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of Transportation
**Federal Aviation
Administration**

InFO

Information for Operators

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Flight Standards Service
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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: English Proficiency Requirements for Flight Attendants (F/A)

Purpose: This InFO informs Title 14 of the Code of Federal Regulations (14 CFR) part 121 and 135 operators that no person may serve as a F/A unless that person has demonstrated the ability to read, speak, understand, write and carry out written and oral instructions in English regarding the proper performance of their duties.

Background: On February 14, 2012, Congress enacted Public Law 112-95, the FAA Modernization and Reform Act of 2012 (the Act). Section 304, Cabin Crew Communication of the Act, amended Title 49 of the United States Code (49 USC) section 44728 to require F/As to demonstrate the ability to read, speak, and write English well enough to properly perform their duties.

Discussion: With the amendment of 49 USC section 44728, part 121 and 135 F/As are required to demonstrate to an individual, qualified to determine proficiency, the ability to read, speak, and write English well enough to:

- Read material written in English and comprehend the information;
- Speak and understand English sufficiently to provide direction to, and understand and answer questions from English-speaking individuals;
- Write incident reports and statements and log entries and statements; and
- Carry out written and oral instructions regarding the proper performance of their duties.

Successful completion of the certificate holder's approved training program conducted solely in English is an acceptable method for demonstrating English proficiency.

Note: These requirements do not apply to a part 121 or 135 F/A who serves solely between points outside of the United States.

Recommended Action: Directors of operations, safety, program managers, training managers, instructors, and crewmembers under part 121 and 135 should be aware of the requirements of the Act and of the safety issues discussed in this InFO and should include these requirements in appropriate areas of F/A training and operations.

Contact: Questions or comments regarding this InFO should be directed to AFS-200, Air Transportation Division, at (202) 267-8166.