



**NIGERIAN CIVIL AVIATION AUTHORITY**  
 AVIATION HOUSE  
 P. M. B. 21029, 21038, Ikeja, Lagos, Nigeria

**CL: O-OPS 017I SENIOR CABIN CREW TRAINING INSPECTION  
 (In-Progress)**

Record ID:	Inspector	Type of Operation	Activity Number – Checklist 1611
Date Accomplished:	# Issues	Operator	Tracking #
Director of Training:	Checking Person:	Instructor:	
Instructor Status		Location	
Curriculum:	Lesson:	Time:	

**Instructions for Use:**

1. Check **`S`** column if you reviewed the record, procedure or event and it is **`Satisfactory`**.
2. Check **`U`** column if you reviewed the record, procedure or event and it is **`Unsatisfactory`**.
3. Check **NS (not seen)** column if you did not review the record, procedure or event or you do not have adequate information to make a valid comment.
4. Check **NA (not applicable)** column, if the line item is not required in this particular situation.
5. Enter any notes on reverse side regarding a 'U' answer for transfer to the Safety Issues Resolution Report.
6. For later reference, precede any notes with the appropriate question number.

	<b>SENIOR CABIN CREW MEMBER TRAINING</b>	<b>S</b>	<b>U</b>	<b>NS</b>	<b>NA</b>
	Definition and goal of senior cabin crew member training				
1.	Briefings (in normal, abnormal & emergency situations) taking due account of special circumstances of flights (e.g. weather forecast conditions, political turmoil at destination, special categories of passengers etc.,)				
2.	Communication, cooperation & coordination with the crew and with other personnel				
3.	Operator's procedures and legal requirements				
4.	Administrative tasks required by the operator				
5.	Human performance				
6.	Reporting systems and requirements				
7.	Fatigue management				
	<b>LEADERSHIP SKILLS</b>		<b>U</b>	<b>NS</b>	<b>NA</b>
8.	Leadership functions				
9.	Leadership qualities and negatives				
10.	Recognition and appropriate application of different leadership styles for different situations				
11.	Assertiveness				
12.	Identification of different personality styles within the work place				
13.	Team forming and coaching, including tools that can be used to encourage cooperation, motivation and transparency from other crew members				
14.	Support, motivation and respect, including sensitivity towards different cultural beliefs, values and practices				
15.	Appropriate delegation of duties and responsibilities				
16.	Providing feedback				
17.	Conflict management, problem solving and mediation				
18.	Effective management of time, people and resources; and				

19.	Stress management				
	<b>HUMAN PERFORMANCE</b>	<b>S</b>	<b>U</b>	<b>NS</b>	<b>NA</b>
20.	Over view of human factors , CRM, TEM and human performance				
21.	Review of skills and application of skills specific to senior cabin crew member: flexibility, empathy delegation and planning and coordinating resources and their management in the management of specific occurrences				
22.	Passenger management				
23.	Security incidents				
24.	Management of medical diversions				
25.	Operator's safety culture				
26.	CRM aspects specific to the aircraft type (e.g. wide/ narrow body , single/ multi deck)				
	<b>COMMUNICATION, COOPERATION AND COORDINATION WITHIN THE CREW AND OTHER PERSONNEL</b>	<b>S</b>	<b>U</b>	<b>NS</b>	<b>NA</b>
25.	The concept of the crew member's role and responsibilities and the chain of command onboard the aircraft				
26.	The importance of crew communication and coordination				
27.	Awareness of multi- cultural and multi- national crew				
28.	Procedures in the event of cabin crew and flight crew incapacitations				
	<b>SAFETY MANAGEMENT SYSTEM</b>	<b>S</b>	<b>U</b>	<b>NS</b>	<b>NA</b>
29.	SMS fundamentals and overview of operator's SMS				
	Definition and goal of SMS training				
30.	Operator's safety policy				
31.	Hazard identification and reporting				
32.	Safety communication				
	<b>FATIGUE MANAGEMENT</b>	<b>S</b>	<b>U</b>	<b>NS</b>	<b>NA</b>
33.	Definition and goal of senior cabin crew member training				
34.	Content of fatigue management				
35.	Prescriptive fatigue management for cabin crew				
36.	Fatigue risk management systems (FRMS) for cabin crew				
37.	Recurrent fatigue management training				
	<b>OPERATOR'S PROCEDURES AND LEGAL REQUIREMENTS</b>				
38.	Minimum equipment list				
39.	Flight and crew duty time limitations				
40.	Duties and responsibilities related to operator's standard operating procedures, as required by the position				
	<b>CREW RESOURCE MANAGEMENT TRAINING</b>	<b>S</b>	<b>U</b>	<b>NS</b>	<b>NA</b>
41.	An initial indoctrination/awareness segment				
42.	A method to provide recurrent practice and feedback				
43.	A method of providing continuing reinforcement				
44.	Communications processes and decision behavior				
45.	Internal and external influences on interpersonal communications				
40.	Barrier to communication				
41.	Decision-making skills				
42.	Effective briefings				
43.	Developing open communications				
44.	Inquiry, advocacy, and assertion training				
45.	Crew self – critique				
46.	Conflict resolution				
47.	Team building and maintenance				
48.	Interpersonal relationships				
49.	Situational awareness				
50.	How to prepare, plan and monitor task completions				
51.	Workload distribution				
52.	Distraction avoidance				
53.	Individual factors				

54.	Stress reduction				
<b>REPORTING SYSTEMS AND REQUIREMENTS</b>					
55	Participation in the operator's reporting programme (hazards, incidents, and both voluntary and mandatory occurrence reporting)				
56	Duties and responsibilities specific to the senior cabin crew, including documentation.				
57	Review of relevant incident/ accident cases				

**RECOMMEND ACCEPTANCE**

**YES**

**NO**

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**INSPECTOR'S SIGNATURE**

**REMARKS & OBSERVATIONS ATTACHED #**

**INSPECTOR'S SIGNATURE**