

# Module 4

## Federal Aviation Regulations





**Welcome to home study Module 4 of the Flight Attendant training program from The Flight Attendant Academy.**

If you have any questions as you go through this module, please feel free to reach out to me anytime via email at: [carolyn@theflightattendantacademy.com](mailto:carolyn@theflightattendantacademy.com)

I look forward to seeing you in person for our 5-Day hands-on portion of the program.

Carolyn Dillon  
Executive Director  
The Flight Attendant Academy

**Module #4** will familiarize you with the Federal Aviation Regulations (FARs) which are the rules that govern aviation.

We will list those FARs that are pertinent to you as a Flight Attendant. **You do not need to memorize these, just become familiar with them. Do not worry about the numbers of the FARs.**

## **Table of Contents**

|                                |    |
|--------------------------------|----|
| Federal Aviation Regulations   | 2  |
| Crew Resource Management( CRM) | 7  |
| Practice Test                  | 10 |
| Answer Key                     | 12 |
| Summary                        | 13 |

It is a Flight Attendant's responsibility to be familiar with the FARs and to enforce them in a customer conscious manner. By being diplomatic in helping the customer understand the rules they will be willing to comply without becoming upset.

Also addressed in this Module is Crew Resource Management (CRM). CRM was developed to assist crewmembers in communicating to avoid errors and accidents. CRM gave a voice to all crewmembers.


## FEDERAL AVIATION REGULATIONS (FAR)

**You do not have to memorize these word-for-word.**

**You do not need to learn the numbers.**


- 91.3** The pilot in command of an aircraft is directly responsible for, and is the final authority as to, the operation of that aircraft. (\*The Captain oversees ALL flight attendants.)



- 91.17**  No person may act as a crewmember or jumpseat rider while under the influence of alcohol 8 hours prior to departure.

- 91.19** No person may operate a civil aircraft within the United States with knowledge that narcotic drugs, marijuana, and depressant or stimulant drugs are carried in the aircraft, unless authorized by a federal or state statute or agency.


\* \*Prescription medications are ok if in the pharmacy bottle.

- 91.21**  No person may operate portable electronic equipment during flight unless approved by the operator of the aircraft.

- 91.505** Each crewmember before beginning a flight shall be familiar with emergency equipment locations and procedures for use.

- 107.25** "Security Identification Display Area" (SIDA) means any area identified in the airport security program as requiring each person to continuously

display on their outermost garment, an airport-approved identification medium unless under airport-approved escort.

**108.11**  Unauthorized carriage of weapons is prohibited.

Weapons are allowed on board the a/c with the proper documentation.

**119.59.1** Inspections by an approved FAA administrator may take place at any time.

**121.137** Each person who obtains a manual shall always keep it up to date and have it accessible while on duty.

**121.215.1** Each receptacle for used towels, papers, and wastes must be of fire-resistant material and must have a cover or other means of containing possible fires started in the receptacles.

**121.285** Certain baggage/cargo may be carried in approved areas in the aircraft cabin. Limitations apply.

**121.311** Use of seat and safety belts for cabin occupants age 2 and older is required for aircraft movement on the surface, take-off and landing. Use of child restraint systems is subject to the conditions of this FAR.



Occupants of seats with combined safety belt and shoulder harness must have the belt and harness properly secured about them during take-off and landing. Seat backs must be upright for take-off and landing, barring certain medical reasons.

**121.317** Customers are required to comply with the No Smoking/Fasten Seat Belt signs and instructions given by crewmembers.



**121.333** Flight Attendants are required to show the location and demonstrate the use of the emergency oxygen system.



**121.337** PBE must be checked by Flight Attendants prior to the first flight of the day and with each aircraft change.

**121.339.1** No carrier may perform extended overwater operations without appropriate equipment.


**121.391** Each certificate holder shall provide the minimum amount of Flight Attendants as specified in the manual. They shall be located closest to required floor level exits for take-off and landing. Flight Attendants shall remain seated with seat belts and shoulder harnesses fastened during taxi unless performing safety related duties.

**121.393.1** One half of the minimum crew complement (rounded down) must remain on the aircraft at intermediate stops where customers remain onboard.

**121.401** Whenever a crewmember who is required to take recurrent training, a flight check, or a competence check, takes the check or completes the training in the calendar month before or after the calendar month in which that training or check is required, he is considered to have taken or completed it in the calendar month in which it was required.

**121.404** No certificate holder may use a person as a Flight Attendant, unless that person has completed approved Crew Resource Management training (CRM).

**121.417** Each training program must provide emergency training for each crewmember with respect to each airplane type, model, configuration, emergency and first aid equipment.

- 121.457** A program for testing crewmembers for the use of prohibited drugs is required.
- 121.458** No employee performing safety related duties, involved in an accident shall consume alcohol 8 hours following the accident.
- 121.459** A program for testing crewmembers for use of alcohol under prohibited circumstances is required.
- 121.467** Flight Attendants are subject to duty period limitations and rest requirements.
- 121.542** Contacting the cockpit during critical phases of flight should be avoided unless in an emergency. Critical phases of flight include all ground operations, take-off and landing, and all other operations conducted below 10,000 feet when not at cruise altitude. This is called Sterile Cockpit
- 121.547** Admission to cockpit by unauthorized persons is prohibited.
- 121.548** Any inspector of the Federal Aviation Administration who presents form FAA 110A must be given free and uninterrupted access to the pilots' compartment of the aircraft.
- 121.549** Each crewmember shall, on each flight, have readily available for his/her use a flashlight that is in good working order. 
- 121.557** In an emergency that requires immediate decision and action, the pilot-in-command may take any action that he/she considers necessary under the circumstances. In such a case he/she may deviate from prescribed operations procedures and methods, weather minimums, and regulations, to the extent required in the interest of safety.

- 121.570** The aircraft cannot be moved on the surface, take-off or land unless each evacuation device is armed.
- 121.571** Each certificate holder operating a customer carrying aircraft shall ensure that all customers are orally briefed by the appropriate crewmember prior to every take-off on each of the following: smoking, emergency exits, safety belts and flotation means.
- In addition to the above, any person requiring special assistance shall also be briefed with regards to when, where and how to exit in the event of an emergency and be asked how he/she can best be assisted in exiting. Printed cards must be provided for each customer supplementing the oral briefing.
- 121.573** Additional customer briefing information on the location and operation of applicable equipment is required for extended overwater operations.
- 121.575** Service of alcoholic beverages to those who are intoxicated, have a weapon, or are escorting a prisoner is prohibited. Alcoholic beverages consumed by customers must be served by the carrier.
- 121.577** The certificate holder must provide, and use means to prevent each item of galley equipment and crew baggage from becoming a hazard in an emergency.
- 121.576** Food, beverage or tableware supplied by the carrier cannot be left at a customer's seat for take-off or landing. Each customer's food and beverage tray and each serving cart must be secured in a stowed position before an aircraft can move on the surface, take-off or land.
- 121.585** Only those customers who are able, without assistance, to activate an emergency exit and to take additional actions necessary to ensure the safe use of that exit in an emergency may be seated in a designated exit seat. Persons to be excluded from emergency row seating include a condition or responsibilities, such as caring for small children.

**121.587** The flight deck door must be closed and locked during flight.

**121.589A** No certificate holder may allow the boarding of carry-on baggage on an airplane unless each customer's baggage has been scanned to control the size and amount carried on board in accordance with an approved carry-on baggage program in its operations specifications.

In addition, no customer may board an airplane if his/her carry-on baggage exceeds the baggage allowance prescribed in the carry-on baggage program in the certificate holder's operations specifications.

**121.580** No person may assault, threaten, intimidate, or interfere with a crewmember in the performance of his/her duties.  
(\*KNOW THAT THIS IS A **FEDERAL CRIME**)

## **Crew Resource Management**

In the early 1970's, CRM was developed because perfectly fine, aircraft with no mechanical issues were crashing.

There were 4 accidents that caused the FAA to stand up and take notice and MAKE CHANGES.

1. United 171 (Fuel Starvation)
2. Eastern 401 (Landing Gear bulb)
3. Air Florida 90 (stalled on takeoff)
4. Northwest 255 (failed to configure for takeoff)

The CAUSE of these accidents was the combination of failure to communicate, lack of specific standard operating procedures (SOP), teamwork.



## **Effective CRM means:**

- Everybody is on the same page.
- Staying ahead of the situation.
- Anticipating the next challenge.
- Good situational awareness.
- Good communication.
- Adhering to checklists.

## **Major subjects for CRM training are:**

- Communications
- Teamwork
- Leadership
- Followership
- Task allocation
- Decision Making/Judgment
- Situational Awareness

## **Other areas of importance and discussion in CRM:**

- Standardization (SOP)
- Leadership/Followership
- Accident/Incident analysis (from a CRM perspective)
- Fatigue and stress/Human Limitations
- Workload/Error Management
- Automation
- Diversity/Personality/Group Dynamics

## **Effective CRM involves the entire system which includes everyone:**

- Flight Crew
- Engineering
- Mission Commander
- Customer

- Ground Crew
- Air Traffic Controllers
- Visual Observers

## **How would you define communications?**

The exchange or flow of information and ideas from one person to another

## **The Five Types of Communication**

- Verbal
- Non-verbal
- Written
- Graphic
- Automation

61% of communication is Verbal. Non-Verbal is over 55% of the way we communicate.

## **Common types of non-verbal include:**

- Gestures (Body Language)
- Facial Expressions
- Appearance
- Eye Contact
- Touching
- Proxemics (Spatial Communication)

## **Speaking up with appropriate persistence to raise someone else's situational awareness.**

- Adopting a position
- State what you know, and stick to it
- Make your thoughts and feelings known!!
- Provide choices that provide a positive outcome
- Focus on "what's right", not "who's right"

## **FARs Practice Test**

1. T or F Weapons are not allowed onboard an A/C.
2. T or F No crewmember can drink alcohol 12 hours before a FLT.
3. T or F Each airline must drug test their crewmembers.
4. T or F SIDA means Safe Identification Display Agency.
5. T or F Pax can drink alcohol they bring onboard.
6. T or F Customers are required to comply with the No Smoking/Fasten Seat Belt signs and instructions given by crewmembers.
7. T or F CRM stands for Crew Resource Manual
8. T or F Aircraft can go 50 miles over water without water equipment.
9. T or F Captain is in control of the FLT.
10. T or F The flight deck door must be closed and locked during flight.
11. T or F You can serve alcohol to a prisoner.
12. T or F You can land with cups and foods trays.
13. T or F Flight Attendants can work as long as they need to.
14. T or F Each crewmember shall, on each flight, have readily available for his/her use a flashlight that is in good working order.
15. T or F A blind PAX can sit in the exit row if they are willing to help in an emergency.
16. T or F On an aircraft with PAX onboard, if you have a crew of 3 FAs, 2 FAs must stay onboard.

17. T or F Effective communication includes everyone.
18. T or F CRM means everyone is on the same page.
19. T or F FAR stands for Federal Aviation Rules
20. T or F 55% of communication is non-verbal.

# Answer Key

1. F Weapons are not allowed onboard an A/C.
2. F No crewmember can drink alcohol 12 hours before a FLT.
3. T Each airline must drug test their crewmembers.
4. F SIDA means Safe Identification Display Agency.
5. F PAX can drink alcohol they bring onboard.
6. T Customers are required to comply with the No Smoking/Fasten Seat Belt signs and instructions given by crewmembers.
7. F CRM stands for Crew Resource Manual
8. F Aircraft can go 50 miles over water without water equipment.
9. T Captain is in control of the FLT.
10. T The flight deck door must be closed and locked during flight.
11. F You can serve alcohol to a prisoner.
12. F You can land with cups and foods trays.
13. F Flight Attendants can work as long as they need to.
14. T Each crewmember shall, on each flight, have readily available for his/her use a flashlight that is in good working order.
15. F A blind PAX can sit in the exit row if they are willing to help in an emergency.
16. F On an aircraft with PAX onboard, if you have a crew of 3 FAs, 2 FAs must stay onboard.
17. T Effective communication includes everyone.
18. T CRM means everyone is on the same page.
19. F FAR stands for Federal Aviation Rules
20. T 55% of communication is non-verbal.



## **Summary of Module 4:**

You now should be familiar with the Federal Aviation Regulations.

# Module 5

Stay tuned because we will be covering Safety & Security including emergency situations like decompression, ditching, land evacuations and much more. It's what we train for! Super exciting stuff.

***Carolyn Dillon***

Executive Director

The Flight Attendant Academy

<https://theflightattendantacademy.com>

336.268.5450