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|  | <b>TANZANIA CIVIL AVIATION AUTHORITY</b><br><br>DIRECTORATE OF SAFETY REGULATIONS<br>PERSONNEL LICENSING                | Revision: 5<br><br>Advisory Circular |
| Document No.:<br><br><b>TCAA-AC-SR-PEL06E</b>                                    | <b>Title:</b> Issue, Renewal and Re-issue of a Cabin Crew Member Certificate, including Additional Aircraft Type Rating | Page 1 of 7                          |

## 1.0 PURPOSE

- 1.1 This Advisory Circular (AC) provides guidance to applicants, holders, air operators and Approved Training Organisations (ATOs) on the requirements and the Civil Aviation Service Portal (CASP) procedure for the issue, renewal and re-issue of a Cabin Crew Member Certificate (CCM) and for the addition of an aircraft type rating.

## 2.0 APPLICABILITY

- 2.1 This AC applies to applicants for and holders of a CCM, to air operators employing cabin crew, and to ATOs conducting cabin crew initial, type, recurrent (safety and emergency procedures) and refresher training.

## 3.0 REFERENCES

- (a) Civil Aviation Act, Cap. 80 (R.E. 2023);
- (b) Civil Aviation (Personnel Licensing) Regulations, 2017 (R.E. 2026);
- (c) Civil Aviation (Approved Training Organizations) Regulations, 2017 (R.E. 2026).

## 4.0 GENERAL INFORMATION – CIVIL AVIATION SERVICE PORTAL (CASP)

- 4.1 With effect from October 2026, every application for the issue, renewal, re-issue, upgrade, conversion or replacement of a cabin crew member certificate or type rating covered by this Advisory Circular shall be made electronically through the Authority's Civil Aviation Service Portal (CASP), accessed through the Authority's website [www.tcaa.go.tz](http://www.tcaa.go.tz). CASP replaces the earlier SOFIA licensing and certification portal links and the paper application forms, which are no longer accepted unless the Authority directs otherwise in writing (for example, during a declared CASP outage).
- 4.2 **Applicant account.** The applicant shall create, or log in to, a personal CASP account. The personal details entered shall be identical to those on the applicant's National Identification (NIDA) card or passport, which shall be uploaded as proof of identity. One person shall hold only one CASP account and shall not share log-in credentials. Where the identity of the applicant cannot be verified, the application will be returned without further processing.

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- 4.3 **Uploading documents.** Supporting documents shall be uploaded as clear, complete and legible colour scans (PDF or JPEG). A passport-size photograph with a blue background (approximately 2 cm × 2.5 cm) and a specimen signature (approximately 1 cm × 1.5 cm) shall be uploaded where requested. Results of knowledge tests taken through the Authority, skill-test reports submitted by designated examiners and medical assessments submitted by Aviation Medical Examiners are retrieved by CASP from the Authority's records and need not be uploaded by the applicant, unless CASP requests them.
- 4.4 **Fees.** The applicant shall pay the prescribed fee using the payment details generated by CASP. An application is not processed until the payment is confirmed in CASP.
- 4.5 **Queries and status.** The applicant shall track the status of the application and respond to any query raised by the Personnel Licensing (PEL) Office through CASP within the time stated in the query. An application whose query is not answered within that time may be closed, and a new application will be required.
- 4.6 **Electronic licence.** On approval, the Authority issues the licence, certificate, rating or authorisation electronically in accordance with regulation 4(3) and the First Schedule to the Regulations. The electronic document carries the digital signature of the Director of Safety Regulation and a machine-readable (QR) code through which its authenticity and current status can be verified online and offline. A static image, screenshot or printout is not acceptable as a substitute for the electronic licence.
- 4.7 **False information.** Uploading false, altered or fraudulent documents, or making a false representation in CASP, is a violation of regulation 198(1)(d).

## 5.0 REQUIREMENT TO HOLD A CERTIFICATE (REGULATION 138)

- 5.1 A person shall not act as a cabin crew member unless that person holds a CCM; a rating for the specific aircraft type, or is operating under the supervision of a rated cabin crew member for the purpose of qualifying for the rating; the required knowledge for the type and operating position; and a current Class 2 medical certificate.
- 5.2 A person under training shall not form part of the required minimum number of cabin crew, and shall not be assigned to an operating position (a duty station assigned for the execution of emergency duties).

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## **6.0 ELIGIBILITY FOR ISSUE (REGULATIONS 139 TO 141)**

### **6.1** An applicant for a CCM shall:

- (a) be at least eighteen (18) years of age;
- (b) be able to read, speak and understand the English language sufficiently to carry out the responsibilities of a cabin crew member;
- (c) hold a current Class 2 medical certificate;
- (d) have completed a course of training approved by the Authority, conducted by an ATO or under an operator's approved training programme;
- (e) have passed the knowledge test (regulation 140), covering fire and smoke, water survival, emergency and survival procedures, first aid and aviation medicine, dangerous goods, human performance and the other subjects prescribed; and
- (f) have demonstrated the skills in regulation 141: emergency and evacuation duties; use of emergency and life-saving equipment (life jackets, life rafts, slides, exits, fire extinguishers, oxygen, first-aid kits); effects of lack of oxygen and loss of pressurisation; awareness of other crew members' emergency functions; dangerous goods; and flight crew–cabin crew co-ordination.

### **6.2** First aid and aviation medicine training forming part of the course shall be delivered by an Aviation Medical Examiner approved for that purpose.

## **7.0 AIRCRAFT TYPE RATINGS**

### **7.1** A specific aircraft type is endorsed on the CCM. Type ratings are issued for aircraft with a seating capacity of twenty (20) or more passengers, and for any other aircraft the Authority considers necessary.

### **7.2** An applicant for an additional type rating shall complete type-specific training (including door and exit operation, equipment location and type-specific emergency procedures) and pass the knowledge test for the type sought. The ATO or operator uploads the training record in CASP.

## **8.0 PRIVILEGES (REGULATION 142)**

### **8.1** The holder may act as a cabin crew member in aircraft of the types endorsed when engaged in commercial air transport and, where authorised by the Authority, act as a cabin crew instructor for the issue or renewal of certificates and type ratings.

## **9.0 VALIDITY, CURRENCY AND RENEWAL (REGULATIONS 9(13) AND 143)**

### **9.1** A CCM is valid, for a holder under forty (40) years of age, for the remainder of the twenty-four (24) month validity of the holder's Class 2 medical certificate, and for a

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holder aged forty (40) or more, for the remainder of the twelve (12) month validity of the medical certificate.

- 9.2 To keep each type rating current and to renew the certificate, the holder shall complete the annual safety and emergency procedures (SEP) training approved by the Authority, given by an authorised instructor and recorded in the holder's personal training record.
- 9.3 For renewal, the holder applies in CASP before expiry and uploads the SEP training certificate (or competence card) and the existing certificate details; the valid Class 2 medical assessment is retrieved by CASP.

## **10.0 RE-ISSUE OF AN EXPIRED CERTIFICATE (REGULATION 143(2))**

- 10.1 Where the CCM has expired, the applicant shall complete refresher training acceptable to the Authority at an ATO or under the operator's approved programme, and the ATO or operator shall upload the refresher training report in CASP before the certificate is re-issued.

## **11.0 APPLICATION PROCESS IN CASP**

- 11.1 The process is shown in Figure 1 below. Documents to be uploaded are listed in Appendix A.

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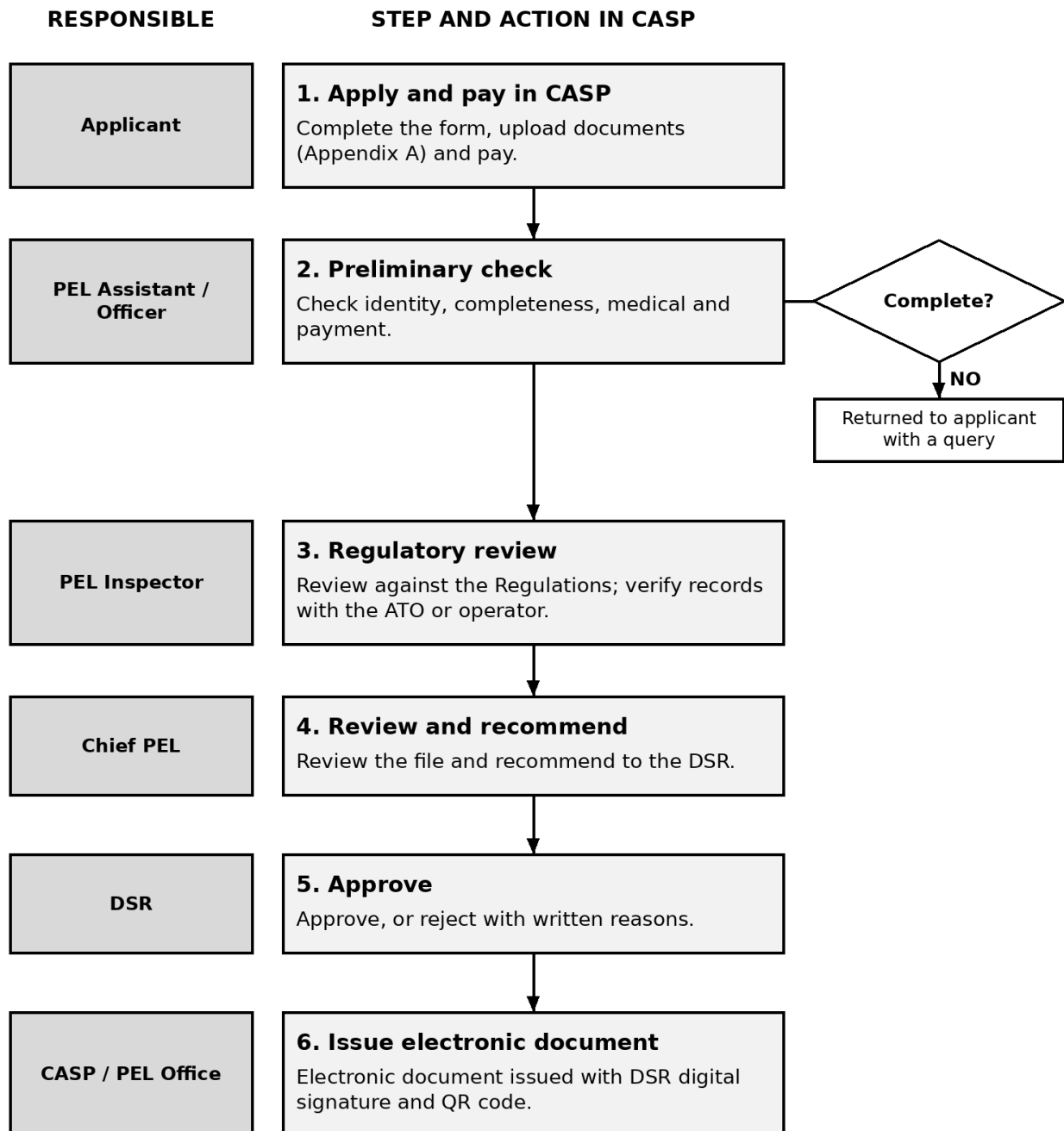


Figure 1 – Issue, additional type rating, renewal and re-issue of a CCM

## 12.0 DISCREPANCIES, REJECTION AND RE-SUBMISSION

- 12.1 Where the PEL Office finds a discrepancy that can be corrected, the application is returned to the applicant in CASP with a query stating the discrepancy. The applicant shall correct the discrepancy and re-submit the same application; a new application and fee are not required.

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12.2 Where the applicant does not meet a requirement of the Regulations, the application is rejected in CASP with a written statement of the reasons and of the requirement not met. The applicant may submit a new application once the requirement has been met.

12.3 Where a document appears to be false or altered, the application is suspended in CASP and the matter is referred for enforcement.

### **13.0 RECORDS**

13.1 CASP is the authoritative record of every application, evaluation, test result, decision and document issued under this Advisory Circular. The PEL Office shall ensure that the evaluation checklist, the decision of the approving officer and all supporting evidence are attached to the applicant's CASP record. Hard-copy records are kept only where CASP cannot hold the original document.

13.2 Operators and ATOs shall keep each cabin crew member's training record, including SEP training, and make it available to the Authority on request.

### **14.0 EFFECTIVE DATE AND CANCELLATION**

14.1 This Advisory Circular is effective from the date of issue shown below and remains in force until amended, revised or cancelled by the Authority.

14.2. Applications submitted before the effective date shall be completed under the documents in force when they were submitted, unless the applicant elects to proceed under this Advisory Circular.



**JOHN NZULULE**  
**DIRECTOR OF SAFETY REGULATION**

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## APPENDIX A: DOCUMENTS TO BE UPLOADED IN CASP

| Document                                            | Issue | Additional type | Renewal | Re-issue |
|-----------------------------------------------------|-------|-----------------|---------|----------|
| NIDA card, passport or birth certificate            | Yes   | –               | –       | Yes      |
| Academic certificates                               | Yes   | –               | –       | –        |
| Certificate of the approved cabin crew course       | Yes   | –               | –       | –        |
| Knowledge test result (retrieved by CASP)           | Yes   | Yes             | –       | –        |
| Instructor's report or letter of recommendation     | Yes   | Yes             | –       | –        |
| Evidence of type rating training                    | Yes   | Yes             | –       | –        |
| Class 2 medical certificate (retrieved by CASP)     | Yes   | Yes             | Yes     | Yes      |
| SEP training certificate / competence card          | –     | –               | Yes     | –        |
| Refresher training report                           | –     | –               | –       | Yes      |
| Photograph (blue background) and specimen signature | Yes   | –               | –       | Yes      |
| Proof of payment (generated by CASP)                | Yes   | Yes             | Yes     | Yes      |