



U.S. Department
of Transportation
**Federal Aviation
Administration**

InFO

Information for Operators

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Flight Standards Service
Washington, DC

http://www.faa.gov/other_visit/aviation_industry/airline_operators/airline_safety/info

An InFO contains valuable information for operators that should help them meet certain administrative, regulatory, or operational requirements with relatively low urgency or impact on safety.

Subject: Flight Attendant Certification

Purpose: This InFO informs Title 14 of the Code of Federal Regulations part 121 and 135 air carriers that the Federal Aviation Administration (FAA) issues a Flight Attendant Certificate of Demonstrated Proficiency when a flight attendant has completed all phases of training, including the Initial Operating Experience (IOE). In addition, when an air carrier operates both Group 1 and Group 2 aircraft, the air carrier must update the database with information regarding both aircraft groups.

Discussion: Directors of Operations (DO) are responsible for inputting flight attendant information into the FAA database when a flight attendant completes all phases of training and the IOE. If an air carrier that operates both Group 1 and Group 2 aircraft trains a flight attendant on only one group, the DO is responsible for entering the information into the FAA database upon the completion of training and IOE on that group. If the air carrier later brings back that flight attendant for training on the second Group, the DO must update the information in the FAA database reflecting the new group qualification.

When issuing a second rating to a flight attendant who already holds one rating, the DO can log in to the Flight Attendant Certification System and select the "Update Existing Flight Attendant Certificate" option and enter the certificate number of the flight attendant. The screen brings back pre-filled information for that flight attendant. The DO can then change the physical description, address, and ratings. If the flight attendant already holds one rating (such as Group 1) from that air carrier or from another air carrier and is adding Group 2, the DO would select the rating "Group 1&2" from the drop-down box. The FAA will issue a certificate with both ratings. Ideally, each flight attendant should only have one certificate, and that one certificate should reflect all the ratings held by the flight attendant.

Recommended Action: Directors of safety, directors of operations, training managers, and flight attendants of air carriers providing air transportation with aircraft that have 20 or more seats should be aware that a Flight Attendant Certificate of Demonstrated Proficiency is issued by the FAA when a flight attendant has completed a training program, including the IOE.

Please refer any immediate questions regarding this InFO to Travis Blower, Aviation Safety Inspector (Cabin Safety) with the Air Carrier Training Branch, AFS-210 at (202) 267-7480 or by e-mail at Travis.g.blower@faa.gov.

Approved by: AFS-200