**Annex to Decision 2015/023/R**

**'AMC and GM to Part-CC – Amendment 1'**

The Annex to Decision 2012/005/R[1] is hereby amended as follows:

The text of the amendment is arranged to show deleted, new or amended text as shown below:

1.  deleted text is marked with ~~strike through~~;

2.  new or amended text is highlighted in grey; and

3.  an ellipsis (…) indicates that the remaining text is unchanged in front of or following the reflected amendment.

The Annex to Decision 2012/005/R (Guidance Material (GM) to Part-CC) is amended as follows:

'Acceptable Means of Compliance (AMC) and Guidance Material (GM) to Part-CC'

GM1 Appendix 1 to Part-CC(3) is replaced by AMC1 Appendix 1 to Part-CC(3) as follows:

**~~GM1~~AMC1 Appendix 1 to Part-CC(3)   Initial training course and examination**

CREW RESOURCE MANAGEMENT TRAINING TABLE

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

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

(b)  ~~for information those~~The elements identified as 'not required' for the cabin crew initial training~~, which should be~~are listed for information as they are covered during other training in accordance with the applicable requirements of Annex III (Part-ORO) ~~of~~to Commission Regulation (EU) No 965/2012.

---

[1]  Decision 2012/005/R of the Executive Director of the Agency of 19 April 2012 on Guidance Material to Regulation (EU) No 1178/2011 of 3 November 2011 laying down technical requirements and administrative procedures related to civil aviation aircrew pursuant to Regulation (EC) No 216/2008 of the European Parliament and of the Council ('Guidance Material to Part-CC').

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