

# Cabin Crew Training

## *Programme Overview*



# General Info

**Training Location:** Training Academy, Dublin Airport

**Duration:** Approx. 6 weeks

**Hours:** 37 hours 30 mins (standard) over 7 days per week (can include weekends, evening & bank holidays as well as early mornings and finishing late in the evening shift - start time dependant)

## Description

This Training Course is the final stage of our recruitment and selection process and provides applicants with the opportunity to learn the skills required to be an Aer Lingus Cabin Crew Member. If you successfully complete your Training Course and attain the required standards, you will be offered a contract of employment with Aer Lingus, subject to continuing satisfactory progress.

## Expectation and Goals

The Training Course is comprehensive and intensive consisting of approximately 25 days in the classroom. Certain elements of the Training Course may be delivered online. Immediately following the classroom training you will undertake a period of flying under supervision (familiarisation flights), where you will be assessed on what you have learned in the classroom. At the end of this assessment, you will be required to successfully complete a line check under supervision.



Those who fail to achieve the required standard on this Training Course, up to and including the successful completion of the line check, will not be offered a contract of employment with Aer Lingus.



# Training Course Outline

## Attestation Training

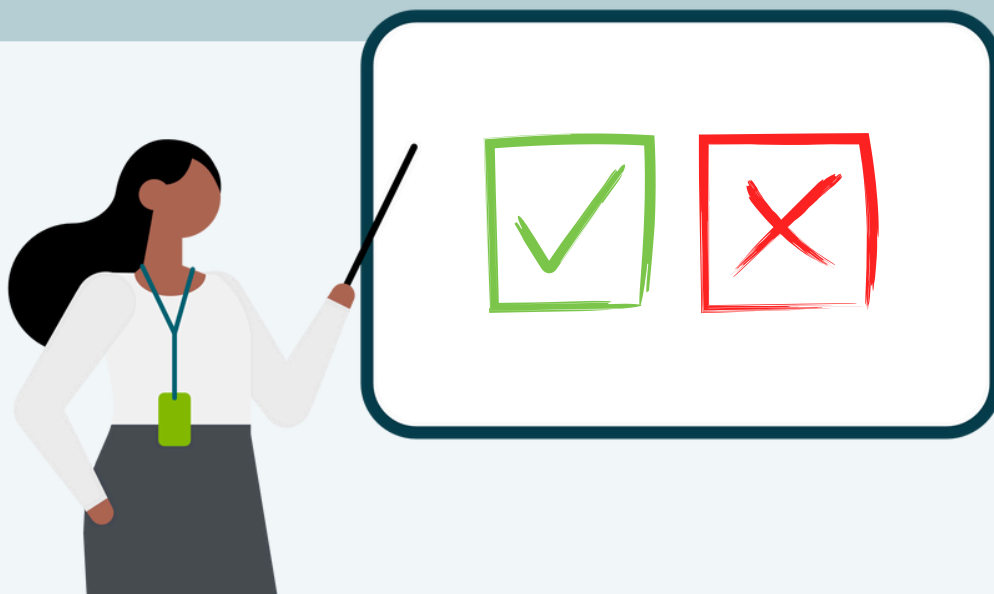
*Only for non-attestation holders (including those whose attestations are invalid)*

### What is an attestation and why do I need this initial training?

If you wish to work as a Cabin Crew Member (CC) in commercial operations within a Member State of the European Community, you must hold a valid Cabin Crew Attestation (CCA). This is a certificate of professional competency which permits you to discharge the duties of cabin crew on European Community registered aircraft.

The competent authority of the Member State is responsible for issuing CCAs. In Ireland the competent authority is the Irish Aviation Authority (IAA). Aer Lingus has been approved to provide the initial Cabin Crew training course in our Training Academy Centre in Iolar House, Dublin Airport, in accordance with Regulation (EU) 1178/2011 as amended (Part-CC) and issue a Cabin Crew Attestation (CCA) on behalf of the IAA. This initial cabin crew training course will be completed over a period of 11 days, and you will be required to pass all modules as per the minimum pass-rates set out below:

Examination	Pass Mark	Repeat Pass Mark
Modular Exam	85%	90%
Final Exam	85%	90%
Oral Exam	85%	90%



## Sea Survival Training

During the attestation course you will be required to complete practical sea survival training in a swimming pool with a maximum depth of 15ft. you will be required to:

- Swim 25m unaided
- Jump into a pool wearing a lifejacket
- Swim wearing a life jacket
- Complete a rescue swim where you rescue a simulated swimmer in distress while wearing a life jacket
- Adopt various sea survival positions
- Don an un-inflated lifejacket in the water
- Board a raft from the water

*Note 1: You can use any stroke to complete the unaided swim*

*Note 2: You will be required to tread water for a period while you don your lifejacket in water*

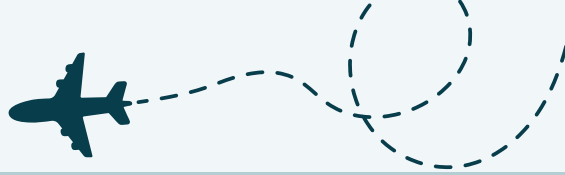
Following successful completion of the attestation course, trainees will then follow on to complete the next stage of training which is the Operators Conversion training (upskill).



## Upskill/Operator Conversion Training

See below OMD table with exam pass marks for new entrant cabin crew, this applies to attestation holders (upskill + OCC)

Examination	Pass Mark	Repeat Pass Mark
Modular Exam	85%	90%
Equipment Location Exam	85%	90%
Final Exam	85%	90%
Oral Exam	85%	90%
Remote Learning Exam	85%	90%



There are multiple modular exams and practical assessments during the course (both attestation course and upskill/operator conversion) that must be passed to be able to continue with the course.

There is a maximum number of exam failures during the course:

- **Attestation course:** If a trainee fails the 3rd exam during the course they have failed to reach the required standard and they will be released from the course
- **Upskill/Operators conversion:** If a trainee fails the 4th exam during the course they have failed to reach the required standard and they will be released from the course

Exams failures will reset back to '0' from attestation training to operator conversion, however this will NOT be the case for upskill to operator conversion.



## Graduation - “The Wings Ceremony”

Following passing the training course you will be invited along with your class and each of your chosen family members or friends to attend our very special Wings Ceremony.

The Wings Ceremony officially marks the end of your training at the Training Academy and is the point where you receive your ‘wings’ meaning you are now ready to fly! You will also receive your Company Contract on successful completion of the training.

The ceremony is a chance for the whole Aer Lingus Training Team together with our Inflight Services Team to acknowledge and celebrate all that you have achieved and to reflect on the hard work you have put in during your training!

It is a very rewarding experience for the whole training class and the wider training academy instructors who have guided and trained you throughout the 6-week course and a lovely moment for your family and friends to witness and be a part of.



*Graduating class 2024 pictured with Mary Montgomery - Director of Inflight Services (far right)*





## Course Modules Covered



**Aviation Principles & Terminology:** General theoretical knowledge of aviation and aviation regulations covering all elements relevant to the duties and responsibilities required from cabin crew



**Communication:** Communication in an aircraft operations & techniques to effective communication



**Human Factors & CRM:** Introductory course on human factors (HF) in aviation and crew resource management (CRM)



**Passenger Handling and Cabin Surveillance:** Passenger handling and cabin surveillance techniques throughout all stages of flight



**Aero-medical aspects and First Aid:** First aid and emergency medical training for dealing with medical emergencies in flight



**Dangerous goods in accordance with applicable ICAO Technical Instructions:** Training in the recognition of restricted or prohibited substances on board an aircraft along with training on the correct and safe carriage of dangerous goods by passengers, crew and as cargo



**General security aspects in aviation, including awareness of the provisions laid down in Regulation (EC) No 300/2008:** Aviation security awareness and practical training on subjects including Human Trafficking, disruptive passengers, personal security and the national security modules



**Survival Training:** Practical and theoretical training for survival scenarios including sea survival



**Standard Operating Procedures Training:** Training on the day-to-day operating procedures within the airline and when on board

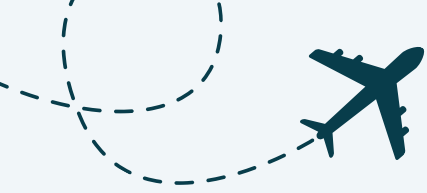


**Emergency Procedures Training:** Training to deal with in flight and on ground emergencies and the procedures for managing emergency evacuations



**Aircraft Type Specific Training:** Training on how to operate the systems and features of the aircraft type you will operate





## Meet Our Training Academy Team



**Noel Houlihan**  
Safety Training Officer



**Jose Rodriguez Souto**  
Chief Instructor



**David Parry**  
Chief Instructor



**Anna Dowling**  
Chief Instructor



### Additional Information & Resources

[Guidelines on Initial Cabin Crew Training | EASA \(europa.eu\)](#)

