



# Advisory Circular

**Subject: Approval Process of Initial Flight Attendant Training Programs for Use by Multiple Air Operators**

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## 1.0 Introduction

- (1) This Advisory Circular (AC) is provided for information and guidance purposes. It describes an example of an acceptable means, but not the only means, of demonstrating compliance with regulations and standards. This AC on its own does not change, create, amend or permit deviations from regulatory requirements, nor does it establish minimum standards.

### 1.1 Purpose

- (1) The purpose of this document is to provide guidance to air operators and Civil Aviation Safety Inspectors on the approval process of initial flight attendant training programs.

### 1.2 Applicability

- (1) This document applies to Transport Canada Civil Aviation (TCCA) Safety Inspectors who approve initial flight attendant training programs and air operators conducting operations under Subpart 705 of the *Canadian Aviation Regulations* (CARs).

### 1.3 Description of changes

- (1) Due to the number of changes incorporated into this issue, readers should review the content of the entire document and all references and requirements.

## 2.0 References and requirements

### 2.1 Reference documents

- (1) It is intended that the following reference materials be used in conjunction with this document:
  - (a) [Aeronautics Act](#) (R.S.C., 1985, c. A-2)
  - (b) Part VII, Subpart 5 of the *Canadian Aviation Regulations* (CARs) – Airline Operations
  - (c) Standard 725 of the CARs – *Airline Operations – Aeroplanes*
  - (d) TP 12295 *Flight Attendant Manual Standard*
  - (e) TP12295 *Flight Attendant Training Standard*
  - (f) TP 4711 Air Operator Certification Manual
  - (g) SI-ADM-048 Procedural Guidance for Cabin Safety Inspectors

### 2.2 Cancelled documents

- (1) By default, it is understood that the publication of a new issue of a document automatically renders any earlier issues of the same document null and void.

### 2.3 Definitions and abbreviations

- (1) The following **abbreviations** are used in this document:
  - (a) **AC:** Advisory Circular
  - (b) **CARs:** *Canadian Aviation Regulations*
  - (c) **CASI:** Civil Aviation Safety Inspector
  - (d) **CASS:** *Commercial Air Service Standards*

- (e) **TCCA:** Transport Canada Civil Aviation

### **3.0 Background**

- (1) Paragraph 705.124(1)(b) of the CARs requires every air operator to establish and maintain a training program that is approved by the Minister in accordance with the CASS and the *Flight Attendant Training Program*.
- (2) Transport Canada recognizes that there are elements of an initial flight attendant training program that may be identical for multiple air operators.
- (3) It also recognizes that there could be a reduction of resources and time for both Transport Canada and the industry if the approval process were to be revised to address the elements of training programs that are used by multiple air operators.
- (4) As a result, Appendix B has been developed to identify a list of initial training information points based of the *Flight Attendant Training Standard* that may be deemed identical for multiple air operators.
- (5) Appendix B includes one column for the information points used by multiple air operators and a second column for those that are considered to be specific to one air operator. The appendix may assist program developers, including third party contractors to develop a portion of initial flight attendant training programs that can be used by multiple air operators.

### **4.0 Procedures**

- (1) Air operators will submit all portions of their initial flight attendant training programs to their Principal Cabin Safety Inspector.
- (2) The air operator's Principal Cabin Safety Inspector will review the information points and conformance report of the initial training programs that are determined to be identical for the air operator's submission.
- (3) Principal Cabin Safety Inspectors will inform Airlines Standards of the name(s) of air operators that intend to use a generic training, the name of the supplier of the training, if applicable, and if the air operator chooses to stop using a generic training.

### **5.0 Air operator responsibilities**

- (1) The air operator will submit a complete initial flight attendant training program to its Principal Cabin Safety Inspector for review and approval.
- (2) The air operator will also provide one of the following documents with their submission:
  - (a) A copy of a conformance report identifying that portions of the training program have been identified as identical for multiple air operators: or
  - (b) A letter identifying a third-party training organization used to develop the training program, with the name and contact information of the program developer including consent to discuss the training program with the third-party training organization.
- (3) If, during delivery of an approved initial training program, the training for the elements that are identical for all air operators is provided to trainees separate from the air operator specific training, the following will apply:
  - (a) The two portions should be provided within a 90-day period. Beyond this time period , please contact Airline Standards so guidance can be provided on a case-by-case basis.

- (b) Any amendments to the content during the lapse in time between the deliveries of the two portions are provided to the trainee and knowledge verification has been completed in accordance with the air operators' approved training program.
- (4) The air operator, not the third-party training organization, remains responsible for ensuring its initial flight attendant training program is maintained and up to date.
- (5) The air operator shall maintain training records and completed exams for only the air operator's flight attendants in accordance with section 705.127 of the CARs. Each air operator will be responsible for their own training records.
- (6) The air operator should submit, with its training program, a conformance report thereby decreasing the time required for an approval.

## 6.0 Transport Canada responsibilities

- (1) Upon receipt of the air operator's submission, the Principal Cabin Safety Inspector will determine whether Airline Standards has previously been notified of the third-party training program by verifying the content submitted with the training program.
- (2) The Principal Cabin Safety Inspector will conduct a full review of the air operator specific portion of the initial training program for the elements of the training program that are used by multiple air operators. The Principal Cabin Safety Inspector reviewing the program reserves the right to provide commentary and request clarification of those parts of a training program, or any other part of the training program. The review will determine either of the following outcomes for the submitted training program:
  - (a) The Principal Cabin Safety Inspector issues a letter of approval to the air operator for the entire program when the air operator specific portion meets the *Flight Attendant Training Standard*; or
  - (b) The Principal Cabin Safety Inspector advises the air operator that amendments to the air operator specific portion are required prior to an approval being granted.
- (3) If the program has not been previously reviewed, the Principal Cabin Safety Inspector shall liaise with Airline Standards and the air operator to determine whether the training program is intended for use by multiple air operators.
  - (a) **If it is intended for use by multiple air operators**, the Principal Cabin Safety Inspector liaises with the third-party training organization directly to review the portion of the training program that is regarded as identical for multiple air operators.
    - (i) When a portion of the training program is deemed to meet the requirements of the corresponding information points under the *Flight Attendant Training Program*, the Principal Cabin Safety Inspector forwards a letter to the third-party training organization. It should be noted that this is not an approval letter, as approval letters are only granted to air operators.
    - (ii) When the program does not meet the regulatory requirements, the Principal Cabin Safety Inspector will advise the third-party training organization that amendments to the program are required before any letters can be issued, or the air operator training program be approved.
  - (b) **If it is not intended for use by multiple air operators**, the Principal Cabin Safety Inspector reviews the entire initial training program and follows the approval process set out in TP4711 – Air Operator Certification Manual.

## 7.0 Amendments

- (1) When a change is required to the elements of a training program used by multiple air operators, the following is recommended.
  - (a) The third-party training organization responsible for the program informs all air operators who have received approval for that program of any forthcoming amendments.
  - (b) Air operators affected by the change will provide feedback, accept or refuse the amendments. The air operator remains responsible for ensuring a current and approved flight attendant training program is in place.
  - (c) Once all air operators submit confirmation of acceptance, the third-party training organization submits the amendment to the Principal Cabin Safety Inspector.
  - (d) The third-party training organization incorporates the changes into the training program.
  - (e) Air operators submit the amended program(s) to their Principal Cabin Safety Inspector(s) with a revision to their initial flight attendant training program for approval.
  - (f) The Principal Cabin Safety Inspector(s) for each air operator issues individual letters of approval.

## 8.0 Information management

- (1) Not applicable

## 9.0 Document history

- (1) AC 705-002, **Issue 01**, RDIMS 2235874 (E), 3969999 (F), dated 2008-03-17 — Approval Process of Initial Flight Attendant Training Programs For Use By Multiple Air Operators.

## 10.0 Contact us

For more information, please contact:

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We invite suggestions for amendment to this document. Submit your comments to:

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E-mail: [AARTDocServices-ServicesdocAART@tc.gc.ca](mailto:AARTDocServices-ServicesdocAART@tc.gc.ca)

### ***Original signed by***

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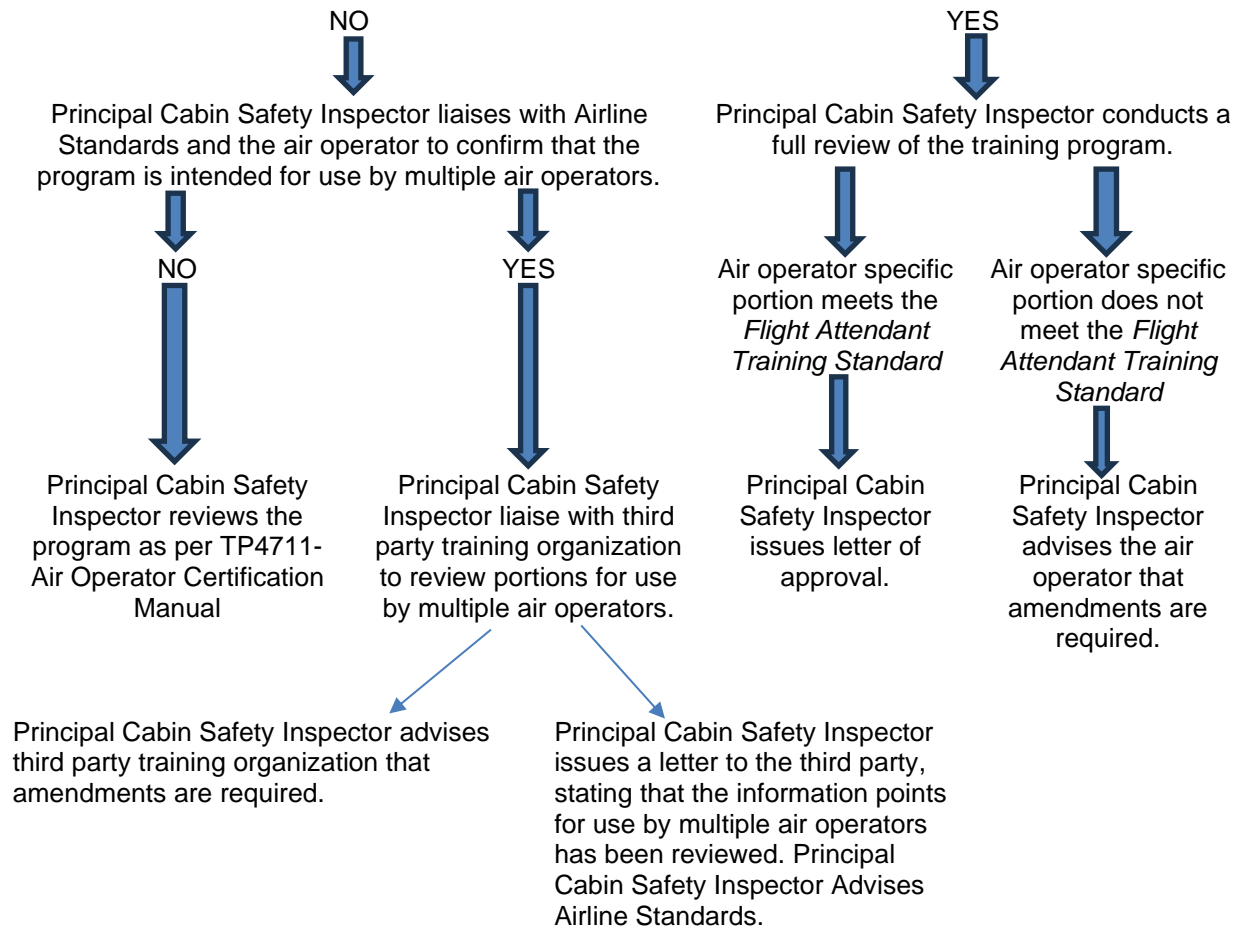
## Appendix A — Quick reference guide

- (1) Approval process of initial flight attendant training programs for use by multiple air operators.

Air operator submits a complete initial flight attendant training program to its Principal Cabin Safety Inspector for review and approval with one of the following:

- (a) A copy of the conformance report identifying the that portions of the training program have been deemed to be identical for multiple air operators; or
- (b) A letter identifying a third-party training organization used to develop the training program, with the name and contact information of the program developer and consent to discuss the training with the third-party training organization.

Principal Cabin Safety Inspector confirms if Airline Standards has been notified of the third-party training program by verifying the content of the submitted training program.



**Appendix B — Initial training information points for use by multiple air operators**

<i>Flight Attendant Training Standard Reference</i>	Scope	Information Points for Use by Multiple Air Operators	Information Points Specific to an Air Operator
Initial Part One – Aviation Indoctrination			
1.0 Air Operator Indoctrination			
1.1	Air Operator Specific		1.1(1) 1.1(2) 1.1(3) 1.1(4)
1.2	Flight Attendant Specific		1.2(1)
2.0 Regulatory Overview			
2.1	Regulatory Overview	2.1(1) 2.1(2) 2.1(3) 2.1(4)	
2.2	Legislation	2.2(1) 2.2(2) 2.2(3) 2.2(4)	
3.0 Aviation Terminology			
3.1	Terminology	3.1(2)	3.1(1)
3.2	Terms of Reference	3.2(1) 3.2(2) 3.2(3) 3.3(4) 3.3(6)	3.3(5)
4.0 Theory of Flight			
4.1	General Aircraft Description	4.1(1) 4.1(2)	
4.2	Aerodynamics of Flight	4.2(1) 4.2(2) 4.2(3) 4.2(4) 4.2(6) 4.2(7) 4.2(8)	4.2(5)
4.3	Meteorology	4.3(1)	

		4.3(2)	
4.4	Air Traffic Control	4.4(1) 4.4(2) 4.4(3)	
5.0 Physiology of Flight			
5.1	General	5.1(1) 5.1(2) 5.1(3) 5.1(4)	
5.2	Effects of Altitude	5.2(1) 5.2(2) 5.2(3) 5.2(4)	
Initial Part Two – Roles and Responsibilities			
6.0 Air Operator			
6.1	Operating Requirements	6.1(2) 6.1(5) 6.1(7) 6.1(8)	6.1(1) 6.1(3) 6.1(4) 6.1(6) 6.1(9)
6.2	Company Operations Manual and Flight Attendant Manual	6.2(1) 6.2(2)	6.2(3)
7.0 Crew Members			
7.1	General	7.1(1) 7.1(2) 7.1(3) 7.1(4) 7.1(5) 7.1(6) 7.1(7) 7.1(8) 7.1(9) 7.1(10) 7.1(11) 7.1(13) 7.1(14) 7.1(15)	7.1(12) 7.1(16) 7.1(17)
8.0 Transport Canada – Civil Aviation Safety Inspectors			
8.1	General	8.1(1) 8.1(2) 8.1(3)	

		8.1(4) 8.1(5) 8.1(6) 8.1(7)	
Initial Part Three – Safety Procedures			
9.0 Crew Member Coordination			
9.1	General	9.1(1) 9.1(2) 9.1(3)	
9.2	Crew Member Coordination	9.2(1) 9.2(2)	
10.0 Communication			
10.1	General	10.1(3) 10.1(4)	10.1(1) 10.1(2)
10.2	Communication	10.2(1)	
10.3	Passenger Announcements	10.3(2) 10.3(4)	10.3(1) 10.3(3)
11.0 Surface Contamination			
11.1	General	11.1(1) 11.1(3) 11.1(4)	11.1(2)
11.2	Crew member Responsibilities	11.2(1) 11.2(2) 11.2(3)	11.2(4) 11.2(5)
11.3	De-icing and anti-icing	11.3(1) 11.3(2) 11.4(4)	11.3(3)
12.0 Briefings			
12.1	Crew Member Briefings	12.1(1) 12.1(2) 12.1(3) 12.1(4) 12.1(5) 12.1(6)	
12.2	Passenger Briefings	12.2(1) 12.2(3) 12.2(5) 12.2(6)	12.2(2) 12.2(4) 12.2(7) 12.2(8) 12.2(9)

<b>13.0 Safety Checks</b>			
13.1	General	13.1(3) 13.1(4)	13.1(1) 13.1(2) 13.1(5)
<b>14.0 Passenger Handling</b>			
14.1	General	14.1(1) 14.1(2)	14.1(3) 14.1(4) 14.1(5)
14.2	Passenger Supervision	14.2(2)	14.2(1)
<b>15.0 Passenger and Crew Member Seats and Restraints</b>			
15.1	Passenger Seating	15.1(1) 15.1(6)	15.1(2) 15.1(3) 15.1(4) 15.1(5) 15.1(7) 15.1(8) 15.1(9)
15.2	Crew Member Seating	15.2(6) 15.2(7) 15.2(8)	15.2(1) 15.2(2) 15.2(3) 15.2(4) 15.2(5) 15.2(9) 15.2(10)
<b>16.0 Carry-on Baggage</b>			
16.1	Passenger Carry-on Baggage	16.1(2) 16.1(4) 16.1(11) 16.1(13) 16.1(16) 16.1(17) 16.1(18) 16.1(19)	16.1(1) 16.1(3) 16.1(5) 16.1(6) 16.1(7) 16.1(8) 16.1(9) 16.1(10) 16.1(12) 16.1(14) 16.1(15)
16.2	Crew Member Carry-on Baggage		16.2(1) 16.2(2)
<b>17.0 Portable Electronic Devices</b>			
17.1	General	17.1(1) 17.1(2)	17.1(4) 17.1(6)

		17.1(3) 17.1(5) 17.1(7)	
<b>18.0 Service to Passengers on the Ground</b>			
18.1	General		18.1(1) 18.1(2)
18.2	Crew Member Responsibilities	18.2(1) 18.2(2) 18.2(3)	
<b>19.0 Fuelling with Passengers on Board</b>			
19.1	General	19.1(1) 19.1(2) 19.1(3)	19.1(4) 19.1(5)
19.2	Crew Member Responsibilities		19.2(1) 19.2(2) 19.2(3)
<b>20.0 Pre-Take-Off and Pre-Landing</b>			
20.1	Cabin Preparation		20.1(1) 20.1(2) 20.1(3) 20.1(4)
20.2	Crew Member Responsibilities	20.2(3) 20.2(4) 20.2(5) 20.2(6) 20.2(7)	20.2(1) 20.2(2) 20.2(8) 20.2(9)
20.3	Abnormal Situations		20.3(1) 20.3(2)
<b>21.0 Propeller Abnormalities</b>			
21.1	General	21.1(1) 21.1(2)	21.1(3) 21.1(4)
<b>22.0 Apron Safety</b>			
22.1	Apron Hazards	22.1(1) 22.1(2)	
22.2	Crew Member Responsibilities	22.2(3)	22.2(1) 22.2(2)
22.3	Helicopter Operators	22.3(1) 22.3(2) 22.3(3) 22.3(4)	

		22.3(5)	
<b>23.0 Turbulence</b>			
23.1	General	23.1(1) 23.1(2) 23.1(3)	
23.2	Crew Member Responsibilities	23.1(2) 23.1(5)	23.1(1) 23.1(3) 23.1(4)
<b>24.0 Crew Member Incapacitation</b>			
24.1	General	24.1(1)	24.1(2) 24.1(3) 24.1(4) 24.1(5)
24.2	Flight Crew Member Incapacitation	24.2(1)	24.2(2) 24.2(3) 24.2(4)
24.3	Flight Attendant Incapacitation		24.3(1) 24.3(2) 24.3(3)
<b>25.0 Flight Deck Protocol</b>			
25.1	General		25.1(1) 25.1(2) 25.1(3) 25.1(4) 25.1(5)
<b>26.0 Fuel Dumping</b>			
26.1	General	26.1(1) 26.1(2) 26.1(3) 26.1(4)	
<b>27.0 Post-Flight Duties</b>			
27.1	Documentation		27.1(1)
27.2	Communication		27.2(1)
<b>28.0 Oxygen Administration</b>			
28.1	General	28.1(1) 28.1(2) 28.1(3)	28.1(4)
28.2	Air Operator Procedures		28.2(1) 28.2(2) 28.2(3)

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<b>Initial Part Four – Emergency Procedures</b>			
<b>29.0 Fire Fighting</b>			
29.1	General	29.1(1) 29.1(2) 29.1(3) 29.1(4) 29.1(5) 29.1(6) 29.1(7) 29.1(8) 29.1(9) 29.1(10)	29.1(11)
29.2	Crew Member Responsibilities	29.2(1) 29.2(4) 29.2(5) 29.2(6)	29.2(2) 29.2(3)
29.3	Air Operator Procedures – Passenger Cabin	29.3(3) 29.3(4)	29.3(1) 29.3(2)
29.4	Air Operator Procedures – External	29.4(1)	29.4(2) 29.4(3)
<b>30.0 Smoke or Fumes in the Cabin</b>			
30.1	General	30.1(1) 30.1(2) 30.1(3)	
30.2	Crew Member Responsibilities	30.2(1) 30.2(6) 30.2(7)	30.2(2) 30.2(3) 30.2(4) 30.2(5)
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31.2	Crew Member Responsibilities		31.2(1) 31.2(2) 31.2(3) 31.2(4) 31.2(5)
32.0 Evacuations			
32.1	General	32.1(1) 32.1(3) 32.1(4) 32.1(5)	32.1(2)
32.2	Crew Member Responsibilities	32.2(1) 32.2(2) 32.2(3) 32.2(6) 32.2(7)	32.2(4) 32.2(5)
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33.2	Crew Member Responsibilities		33.2(1) 33.2(2) 33.2(3)
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34.0 Safety and Emergency Equipment			
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36.3	Interior Description		36.3(1) 36.3(2) 36.3(3) 36.3(4) 36.3(5) 36.3(6)
37.0 Galley(s)			
37.1	General	37.1(4)	37.1(1)

			37.1(2) 37.1(3) 37.1(5) 37.1(6) 37.1(7) 37.1(8) 37.1(9) 37.1(10) 37.1(11) 37.1(12) 37.1(13) 37.1(14)
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38.4	Passenger Call System		38.4(1) 38.4(2)
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39.1	General		39.1(1) 39.1(2) 39.1(3) 39.1(4) 39.1(5) 39.1(6) 39.1(7) 39.1(8)
<b>40.0 Water and Waste Systems</b>			
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41.0 Oxygen Systems			
41.1	General		41.1(1) 41.1(2) 41.1(3) 41.1(4) 41.1(5) 41.1(6) 41.1(7)
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Approval Process of Initial Flight Attendant Training Programs for Use by Multiple Air Operators

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44.1	General		44.1(1) 44.1(2) 44.1(3) 44.1(4)
Initial Part Seven – Drills			
All Drills are to be considered air operator specific, regardless of aircraft			