



MALDIVES CIVIL AVIATION AUTHORITY
Male', Maldives

CAA Ref: 201-ASD-F2/N/2026/01
Date: 04 October 2026

NOTICE TO OPERATORS

Subject	Cabin Crew Assessor System and Lead Cabin Crew Assessor Acceptance by Maldives Civil Aviation Authority.
Relevant regulation	MCAR Air Operations: ORO.GEN.110(e), ORO.GEN.205, ORO.GEN.210, ORO.GEN.220, ORO.CC.115 and ORO.CC.215; ICAO Annex 6, Part I, Chapter 12, paragraph 12.4. Supporting guidance: ICAO Doc 10002.
Applicable to	Air operator certificate holders and applicants whose operations require cabin crew
Purpose	The purpose of this notice is to inform applicable organisations of the CAA's requirements and implementation arrangements for the selection, qualification, authorisation, standardisation, monitoring and oversight of cabin crew instructors and assessors, including nomination and CAA acceptance of a Lead Cabin Crew Assessor (LCCA).
Effective Date	20 th October 2026

Background

The Maldives Civil Aviation Authority is introducing a standardised system for the designation and oversight of cabin crew instructors and assessors. The operator remains responsible for selecting, qualifying, authorizing, standardizing and monitoring its personnel. The CAA will approve the operator's system, directly assess and accept the Lead Cabin Crew Assessor, and conduct risk-based surveillance of the persons and activities covered by that system.

Allocation of responsibility

- Each operator shall nominate one Lead Cabin Crew Assessor for CAA assessment and acceptance.
- The operator shall qualify, observe and issue written authorizations to every cabin crew instructor and assessor, including contracted ATO and specialist personnel used under its approval.
- The operator shall maintain a complete controlled register of all active instructors and assessors. CAA acceptance of the Lead Cabin Crew Assessor does not constitute individual CAA approval of every person on that register.
- The CAA will independently select personnel and events for document review and ground, practical or in-flight observation. The operator may coordinate operational arrangements but shall not substitute a preferred person or event without CAA agreement.



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Actions required from operators

Action	Operator requirement
Manual procedures	Establish or update controlled procedures covering roles, selection, qualification, supervised practice, competence assessment, written authorisation, limitations, validity, standardisation, recency, conflicts of interest, appeals, examination security, records and contracted activities related to cabin crew instructors or assessors.
Lead Cabin Crew Assessor	Nominate one suitably qualified person using CAA Form 526-LCCA. The submission shall include the evidence required by the form and the responsible postholder's approval.
Controlled register	Maintain an up-to-date register showing each person's role, privileges, aircraft type or variant, authorisation validity, competence observations, standardisation, recent activity, status and contracted organisation where applicable.
Competence monitoring	Conduct recurrent standardisation and observe every authorized instructor and/or assessor performing representative privileges at least once within each 36-month period.
Loss of qualification or recency	Suspend, limit or supervise privileges when the person no longer meets the approved qualification, recency, activity, fitness or competence requirements. Apply the approved return-to-duty process before restoring privileges.

Contracted personnel

Use of an ATO, contractor or specialist does not transfer the operator's responsibility. The operator shall verify competence, define the written scope of authority, include the person in its controlled register and monitor the contracted activity in accordance with the approved procedures and ORO.GEN.205.

CAA oversight and event selection

Cabin crew instructor and assessor observations will form part of the annual Flight Operations Oversight Plan and may be scheduled or unannounced. The operator shall provide access to relevant rosters, schedules, facilities, aircraft, records and personnel. The CAA will document the reason for its sample and will independently select the person and event to be observed.

Minimum CAA observation planning levels

The following are minimum planning levels and do not limit additional inspections. One observation may satisfy more than one category when the full scope and supporting evidence are recorded.

Population or activity	Minimum CAA observation
1 to 10 active assessors	1 assessor each year
11 to 20 active assessors	2 different assessors each year



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Population or activity	Minimum CAA observation
More than 20 active assessors	3 different assessors each year
Ground or practical training or checking	At least 1 event per operator each year
In-flight assessment	At least 1 event per operator every 24 months
Lead Cabin Crew Assessor	Initial acceptance and every 36 months; annually when assessed as high risk

Risk-based sampling and increased surveillance

The CAA may increase the frequency or scope of surveillance where the available information indicates greater risk. Priority may be given to:

- newly designated personnel, new aircraft types, new training programmes, new facilities or major organisational changes;
- overdue or weak operator observations, limited recent activity, return from inactivity or expanded privileges;
- findings, complaints, appeals, occurrences, adverse reports, integrity concerns or examination-security concerns;
- unusual pass or failure rates, inconsistent grading, differences between assessors or repeated remedial training;
- contracted or geographically remote activities and areas not recently observed by the CAA; and
- changes in the operator’s risk profile, management system or ability to control its designation system.

Scope of CAA observations

Ground and practical events

Before an event, the CAA may review the person’s authorisation, qualifications and recency; the lesson or assessment plan; the approved syllabus; facilities, devices and equipment; assessment instruments; and examination-security controls. During the event, the inspector may assess preparation, technical accuracy, compliance with the approved programme, facilitation, trainee engagement, practical safety, observation, questioning, grading, feedback, record completion and professional conduct. The inspector will not coach the candidate or interfere unless needed to protect safety or assessment integrity.

In-flight assessments

For an in-flight observation, the operator shall also make available evidence of aircraft-type qualification, roster and duty status, operating position, briefing arrangements, access and security requirements, the assessment plan and the controls used to avoid interference with normal crew duties. The CAA may observe how the assessor gathers evidence, applies standards, manages safety and operational pressures, protects confidentiality, debriefs the candidate and completes the records.



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Observation results and regulatory action

The CAA will consider the safety significance, require appropriate operator action and decide whether the person's privileges or the Lead Cabin Crew Assessor acceptance should be limited, suspended or withdrawn pending corrective action and reassessment.

Non-compliance with MCAR requirements, the operator's approved manuals or the accepted designation system will normally be raised against the operator and processed under the applicable CAA finding and corrective-action procedure. Where the evidence concerns an individual, the CAA may require the operator to stop, limit, supervise, retrain or reassess that person and amend the controlled register.

Records and evidence submissions

Operators shall use the reference numbers in the CCA Operator Register and Document Submission Checklist when naming evidence files. Existing manual provisions may be cited by exact manual title, revision, section and page. The document-control page and the relevant extracted pages shall accompany each cited provision. After reviewing the complete register, the CAA may select additional personnel files for review.

Implementation arrangements

The CAA will publish or provide the controlled nomination form, register and submission checklist and will notify applicable operators of the submission method and implementation schedule. This notice does not itself approve, extend or renew an individual instructor or assessor authorisation. Operators should begin reviewing their manuals, personnel files and monitoring arrangements against the requirements described above.

Contact

Questions concerning the implementation of this system may be submitted to the Flight Operations Department at ops@caa.gov.mv.

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