

Cabin Crew - Initial Safety Training

Instructions and procedures for the approval of training organisations

CAP783

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Revision history

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Chapter 1

Introduction

Scope

- 1.1 The content of this CAP details the requirements applicable to all Cabin Crew Training Organisations (CCTOs) providing cabin crew initial safety training and issuing cabin crew attestations in accordance with UK Regulation (EU) No. 1178/2011 (the Aircrew Regulation).
- 1.2 The Safety & Airspace Regulation Group (SARG) of the United Kingdom (UK) Civil Aviation Authority (CAA) regulates training of cabin crew operating on UK registered aircraft conducting commercial air transport (CAT).
- 1.3 Annex V (Part-CC), CC.CCA.100, requires a cabin crew attestation to be issued to those applicants who have passed the examination following completion of the initial training course. Cabin crew attestations may only be issued by the CAA or an organisation approved to do so by the CAA. The CAA has determined that all cabin crew attestations will be issued in the UK by training organisations or commercial air transport operators approved to do so by the CAA.
- 1.4 In accordance with UK Regulation (EU) No. 1178/2011, Annex VI (Part-ARA), ARA.CC.200, before issuing an approval to a training organisation or a commercial air transport operator to provide initial cabin crew training or issue cabin crew attestations, the competent authority is required to verify compliance with all applicable requirements.

Chapter 2

Organisation requirements - general

Application

- 2.1 In accordance with ORA.GEN.115(a), the application for an organisation certificate shall be made in a form and manner established by the competent authority. Application for approval for the conduct of initial training and the issue of cabin crew attestations shall be made to apply@caa.co.uk using form SRG 1804, available at www.caa.co.uk/srg1804. The application shall be accompanied by the charge prescribed in the CAA's Scheme of Charges/Personnel Licensing current at the time of application, as detailed at www.caa.co.uk/ors5.
- 2.2 When intending to provide the training course required in Annex V (Part-CC) to Regulation (EU) No 1178/2011, an organisation shall apply for and obtain an approval issued by the CAA. For this purpose, the applicant shall demonstrate compliance with the requirements for the conduct and content of training course established in CC.TRA.215 and CC.TRA.220 of that Annex and shall provide the CAA with:
1. name and address of the training organisation;
 2. date of intended commencement of activity;
 3. name and qualification of the accountable manager;
 4. name and qualification of the head of training (HT);
 5. name and qualification of the Safety Manager (SM);
 6. name and qualification of the Compliance Manager (CMM);
 7. address of the principal place of business and site(s) at which training is to be conducted; and
 8. the operations and training manuals.
- 2.3 To obtain approval to issue cabin crew attestations, the applicant shall:
1. demonstrate to the CAA that the organisation has the capability and accountability to perform this task and the personnel conducting examinations are appropriately qualified and free from conflict of interest;
 2. provide the procedures and the specified conditions for conducting the examination required by CC.TRA.220 and issuing cabin crew attestations; and

3. supply the CAA with all relevant information and documentation related to the attestations it will issue and their holders, for the purpose of record-keeping, oversight and enforcement actions by the CAA.

Organisation requirements

- 2.4 An organisation established for the purpose of conducting initial training and the issuing of cabin crew attestations shall demonstrate compliance with all applicable requirements of Annex VII (Part-ORA) Subpart Gen – General Requirements. The organisation shall be managed, equipped and operated in a suitable environment for the practical training and theoretical instruction required, and for the associated activities.

Personnel requirements

- 2.5 An organisation shall demonstrate to the competent authority that an adequate number of qualified, competent staff is employed and shall also nominate a HT. The HT shall have extensive experience as an instructor in the conduct of initial training and shall possess sound managerial capability. The HT is responsible for ensuring that the training provided is in compliance with Part-CC.
- 2.6 Training instructors shall have a practical or theoretical background in the subjects on which training is provided and have undergone at least a course of training in instructional techniques. Before appointment, an organisation shall verify the competency of each training instructor in the subject(s) they are required to deliver.

Facility requirements

- 2.7 The organisation shall have facilities allowing the performance and management of all planned tasks and activities in accordance with the applicable requirements.
- 2.8 The following facilities for theoretical knowledge instruction should be available:
 1. Adequate classroom accommodation for number of trainees;
 2. Suitable equipment for practical use to support theoretical instruction.
 3. Suitable office(s) for instructional personnel.

Chapter 3

Management system

- 3.1 For the purpose of assessing the requirements for a management system in accordance with ORA.GEN.200, a CCTO is considered to be a non-complex organisation.
- 3.2 In accordance with ORA.GEN.200(a), an organisation shall establish, implement and maintain a management system that includes:
1. clearly defined lines of responsibility and accountability throughout the organisation, including a direct safety accountability of the accountable manager;
 2. maintaining personnel trained and competent to perform their tasks;
 3. documentation of all management system key processes, including a process for making personnel aware of their responsibilities and the procedure for amending this documentation; and
 4. in accordance with AMC1 ORA.GEN.200(a)(6), a function to monitor compliance of the organisation with the relevant requirements. Compliance monitoring shall include a feedback system of findings to the accountable manager to ensure effective implementation of corrective actions as necessary;

Safety management

- 3.3 Safety risk management may be performed using hazard checklists or similar risk management tools or processes, which are integrated into the activities of the organisation.
- 3.4 An organisation should manage safety risks related to change. The management of change should be a documented process to identify external and internal change that may have an adverse effect on the performance of the organisation. It should make use of the organisation's hazard identification, risk assessment and mitigation processes.
- 3.5 An organisation should identify a person who fulfils the role of safety manager and who is responsible for coordinating the safety management system. This person may be the accountable manager or a person with an operational role in the organisation.
- 3.6 A safety policy should be established and documented that includes a commitment to improve towards the highest safety standards, comply with all

applicable legal requirements, meet all applicable standards, consider best practices and provide appropriate resources.

Management system documentation

- 3.7 An organisation's management system documentation should at least include the following information:
1. a statement signed by the accountable manager to confirm that the organisation will continuously work in accordance with the applicable requirements and the organisation's documentation;
 2. the organisation's scope of activities;
 3. the titles and names of persons referred to in ORA.GEN.210(a) and (b);
 4. an organisation chart showing the lines of responsibility between the persons referred to in ORA.GEN.210;
 5. a general description and location of the facilities referred to in ORA.GEN.215;
 6. procedures specifying how the organisation ensures compliance with the applicable requirements; and
 7. the amendment procedure for the organisation's management system documentation.
- 3.8 An organisation's management system documentation may be included in a separate manual or in one of the operations manuals specified in Section 4. It is not necessary to duplicate information in several manuals. An organisation may also choose to document some of the information in separate documents (e.g. procedures). In this case, it should ensure that manuals contain adequate references to any document kept separately. Any such documents are then to be considered an integral part of the organisation's management system documentation.

Compliance monitoring

- 3.9 In accordance with AMC1 ORA.GEN.200(a)(6), the accountable manager should designate a compliance monitoring manager.
- 3.10 The organisational set-up of the compliance monitoring function should reflect the size of the organisation and the scale of its activities. The compliance monitoring manager may perform all audits and inspections himself/herself or appoint one or more auditors by choosing personnel having the related competence as defined in AMC1 ORA.GEN.200(a)(6) point (c)(3)(iii), either from within or outside the organisation.
- 3.11 In case external personnel are used to perform compliance audits or inspections:

1. any such audits or inspections are performed under the responsibility of the compliance monitoring manager; and
2. the organisation remains responsible to ensure that the external personnel has relevant knowledge, background and experience as appropriate to the activities being audited or inspected; including knowledge and experience in compliance monitoring.
3. the organisation retains the ultimate responsibility for the effectiveness of the compliance monitoring function in particular for the effective implementation and follow-up of all corrective actions.

Chapter 4

Training manual and operations manual

- 4.1 An organisation shall establish and maintain a training manual and operations manual containing information and instructions to enable personnel to perform their duties and to give guidance to students on how to comply with course requirements.
- 4.2 An organisation shall make available to staff and, where appropriate, to trainees the information contained in the training manual and the operations manual.

Training manual

- 4.3 In accordance with CC.TRA.215 (c) initial training shall be conducted according to a training programme and syllabus documented in the organisation's approval. As stated under CC.TRA.220 (b) the programme of the initial training course shall cover at least the elements specified in Appendix 1 to Part CC and shall include theoretical and practical training. The training manual should state the aims, objectives and training standards required to be demonstrated for each element of training and include the following:
- 4.4 The training syllabus and programme, including content and time allocated to each element of training, and methodology. If self-study or distance learning is included in the theoretical training, the course should also provide for an adequate period of supervised consolidation and knowledge testing.
- 4.5 The ratio of instructors to trainees, ensuring appropriate supervision during practical training elements and sufficient monitoring during assessment and checking.
- 4.6 The equipment to be provided for practical training, such as life jackets, life rafts, fire extinguishers and protective breathing equipment. Whilst training is not required in the operation of specific pieces of equipment, items used should be representative of that commonly found on aircraft, these may either be examples of actual equipment or representative training items. In either case, equipment should provide trainees with familiarity in handling and operation.
- 4.7 In accordance with CC.TRA.220 (c) applicants for a cabin crew attestation shall undergo an examination covering all elements of the training programme, except Crew Resource Management (CRM). The checking programme should identify how trainee knowledge and proficiency in all elements of the training programme is verified and the procedure to be applied when a trainee does not demonstrate the required knowledge and proficiency. Such procedures should ensure a robust check of competency has been performed. For example, where a trainee

fails to pass an exam, they should, subject to review, be provided with further training and required to complete a different exam from the one previously attempted.

Operations manual

- 4.8 The operations manual should provide relevant information to management and training personnel and include the following:
- 4.9 Management organisation, including a description of the management organisation, indicating reporting lines of personnel.
- 4.10 Duties and responsibilities of the accountable manager, HT, compliance monitoring manager, safety manager and other training management personnel as determined by the organisation.
- 4.11 A description of compliance oversight procedures, including responsibility for the performance of oversight activities, qualification of persons performing oversight, and an oversight programme that demonstrates all aspects of the organisation are subject to a frequency of audit commensurate with the scale of activities.
- 4.12 Procedures for the appointment and qualification of instructors, describing the experience and qualifications required by personnel performing training. In accordance with CC.TRA.215 (b) training shall be performed by personnel suitably experienced and qualified for the training elements to be covered. The operations manual should state the training and assessment programmes that instructors are required to complete before delivering training and the content and frequency of recurrent training and assessment. Information should also be provided on training and assessment to be provided to an instructor following absence from training duties, where the previous assessment is not within validity.
- 4.13 A list of facilities to be used for the conduct of training, including a description of classrooms and facilities used for practical training, such as practical water survival. Classroom facilities should be appropriate for the number of trainees, provide adequate lighting and temperature control, and be equipped for the type of training being performed.
- 4.14 Documentation and systems used for the recording of training and issue of attestations, including a description of the means of identifying all attestations issued by the organisation and whether an attestation is subject to suspension or revocation as notified by the CAA.

Information to trainees

- 4.15 Each trainee should be provided with information reflecting the content of the cabin crew initial safety training course for the purpose of self-study and revision.

Chapter 5

Training programme

- 5.1 A training programme shall be developed that complies with the requirements of Annex V (Part-CC).
- 5.2 The training programme shall include a breakdown of practical and theoretical instruction and a syllabus summary presented in a day-to-day format. The content and sequence of the training programme shall be specified in the training manual.

Conduct of training and checking

- 5.3 Training and checking shall:
1. be conducted in a structured and realistic manner;
 2. be performed by personnel appropriately qualified for the subject to be covered; and
 3. for human factors (HF) in aviation and CRM training, should be conducted by a cabin crew CRM instructor.
- 5.4 Training should include theoretical and practical instruction together with individual or collective practice, as relevant to each training subject, in order that the cabin crew member achieves the required level of proficiency.
- 5.5 An organisation should take account of the following:
1. training methods used are appropriate to the subject, facilitate learning and demonstrate achievement of prescribed objectives for the subject, ensuring trainees achieve the required level of proficiency;
 2. classroom theoretical training, interactive computer-based modules, virtual reality systems, practical demonstration and the use of cabin training devices may be used as appropriate to the subject and ensure a reasonable balance of training methods;
 3. training should be instructor led and, where self-learning modules are used, trainees should have access to a suitably qualified instructor for the duration of the module; and
 4. the ratio of trainers to trainees should facilitate the provision of information and, in the case of practical training, permit adequate supervision and assessment.
- 5.6 When developing checking programmes, an organisation should ensure:
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1. the method of checking is appropriate to the subject being assessed and ensures trainees demonstrate the required capability and competency;
2. trainees are required to undergo a check of competency in all elements of training (apart from CRM) and, where multiple subjects are included in a single exam, trainees are required to demonstrate competency in each subject in order to successfully pass the exam; and
3. checking is supervised by an appropriate number of instructors that ensures the proper conduct of the method of checking.
4. the personnel conducting examinations are appropriately qualified and free from conflict of interest.

Chapter 6

Changes to an organisation

- 6.1 Changes to an organisation shall be made in accordance with ORA.GEN.130. Any change affecting:
1. the terms of approval of an organisation, including the training syllabus and checking programme; or
 2. any of the elements of the organisation's management system as required in ORA.GEN.200(a)(1) shall require prior approval by the CAA.
- 6.2 For any changes requiring prior approval, the organisation shall apply for and obtain approval by the CAA before any such change takes place, in order to enable the CAA to determine continued compliance and to amend, if necessary, the organisation certificate. The organisation shall provide the CAA with any relevant documentation. The change shall only be implemented upon receipt of formal approval by the CAA in accordance with ARA.GEN.330.
- 6.3 All changes not requiring prior approval shall be managed and notified to the CAA as defined in the procedure approved by the CAA in accordance with ARA.GEN.310(c).

APPENDIX 1

Applicable requirements

The guidance contained in this CAP should be used in conjunction with the following requirements of UK Regulation No. 1178/2011 (Aircrew Regulation).

Annex V Part-CC

Subpart GEN – General requirements

Subpart CCA – Specific requirements for the cabin crew attestation

Subpart TRA – Training requirements for the cabin crew attestation

Appendix to Annex V

Annex VI Part ARA

Subpart CC – Specific requirements relating to cabin crew

ARA.CC.100(b)(2) Procedures for cabin crew attestations

Appendix II to Annex VI (Part-ARA) – Standard format for cabin crew attestations

Annex VII Part-ORA

Subpart-GEN – General requirements* and **

*As applicable to the type of training provided

**ORA.GEN.160 Occurrence reporting is not applicable