

CC6305

Posted on 11.12.2023 by Jennifer Curran

Category: [Cabin Crew](#)

Report Title Experience Levels

Initial Report

Called off airport standby, two other crew from airport standby were on their first operational flight having never flown before and completed one familiarisation/supernumerary flight. I questioned level of experience, was assured 4th crew member was classified as experienced. When 4th crew member arrived I was informed that this was only their 5th flight with operator, but in 2018 had worked for another carrier for two months, but couldn't be sure how many flights they had done there. I rang the Management Team who assured me this counts as experienced. Just because a crew member holds an attestation from another carrier this is no proof of how many flights they have completed. I was assured that we met all the requirements and we were OK to operate. Captain was involved in the whole process. Flight was smooth and uneventful and I had no reason to doubt the ability of the other crew.

Comment

AMC1 ORO.CC.100 states: when scheduling cabin crew for a flight, the operator should establish procedures that take account of the experience of each cabin crew member. The procedures should specify that the required cabin crew includes **some** cabin crew members who have at least 3 months experience as an operating cabin crew member.

Some operators stipulate in their operations manual an additional experienced crew member is required however, some operators do not, technically as long as one crew member is experienced on board then that meets regulatory requirements.

It can be more challenging to operate on an aircraft with an inexperienced crew than one with an experienced crew, and CHIRP is sympathetic to the crew in that circumstance. Naturally, experienced crew should assist new crew members whenever feasible, as we were all new once. Since all new crew members have undergone intense training, one could counter that, from the standpoint of an emergency, someone who has just finished their training is more familiar with the emergency procedure than someone who is about to have their annual recurrent; however, even though they may have received recent training, they may not be as confident in using these procedures. Keep in mind that safety comes first, so any service-related tasks should come after any safety-related tasks. If the senior needs to change the in-flight service to reflect this, they

should document the reason why so that the operator can monitor their reports for trends.



