements for navigation applications with different accuracies.</li> <li>• The time frame.</li> <li>• To obtain PBN endorsement to add to the licence.</li> <li>• What the pilot must fulfill.</li> <li>• Grandfathering rights.</li> <li>• From the “good old days” to the future of PBN.</li> <li>• Conventional navigation systems LORAN, ADF, VOR, and ILS, and associated procedures.</li> <li>• Moving around ground-based navaids is impractical and imposes other threats to flight safety.</li> <li>• Area navigation was first launched using sensors like IRS and DME/DME coupled to an FMS navigation computer.</li> <li>• The RNAV system offered more consistent tracking of intended routes.</li> <li>• The continuing improvements in both aircraft and navigation technology.</li> <li>• Unwanted characteristics.</li> <li>• The installed equipment and system configurations ranged from simple to complex.</li> <li>• RNP procedures were introduced in 1998.</li> <li>• Design the PBN concept.</li> <li>• The PBN concept.</li> <li>• The RNP AR approach navigation specification.</li> <li>• 2D approach and 3D approach.</li> <li>• Future development 4D navigation.</li> </ul> |                 |             |             |               |
| <b>Module 2 - The Navigation Specification</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                 |             |             |               |
| <ul style="list-style-type: none"> <li>• What does “the PBN concept” means.</li> <li>• Stakeholders involved.</li> <li>• The four main requirements that must be specified for each airspace concept.</li> <li>• PBN requirements for the aircraft.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                 |             |             |               |



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### FLIGHT CREW TRAINING SYLLABI

- Accuracy, Integrity, Continuity and Functionality.
- PBN advantages over sensor-specific methods.
- The costs for operators to be able to meet different certifications and operational approval.
- The navigation specification.
- Navigation accuracy.
- Overview of the different navigation specifications and where they are used.
- Basic features included in RNAV and RNP.
- The most important difference between RNP and RNAV.
- Table with a complete list of all PBN navigation specifications.
- Additional functionalities that might be incorporated in some of the navigation specifications.
- Each stakeholder has his or her different roles and sets of responsibilities.
- The Strategic Level
- The Tactical Level

**Module 3 - Terms and expressions in the PBN system**

- Description of the GPS, US's NAVSTAR Global Positioning System.
- Explanation of the term "global navigation satellite system" (GNSS).
- Russia's GLONASS and European Galileo.
- The four criteria of a satellite navigation system performance.
- GNSS augmentation systems.
- Satellite-based augmentation system (SBAS) and ground-based augmentation system (GBAS).
- Europe has the European Geostationary Navigation Overlay Service, EGNOS, Wide-area augmentation system (WAAS)
- and Multi-functional satellite augmentation system (MSAS).
- GBAS provides the extremely high accuracy, availability, and integrity.
- RAIM (Receiver Autonomous Integrity Monitoring).
- How to perform a RAIM check.
- Outages can be predicted by computer analysis.
- GNSS and the integrity of its signals.
- The RAIM prediction can be done online.
- The mask angle.
- Baro VNAV.
- Operators must adjust the MEL and make any necessary revisions.
- Two types of RNAV/RNP fixes or waypoints, the fly-by waypoint and the fly-over waypoint.
- What variations the aircraft trajectories overflying both waypoint types.

#### Module 4 - Database Coding and Path Terminators

- For non-conventional procedures it is a requirement that waypoints are programmed into the FMS.
- The path terminator concept.
- Navigation databases used are coded in accordance with the aviation industry standard ARINC 424 Navigation System Database Specification.
- The 23 different path-type terminators.
- The two-letter naming procedure.
- Table shown with the 23 different path-type terminators.
- IF: Initial Fix and TF: Track to Fix.
- DF: Direct to FIX and CF: Course to Fix.
- CA: Course to Altitude and FA: Course from a Fix to an Altitude.
- Table showing the permitted leg sequences for all different path terminators.
- The Radius to Fix leg.
- The benefit of RF legs.
- Example of an RNP 1 procedure.
- RF legs is an optional capability for use with RNP 1, RNP 0,3, and RNP APCH.
- Factors to consider when designing an RF leg.
- Bank-angle limitations.
- Offset Flight Path.
- Holding Patterns.
- Some General Rules for RNAV/RNP Design.



**Module 5 - Database Validity and Errors in RNAV and RNP Systems**

- AIRAC, Aeronautical Information Regulation and Control, provides the same sets of data to the stakeholders.
- AIRAC information and procedures.
- The effective date must be checked before flight.
- The NOTAM.
- Discrepancy between the database and the published chart.
- Unable to perform the RNAV/RNP.
- Navigation Errors in RNAV and RNP Systems.
- The Path Definition Error (PDE), the Flight Technical Error (FTE), the Navigation System Error (NSE) and the Total System Error (TSE).
- The World Geodetic System, 1984 WGS-84.
- All components must be taken into account when designing the procedures, and adequate obstacle clearance.
- Limits and Obstacle Clearance Criteria
- The primary area and secondary area.
- The protected area and buffer area.
- Onboard Performance Monitoring and Alerting
- If the RNP system does not satisfy the required navigational performance.
- The monitoring and alerting requirement.



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OPERATIONS MANUAL PART D

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### FLIGHT CREW TRAINING SYLLABI

#### Module 6 - Basic RNAV Procedures

- Basic RNAV approach.
- LNAV or LNAV/VNAV minima and Localizer Performance Vertical Guidance or LPV minima.
- Before initiating an RNAV procedure.
- Difference between the two minima, LNAV and VNAV.
- VNAV minimum is for aircraft with valid vertical navigation capability.
- How to be able to use the VNAV minimum.
- Cold temperatures corrections.
- Uncompensated BARO VNAV.
- Inform ATC if using a different and higher missed-approach altitude.
- Abnormal Situations and Contingency Procedures.
- Loss of GNSS, loss of SBAS, loss of integrity caution, or a GNSS position caution.
- When in doubt, abandon the approach.
- ATC will normally be able to provide vectors for a conventional approach.

**Module 7 - PBN RNP APCH**

- RNP APCH - will, in the future, be the standard type of approach.
- The state concerned is responsible for ensuring that these RNP procedures.
- Information that is relevant for the specific type of approach.
- PBN RNP Approach.
- The RNP system may use DME updating only when authorised by the state concerned.
- The RNP approach authorised by a number of regulatory agencies including the EASA and US FAA.
- The AIP and the approach charts used by the pilots will clearly indicate that it is an RNP APCH.
- How the individual operator get approval to conduct RNP APCH.
- Operations manuals and checklists.
- The continuing airworthiness instructions.
- Never request an RNP APCH unless authorised to do so.
- Total System Error, TSE, during the initial and intermediate parts of the approach and the final-approach segment.
- The lateral deviation display scaling.
- Flight director and/or autopilot.
- A current navigation database.
- How the complete RNP APCH to be flown must be loaded.
- A list of items that must be displayed in the cockpit.
- Functions that must be available to pilots.
- Pre-flight planning for an RNP APCH.
- Preparing the RNP APCH.
- Executing the APCH.
- Contingency Procedures.

**Module 8 - PBN RNP AR Approach**

- The RNP AR APCH specification can be used designing specific advanced-approach procedures.
- These authorisation-required or AR procedures are more complex.
- RNP AR APCH are all based on GNSS.
- When RNP AR approaches shall not be used.
- Each and every RNP AR approach must be assessed.
- There is a requirement for both simulator and flight validation in accordance with published rules in PANS-OPS.

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### FLIGHT CREW TRAINING SYLLABI

- It is each operator's responsibility to evaluate the basic flyability and the performance of the navigation and flight-control system.
- The state's AIP and the approach plates.
- Several approach procedures that are designed for specific aircraft and operators.
- DOC 9905 governing the RNP AR APCH.
- Information what training the air traffic controllers must cover concerning RNP AR APCH.
- Preparation for an operational approval.
- Minimum Equipment List (MEL).
- Training aspects concerning operational practices.
- The approval for RNP AR APCH may be in the form of a single approval for all procedures within a state, separate approvals for each procedure, or a combination of these,
- Performance monitoring and alerting for the RNP AR APCH.
- Errors in the vertical and lateral domain.
- Pilot-monitoring requirement of FTE.
- When specifically authorised by the state, the aircraft may use DME/DME updating.
- Never use VOR updating when conducting RNP AR APCH procedures.
- The functional requirements for an RNP AR APCH.
- The display requirements for the RNP AR APCH.
- Special Operating Procedures for RNP AR APCH.
- Pre-flight.
- Inflight.
- Conclusion.

#### Module 9 - PBN RNP APCH to LVP

- Explanation where LVP/LP approaches is in the PBN navigation specification.
- Explanation of the acronyms LPV/LP and that they are built on a Satellite Based Augmentation System (SBAS).
- Different SBAS systems around the world.
- SBAS is designed to improve the accuracy, integrity, and availability of the GNSS system.
- Reference station in the network relays the data to a master station where correction information is computed.
- What SBAS can provide
- The European EGNOS system.

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### FLIGHT CREW TRAINING SYLLABI

- RNAV GNSS approaches conducted down to LPV minima are characterized by a Final Approach Segment (FAS).
- The LPV Final Approach Segment (FAS) is specially coded into the onboard navigation database as a Data Block FAS DB.
- CRC (Cyclic Redundancy Check).
- LPV/LP the course deviation is angular instead of linear.
- LPV benefits.
- LPV Operational Benefits.
- When LP approach procedure based on the lateral performance of SBAS is provided.
- LPV/LP missed approach segment.
- Based on WGS-84 coordinates.
- MEL (Minimum Equipment List) detailing the required aircraft equipment for an RNP approach to the LPV or LP minima.
- Warnings on the onboard equipment if errors occur.
- System functions which are required as a minimum.
- In case of a complete RNAV guidance loss during the approach.
- Maximum deviations below the vertical path.
- Temperature in connection with LPV/LP approach.
- The NOTAM/EGNOS NOTAM and Phraseology.
- Y & T-bar example and Approval for an RNP approach to LVP minima.
- Reportable event and reporting system.

#### **1.7.2 FSTD TRAINING AND CHECKING**

The following training and checking events are integrated in FSTD recurrent training and checking syllabus.

| No | Events                                                                                                                                                              | Refer to:<br>Objectives |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|
| 1  | <b>COCKPIT PREPARATION</b> <ul style="list-style-type: none"> <li>• FMS Data base validity</li> <li>• Accuracy</li> <li>• SID check</li> <li>• FPL check</li> </ul> |                         |

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### FLIGHT CREW TRAINING SYLLABI

|          |                                                                                                                                                                                                               |                                        |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|
|          | <ul style="list-style-type: none"> <li>Contingency procedures</li> </ul>                                                                                                                                      |                                        |
| <b>2</b> | <b>INITIAL CLIMB</b><br><br><b>ABN: NAV FM/GPS POS DISAGREE (*)</b><br><br>(*) or similar failure according FSTD characteristic                                                                               | PRO-ABN-NAV                            |
| <b>3</b> | <b>APPROACH PREPARATION</b><br><br><ul style="list-style-type: none"> <li>STAR check</li> <li>RNP-APCH check</li> <li>Contingency procedures</li> <li>Use of guidance</li> </ul>                              | PRO-NOR-SPO-51<br><br>PRO-NOR-SOP-18-C |
| <b>4</b> | <b>APPROACH</b><br><br>Both crew member must fly an approach as PF<br><br><b>ABN: NAV GPS 1 FAULT (**)</b><br><b>ABN: NAV GPS 1+2 FAULT (**)</b><br><br>(**) or similar failure according FSTD characteristic | PRO-ABN-NAV                            |

### 1.8 TRAINING AND CHECKING

The effective of the training phase and the knowledge level acquired is verified by an online multiple-choice test.

After the test a message is automatically sent to Training Department in order to verify completion of the training and in case of PASS update pilot's personal folder.

FSTD training and checking is noted on "T2/T3 - FSTD Training/Checking Report".

### 1.9 INSTRUCTOR/EXAMINER ACTIONS FOR ALL PHASES

Computer Based Training (CBT) are performed without supervision from Ground Instructors. Nevertheless, in case of question regarding the topics covered by course, trainee may ask Training Department to be contacted by an instructor for clarification. During FSTD training

and checking examiner must evaluate the level of trainee's knowledge integrated with SOP and company procedures.

### **1.10 STANDARD OF PERFORMANCE**

The performance of each trainee must be reported on the relevant forms, which has to be submitted to Training Coordinator. The minimum PASS standard for Computer Based Training (CBT) online tests is 75%. Throughout the Training Coordinator the Training Manager will be kept informed of the trainee's progress.

### **1.11 SUPERVISION**

The Training Manager in cooperation with the Training Coordinator is responsible for planning, scheduling and monitoring of Performance Based Navigation (PBN) course.

### **1.12 FORMS TO BE USED**

At completion of CBT training a certificate is generated by the Scandlearn system. A copy is printed by Training Coordinator and maintained in pilot's personal folder. The FSTD training and checking must be reported on:

- T2/T3 - FSTD Training/Checking Report

## **5-6-19 VAW-FCT-021 AIRPORT QUALIFICATION MADEIRA (LPMA-FNC)**

Applicable to: ALL

*(Refer to ORO.FC.105.AMC1 ORO.FC.105(b)(2))*

### **1. AERODROME QUALIFICATION - MADEIRA AIRPORT (LPMA – FNC)**

#### **1.1 GENERAL**

In accordance with ORO.FC.105, AMC1 ORO.FC.105(b)(2); (c) and Fly2Sky requirements, prior to operating to a Category C aerodrome to commander shall be briefed and visit the aerodrome as an observer and /or undertake instruction in an approved FSTD.

Additional mandatory requirements are imposed by the Portuguese Civil Aviation Authority (ANAC) that requires the training programme to be approved.

### **1.1.1 COURSE DESCRIPTION**

The Fly2Sky aerodrome qualification programme, for MADEIRA AIRPORT, requires the use of an approved FSTD level D FSTD with specific aerodrome visual data installed in the database.

The Fly2Sky initial MADEIRA AIRPORT qualification programme includes:

- Ground training;
- FSTD training, and;
- Line training.

### **1.2 CREW REQUIREMENTS**

Initial experience to operate at MADEIRA AIRPORT, the Commander must have a minimum of 200 flying hours as Captain on the concerned type of aircraft, before completing the initial training.

First Officers are not allowed to perform Take Off and Landing at MADEIRA AIRPORT.

### **1.3 RECENCY REQUIREMENTS**

Recent experience to operate at MADEIRA AIRPORT, the Commander must have performed there, on the last six months:

- One landing and take-off or,
- A FSTD training comprising a landing and take-off on each runway, on a simulated adverse weather condition or,
- A line training flight to Madeira Airport, comprising a landing and take-off, assisted by a qualified instructor (TRI/LTC) occupying the right-hand seat.

The Commander is authorised to operate to MADEIRA AIRPORT for a period of six months starting from the date of issue.

A captain can operate at night provided he has previously operated and got familiar with Madeira Airport during daytime.

### **1.4 COURSE OBJECTIVES**

Each commander, operating to the above-mentioned airport shall complete the qualification training to:



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- Cover ORO.FC.105 and local authority requirements (ANAC) as applicable.
- Familiarise with the aerodromes' obstructions, physical layout and its characteristics and seasonal meteorological conditions. Familiarise with the operational effect on runway slope and dimensions and associated safety margins
- Familiarise with the EOSID, terrain and minimum safe altitudes.
- Practice take-offs and approaches in an adverse weather environment associated with the local season meteorological conditions.

#### **1.4.1 REFERENCE MATERIAL**

- OM Part A
- OM Part B (FCOM QRH FCTM)
- OM part C (Routes, Charts, JEPPESEN)
- EFB performances, EOSID

#### **1.4.2 TRAINING MATERIALS AND PROCEDURES MATERIAL**

- Power Point Presentation
- FSTD syllabus
- OFP
- Weather information
- EFB
- Jeppesen Charts

#### **1.4.3 FORMS TO BE USED**

- T10-Route Aerodrome Competence Certificate

### **1.5 AERODROME QUALIFICATION FOOTPRINT - MADEIRA AIRPORT**

#### **1.5.1 GROUND AND FSTD TRAINING**

| Self-study                    | FSTD Briefing            | FSTD Session          |
|-------------------------------|--------------------------|-----------------------|
| OM-C Madeira Airport Briefing | Power Point Presentation | FSTD training session |
| JEPPESEN Charts               | Duration: 1 hour         | Duration: 2 hours     |

### **1.5.2 LINE TRAINING**

The Portuguese AIP does not require line training if the FSTD used is level D, Fly2Sky requires one landing and take-off in Madeira Airport, with a qualified TRI/LTC occupying the right-hand seat. Line training will be performed by a TRI/LTC with previous experience on MADEIRA AIRPORT

### **1.6 SUPERVISION**

FSTD instruction will be performed by a qualified TRI/TRE, appointed by the Training Manager. The Training Department will issue all relevant training material in advance to allow appropriate preparation. The instructor shall brief all topics outlined in the training syllabus.

The Instructor who conducts a pilot's Initial MADEIRA AIRPORT Operations training must complete the appropriate parts of the "T10-Route Aerodrome Competence Certificate" and forward it to the Training Department for counter signature. It will be included in the pilot's training file.

### **1.7 STANDARDS OF PERFORMANCE**

The main purpose of this training is to provide the flight crew the opportunity to operate and become familiar with MADEIRA AIRPORT and its special characteristics as well as to satisfy the requirements of the local authority (ANAC). Flight crews shall demonstrate their ability to effectively operate the aircraft in an adverse environment and in accordance with Fly2Sky SOPs.

In case of Failure to achieve the required standards, remedial training shall be arranged following coordination with Training Manager. Instructor shall inform the flight crew member, Training and Rostering department accordingly.

## **2. AERODROME QUALIFICATION PROGRAM - MADEIRA AIRPORT**

### **2.1 BRIEF DESCRIPTION**

The main purpose of this training is to provide the flight crew the opportunity to operate and become familiar with operations at MADEIRA AIRPORT and its special characteristics. Training is divided in 3 phases:

- Ground training;

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- FSTD training;
- Line training

## **2.2 GROUND TRAINING**

Ground theoretical training is covered by preparatory self-study and during the FSTD briefing and debriefing.

| Phase 1– Ground School                                                                                                                                                                                                                                                                                                                                                                                                                   | Duration | Tools                      |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|----------------------------|
| <ul style="list-style-type: none"><li>• Limitations on use of aerodrome</li><li>• Special procedures and operating limitations • Crew requirements</li><li>• Wind / Turbulence</li><li>• Visual Approach procedures</li><li>• Landing procedures</li><li>• RWY Backtrack Operations</li><li>• Departure procedures</li><li>• Night Operations</li><li>• Radio Communication / Failure</li><li>• Apron operation and procedures</li></ul> | 1 hour   | Self-study<br>Presentation |

## **2.3 FSTD – TRAINING**

FSTD must incorporate visual model for MADEIRA AIRPORT.

Weather is a very important factor of the aerodrome qualification. Winds to be used shall be the maximum wind indicated in approach charts. Severe turbulence, windshear and up and down drafts shall be included in all the approaches.

Training is performed for both runways with adverse weather in DAY and NIGHT conditions.

The syllabus details manoeuvres to be performed and preselected weather in each phase of flight.

### **FSTD TRAINING SYLLABUS RWY 23**

| <b>QUALIFICATION FSTD TRAINING SYLLABUS RWY 23 DAY / NIGHT</b> |                     |  |                                                                                                             |                                                                             |
|----------------------------------------------------------------|---------------------|--|-------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| <b>No</b>                                                      | <b>Stage</b>        |  | <b>Conditions/ Failures</b>                                                                                 | <b>Special Attention</b>                                                    |
|                                                                |                     |  |                                                                                                             | <b>WX</b>                                                                   |
|                                                                | <b>Preparation</b>  |  | FMGS [INIT] LPMA/LPMA<br>DEP: RWY 23 DEGUN 3S<br>ARR: RWY 23 VOR VIA ABUSU<br>ZFM 61.0 FUEL 13.5T TOM 74.5T | <b>DAY</b><br><br>310/20 VIS<br>3000 OVC<br>1500' 30/22<br>Q1013 RWY<br>WET |
|                                                                | <b>Start - taxi</b> |  | ENGINES QUICK START<br>REPOSITION HOLDING RWY 23                                                            |                                                                             |
|                                                                | <b>Take Off</b>     |  | TAKE OFF RWY 23<br><br>ENGINE FAILURE AT V1<br><br>EOSID<br><br>ENGINE RELIGHT                              |                                                                             |
|                                                                | <b>Climb</b>        |  | DIR TO ABUSU HOLDING                                                                                        | <b>DAY</b>                                                                  |



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|  |                      |  |                                                                                                                                                 |                                                                                  |
|--|----------------------|--|-------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
|  |                      |  | REDUCE FUEL for a LDGM 64.5<br>APPROACH PREPARATION                                                                                             | 310/15G25<br>VIS 7000<br><br>OVC 2000'<br>30/22 Q1013<br>RWY WET                 |
|  | <b>Approach</b>      |  | VOR RWY 23 CIRCLING                                                                                                                             |                                                                                  |
|  | <b>Go Around</b>     |  | BALKED LANDING RWY 23                                                                                                                           |                                                                                  |
|  | <b>Visual</b>        |  | VISUAL APPROACH RWY 23                                                                                                                          |                                                                                  |
|  | <b>Landing</b>       |  | LANDING RWY 23                                                                                                                                  |                                                                                  |
|  | <b>Repositioning</b> |  | T.O. POS RWY 23<br><br>FMGS [INIT] LPMA/LPMA<br><br>DEP: RWY 23 DEGUN 3S<br><br>ARR: RWY 23 VOR VIA ABUSO<br><br>ZFM 61.0 FUEL 13.5T TOM 74.5TS | NIGHT<br><br>180/20 VIS<br>3000 OVC<br>1500' 30/22<br>Q1013 RWY<br>WET           |
|  | <b>Take off</b>      |  | TAKE OFF RWY 23<br><br>WIND SHEAR ON T.O.                                                                                                       |                                                                                  |
|  | <b>Climb</b>         |  | INITIALLY SID DEGUN3S<br><br>DIR TO ABUSU<br><br>REDUCE FUEL for a LDGM 64.5<br><br>APPROACH PREPARATION                                        | NIGHT<br><br>180/15G25<br>VIS 7000<br>OVC 2000'<br>30/22 Q1013<br>RWY<br><br>WET |
|  | <b>Approach</b>      |  | VOR RWY 23 CIRCLING                                                                                                                             |                                                                                  |
|  | <b>Landing</b>       |  | LANDING RWY 23                                                                                                                                  |                                                                                  |



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### FLIGHT CREW TRAINING SYLLABI

#### FSTD TRAINING SYLLABUS RWY 05

| QUALIFICATION FSTD TRAINING SYLLABUS RWY 05 DAY / NIGHT |               |  |                                                                                                                     |                                                                             |
|---------------------------------------------------------|---------------|--|---------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| No                                                      | Stage         |  | Conditions/ Failures                                                                                                | Special Attention<br>WX                                                     |
|                                                         | Preparation   |  | FMGS [INIT] LPMA/LPMA<br><br>DEP: RWY 05 DEGUN 3N<br><br>ARR: RWY 05 VOR VIA ABUSU ZFM<br>61.0 FUEL 13.5T TOM 74.5T | DAY<br><br>350/20 VIS<br>3000 OVC<br>1500' 30/22<br>Q1013 RWY<br>WET        |
|                                                         | Start - taxi  |  | REPOSITION<br><br>T.O. POSITION RWY 05                                                                              |                                                                             |
|                                                         | Take Off      |  | TAKE OFF<br><br>ENGINE FAILURE AT V1<br><br>EOSID<br><br>ENGINE RELIGHT                                             |                                                                             |
|                                                         | Climb         |  | DIR TO ABUSU HOLDING<br><br>REDUCE FUEL for a LDGM 64.5<br><br>APPROACH PREPARATION                                 | DAY<br><br>350/15G25<br>VIS 7000<br><br>OVC 2000'<br>30/22 Q1013<br>RWY WET |
|                                                         | Approach      |  | VOR RWY 05 CIRCLING                                                                                                 |                                                                             |
|                                                         | Go Around     |  | BALKED LANDING RWY 05                                                                                               |                                                                             |
|                                                         | Visual        |  | VISUAL APPROACH RWY 05                                                                                              |                                                                             |
|                                                         | Landing       |  | LANDING RWY 05                                                                                                      |                                                                             |
|                                                         | Repositioning |  | T.O. POS RWY 05                                                                                                     | NIGHT                                                                       |



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|  |                 |  |                                                                                                             |                                                                              |
|--|-----------------|--|-------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
|  |                 |  | FMGS [INIT] LPMA/LPMA<br>DEP: RWY 05 DEGUN 3N<br>ARR: RWY 05 VOR VIA ABUSO<br>ZFM 61.0 FUEL 13.5T TOM 74.5T | 120/25 VIS<br>3000 OVC<br>1500' 30/22<br>Q1013 RWY<br>WET                    |
|  | <b>Take off</b> |  | TAKE OFF<br>WIND SHEAR ON T.O.                                                                              |                                                                              |
|  | <b>Climb</b>    |  | INITIALLY SID DEGUN3N<br>DIR TO ABUSU<br>REDUCE FUEL for a LDGM 64.5<br>APPROACH PREPARATION                | NIGHT<br><br>120/20G30<br>VIS 7000<br>OVC 2000'<br>30/22 Q1013<br>RWY<br>WET |
|  | <b>Approach</b> |  | VOR RWY 05 CIRCLING                                                                                         |                                                                              |
|  | <b>Landing</b>  |  | LANDING RWY 05                                                                                              |                                                                              |

### FSTD TRAINING REPORT

|                                        |                                      |                                      |              |
|----------------------------------------|--------------------------------------|--------------------------------------|--------------|
| <b>CM 1 Name in capital letters:</b>   | <b>CM 2 Name in capital letters:</b> | <b>Aircraft Type:</b><br><b>A320</b> | <b>Date:</b> |
|                                        |                                      | <b>Family</b>                        |              |
| <b>FNC - FFS TRAINING (01:00 hrs)</b>  |                                      |                                      |              |
| <b>RWY 23</b>                          |                                      |                                      | <b>TRI</b>   |
| <b>DAY</b>                             |                                      |                                      | <b>3CODE</b> |
| TAKE OFF RWY 23 - ENGINE FAILURE AT V1 |                                      |                                      |              |
| EOSID - ENGINE RELIGHT                 |                                      |                                      |              |
| APPROACH PREPARATION                   |                                      |                                      |              |
| VOR RWY 23 CIRCLING                    |                                      |                                      |              |
| BALKED LANDING RWY 23                  |                                      |                                      |              |
| VISUAL APPROACH RWY 23                 |                                      |                                      |              |



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|                                        |  |
|----------------------------------------|--|
| LANDING RWY 23                         |  |
| <b>NIGHT</b>                           |  |
| TAKE OFF RWY 23 - WIND SHEAR ON T.O.   |  |
| VOR RWY 23 CIRCLING                    |  |
| LANDING RWY 23                         |  |
| <b>RWY 05</b>                          |  |
| <b>DAY</b>                             |  |
| TAKE OFF RWY 05 - ENGINE FAILURE AT V1 |  |
| EOSID - ENGINE RELIGHT                 |  |
| APPROACH PREPARATION                   |  |
| VOR RWY 05 CIRCLING                    |  |
| BALKED LANDING RWY 05                  |  |
| VISUAL APPROACH RWY 05                 |  |
| LANDING RWY 05                         |  |
| <b>NIGHT</b>                           |  |
| TAKE OFF RWY 05 - WIND SHEAR ON T.O.   |  |
| VOR RWY 05 CIRCLING                    |  |
| LANDING RWY 05                         |  |
|                                        |  |
|                                        |  |
| FSTD Remarks:                          |  |
| TRI/E Name and Signature:              |  |

**Note:** This report shall be printed, filled by the instructor and collected together with the "T10- Route Aerodrome Competence Certificate".

#### **2.4 LINE TRAINING**

The Portuguese AIP does not require line training if the FSTD used is level D, Fly2Sky requires one landing and take-off in Madeira Airport, with a qualified TRI/LTC occupying the right-hand seat.

Line training will be performed by a TRI/LTC with previous experience on MADEIRA AIRPORT.





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### FLIGHT CREW TRAINING SYLLABI

#### 5-6-20 VAW-SEC-001 AVIATION SECURITY

Applicable to: ALL

### **AVIATION SECURITY TRAINING**

This course is designed for Flight-deck crew, cabin crew and all personnel required to complete a course in Aviation Security, in accordance with EASA, BG CAA, EC Documents and national regulations regarding Security.

### **CONTENT**

Security Course in conformity with EASA, EC Documents 300/2008 & EU2015/1998, ICAO Annex 17 to the Chicago convention and ECAC recommendations.

### **THIS COURSE IS DIVIDED INTO 12 SECTIONS:**

1. Introductions
2. Airport Part I
3. Airport Part II
4. Airport Part III
5. Screening and Security at the Airport
6. Liquid and Prohibited Article
7. Security at the Carrier
8. Threats
9. Unruly & Disruptive Passengers
10. Sabotage onboard an aircraft
11. Hi-jacking onboard an aircraft
12. Security search & Airborne procedure

### **METHOD CBT, CBT SKILL TEST**

| AVIATION SECURITY                                                                                                                                                                                                                                                                                                      |                      |                |             |               |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|----------------|-------------|---------------|
| Sections 12                                                                                                                                                                                                                                                                                                            | Duration (3.0 hours) | Questions (85) | Initial YES | Recurrent YES |
| Section 1 (Introduction) Duration 16 min.                                                                                                                                                                                                                                                                              |                      |                |             |               |
| <ul style="list-style-type: none"><li>The threat to the Aviation industry from the beginning of the 21-century has been deemed severe.</li><li>The threat does not only come from terror organisations like Al-Qaida and similar groups, it can also come from environmental protestors or animal activists.</li></ul> |                      |                |             |               |

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

- The aim of this course.
- Security is a combination of procedures, human and material, designed to protect civil aviation from unlawful acts.
- Each country has its own provisions covering Security.
- EASA, ICAO in Annex 17, "Unlawful Interference.", EC-regulations and National security laws.
- The Aim of Security.
- An in-flight security officer.
- International Organisations and Conventions
- The United Nations (UN), Economic and Social Council (ECOSOC) and ICAO.
- ICAO draws up regulations and recommendations for civil aviation, airports and air-traffic control.
- The most important conventions regulating security.
- Other organisations that collaborate closely with ICAO.
- Safety standards in civil aviation shall be equal to, or higher than, those of other well-developed civil aviation nations.
- National authorities are responsible for formulating goals, setting up an organisation, earmarking resources and establishing procedures.
- National aviation goals.
- Where two or more entities are involved in civil aviation security in a country.
- The role of the Civil Aviation Authority is the following.
- The civil aviation authorities in each country issue their own national security provisions.
- Certain national regulations have classified riders.
- National Police Boards are responsible for.
- Each state shall superintend its governmental bodies, airport authorities and airlines.
- Quality Assurance System.



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OPERATIONS MANUAL PART D

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

#### Section 2 (Airport Part I) Duration 20 min.

- The various types of civil aviation do not present the same level of threat.
- When must an airport be regulated.
- The appropriate authority may allow special security procedures or exemptions.
- There must also be a security program at Airports.
- The purpose of airport security programs.
- Each airport must have an Emergency Plan in case of emergency.
- An Emergency Plan shall contain the following.
- An emergency is declared in the following cases.

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

- The following essential requirements must be taken into consideration when designing airports.
- Adequate procedures must be in place to stop passengers from carrying prohibited items aboard.
- Passengers who have been cleared by security must not mix with passengers who are arriving and who might not have been checked.
- Airside, Landside, Security restricted areas (SRA) and Critical parts of security restricted areas (CSRA).
- Demarcated area
- Security restricted areas (SRA) and Critical parts of security restricted areas (CSRA) shall include at least the following
- Security search.
- Whenever unauthorised persons, in the case of a SRA, or unscreened persons, in the case of a CSRA, may have had access to either of these areas.
- Access to airside shall be restricted
- Access to security restricted areas shall be controlled.
- Persons and vehicles may be granted access to airside and security restricted areas only if they fulfill the required security conditions.
- Persons, including flight crew members, shall have successfully completed a background check.
- Vehicles entering a security restricted area shall be examined.
- Screened persons other than passengers who temporarily leave critical areas.
- Persons arriving from countries which do not follow these rules.
- Access to the security restricted areas is permitted only through controlled access points.
- Access to airside including security restricted areas may only be granted if persons and vehicles have a legitimate reason to be there.
- In order to be granted access to security restricted areas a vehicle shall display a valid vehicle pass.
- Surveillance or patrols shall be undertaken in order to monitor:
- The following areas must also be protected by fences, guards and patrols.
- Ramps and other service vehicle stands must be adequately illuminated.

#### **Section 3 (Airport Part II) Duration 14 min.**

- All personnel admitted to restricted areas must be subject to a background check.
- Categories of persons required to undergo security controls.
- Security control must check the following.

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### FLIGHT CREW TRAINING SYLLABI

- It is the duty of employers to ensure that background security checks are made of their personnel.
- Some airports assign specific colours to particular areas.
- Who must have a crew or airport identification card.
- Under no circumstances may a crew or airport identification card be lent to anyone else.
- Identification cards shall be worn in a visible place whenever the holder is in a security restricted area.
- What a crew identification card of a crew member employed by an air carrier shall display.
- What an airport identification card shall display.
- Several types of identification card exist - Full Pass, Temporary Pass and various designs of passes for Controlling Authorities.
- What to do if a person in a restricted zone not be wearing a clearly visible authorisation badge.
- Vehicles that pass from the landside to the airside must display a vehicle-specific pass.
- Electronic vehicle passes.
- All vehicles accessing critical parts of a security restricted area shall be examined before entering.
- The authority may, for objective reasons, allow vehicles to be exempted from examination.

#### Section 4 (Airport Part III) Duration 16 min.

- Various Airport Professions
- Airport Duty Officers.
- Customs.
- The Border Agency.
- The Airport Security Centre.
- Airport Security Guards.
- The Hall Guards.
- Airport Security Inspectors.
- Secondary screening.
- All airline operators active at Regulated Airports must draw up a security agreement with the Civil Aviation Authority.
- Emergencies at the Terminal Building.
- Emergency Evacuation.
- Controlled Evacuation.
- Some important things to know about evacuations.

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

- Targets.
- Possible targets within aviation.
- Five levels of threat.
- Six known Attackers profiles.
- Details of security procedures and measures are not to be discussed away from the workplace.
- All members of staff need to be on the look-out at all times for unattended items.
- Do not touch a suspicious item.
- Staff must always be vigilant when vehicles are around in restricted areas.
- It is very important that staff report incidents or other occurrences.
- Contact with the Media.

#### **Section 5 (Screening and Security at the Airport) Duration 16 min.**

- Airports must employ security staff in sufficient numbers to ensure inspection.
- Security checks and other procedures that are required to be followed before a flight.
- The Security Officer force is employed to carry out a range of essential functions.
- Security control officers and security guards who are responsible for patrolling the airport.
- The airport manager is responsible for security controls of passengers, cabin baggage and checked-in luggage at airports.
- It is important that new technical aids for monitoring and surveillance are developed.
- Special attention must be paid to electrical and battery-powered items.
- Equipment used for screening luggage.
- Security checks/Screening.
- Even persons who are full pass holders have an equal, random chance of being selected for a physical search when entering the Restricted Zone.
- Before screening.
- Passengers must be security screened using the following methods.
- Where the screener cannot determine whether or not the passenger is carrying prohibited articles.
- The Archway Metal Detector (AMD).
- Hand-Held Metal Detectors (HHMDs).
- Where a live animal is permitted to be carried into the cabin of an aircraft, it shall be screened.
- A security check shall also be carried out for freight, courier and express packages, post and goods deliveries to be transported by air.
- All baggage - be it cabin, hand, or cargo compartment baggage - all cargo, supplies and retail goods have to be screened before being allowed into the Restricted Zone.

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### FLIGHT CREW TRAINING SYLLABI

- Baggage for the hold is screened separately prior to being loaded onto an aircraft.
- All items of baggage, all cargo, supplies or retail goods that have not been screened or searched have to be reported.
- Special passenger categories.
- Cabin baggage shall be screened by.
- Explosive Detection Systems (EDS).
- All carriers must ensure that passengers who check in luggage for stowage in the hold accompany the same flight as their luggage.
- The following steps must be taken to safeguard checked-in luggage.
- Accompanied luggage and Unaccompanied luggage.
- Airline operators may not accept luggage for transport unless it has been cleared by security.
- Airline operators must not carry a passenger's luggage who does not board the aircraft.
- If a transit passenger be absent at boarding.
- If a passenger declare that s/he has not been in control of, or is unsure about the contents of their luggage.

#### **Section 6 (Liquid and Prohibited Articles) Duration 12 min.**

- Liquids.
- Before screening, LAGs.
- LAGs shall be screened by.
- Passengers, and in the UK, crew and airport staff, may not carry liquids in their carry-on baggage unless these are in containers no larger than 100 ml.
- Exceptions to the liquid regulation.
- Prohibited Objects
- Exemption may be granted.
- Articles that are prohibited from restricted zones and on board aircraft without prior permission.
- The character of the individual and the purpose served by the object must be taken into account.
- The following items may not be stowed in the hold.
- Procedure to follow if a staff see anything that might be a prohibited article or see someone with an item that may be prohibited.
- List of prohibited articles.

#### **Section 7 (Security at the Carrier) Duration 16 min.**

- Every air carrier shall draw up, apply and maintain an Air Carrier Security Program.

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### FLIGHT CREW TRAINING SYLLABI

- Upon request, the air carrier security program shall be submitted to the appropriate authority.
- Airline operators must employ a quality assurance system.
- Operations Manuals.
- The manual shall contain specific security information for the crew.
- Certain sections of the security instructions and directives may be confidential.
- Airlines must appoint a security officer.
- All carriers that operate commercial traffic in accordance with the following must follow the national security regulations during ground stops and flights to and from Regulated Airports.
- Procedures for guarding aircraft.
- Security measures for aircraft.
- All aircraft must be checked according to the following.
- Security search whenever there is reason to believe that unauthorised persons may have had access to it.
- What an aircraft security search shall consist of.
- Aircraft arriving into a CSRA.
- Information on the Aircraft Security Search of a departing flight.
- Aircraft shall be protected against unauthorised access.
- If a seal or a lock has been damaged, or the alarm has been triggered.
- How an operator keep tickets or corresponding travel documents, boarding cards, luggage tags and way- bills.
- Transport of weapons.
- The procedures to be followed for the reporting of security violations.
- Reporting criminal activities.
- Training programs.

#### Section 8 (Threats) Duration 15 min.

- Threats.
- Definition of Threats.
- Naming some of the terrorist organisations.
- The MATRA process.
- The aim of MATRA.
- Threats are divided into four categories.
- Receiving a threat.
- Airports and airline operators must have action plans.
- At elevated levels of threat, airlines must take the measures as set out by the Aviation Safety Authorities.



## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

- The aircraft commander must be notified regarding every threat directed against the flight and of the measures deemed necessary to be taken.
- When a threat is received, there needs to be an established procedure to assess its credibility.
- An efficient procedure to assess the degree of seriousness of the threat, is to classify it.
- Cooling off period.
- Criminal act needs to be reported immediately to the local authorities.
- Bomb threats must be reported to the police authority concerned.
- It is important to observe one's surroundings in order to prevent criminal activities.
- Suspicious behaviour may include.
- Pay close attention to persons who spend unusually long periods of time in the lavatory.
- Several hi-jackings or bombings of aircraft were carried out with the help of airport personnel.

#### **Section 9 (Unruly & Disruptive Passengers) Duration 20 min.**

- Important to draw up safety regulations to take care of unruly and disruptive passengers.
- The terms "unruly" and "disruptive".
- Method of dealing with "unruly" and "disruptive" passengers.
- Alcohol and drugs.
- Airline operators must not admit to an aircraft any persons who are so much under the influence that they may affect safety on board.
- Alcohol must not be served to persons underage.
- Be attentive to early signs in an irritated passenger and try to attend to the matter as soon as possible.
- The Tokyo Convention - the "Convention on Offences and Certain other Acts Committed on Board".
- Who is regarded as "unruly".
- Examples of unruly behaviour from passengers.
- Warning Tickets.
- Restraining.
- Unruly passengers are categorised in one of three levels:
- During flight, help might be required from other crew members or passengers.
- The commander must write a report of the incident that must include accounts and statements made by witnesses.
- The crew is "fit for flight" and a debriefing session shall be held.

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### FLIGHT CREW TRAINING SYLLABI

- The Commander's Authority.
- Cooperation and Decision-Making.
- Training.
- Meaning of Potentially Disruptive Passenger.
- An air carrier shall be notified in writing in advance by the competent authority of the plan to embark a potentially disruptive passenger on board its aircraft.
- INAD, DEPU and DEPA.
- An escort shall always accompany persons held in lawful custody.

#### **Section 10 (Sabotage onboard an aircraft) Duration 15 min.**

- A red threat is the most serious threat that can be directed at an aircraft.
- To prevent a bomb from exploding.
- Reduce the effects of an explosion.
- Emergency must be declared and a landing at the nearest airport shall be considered.
- How the aircraft shall be flown.
- If a landing cannot be executed immediately.
- BD (Bomb Disposal) or EOD (Explosive Ordinance Disposal).
- A suspicious object has been found on board an aircraft in the air.
- Consider moving the suspicious object.
- Determine the aircraft's least-risk bomb location.
- How to ensure that the suspicious object is removable.
- How to proceed if the object is removable.
- To minimise the risk of sudden explosion the procedure must be followed.
- A suspicious object has been found on board an aircraft on the ground.
- The "Bomb Search Chart".
- Amber or Green threats.
- The Least-Risk Location.

#### **Section 11 (Hi-jacking onboard an aircraft) Duration 9 min.**

- Hi-jacking.
- Collecting all important data on the flight and send it to all affected air traffic controls in charge.
- If the aircraft is still on the ground when the pilots receive the message.
- When a hi-jacking situation is confirmed.
- Follow all instructions given by the hi-jackers as long as it is possible.
- Retain normal communications with air traffic control.
- Communication with the hi-jackers.
- Special signals.

## APPENDICES

### FLIGHT CREW TRAINING SYLLABI

- Interception.
- Negotiation.
- Special Liberation Teams (Task Forces).
- The Duty of the Air Traffic Controller.

#### **Section 12 (Security Search & Airborne procedure ) Duration 14 min.**

- Preventive security measures.
- Personnel, passengers and load are subject to security controls.
- Air carrier must at all times ensure aircraft security.
- Purpose of the search.
- In the event aircraft are parked at remote airfields.
- An aircraft security seals.
- How to keep the aircraft sterile after the Aircraft Security Search.
- Checklist for Searching an Aircraft.
- Access to Flight-Deck.
- Unlawful Transportation of Persons or Goods.
- NATO - NATINEADS.
- This concept is divided into four security levels.

#### **COMPLETION STANDARDS:**

By an online multiple-choice test, the student shows a good knowledge of all covered areas.

#### **FORMS TO BE USED:**

- T0 - FLIGHT CREW OCC- GROUND TRAINING SUMMARY
- TC2 - CABIN CREW GROUND TRAINING RECORD
- T20 - FLIGHT CREW RT- GROUND TRAINING SUMMARY
- T21 - GROUND TRAINING ATTENDANCE REPORT

**5-7-1 VAW-DGR-OCC DANGEROUS GOODS TRAINING**

Applicable to: ALL

*Refer to: (SPA.DG.105(a)), [FLT 2.1.45]*

Fly2Sky established and maintains an approved Dangerous Goods training program for all staff, as required by the Danger Goods Technical Instructions. The relevant CBT training modules and knowledge tests, are provided by Scandlearn. Personnel shall receive training in the requirements commensurate with their responsibilities. Training includes:

- Familiarization training - which is aimed at providing familiarity with the general provisions.
- Function-specific training - which provides detailed training in the requirements applicable to the function for which that person is responsible.
- Safety training - which covers the hazards, presented by dangerous goods, safe handling and emergency response procedures.

The provider has been evaluated according to the criteria of OM-D. *Refer to: OM-D 1-1-2 TRAINING EQUIPMENT AND DEVICES* and *Refer to: OM-D 1-1-3 SUBCONTRACTING*, syllabus and contents are periodically evaluated for compliance with the EASA, Bulgarian CAA, IOSA and the internal Fly2Sky requirements laid down in the GOM.

**ENTRY REQUIREMENTS**

Fly2Sky holds a permanent approval to carry dangerous goods. All Fly2Sky employees who are engaged in general cargo and baggage handling, crew members including pilots enrolled in MPL courses, operations staff, passenger handling staff (as appropriate) who deals with the screening of passengers and their baggage must receive appropriate training before assignment of their duties.

**COURSE OBJECTIVES**

To give the new employee a detailed knowledge regarding the Dangerous Goods Regulations as per their job function.

This training is integrated in the Company Introduction and the initial conversion training. All Fly2Sky flight crew, flight dispatchers and cabin crew must complete the Transportation of Dangerous Goods course before commencing line duties.

The Fly2Sky's course in dangerous goods complies with EASA regulation, ICAO-TI and IATA-DGR. ICAO has introduced Competency-Based Training and Assessment (CBTA) as a method to deliver Dangerous Goods training. To comply with these regulations, Scandlearn has developed a new framework for training for Dangerous Goods, which has now been introduced.

### **REFERENCE REGULATORY MATERIAL**

This training program complies with EASA and UK Regulation EU 965/2012 ORO.GEN.110(j), SPA.DG.105, IATA-DGR 65th version 2024, CARNA, LTrV, US DOT 49CFR, ICAO-TI edition 2023-2024, US DOT 49CFR, UK CAP 483, Danish Air Navigation Order No. 763 of 11 July 2008 and ICAO Annex 18 to the Chicago convention. Course Version number 1.23.2 in the Scandlearn reference system.

### **COURSE CONTENT**

The course in dangerous goods complies with EASA regulation, ICAO-TI and IATA-DGR. The training starts with pre-assessment and then is divided into sections, subsections and sub-subsections:

- CBTA Presentation;
- We would like to know a little bit about you;
- Welcome video;
- Pre-assessment;
- Module 1: Understanding the basic of dangerous goods;
- Module 2: Transporting cargo/baggage;
- Module 3: Collecting Safety Data;
- Last questions before you leave; and
- Final Skill Test.

### **COURSE STRUCTURE**

Dangerous Good training course is structured in sections, subsections and sub-subsections, throughout the sections, the trainees have to complete multiple-choice tests, which have to be completed in order to proceed with the course. These are credited for the course.

### **SYLLABUS**

The following section describes the syllabus.

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### OPERATIONS CONTROL (OCC) PERSONNEL TRAINING SYLLABI

#### JOB FUNCTION

Function: FLIGHT OPERATIONS OFFICERS AND FLIGHT DISPATCHERS

The following are tasks that flight operations officers and flight dispatchers would typically perform and for which training and assessment would therefore be required:

| Function: flight operations officers and flight dispatchers personnel |                                             |                                                                                                  | Managing cargo pre-loading |
|-----------------------------------------------------------------------|---------------------------------------------|--------------------------------------------------------------------------------------------------|----------------------------|
| 0                                                                     | Understanding the basics of dangerous goods |                                                                                                  | *                          |
|                                                                       | 0.1                                         | Understanding the basics of dangerous goods                                                      | *                          |
|                                                                       |                                             | 0.1.1 Understand the definition                                                                  | *                          |
|                                                                       |                                             | 0.1.2 Recognise the legal framework (global, local, training legal require-ments)                | *                          |
|                                                                       |                                             | 0.1.3 Identify the application scope                                                             | *                          |
|                                                                       | 0.2                                         | Identifying the general limitations                                                              |                            |
|                                                                       |                                             | 0.2.1 Develop a sense of potential hidden dangerous goods                                        | *                          |
|                                                                       |                                             | 0.2.2 Recognise the difference between hidden vs undeclared dangerous goods                      | *                          |
|                                                                       |                                             | 0.2.3 Familiarized with passenger provisions vs cargo provisions in various situation (examples) | *                          |
|                                                                       | 0.3                                         | Positioning different roles and responsibilities                                                 |                            |
|                                                                       |                                             | 0.3.1 Clarify the individual and collective role of the supply chain stake-holders               | *                          |
|                                                                       |                                             | 0.3.2 Understand the passengers responsibilities                                                 | *                          |
|                                                                       |                                             | 0.3.3 Recognised the role and impact of state & operator variations                              | *                          |
|                                                                       | 0.4                                         | Understanding the criticality of classification & packaging                                      |                            |
|                                                                       |                                             | 0.4.1 Differentiate between hazard vs risk                                                       | *                          |
|                                                                       |                                             | 0.4.2 Identify the general information about classes, divisions                                  | *                          |
|                                                                       |                                             | 0.4.3 Understand general principles of packing groups                                            | *                          |
|                                                                       |                                             | 0.4.4 Consider multiple hazards                                                                  | *                          |

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|   |       |                                                                                                     |     |
|---|-------|-----------------------------------------------------------------------------------------------------|-----|
|   | 0.5   | Interpreting the hazard communication                                                               |     |
|   | 0.5.1 | Recognise the different marking basic requirements                                                  | *   |
|   | 0.5.2 | Recognise the variety of labeling and their meaning                                                 | *   |
|   | 0.5.3 | Identify the required documentation for dg shipments and their role in the process.                 | *   |
|   | 0.6   | Familiarizing with basic emergency response                                                         |     |
|   | 0.6.1 | Create awareness about general emergency procedures                                                 | *   |
|   | 0.6.2 | Recognize country specific emergency procedures including exemptions and approvals                  | *   |
|   | 0.6.3 | Apply the employer emergency response requireme                                                     | *   |
| 6 |       | Transporting cargo/baggage                                                                          |     |
|   | 6.1   | Manage dangerous goods pre and during flight                                                        |     |
|   | 6.1.1 | Detect presence of dangerous goods not permitted in baggage                                         | *** |
|   | 6.1.2 | Interpret notoc                                                                                     | *** |
|   | 6.1.3 | Apply procedures in the event of an emergency                                                       | *** |
|   | 6.1.4 | Inform flight operations officer/flight dispatcher/air traffic control in the event of an emergency | *** |
|   | 6.1.5 | Inform emergency services of the dangerous goods on board in the event of an emergency              | *** |
| 7 |       | Collecting safety data                                                                              |     |
|   | 7.1   | Report dangerous goods accidents                                                                    | N/A |
|   | 7.2   | Report dangerous goods incidents                                                                    | N/A |
|   | 7.3   | Report undeclared/mis-declared dangerous goods                                                      | N/A |
|   | 7.4   | Report dangerous goods occurrences                                                                  | N/A |

## RECURRENT TRAINING

Recurrent training shall be conducted at intervals of no longer than 2 years. If the recurrent training is undertaken within the last 3 calendar months of the validity period, the new validity period shall be counted from the original expiry date. However, there are situations in which there are irregularities in the job continuity of an crew. In this case, an intervention

**APPENDICES****OPERATIONS CONTROL (OCC) PERSONNEL TRAINING SYLLABI**

is needed to ensure the competency of the employee and any potential gaps to be covered before restarting their job function. The following table is describing the actions to be taken into consideration:

| Period of absence       | Action to be taken                                                                                                                                                                                                                                                                                                                                         |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Up to three months      | Provide the employee with regulatory or business requirements changes or updates and ensure understanding of these changes.                                                                                                                                                                                                                                |
| Between 3 and 12 months | In addition to the above, undergo one practical assessment for example "on the job session" or simulation. The Training Department must provide a brief observation report for the employee with any identified gaps to be filled and with information to be complemented in order to reach the currently required competency and proficiency level again. |
| More than 1 year        | Recurrent training program                                                                                                                                                                                                                                                                                                                                 |

**TRAINING AND CHECKING**

The effective of the training phase and the knowledge level acquired is verified by an online multiple-choice test. After the test a message is automatically sent to Training Department in order to verify completion of the training and in case of PASS update pilot's personal folder.

**INSTRUCTOR/EXAMINER ACTIONS FOR ALL PHASES**

Computer Based Training (CBT) is performed without supervision from Ground Instructors. Nevertheless, in case of question regarding the topics covered by course, trainee may ask Training Department to be contacted by an instructor for clarification.

**STANDARD OF PERFORMANCE**

The performance of each trainee must be reported on the relevant forms, which has to be completed by the Training Coordinator. The minimum PASS standard for Computer Based Training (CBT) online tests is 80%.

Throughout the Training Coordinator and Documentation Control Officer the Training Manager will be kept informed of the trainee's progress.





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## APPENDICES

### OPERATIONS CONTROL (OCC) PERSONNEL TRAINING SYLLABI

#### **SUPERVISION**

The Training Manager in cooperation with the Training Coordinator is responsible for planning, scheduling and monitoring of Computer Based Training (CBT) courses.

#### **FORMS TO BE USED**

At completion of each CBT training a certificate is generated by Scandlearn. A copy is printed by Training Coordinator and Documentation Control Officer and maintained in pilot's personal folder.

The following forms must be updated:

- T0 - Flight Crew OCC - Ground Training Summary