Chinastandards.org

ICS 03.120.20
CCS A 00

RB

CERTIFICATION AND ACCREDITATION INDUSTRY STANDARD OF THE PEOPLE'S REPUBLIC OF CHINA

RB/T 140-2023

Certification requirements for education and training service of flight attendant

空中乘务教育培训服务认证要求

(English Translation)

Issued on: October 16, 2023 **Implemented on: December 1, 2023**

Issued by: National Certification and Accreditation Administration

Preview: page 1 of 4 shown, 12 in the full document. Complete English PDF, instant download:
https://chinastandards.org/standards/rb-t-140-2023

Chinastandards.org

Table of Contents

Preface

Introduction

1 Scope

2 Normative references

3 Terms and Definitions

4 Service Certification Criteria

5 Service Certification Evaluation

Appendix A (Normative) Evaluation content, evaluation methods and scoring criteria for cabin crew education and training services

Reference

Foreword

This document is in accordance with the provisions of GB/T 1.1-2020 "Guidelines for standardization work Part 1: Structure and drafting rules for standardization documents" Drafting:

Introduction

This document focuses on standardizing the education and training services for flight attendants, improving the civil aviation safety assurance capabilities, and promoting the healthy and orderly development of my country's civil aviation industry:

It is formulated in accordance with the needs of development in the relevant direction and national certification and accreditation requirements:

The design of the certification indicators for cabin crew education and training services in this document refers to GB/T 19001 and adopts the "Plan-Do-Check-Dispose" approach:

(PDCA) cycle and risk-based thinking guide training institutions to manage and standardize the training service process:

Cabin safety is an important part of civil aviation flight safety and has a direct impact on the overall safety level of civil aviation:

The professional quality of flight attendants directly affects the quality of civil aviation services and also directly reflects the service quality of airlines:

Training service certification is of great significance to improving the training quality of flight

Preview: page 2 of 4 shown, 12 in the full document. Complete English PDF, instant download:
https://chinastandards.org/standards/rb-t-140-2023

attendant education and training institutions, improving the skills of trainees, and providing airlines with qualified flight attendants:

Service talents are of great significance:

Requirements for certification of flight attendant education and training services

1 Scope

This document specifies the service certification criteria and service certification evaluation contents for cabin crew education and training:

This document is applicable to the certification of cabin crew education and training services:

Certification reference this document:

2 Normative references

The contents of the following documents constitute the essential clauses of this document through normative references in this text:

For referenced documents without a date, only the version corresponding to that date applies to this document; for referenced documents without a date, the latest version (including all amendments) applies to this document:

GB/T 19001-2016 Quality Management System Requirements RB/T 314-2017 Guidelines for the selection and application of certification models for conformity assessment services

3 Terms and definitions

The terms and definitions defined in GB/T 19001-2016, RB/T 314-2017 and the following apply to this document:

An institution or organization that provides flight attendant education and training services:

instructor

Personnel who carry out education and training for cabin crew:

Trainee

Personnel receiving flight attendant education and training:

4 Service Certification Criteria

4.1

Service Resources

Preview: page 3 of 4 shown, 12 in the full document. Complete English PDF, instant download:
https://chinastandards.org/standards/rb-t-140-2023

4.1.1
Organizational Structure

4.1.1.1
The top management of cabin crew education and training institutions shall improve the organizational structure, enhance the quality of cabin crew education and training services and ensure to ensure the effectiveness of training services, we have a clear service concept, development direction and strategic goals, and take it as the overall development direction and strategic goals of the organization:

Part:

4.1.1.2
Flight attendant education and training institutions shall establish and implement a training management system, including but not limited to a teaching system, a teaching supervision system, the system of teaching quality evaluation, student training management and examination system should be organized every 12 months:

It should fully cover the management and training activities of the training institution, and keep corresponding internal audit records:

Preview: page 4 of 4 shown, 12 in the full document. Complete English PDF, instant download:
https://chinastandards.org/standards/rb-t-140-2023